

CARER SUPPORT WILTSHIRE

England & Wales · Charity number 1092762

Details

Other names	CARERS SUPPORT NORTH WILTS
Status	Registered
Legal form	Charitable company
Company number	04415685
Registered	2002-07-03
Register	View on the Charity Commission register

Contact

Address	Carer Support Wiltshire Independent Living Centre St. Georges Road Semington Trowbridge BA14 6JQ
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Website	www.carersupportwiltshire.co.uk

Activities

Objects: THE OBJECTS OF THE CHARITY ARE TO PROMOTE ANY CHARITABLE PURPOSE, FOR THE BENEFIT OF THE WHOLE COMMUNITY (PARTICULARLY, BUT NOT EXCLUSIVELY THE COMMUNITY IN AND AROUND WILTSHIRE), INCLUDING THE ADVANCEMENT OF EDUCATION, THE PROMOTION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR BUT WITHOUT LIMITATION BY SUPPORTING CARERS

Activities: Carer Support Wiltshire provides free and confidential support, advice, information, training and opportunities to take a break from their caring role for all age unpaid carers in Wiltshire and Dorset regardless of the disability, illness or age of the person being cared for.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** NONE STATED
- Dorset
- Wiltshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£851,939	£747,877	£558,851	21
2024-03-31	£1,724,751	£1,650,202	£454,789	49
2023-03-31	£1,694,264	£1,849,129	£380,240	55
2022-03-31	£1,694,474	£1,712,043	£535,105	53
2021-03-31	£1,807,924	£1,749,761	£552,674	57

Trustees

Name	Role	Appointed
Alexander Cheremukhin		2021-05-12
Ian Baldwin		2020-05-13
Ian Carlyle Lafferty		2022-09-21
Martin Robert Parker		2021-02-03
Nigel Howard Sully		2021-09-22

Accounts

Trustee Annual Report

Carer Support Wiltshire

1st April 2024 – 31st March 2025

Our Vision

*Our long-term vision is for a society where no carer is left unseen,
unsupported or without opportunity*

Company Number 04415685

Charity Number 1092762

Carer Support Wiltshire

Report of the Trustees for the Year Ended 31 March 2025

Contents

Introduction from Chair	3
Carer Support Wiltshire is pleased to present its Annual Report for 2024–2025	3
Who we are	5
Our Vision	5
Core Work	5
Carer Support Dorset	8
Carer Money Matters	9
Our Achievements	10
Carers Week	11
Carers Rights Day	12
Carer Cafes	12
Bereavement Help Points	13
Volunteering	13
The year ahead	13
Contract-Based Delivery Aligned with Our Core Purpose	13
Peer Support Services	14
Dedicated Support for Military Unpaid Carers	14
Strengthen Collaboration with Military Networks	14
Tackle Cultural and Systemic Barriers	14
Structure, governance, and management	15
During 2024-25, the Trustee Board comprised:	15
Senior Leadership Team	15
Independent Examiners	15
Legal status and governing document	15
Public benefit	15
Board of Trustees	16
Statement of Trustees' Responsibilities	16
Formal Partnerships	17
Auditor	17
Small Company Provisions	17
Added Value	17

Carer Support Wiltshire

Report of the Trustees
for the Year Ended 31 March 2025

Risk Management	17
Fundraising	18
Financial Review	18
 Summary of Financial Performance	19
 Reserves Policy.....	19
 Going Concern	20
 Investment Policy	20
Thank you to all our funders and supporters.....	20
Independent Examiners report.....	22
Statement of Financial Activities.....	23
Balance Sheet.....	24
Cash Flow Statement.....	25
Notes to the Financial Statements.....	26

Introduction from Chair

Carer Support Wiltshire is pleased to present its Annual Report for 2024–2025

This report sets out our achievements, challenges, and financial performance over the past year. Despite the ongoing pressures of the cost-of-living crisis and the wider challenges in social care, we have remained steadfast in our commitment to supporting unpaid carers across Wiltshire and Dorset.

Our unsuccessful bid for the Wiltshire Council contract in 2024 gave us the opportunity to reflect and take stock about the organisation we wished to be and how best we could continue to meet the needs of and provide advice and support to unpaid carers in Wiltshire and Dorset.

We developed a new organisational strategy to provide us with the direction of travel for the next three years, recognising that the context around us and around unpaid carers is constantly changing, bringing with it a significant level of uncertainty and risk.

One key plank of our new strategy has been to reduce our reliance on Council commissioned contracts and to move towards being an organisation that is built upon externally delivered fundraising as a greater proportionate source of income. This has meant some internal re-organisation and cost reduction as we make this transition and will entail a period of “bedding in” during 2025-26 before the benefits of this change are fully realised. The Trustees of Carer Support Wiltshire (CSW) were firmly of the view that such a change was necessary for CSW to survive and thrive into the future.

Notwithstanding this context, I am incredibly proud of the team at CSW and Carer Support Dorset (CSD) as they have continued to deliver our work this year, work which has focused on strengthening and enhancing our services, with a particular emphasis on developing support for the whole family and ensuring the long-term sustainability of the organisation. We have adapted our range of services in Wiltshire to align with the new commissioned service, ensuring continuity and relevance for those we support.

Throughout the year, we continued to collaborate closely with local authorities, healthcare providers, and community partners. We also expanded our partnerships with a wider network of charities and community organisations, which has been instrumental in extending our reach and delivering a more holistic approach to supporting carers.

We have remained active in advocating for the rights and recognition of unpaid carers, raising awareness of their vital contributions to our communities.

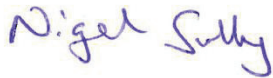
Carer Support Wiltshire

Report of the Trustees
for the Year Ended 31 March 2025

While we have made significant progress in advancing our mission, challenges persist in ensuring equitable access to services, meeting the diverse needs of carers, and navigating a complex and evolving landscape. However, these challenges also present opportunities—for innovation, collaboration, and strategic growth. By drawing on the expertise and dedication of our team, stakeholders, and supporters, we are well placed to overcome obstacles and continue to make a meaningful difference in carers' lives.

As we look ahead, Carer Support Wiltshire remains committed to our vision of a society where carers are valued, empowered, and supported. We will continue to adapt to changing circumstances, embrace emerging technologies, and strengthen partnerships to increase our impact. With collective effort and determination, we are confident in our ability to drive positive change and improve the wellbeing of carers in Wiltshire, Dorset, and beyond.

Finally, on behalf of the Board of Trustees, I would like to express our sincere gratitude to our staff, volunteers, partners, funders, and carers for their unwavering support and commitment. Together, we will continue to build a more caring and inclusive community across Wiltshire and Dorset.



Nigel Sully
Chair of Trustees

Who we are

Carer Support Wiltshire is a local charity dedicated to supporting unpaid carers throughout Wiltshire. It also incorporates Carer Support Dorset, the leading organisation providing support to carers in Dorset.

A carer is anyone who offers unpaid help to a family member or friend who would not be able to manage without their support. This can include caring for someone with a physical disability, long-term health condition, mental health difficulty, or issues related to substance misuse. The person receiving care may be a parent, partner, child, or another loved one.

We support carers of all ages by listening to their needs, providing tailored information, and signposting appropriate services. We work to amplify carers' voices so that their experiences shape policy and service design. In addition, we raise awareness of caring, helping to identify more carers, reduce isolation, and build greater understanding within communities.

Carer Support Wiltshire operates across the county of Wiltshire, excluding Swindon. Since November 2019, we have also served as the umbrella organisation for Carer Support Dorset. We are a network partner of Carers Trust, the UK's leading national charity for unpaid carers.

Our main funding is provided through a contract with Dorset Council (until November 2025) and a grant from Carers Trust. We also receive support through grants and donations from town councils, charitable trusts and foundations, and individual donors.

Our Vision

A better life for carers of all ages where they are recognised, valued, and supported in their caring role and empowered to fulfil their own aspirations.

Core Work

During this year, we ceased to be the contracted provider for Carer Services in Wiltshire. Although this has been a period of adjustment and refocus, carers have remained at the heart of everything we do.

Throughout the year, we continued to run our Carer Cafés, offering carers the opportunity to come together, share experiences, and support one another through the challenges they face. Information and guidance were provided and in total, 21,800 signposts to external services were made.

Our Carer Project Team remained committed to raising awareness of the support available to carers and their families within local communities. The team attended a wide range of events

Carer Support Wiltshire

Report of the Trustees for the Year Ended 31 March 2025

across the county, strengthening partnerships to deliver specialist services, including targeted support for the military community and individuals experiencing poor mental health.

Alongside providing Carer Awareness Training and talks for other professionals, the team engaged in community networking and explored opportunities for future development.

Over the year, the team also organised and delivered a variety of workshops and activities for carers of all ages. This included 20 sessions covering a range of educational topics such as wellbeing, transition to adulthood, end-of-life preparation, first aid, cooking, and photography. In addition, carers were offered opportunities to take part in enjoyable activities including climbing, outdoor adventure, and equine-assisted interventions. Many of these sessions were delivered in partnership with specialist organisations.

Examples of feedback from Wellbeing workshop for adult carers:

“It has been really helpful. I nearly backed out tonight as I am not feeling great, but I am so pleased I joined it has really helped.”

“Interactive parts were particularly helpful, and I learnt a lot from others”

“Great to confirm I have been suffering from burn out!”

Examples of feedback from Young Carers attending the Equine Assisted Intervention:

“I absolutely loved it and had a great time! Thank you!”

“I loved everything that we did, I would love to do more of these events, it was so much fun, and I learned a lot”

“I highly recommend this place; it helps with my anxiety”

In addition to the workshops and activities already mentioned, the team adopted a more holistic approach to supporting carers by organising events that brought whole families together to share positive experiences. These included a Carers Week celebration, a Halloween event, an outing to the Longleat Festival of Light, and an opportunity for carers and their families to visit the Lambing at Lackham.

Examples of feedback from the Lambing event:

“I just wanted to say a great big thank you for the tickets to the lambing event that we attended on Sunday. We had a really enjoyable time and are really grateful for the opportunity. We saw some baby lambs being born which was wonderful and got to have cuddles with some little ones as well! Thank you again.”

Carer Support Wiltshire

Report of the Trustees
for the Year Ended 31 March 2025

“Many thanks for the ticket for the Lambing Weekend at Lackham. My husband really enjoyed the day (an ex farmer so in his element!) as did our two great grandchildren (6 and 5) and the weather was perfect. Thank you once again for the opportunity.”

“Just wanted to say thank you for the Lambing at Lackham tickets. I thought you might like to see a photo of my mum, who loved holding a lamb! It was a much needed day as mum and I have struggled of late, having Alzheimer’s is such an unkind disease on mum and everyone around her. Thanks again.”

The team also continued their work with GP practices, delivering a number of Carer Clinics at surgery premises. These clinics offered carers the opportunity to discuss any issues related to their caring role in a safe and supportive environment, while also accessing a health check carried out by the practice.

Sample of feedback from carers attending Carer Clinics:

“I didn’t know I was a carer until recently, the nurse suggested to me that I am caring for my husband.”

“I feel so much better knowing that there is help out there, I have just been getting on with it till now.”

“Thank you for all your help and listening to me, I haven’t spoken about how hard it is until now.”

Following the success of the Young Carer Archaeology Taster Day pilot event the previous year, we were able to extend this opportunity to adult carers, with an emphasis on *any age* and *any ability*. This inclusive approach proved extremely popular, attracting individuals who had never imagined they would have the chance to try archaeology. The event was oversubscribed due to the high level of interest.

Sample of feedback from Archaeology Taster Days:

“I loved it. I’m so grateful to have been given the opportunity.”

“I did enjoy the day very much thank you. Everything was very well arranged by you, and we were well looked after. The staff at the archaeology dig were very attentive too. So, it was a brilliant experience. Thank you very much for making it possible.”

“I just want to thank you for my chance to take part in last week’s archaeological dig. I had honestly wanted to experience one for years! When the details also

mentioned any age and ability I was completely sold on the idea! The day was an absolute joy from beginning to end! I really , really loved it! It lived up to my expectations and more. I made a new friend and was so absorbed in the day I had no time to think or worry about anything else. Thank you so much for providing me with such a fantastic opportunity...I'm still buzzing about it now!"

Carer Support Dorset

We were granted an extension to our Dorset contract, which will now run until November 2025, although we have been unsuccessful in our bid to continue our work with Dorset Council under their newly commissioned contract after that date.

This year marked our sixth year of supporting unpaid carers in Dorset, delivered by our sister organisation, Carer Support Dorset. This work is funded by Dorset Council and NHS Dorset Clinical Commissioning Group, as well as companies, trusts, charities, and many individual donors.

It was an exceptionally busy year, with increasing demand for services alongside the continued development of support for young carers. Face-to-face community outreach remained a priority. The team facilitated a total of 120 Carer Support Dorset-funded activities, including carer training and workshops, Carer Cafés, support groups, and information drop-ins.

In addition, we maintained a strong presence in local communities by attending and collaborating on a further 37 externally organised events across the county.

"Thanks very much for that session. It was very helpful. I am not a tearful person, but whilst being calm and responsive, I actually was verging on tearfulness throughout the session, so I think it was really timely to get linked into this."

As of the end of the 2024–2025 financial year, there were 8,361 adult carers registered on the Dorset database. Over the year, 1,677 new adult carers were registered. Information and guidance were provided on 2,117 occasions during support conversations or Keeping in Touch calls. In total, 320 referrals to other organisations were made, and 19,945 signposts to various services were provided.

"I feel so lucky to be living in Dorset and therefore receiving support from your organisation. You are all wonderful."

Carer Support Wiltshire
Report of the Trustees
for the Year Ended 31 March 2025

“You’ve been so brilliant, thank you so much for going out of your way to sort this for me.”

“I would also like to say a very big thank you for dealing with me so kindly and so patiently. That means so much. What a wonderful team you are.”

“Thank you so much for calling; it’s nice to know there’s someone out there that cares.”

Carer Money Matters

Launched at the end of 2024, Carer Money Matters is a new service operating across both Wiltshire and Dorset. Funded by a grant from the Carers Trust, the project aims to improve financial confidence among carers both for their own wellbeing and for the people they support. Many carers face complex financial challenges, often exacerbated by the need to reduce paid work or leave employment entirely. This project directly addresses those challenges by offering practical, accessible support.

The Carer Money Matters team provides free, personalised advice on a range of financial topics. This includes energy saving and energy debt, and assistance with registering on the Priority Services Register—ensuring carers receive advance notice of service interruptions, help with meter readings, and priority reconnection. Tailored guidance on how to reduce energy costs in ways that suit individual household needs is also offered.

In addition to energy advice, our Financial Wellbeing Officers provide broader financial support, helping carers manage debt, access relevant benefits, and improve overall money management. Recognising that many carers are either forced to reduce their working hours or leave employment due to their caring responsibilities, the team also offers employment-related support such as CV writing, job searching, and interview preparation.

The team is actively working to reach carers through multiple channels. They regularly attend established carer support groups in Wiltshire and Dorset, providing advice to individuals already engaged with our services. These face-to-face sessions are complemented by ‘Keeping in Touch’ calls, which extend support to carers already on our database—many of whom we know are in need.

To increase accessibility and equity of support, the team is also developing Financial Wellness Hubs across both counties. These hubs target areas of deprivation and aim to bring essential financial support closer to communities. Additional hub locations are currently being identified to expand reach further.

Carer Support Wiltshire

Report of the Trustees for the Year Ended 31 March 2025

Looking ahead, we are committed to supporting working carers, who face the dual pressure of employment and caregiving. A newly appointed Engagement Officer will work directly with businesses in both counties to raise awareness of carers' needs in the workplace. This includes offering presentations, training, and resources to help employers become more Carer Friendly. Once partnerships are established, we plan to deliver on-site Financial Wellness Hubs within workplaces enabling employees to access support during the working day.

The Carer Money Matters project is currently funded until March 2026, with the potential for a five-year extension based on outcomes and further funding availability.

“Thank you so much for all of your help today. It's wonderful to be able to meet people face to face. I'm very grateful for both of your time and patience.”

“Thank you so much for calling me. It's been so helpful and really validated what I've been going through. I feel reassured there is support for me now.”

“This service is just what I needed. Thank you for your continued support.”

“We have had such a difficult time—this money will help us get the break we need. It really is a breath of fresh air.”

“Brilliant service, so glad it exists—it's just what I need!”

“Thank you, I've just been able to add us to this priority list. It's very useful as we do have power cuts here from time to time.”

Our Achievements

2,263 Carers registered this year

2084 adult referrals and 110 referrals for YC's were received.

21,800 Signposts to other organisations

12 Training Workshops

94 Volunteers who provided 3350 hours of Volunteering

25 face to face GP Carer Clinics held in Wiltshire, attended by 123 Carers

17 face to face GP Carer Clinics held in Dorset, attended by 84 Carers.

93 Young Adult Carers proactively contacted and supported to access 1:1 Transition Support in Dorset.

320 external referrals made in Dorset

Over 175 carers were supported via the introduction of the Carer Money Matters service, many through one-to-one interventions. Across both counties, we recorded over £264,000 in new income and savings for these carers.

Carers Week

Carers Week takes place every June and is a national awareness campaign recognising the invaluable contribution of unpaid carers. Each year, we help to amplify carers' collective voices through media engagement and targeted social media messaging. We also organise special events designed to make carers feel seen, valued, and appreciated.

In Wiltshire, we held a well-attended family event that offered carers the opportunity to relax and have fun together as a whole family. Throughout the week, we also organised a variety of activities, including a trip to Highgrove House and our much-loved afternoon teas.

In Dorset, a range of activities were delivered throughout Carers Week, each designed to give carers a chance to take a break, try something new, and connect with Carer Support Dorset staff.

As part of Carers Week 2024, Carer Support Dorset hosted a large marketplace-style event in Ferndown to bring the community together and raise awareness of carers. The event encouraged attendees to explore a wide variety of local support available, including leisure and creative groups as well as health, social care, and wellbeing services. This initiative aligned with our *More Than a Carer* campaign, which recognises that caring is just one part of a person's identity.

The event welcomed 94 members of the public, most of whom identified as carers. We were joined by 21 stallholders, including PramaLife, Dorset Council Participation Team, Help and Care, Rethink Mental Illness, SWAN Advocacy, Citizens Advice, and many more. Feedback included:

“It was a really good event, lots of good conversations going on with a real buzz in the room.”

“It was a great day and a lovely chance to meet so many carers and network as well. It was really well organised.”

In addition to the Ferndown event, Carer Support Dorset supported several other activities to ensure our presence across the county. In Wareham, we collaborated with Purbeck Primary Care Network, Purbeck CCW, and the Careys Trust for a marketplace-style event where carers met a range of professionals and enjoyed a musical performance by Dorset Wrecks. We also supported events in Blandford held at the museum in partnership with Forward

Carers and in Bridport, where we worked alongside Help and Care to bring carers and local support services together.

We continued our commitment to regular drop-ins at Sherborne and Ferndown libraries and promoted this year's campaign messaging through our Carers Cafés in Wareham and Bridport.

Feedback from carers included:

"I just wanted to say I so enjoyed my visit to the library yesterday. I felt very supported and cared for. Thank you so much—you are a fabulous team."

Carers Rights Day

For Carers Rights Day in Wiltshire, we chose to host a single, focused information and guidance event for carers. The day featured speaker sessions alongside an information hall with stallholders from a broad range of voluntary and public sector organisations.

The primary goal of the event was to provide carers with accessible information and advice to support them in their caring roles.

The event offered an excellent opportunity for organisations to share details about their services, network with each other, and connect with us. We created a welcoming and friendly environment where carers could engage directly with professionals, seek guidance, and learn more about the support available through our services.

The event was very well received by attendees. Among those who completed evaluation forms, the majority rated the event as either excellent or good, and 100% said they would recommend attending if the event were repeated.

Carer Cafes

We held 277 Cafes that benefited 1382 Carers.

In Dorset, CSD funded/facilitated 58 Carer Cafe/support group meetings during the year 2025-25, with 324 attendances.

Our Carers Cafés continue to be extremely popular, with carers frequently expressing a strong interest in expanding the range of offerings. While some of our cafés are included within the contracted services, our newer and specialist cafés rely on external funding.

We were disappointed that area boards perceived all cafés as part of the contract and therefore declined additional funding to expand the programme or develop specialist cafés in local areas where we have identified a clear need for this support.

We are particularly pleased to offer a specialist café for our military carers in partnership with Help for Heroes. This initiative forms part of our Courage to Care Programme, which is supported by the Army Central Fund alongside other trusts and foundations.

Other specialist café partnerships include collaborations with GP surgeries to provide Wellbeing Cafés for carers, and with Avon and Wiltshire Partnership (AWP) to offer specialist Mental Health Cafés.

Bereavement Help Points

We continued to operate our Bereavement Help Points in partnership with Dorothy House and Prospect Hospice. These Help Points are not funded through our contract and represent a value-added service we provide to carers.

All carers who notify us of a bereavement receive a bereavement support pack and are offered ongoing support, including access to the Bereavement Help Points and Bereavement Cafés, for up to 18 months following their loss. During this period, carers remain registered on our Carers Register to ensure continued engagement and support.

Volunteering

Our team of volunteer numbers remained steady, with peaks and troughs through the year, numbering 94 volunteers at the end of the financial year.

Over the course of the year, our volunteers delivered 3350 hours of unpaid work, with some 1000 of those hours via our Here to Talk phone befriending service and about 1700 hours facilitating our in-person peer support groups including for those bereaved.

The dedication and passion of our volunteers is second to none and we, as an organisation, could not support unpaid carers without this unpaid workforce.

The year ahead

The coming year will continue to differ significantly from previous years, as we are no longer commissioned by Wiltshire Council and will cease to provide our work for Dorset Council once our contract with them expires in November 2025.

To maximise our impact and deliver the best possible support to unpaid carers, we will focus our operational efforts on three key priority areas:

Contract-Based Delivery Aligned with Our Core Purpose

We remain committed to partnering with a diverse range of organisations—including local authorities, Integrated Care Boards, energy providers, Carers Trust, and other charities within the carer support sector. Our goal is to secure contracts, whether as lead provider,

subcontractor, or consortium partner, that enable us to deliver practical advice and support services to unpaid carers.

We will pursue only those contracts that are realistic in scope and budget, ensuring we can meet agreed deliverables while achieving meaningful outcomes for carers.

Peer Support Services

Recognising the vital role of accessible, informal support, we will continue to develop and expand our peer support offerings. This will include:

- One-to-one and group sessions
- Focused conversations tailored to carers' specific needs, such as wellbeing, mental health, or access to respite
- Signposting to relevant services and opportunities

These peer support services may be commissioned by employers, parish or district councils, community groups, or accessed directly by individual carers.

Dedicated Support for Military Unpaid Carers

Military unpaid carers are often overlooked within both military and civilian systems. Building on the success of our *Courage to Care* programme, we will adopt a twofold strategy to strengthen support for this group:

Strengthen Collaboration with Military Networks

We will work closely with military charities and organisations to embed carer awareness training within welfare and healthcare settings, ensuring frontline personnel are equipped to identify and support carers.

Tackle Cultural and Systemic Barriers

We will advocate for inclusive, responsive services shaped by the lived experience of military carers, addressing the unique challenges they face—including misunderstandings and lack of recognition.

Through these efforts, we aim to ensure military unpaid carers are fully recognised, supported, and empowered within the systems on which they rely.

Additionally, we will continue to advance our *Carer Friendly Communities* work, engaging carers, businesses, healthcare providers, and other stakeholders to ensure unpaid carers are seen, valued, and supported across all aspects of their lives in both Wiltshire and Dorset.

We will further develop our peer support initiatives, adopting a more holistic wellbeing approach beyond statutory services, and expand our work within the military sector.

Structure, governance, and management

During 2024-25, the Trustee Board comprised:

Nigel Sully	Chair	from April 2024
Ian Lafferty	Vice Chair	from April 2024
Alex Cheremukhin		joined May 2021
Ian Baldwin		joined May 2020
Sukdave Ghuman		joined May 2021 Resigned January 2025
Donna Moore		joined February 2020 Resigned December 2024
Martin Parker		joined February 2021 on Sabbatical from September 2024

Senior Leadership Team

Victoria Williamson	Charity Manager
Vanessa Rose	Head of Finance
Poppy Connell	Head of Grant Initiatives and Service Management
Martina Gibson	Head of Services and Volunteering
Anna Sibbald	Head of Fundraising

Independent Examiners

Monahans, County Gate, County Way, Trowbridge, BA14 7FJ.

Legal status and governing document

Carer Support Wiltshire is a Registered Charity 1092762 and a Company Limited by Guarantee 04415685 not having share capital. The liability of members is limited to one pound. Its registered office was The Clock Tower, 5 Farleigh Court, Old Weston Road, Flax Bourton, Bristol BS48 1UR until 12 August 2020 and is now The Independent Living Centre, St George's Road, Semington, nr. Trowbridge, Wiltshire BA14 6JQ. The company is governed by Articles of Association as amended in April 2020, extending the area of benefit. It was renamed in 2011 on the merger of the four previous carer support organisations in Wiltshire.

Public benefit

Carer Support Wiltshire's objects are to promote any charitable purpose, for the benefit of the whole community (particularly but not exclusively the community in and around Wiltshire), including the advancement of education, the promotion of health and the relief of poverty, sickness and distress in particular but without limitation by supporting carers.

Report of the Trustees
for the Year Ended 31 March 2025

The trustees' report explains how we have met our objects. The trustees give careful consideration to the Charity Commission's guidance on public benefit when setting the objectives and planning the work of Carer Support Wiltshire for the year.

Board of Trustees

The Board meets four times a year and has delegated some of its work through two subcommittees:

- **Services and Volunteering**
- **Finance and Fundraising**

The subcommittees are chaired by trustees and meet quarterly. The day-to-day management is formally delegated to the Charity Manager. None of our trustees receive remuneration or other benefit from their work with the charity. The charity keeps a register of trustees' interests, and the chair reminds trustees to declare any relationship that could create a conflict of interest at the start of every Board meeting. Using a skills audit, the Board identified the skills it needs to carry out its work now and, in the future, and recruits accordingly.

Statement of Trustees' Responsibilities

The trustees (who are also directors of Carer Support Wiltshire for the purposes of company law) are responsible for preparing the Trustees' Report and the annual financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). These give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities Statement of Recommended Practice (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 business.

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

Carer Support Wiltshire

Report of the Trustees **for the Year Ended 31 March 2025**

In so far as the trustees are aware:

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

Formal Partnerships

Carer Support Wiltshire is a Network Partner of the Carers Trust, an umbrella organisation which represents carers and their interests on the national stage. It also provides practical support for Network Partners through grants, regional support networks, business advice, training and mentoring.

Auditor

Following the reduction of income in 2024/25, the role of Independent Examiner was put out to tender in January 2025. A resolution proposing that Monahans now be appointed as Independent Examiner for the company was accepted by the Members at the trustees' meeting on 26th February 2025

Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies (s419 (2) of the Companies Act 2006).

Added Value

In addition to the skills, knowledge and experience that trustees bring to their roles, trustees provided added value in terms of training for staff and carers and providing pro bono legal advice.

Risk Management

The trustees have a strategy supported by a policy and procedure for managing risks that could potentially prevent the organisation from achieving its aims and objectives for carers. This is championed at Board level by a trustee with a special interest in risk management. The major strategic risks facing the charity are categorised as:

1. Strategic
2. Reputation
3. Operational
4. Financial

Carer Support Wiltshire

Report of the Trustees for the Year Ended 31 March 2025

5. People
6. Governance
7. Compliance and regulation.

The risk register and controls mitigating the strategic risks are reviewed by the Services and Volunteering, which reports to each board meeting.

During 2024 - 25 Senior Managers and the Board monitored the management of the following operational risks:

- fundraising targets not being met
- maintaining staff wellbeing
- Too great a dependency on a local authority/CCG funding, and possible changes to those income streams
- Compliance with General Data Protection Regulations.

The Charity Manger and the senior leadership team follow up actions, and the Charity Manager reports to the Board. The trustees are indemnified against any negative financial impact resulting from their actions made in good faith.

The risk register was revised during the year to ensure it continues to reflect the business of the charity and the stresses of the external environment.

Fundraising

Carer Support Wiltshire is registered with the Fundraising Regulator and adheres to its Code of Practice and Promise. Our fundraising practices are clearly outlined in our Fundraising Ethics Policy and a copy of our Supporters Charter is available on our website.

For the time period covered by this report, we did not use external fundraising suppliers. We received no complaints about our fundraising last year.

Financial Review

Carer Support Wiltshire is funded from two main funding streams. These are the Dorset Council Contract at 34% and the Carers Trust (the Carer Money Matters Project) at 46% Other funds arise from a variety of grants, donations, trading activities and some investment income.

- The total income for the year was **£851,939** (2024: £1,724,751)
- Increase across all funds of **£104,062** (2024: £75,376)

Carer Support Wiltshire
Report of the Trustees
for the Year Ended 31 March 2025

- Total funds increased to **£558,851** (2024: £454,789)

Summary of Financial Performance

The Statement of Financial Activities for the year ended 31st March 2025 shows an increase across all funds of £104,062 (2024: £75,376) being the difference between total net income and expenditure across individual funds.

Total income decreased by 49% compared with the previous year mainly due to loss of the Wiltshire Council Contract. Our grant income totalled £493,634 (2024: £86,161), an increase of over 500% due to the grant issued by Carers Trust to deliver the Carer Money Matter Project. Donations and legacies in the year were higher than the previous year at £44,820 (2024: £30,060).

Our expenditure decreased by £902,325, largely due to the loss of the Wiltshire Contract.

Staffing costs decreased by £777,274 (60%) due to the loss of the Wiltshire Contract.

As at 31 March 2025, the total funds were split as follows:

- Unrestricted General Funds £ 217,431 (2024: £352,990)
- Restricted Funds £341,420 (2024: £102,626)

The free reserves of charity are defined as unrestricted funds, less tangible assets, as at 31 March 2025 the free reserves of the charity were £214,956 (2024: £352,741).

Reserves Policy

The policy outlined below is based on the following:

- Current income streams and their continued probability and risk factors
- Commitment to current and near future expenditure
- Overall picture within which the charity operates
- Carer agenda locally, regionally, and nationally.

The Board is aware of the continuing impact of wider macroeconomic and geopolitical factors on both income and expenditure within Wiltshire and Dorset and that it may impact the future budgets and plans of our current and prospective funders.

The Trustee Board has set a minimum unrestricted reserve level of £73,000 and no upper limit. This figure reflects funds required to be able to meet all financial obligations, including in the case of a decision to discontinue the operations, sufficient to cover all staff redundancies, outstanding contracted services and to manage the closure.

The trustees acknowledge that reserves of £214,956 are above the minimum. The Reserves will be maintained, as required, by careful budgeting and management of finances.

Carer Support Wiltshire

Report of the Trustees **for the Year Ended 31 March 2025**

The Reserves Policy is due to be reviewed in 2025, or sooner if needed, e.g. upon any material changes to the charity strategy or operations.

Funds in excess of the immediate cash flow requirements could be held in fixed term bond deposit accounts at Hampshire Trust Bank, Redwood Bank. The choice of these accounts is based on their interest rates and access. The Finance, Fundraising and Governance Committee regularly reviews the options for investments at least on an annual basis or when each fund matures.

Going Concern

The Board have proactively assessed various scenarios and consequently agreed to implement organisational plans totally aligned to the new strategy we have developed, changing operating structures and accessing new avenues of income. In this scenario, the Trustees have confidence that the organisation is a going concern and will be able to grow further and pursue its vision of supporting unpaid carers.

Investment Policy

As required in its Articles of Association (paragraph 4.16), in furtherance of its objects, Carer Support Wiltshire has the power to invest monies not immediately required in deposits or such Investments, securities or property as may be thought fit.

Carer Support Wiltshire considers it prudent to hold all surplus funds in interest bearing accounts, to best protect the grants awarded to us for the purposes intended. Surplus funds held outside of the CAF bank accounts in the year have been deposited ensuring that not more than £85,000 is held by a banking corporation. These are under review for return on investment for the charity while not exposing it to any additional risk. At the end of the year Carer Support Wiltshire funds were invested with the following: CAF Bank current and deposit accounts, Redwood Bank and Hampshire Building Society, Flagstone Investments (awaiting review).

Thank you to all our funders and supporters

Special mention goes to:

Carers Trust (Carer Money Matters)

Health & Inequalities Fund (ICB)

Garfield Weston

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended

Carer Support Wiltshire

Report of the Trustees
for the Year Ended 31 March 2025

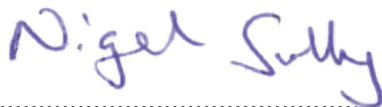
31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Approved by order of the board of trustees on ..11th August 2025..... and signed on its behalf by:



.....

Nigel Sully

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**Independent Examiner's Report to the Trustees of
Carer Support Wiltshire**

Independent examiner's report to the trustees of Carer Support Wiltshire ('the Company')

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

Responsibilities and basis of report

As the charity's trustees of the 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 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 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 your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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 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.



James Gare

Monahans
Chartered Accountants
County Gate
County Way
Trowbridge
Wiltshire
BA14 7FJ

Date: 20 August 2025

Carer Support Wiltshire

Statement of Financial Activities
(including Income and Expenditure Account)
for the Year Ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	42,620	2,200	44,820	30,060
Charitable activities	5				
Carer support services & development work		294,340	486,634	780,974	1,668,443
Other trading activities	3	6,297	-	6,297	4,486
Investment income	4	7,904	-	7,904	12,832
Other income		11,944	-	11,944	8,930
Total		<u>363,105</u>	<u>488,834</u>	<u>851,939</u>	<u>1,724,751</u>
EXPENDITURE ON					
Raising funds	6	74,601	-	74,601	91,438
Charitable activities	7				
Carer support services & development work		489,055	184,221	673,276	1,543,256
Grants for carers		-	-	-	15,508
Total		<u>563,656</u>	<u>184,221</u>	<u>747,877</u>	<u>1,650,202</u>
NET INCOME/(EXPENDITURE)		(200,551)	304,613	104,062	74,549
Transfers between funds	19	<u>65,819</u>	<u>(65,819)</u>	<u>-</u>	<u>-</u>
Net movement in funds		(134,732)	238,794	104,062	74,549
RECONCILIATION OF FUNDS					
Total funds brought forward		352,163	102,626	454,789	380,240
TOTAL FUNDS CARRIED FORWARD		<u>217,431</u>	<u>341,420</u>	<u>558,851</u>	<u>454,789</u>

The notes form part of these financial statements

Carer Support Wiltshire

Balance Sheet
31 March 2025

	Notes	2025 £	2024 £
FIXED ASSETS			
Tangible assets	14	2,475	249
CURRENT ASSETS			
Debtors	15	92,287	95,055
Cash at bank		<u>501,868</u>	<u>449,609</u>
		594,155	544,664
CREDITORS			
Amounts falling due within one year	16	(37,779)	(90,124)
NET CURRENT ASSETS		<u>556,376</u>	<u>454,540</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		558,851	454,789
NET ASSETS		<u>558,851</u>	<u>454,789</u>
FUNDS	19		
Unrestricted funds		217,431	352,163
Restricted funds		<u>341,420</u>	<u>102,626</u>
TOTAL FUNDS		<u>558,851</u>	<u>454,789</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

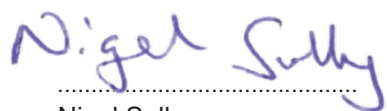
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 11 August 2025 and were signed on its behalf by:


.....

Nigel Sully


.....

Alex Cheremukhin

The notes form part of these financial statements

Carer Support Wiltshire

Cash Flow Statement
for the Year Ended 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	<u>47,229</u>	<u>(30,750)</u>
Net cash provided by/(used in) operating activities		<u>47,229</u>	<u>(30,750)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(2,874)	-
Interest received		<u>7,904</u>	<u>12,832</u>
Net cash provided by investing activities		<u>5,030</u>	<u>12,832</u>
Change in cash and cash equivalents in the reporting period		52,259	(17,918)
Cash and cash equivalents at the beginning of the reporting period		<u>449,609</u>	<u>467,527</u>
Cash and cash equivalents at the end of the reporting period		<u>501,868</u>	<u>449,609</u>

The notes form part of these financial statements

Carer Support Wiltshire

Notes to the Cash Flow Statement
for the Year Ended 31 March 2025

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025 £	2024 £
Net income for the reporting period (as per the Statement of Financial Activities)	104,062	74,549
Adjustments for:		
Depreciation charges	648	2,649
Interest received	(7,904)	(12,832)
Decrease in debtors	2,768	339,348
Decrease in creditors	<u>(52,345)</u>	<u>(434,464)</u>
Net cash provided by/(used in) operations	<u>47,229</u>	<u>(30,750)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	<u>449,609</u>	<u>52,259</u>	<u>501,868</u>
	<u>449,609</u>	<u>52,259</u>	<u>501,868</u>
Total	<u>449,609</u>	<u>52,259</u>	<u>501,868</u>

The notes form part of these financial statements

Carer Support Wiltshire

Notes to the Financial Statements **for the Year Ended 31 March 2025**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Carer Support Wiltshire is an incorporated charity registered in England and Wales. The principal address of charity is given within the reference and administration details on page X of these financial statements. The nature of the charity's operations and principal activities are provided in the Report of the Trustees.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on a going concern basis.

Following the loss of its main source of funding, the Wiltshire Council contract, post year end, the Charity counteracted by effectively managing costs and developing other sources of income.

The Board have proactively assessed various scenarios and consequently agreed to implement organisational plans totally aligned to the new strategy we have developed, changing operating structures and accessing new avenues of income. In this scenario, the Trustees have confidence that the organisation is a going concern and will be able to grow further and pursue its vision of supporting unpaid carers.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Voluntary income is received by way of donations and grants and is recognised in full in the Statement of Financial Activities when they are receivable.

Donated assets are included at the value to the charity where this can be quantified and a third party is bearing the cost. The value of services provided by volunteers has not been included as the value of these services cannot be readily quantified.

Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable. Grants received in the accounting period in respect of future accounting periods are deferred until those periods. All material grants are disclosed in accordance with the Statement of Recommended Practice.

Contract income is recognised in full in the Statement of Financial Activities in the year in which it is receivable, in line with the service level agreement. Contract income received in the accounting period in respect of future accounting periods is deferred until those later periods.

Expenditure

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 a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Resources expended include attributable VAT which cannot be recovered.

Costs of generating funds comprise the costs associated with attracting voluntary income and other activities.

Charitable activities expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to strategic management of the charity.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

1. ACCOUNTING POLICIES - continued

Expenditure

All costs are allocated between the expenditure categories in the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, other costs are apportioned on the basis of estimated aggregated time expended on each activity as set out in note 9 to the accounts.

Tangible fixed assets

Tangible fixed assets are recorded at cost and depreciation is calculated to write off the cost, less estimated residual value over their expected useful lives as follows:

Equipment - 33.3% (straight line method).

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	2025	2024
	£	£
Donations	9,687	20,060
Gift aid	133	-
Legacies	<u>35,000</u>	<u>10,000</u>
	<u>44,820</u>	<u>30,060</u>

3. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Fundraising	<u>6,297</u>	<u>4,486</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

4. INVESTMENT INCOME

	2025	2024
	£	£
Deposit account interest	<u>7,904</u>	<u>12,832</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	2025	2024
	£	£
Grants	<u>780,974</u>	<u>1,668,443</u>

Grants	2025	2024
	£	£
Army Central Fund	-	5,700
Calne Town Council	-	2,618
Carers Trust	14,912	12,802
Carers Trust- Carer Money Matters	370,466	-
Chippenham Town Council	1,195	-
Dorothy House Hospice	2,606	-
D'oyly Carte Charitable Trust	4,000	2,776
Dr David Roberts FSA mc	3,367	-
Garfield Weston	20,000	20,000
Groundwork UK	4,250	1,209
Hedley Foundation	-	-
Jack Lane Charitable Trust	-	1,000
John Rayner Charity	-	3,500
National Lottery Community Fund	-	9,840
National Philanthropic	2,000	-
NHS Banes, Swindon & Wiltshire ICB	38,970	-
Other grants for small projects	6,590	5,716
Robert Clutterbuck	-	1,000
Talbot Village Trust	-	10,000
Tidworth Area Board	1,278	-
The Jane Hodge Foundation	18,000	-
The Wiltshire Bobby Van Trust	-	8,000
Warminster Town Council	-	2,000
Wiltshire Community Foundation	5,000	-
Wiltshire Council	1,000	-
Service contracts		
Wiltshire Council and NHS Wiltshire Clinical Commissioning Group contract	-	1,272,441
Dorset Council and NHS Dorset Clinical Commissioning Group contract	<u>287,340</u>	<u>309,841</u>
	<u>780,974</u>	<u>1,668,443</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

6. RAISING FUNDS

Other trading activities

	2025 £	2024 £
Fundraising expenses	<u>74,601</u>	<u>91,438</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
Carer support services & development work	<u>466,567</u>	<u>206,709</u>	<u>673,276</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2025 £	2024 £
Staff costs	380,390	1,048,172
Other costs	<u>86,177</u>	<u>145,399</u>
	<u>466,567</u>	<u>1,193,571</u>

9. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Carer support services & development work	<u>200,771</u>	<u>161</u>	<u>5,777</u>	<u>206,709</u>

Support costs, included in the above, are as follows:

	2025 Carer support services & development work £	2024 Total activities £
Staff costs	124,900	234,392
Premises	10,540	31,946
Training and recruitment	1,376	4,504
Company expenses	7,007	13,930
Communications	33,294	32,688
General office	23,006	30,623
Depreciation of tangible and heritage assets	648	2,649
Bank charges	161	490
Auditors' remuneration	2,950	8,250
Accountancy fees	-	1,153
Legal and professional fees	<u>2,827</u>	<u>4,568</u>
	<u>206,709</u>	<u>365,193</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

10. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2025	2024
	£	£
Auditors' remuneration	2,950	8,250
Depreciation - owned assets	<u>648</u>	<u>2,649</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

12. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	477,042	1,176,997
Social security costs	16,115	76,643
Other pension costs	<u>12,133</u>	<u>28,924</u>
	<u>505,290</u>	<u>1,282,564</u>

The average monthly full-time equivalent number of full-time employees during the year was as follows:

	2025	2024
Carer support & development	11	31
Administration	<u>7</u>	<u>8</u>
	<u>18</u>	<u>39</u>

The average monthly number of employees during the year was as follows:

	2025	2024
Carer support & development	13	37
Administration	<u>8</u>	<u>12</u>
	<u>21</u>	<u>49</u>

No employees received emoluments in excess of £60,000.

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £92,129 (2024: £169,422).

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	15,770	14,290	30,060
Charitable activities			
Carer support services & development work	1,577,148	91,295	1,668,443
Other trading activities	4,486	-	4,486
Investment income	12,832	-	12,832
Other income	8,930	-	8,930
Total	<u>1,619,166</u>	<u>105,585</u>	<u>1,724,751</u>
EXPENDITURE ON			
Raising funds	91,438	-	91,438
Charitable activities			
Carer support services & development work	1,488,654	54,602	1,543,256
Grants for carers	2,938	12,570	15,508
Total	<u>1,583,030</u>	<u>67,172</u>	<u>1,650,202</u>
NET INCOME	36,136	38,413	74,549
Transfers between funds	<u>1,808</u>	<u>(1,808)</u>	<u>-</u>
Net movement in funds	37,944	36,605	74,549
RECONCILIATION OF FUNDS			
Total funds brought forward	314,219	66,021	380,240
TOTAL FUNDS CARRIED FORWARD	<u><u>352,163</u></u>	<u><u>102,626</u></u>	<u><u>454,789</u></u>

14. TANGIBLE FIXED ASSETS

	Equipment £
COST	
At 1 April 2024	47,233
Additions	2,874
Disposals	<u>(20,997)</u>
At 31 March 2025	<u>29,110</u>
DEPRECIATION	
At 1 April 2024	46,984
Charge for year	648
Eliminated on disposal	<u>(20,997)</u>
At 31 March 2025	<u>26,635</u>
NET BOOK VALUE	
At 31 March 2025	<u><u>2,475</u></u>
At 31 March 2024	<u><u>249</u></u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade debtors	89,519	89,515
Other debtors	-	1,800
Prepayments	<u>2,768</u>	<u>3,740</u>
	<u><u>92,287</u></u>	<u><u>95,055</u></u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade creditors	3,628	8,863
Social security and other taxes	9,137	22,235
VAT	12,825	21,234
Other creditors	4,591	7,338
Accruals and deferred income	<u>7,598</u>	<u>30,454</u>
	<u><u>37,779</u></u>	<u><u>90,124</u></u>

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2025	2024
	£	£
Within one year	18,768	58,907
Between one and five years	<u>6,028</u>	<u>26,909</u>
	<u><u>24,796</u></u>	<u><u>85,816</u></u>

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2025 Total funds	2024 Total funds
	£	£	£	£
Fixed assets	2,475	-	2,475	249
Current assets	252,735	341,420	594,155	544,664
Current liabilities	<u>(37,779)</u>	<u>-</u>	<u>(37,779)</u>	<u>(90,124)</u>
	<u><u>217,431</u></u>	<u><u>341,420</u></u>	<u><u>558,851</u></u>	<u><u>454,789</u></u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

19. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	352,163	(200,551)	65,819	217,431
Restricted funds				
Income Generation - Time for Carers				
Appeal (2020/21)	8,415	(3,971)	-	4,444
Other grants for small projects	46,906	(1,298)	(17,452)	28,156
Connecting carer services (carers trust)	2,354	(2,354)	-	-
Dorset other grant funding	3,479	(1,409)	-	2,070
Young Adult Carer Grants	1,794	(1,416)	(24)	354
Courage to Care Military	10,001	(4,123)	(600)	5,278
Help Point Bereavement project - jointly with Dorothy House	3,899	(1,098)	-	2,801
NHS E&I Trust (RUH)	11,276	(11,276)	-	-
Young Carer Activities	14,502	(7,521)	(820)	6,161
Peer Support Project	-	42,550	-	42,550
Carer Money Matters (Carers Trust)	-	284,284	(41,163)	243,121
Health & Inequalities Fund (Wiltshire Council)	-	12,245	(5,760)	6,485
	<u>102,626</u>	<u>304,613</u>	<u>(65,819)</u>	<u>341,420</u>
TOTAL FUNDS	<u>454,789</u>	<u>104,062</u>	<u>-</u>	<u>558,851</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	363,105	(563,656)	(200,551)
Restricted funds			
Income Generation - Time for Carers			
Appeal (2020/21)	-	(3,971)	(3,971)
Other grants for small projects	16,755	(18,053)	(1,298)
Connecting carer services (carers trust)	-	(2,354)	(2,354)
Dorset other grant funding	1,250	(2,659)	(1,409)
Grant Application Processing	14,912	(14,912)	-
Young Adult Carer Grants	-	(1,416)	(1,416)
Courage to Care Military	-	(4,123)	(4,123)
Help Point Bereavement project - jointly with Dorothy House	2,606	(3,704)	(1,098)
NHS E&I Trust (RUH)	-	(11,276)	(11,276)
Young Carer Activities	1,325	(8,846)	(7,521)
Peer Support Project	42,550	-	42,550
Carer Money Matters (Carers Trust)	370,466	(86,182)	284,284
Health & Inequalities Fund (Wiltshire Council)	38,970	(26,725)	12,245
	<u>488,834</u>	<u>(184,221)</u>	<u>304,613</u>
TOTAL FUNDS	<u>851,939</u>	<u>(747,877)</u>	<u>104,062</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	314,219	36,136	1,808	352,163
Restricted funds				
Income Generation - Time for Carers				
Appeal (2020/21)	8,883	(468)	-	8,415
Other grants for small projects	25,451	22,307	(852)	46,906
Connecting carer services (carers trust)	-	2,354	-	2,354
Dorset other grant funding	3,519	(40)	-	3,479
Young Adult Carer Grants	5,333	(3,539)	-	1,794
Courage to Care Military	9,001	1,956	(956)	10,001
Help Point Bereavement project - jointly with Dorothy House	2,558	1,341	-	3,899
NHS E&I Trust (RUH)	11,276	-	-	11,276
Young Carer Activities	-	14,502	-	14,502
	<u>66,021</u>	<u>38,413</u>	<u>(1,808)</u>	<u>102,626</u>
TOTAL FUNDS	<u>380,240</u>	<u>74,549</u>	<u>-</u>	<u>454,789</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,619,166	(1,583,030)	36,136
Restricted funds			
Income Generation - Time for Carers			
Appeal (2020/21)	-	(468)	(468)
Other grants for small projects	49,143	(26,836)	22,307
Connecting carer services (carers trust)	3,500	(1,146)	2,354
Dorset other grant funding	12,834	(12,874)	(40)
Grant Application Processing	12,102	(12,102)	-
Young Adult Carer Grants	1,390	(4,929)	(3,539)
Courage to Care Military	6,700	(4,744)	1,956
Help Point Bereavement project - jointly with Dorothy House	2,800	(1,459)	1,341
Young Carer Activities	17,116	(2,614)	14,502
	<u>105,585</u>	<u>(67,172)</u>	<u>38,413</u>
TOTAL FUNDS	<u>1,724,751</u>	<u>(1,650,202)</u>	<u>74,549</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

19. MOVEMENT IN FUNDS - continued

General fund	To be applied to the general charitable purposes of the organisation in any way the Trustees see fit.
Income Generation - Appeal (2020/21)	Supports unpaid carers through the provision of replacement care and social activities that enable carers to take a break and reconnect with friends and family.
Young Adult Carers	Monies held on behalf of Carers Trust for work with Young Adult Carers, including funding received from Awards For All.
Grant Application Processing	Processing of grant applications to various organisations on behalf of carers.
Courage to Care Military	Project to provide on base support to carers in military families.
Courage to Care Small Grants	Small grants to support our work with Carers in military families.
Dorset Others Grants	Small grants to support our work in Dorset.
Help Point Bereavement Support	To help carers come to terms with feelings associated with grief and to improve their mental and emotional health.
NHS E&I Trust (RUH)	Pilot scheme supporting hospice carers.
Other grants for small projects	Small grants to support our work in Wiltshire.
Connecting carer services (carers trust)	Talk and Support Service (tackling Isolation post COVID)
Young Carer Activities	Grants to support our Young Carer Activities.
Peer Support Project	To support unpaid carers in various ways.
Health & Inequalities Fund (Wiltshire Council)	Project to provide various workshops for carer training and wellbeing.
Carer Money Matters (Carers Trust)	Project to help to alleviate fuel poverty for Carers.

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

Accounts

Report of the Trustees and
Financial Statements
for the Year Ended 31 March 2024
for
Carer Support Wiltshire

Sumer Auditco Limited
Statutory Auditor
Chartered Accountants
County Gate
County Way
Trowbridge
Wiltshire
BA14 7FJ

Contents of the Financial Statements
for the Year Ended 31 March 2024

	Page
Report of the Trustees	1 to 17
Report of the Independent Auditors	18 to 20
Statement of Financial Activities	21
Balance Sheet	22
Cash Flow Statement	23
Notes to the Cash Flow Statement	24
Notes to the Financial Statements	25 to 36

Introduction from Chair

Carer Support Wiltshire is pleased to present its Annual Report for 2023-2024. This report outlines our accomplishments, challenges, and financial performance during the period. Despite the ongoing challenges presented by both the cost of living and the social care crisis, we have remained committed to supporting unpaid carers across Wiltshire and Dorset. Our efforts have focused on enhancing services, with a particular focus on developing services aimed at the whole family and ensuring the sustainability of our organisation.

We have expanded our range of services to meet the evolving needs of carers in Wiltshire and Dorset. This includes the introduction of virtual support groups, family activities and a keeping in touch programme in Dorset.

We continued our collaboration with local authorities, healthcare providers, and community organisations, and have also expanded our partnership working to work with a range of charities and community organisations, and this has been instrumental in extending our reach and delivering an all-inclusive approach support to carers. This has allowed us to streamline service delivery and maximize the impact of our work with Carers.

We have continued to advocate for the rights and recognition of unpaid carers, raising awareness of their invaluable contributions to society most notably through our More than a Carer Campaign. We also ran a comprehensive Carers survey to understand the needs and concerns of Carers across Wiltshire and Dorset which we will use, alongside our engagement work, to ensure the voices of Carers are amplified to promote a more inclusive and supportive community for Carers in Wiltshire and Dorset.

While we have made significant strides in advancing our mission, challenges persist in ensuring equitable access to support services, addressing the diverse needs of carers, and navigating the uncertainties of an uncertain and ever-changing landscape. However, these challenges also present opportunities for innovation, collaboration, and strategic growth. By harnessing the collective expertise and dedication of our team, stakeholders, and supporters, we are well-positioned to overcome obstacles and continue making a meaningful difference in the lives of carers.

As we embark on the next year, Carer Support Wiltshire remains committed to our vision of a society where carers are valued, empowered, and supported. We will continue to adapt to changing circumstances, leverage emerging technologies, and foster partnerships to enhance our impact and reach. Through solid dedication and collective effort, we are confident in our ability to create positive change and improve the well-being of carers in Wiltshire, Dorset and beyond.

Finally on behalf of the board of trustees I would like to extend our gratitude to our staff, volunteers, partners, funders, and carers for their support and commitment. Together, we will continue to make a difference and build a more caring and inclusive community in Wiltshire and Dorset.

Nigel Sully Chair of Trustees

Who we are

Carer Support Wiltshire is a charity supporting unpaid carers in Wiltshire and, since 2019, in Dorset under the name Carer Support Dorset.

We define an unpaid carer as someone who is giving support to a person who could not otherwise manage without that support. Three in five of us will care for someone at some point in our lives. This might be a parent, child, partner, friend, or neighbour who is elderly or has an illness (including mental health), disability, or substance addiction. Carers can offer many forms of help – doing housework, shopping and cooking, providing personal care, administering medication and providing emotional support, for example. We support carers from the age of 5 years upwards.

We provide a helpline for carers where information and signposting is provided, as well as a number of services including carer groups and cafés and a Here to Talk befriending service. We have a hospital team working from the community and acute hospitals in Wiltshire, providing support to carers and raising awareness of carers to staff. We also work with schools, colleges and GP surgeries, providing awards for them to work towards that show their commitment to carers. In Wiltshire and Dorset our vision is to create truly carer friendly communities, where a carer's work is seen, valued and supported in all areas of their lives, whether that is at work, in a healthcare setting or at home.

Statutory and Core Work

Statutory work

Wiltshire Council extended our contract for a further year to carry our statutory services including Carers Assessments on their behalf. During the year, 300 Carer assessments were carried out and 100 Carer assessment reviews.

This year saw an unprecedented increase in the number of Carers accessing our support and requiring Carers Assessments. We also identified that the needs of Carers were much greater than in previous years, with an extremely high number of complex cases being managed by the Carer Assessment Team. It was clear that the lack of support within Adult Social Care, increased pressures within the NHS and the cost-of-living crisis contributed to the perfect storm for Carers, which pushed more Carers than ever before into crisis situations.

Information and guidance was provided 4281 times during the year and 171 carers were referred to other organisations. 3284 signposts to other organisations were made.

Carer Support Wiltshire provides a free emergency card for carers who would like to carry one, which provides some peace of mind that if a carer is taken ill or involved in an accident, relevant authorities will be alerted and informed of what needs to happen. 368 emergency cards were issued in 2023-24. This service has been highlighted as being extremely important to some of Wiltshire's most vulnerable Carers and we were concerned to see it was not highlighted in the new Wiltshire Council Contract.

Carer Support Wiltshire
Report of the Trustees
for the Year Ended 31 March 2024

Our Carer Friendly Community Team continued to focus on ensuring that communities and the Carers within them are aware of the services and support available for Carers and their families. The team attended a range of events, across the county including developing our Family support offer and growing our partnership working to provide specialist services including those to support the Military community and those experiencing poor mental health.

As we were unsuccessful in our tender for the new Wiltshire Council Contract, we will no longer be providing Carers Assessments and Statutory Services from April 2024.

Young Carer and Young Adult Carer work

Over the last few years, we had noticed an increase in Young Carers and their Families coming directly to us for support, this increased greatly when our Carer Friendly Schools programme took shape and an increased number of Schools and Colleges engaged with it so we took the decision to move the provision in-house, having previously subcontracted the Young Carer Work to Community First.

After discussions with Young Carers, Young Adult Carers, and professionals, it was evident that we needed to break free from the old ways, embracing a fresh, transformative approach to support that really looked at the needs of Young Carers. Our approach aimed to nurture resilience and sharpened skills alongside supporting the dreams and aspirations of Young Carers.

Our approach is about levelling the playing field and ensuring that Young Carers enjoy the same opportunities as their peers in the vibrant tapestry of their communities. Our Young Carer programme aimed to offer practical and age-appropriate support, reducing the burdens of caring and ensuring that they don't bear the brunt of these responsibilities in silence.

Just a year into the implementation of our new delivery model, we have witnessed a remarkable outpouring of stories and experiences from young carers. Through a diverse range of activities, events, confidence-building initiatives, and support planning, young individuals aged 5 and over have engaged with us in so many new ways. These young carers have openly shared their dreams, concerns, and passions, spanning from pursuits like YouTube content creation to outdoor adventures and sports, from arts to the world of music.

Our Comms Team developed a Young Carer Magazine which received an enthusiastic response with many Young Carers providing invaluable feedback regarding their preferences and desires for its content.

The increasing stream of referrals remains indicative of the vast number of young people who selflessly provide care to individuals with diverse needs and challenges in Wiltshire and we are confident that the work that we have been doing with schools has led to an increased awareness in schools which has contributed to increased identification of Young Carers.

Carer Support Wiltshire
Report of the Trustees
for the Year Ended 31 March 2024

Carer Support Wiltshire supports carers young adult carers (YAC) aged 16-24 years with one-to-one support, regular young adult carer cafés, training and internal/external grant applications. Those aged 16-17 years are also offered a transition assessment as they transition from child to adult services as part of our statutory contract. They are invited to remain on our database, to attend our YAC Cafés where they have the opportunity to talk about their caring role and any support they may need during and beyond transition to adulthood. During the year we registered 304 new carers and received 164 referrals for young adult carer support work, highlighting an increase in young adult carers being supported to stay in education and apply for college and university places.

Carer Support Dorset also work with young carers and have a dedicated Young Carer Coordinator. There are 333 young carers currently registered, and 1158 signposts were given at the point of registration. Young carer identification and awareness training was delivered to a range of professionals and proved successful and confidence by attendees in identifying a young carer went from a score of 6.5 to 8.5 following the training. Young Carer and Young Adult Carer Activities were also delivered across the county which resulted in further engagement with Young Carers and their families.

We recognise that Young Carers have educational inequalities and as a result of this have been working with authors to provide literacy opportunities in schools and the community through workshops and activity packs. All schools who have engaged in our Carer Friendly Schools Work have received a toolkit containing books, activity sheets and ideas to engage and improve literacy outcomes for Young Carers.

Carer Support Dorset

We entered our fifth year of carer support for unpaid carers in Dorset this year, delivered by sister organisation Carer Support Dorset and funded by Dorset Council and NHS Dorset Clinical Commissioning Group as well as companies, trusts, charities and many others, including individual donors.

The year was extremely busy with an increase in the demand for service coupled with the growth of services and support for Young Carers. Face to face community outreach continued to be a priority, with the team attending eight areas monthly where carers can drop in and access support and information.

There are now a total 7053 adult carers on the Dorset database. 2179 new adult carers were registered over the course of the year. Information and guidance were provided on 625 occasions during a support conversation or Keeping in Touch call, and 365 referrals to other organisations were made. 21,895 signposts to various organisations were made. 28 training sessions were offered, covering topics such as carer wellbeing, tax, care and family affairs, and safer handling of medication.

"I'm really most grateful to you for our phone call today. I shall follow up on the information you've provided. Thankyou for your time and generosity. I can't tell you how much of a help it will be to me." - Lewis, Adult Carer

Like Carer Support Wiltshire, in Dorset we aim to promote 'carer friendly communities' – where workplaces, schools and healthcare providers, as well as individuals, recognise the extra support and understanding we should all give to those doing the vital job of providing care for someone. We held two carer friendly conferences during the year – the first aimed at stakeholders and professionals but also attended by carers, and the second aimed more towards carers. The conferences gave carers time to talk about some of their concerns and raise important issues with the Carer Support Dorset team.

"It was lovely to meet you too and thank you for listening to me and understanding my position as carer for my husband." - Eileen, Adult Carer

Our Achievements

This would look good as Info graphic and should be combined information from Wiltshire and Dorset

3958 Carers registered this year

4906 Information Advice and Guidance Given

1375 Referrals

25179 Signposts to other organisations

28 Training Workshops

£18246.99 Grants given to Carers.

110 Volunteers who provided 5700 hours of Volunteering

12 GP Practices engaged in CFC

27 Schools engaged with CFC

47 Young Carer Activities

Carers Week

Carers Week falls every year in June and is a national awareness week for unpaid carers. Each year we help to amplify the collective voices of unpaid carers, working with media and putting out messages on social media. We also hold some special events for carers designed to make them feel seen and appreciated for what they do.

For Carers Week 2023 we launched our More than a Carer Campaign, sharing stories of Carers from a range of backgrounds and highlighting who they are and the work they do.

**I AM A
CARER
BUT I
AM
ALSO...**

#MORETHANACARER

*Supportive
Smart
Creative
Son Brother
Doctor-in-training*

Callum, young adult carer

**1 IN 5 SCHOOL STUDENTS ARE
LIKELY TO BE YOUNG CARERS.**

We're here to help you find your future.

 **Carer Support
Wiltshire**

Registered Charity No. 1092762 Company limited by guarantee 4415685


SCAN ME

In Wiltshire we ran our very first Family Event that was extremely well attended and gave Carers the opportunity to relax and have fun as a whole family. We also ran a range of activities across the week which included a trip to Highgrove house as well as our much-loved afternoon teas.

In Dorset a number of activities for carers took place throughout Carers Week, with each activity giving Carers the opportunity to take a break, do something new for themselves and connect with Carer Support Dorset staff.

We were well supported by the media, in particular BBC Radio Wiltshire, which broadcast an interview with a different unpaid carer each day, Monday – Friday. Stories appeared in local newspapers across Wiltshire and Dorset, highlighting the activities taking place and why we need to make caring visible, valued and supported.

Carer Support Wiltshire
Report of the Trustees
for the Year Ended 31 March 2024

CARERS RIGHTS DAY EXPO 2023

For the first time, we decided to run a single event for Carers Rights Day in Wiltshire. We decided to run an information and guidance event for Carers. We ran speaker sessions and had an information hall with stand holders from across the voluntary and public sectors.

Our main aim for the event was to offer Carers information and advice on their caring role.

The event was a great opportunity for a range of organisations to discuss what they do and to network with other organisations as well as us. We provided a friendly atmosphere, and carers received the opportunity to talk not only to professionals and seek advice, but also to hear about our services and the support we offer.

Overall, the event was very well received by carers. Most carers who completed the evaluation form gave the event an excellent or good rating. 100% said that they'd recommend the event if we repeated it.

"I certainly enjoyed the event and would recommend it to any carer to attend next time"

Carers Cafes

We held 166 Cafes that benefited 699 individual Carers

Our Carers Cafes continue to be extremely popular with Carers expressing a desire for us to expand the offer. While some of our Cafés form part of the contract, our new Cafes and specialist Cafes do not and are externally funded. We were disappointed that area boards felt that all Cafes were part of the Contract Offer and refused additional funding to expand the offer and look at specialist offers with partners in local areas where we had identified a strong need for this kind of support. We have therefore had to secure funding for these from outside of the area.

We are particularly delighted to be able to offer a specialist Café to our Military Carers in partnership with Help for Heroes, this work supports our Courage to Care Programme which is funded by the Army Central Fund and other Trusts and Foundations. Additional partnerships for specialist Cafes include partnering with GP surgeries to provide Wellbeing Cafes for Carers and AWP to provide specialist Mental Health Cafes.

Carers Massage Offer

We are currently providing a free massage offer for Carers in two locations and working to bring more providers on board to support this project. Massages are provided free of charge by providers who register as volunteers with us and are given training and safeguarding checks. This is not part of the contract and forms part of our value-added contribution.

Carers Emergency Card and Emergency Planning for Carers

We discuss preparing for an emergency with all Carers and discuss what support networks they have or could put into place, and Carers are encouraging to formulate a plan as part of the Carers Assessment.

"the carers emergency cards has given me a feeling of insurance should anything happen to me"

Carer Support Wiltshire
Report of the Trustees
for the Year Ended 31 March 2024

Bereavement Help Points

We continued to run our Bereavement Help Points in partnership with Dorothy House and Prospect Hospice. These Help Points are not funded as part of the contract and form part of our value-added contribution. All Carers who notify us of a bereavement are sent a bereavement support pack and offered support including the Bereavement Help Points and Cafes for 18 Months after their loss. Carers remain on the Carers Register during this time.

Dementia Wrist Bands

We have launched the Dementia Wrist Band Scheme in partnership with Wiltshire Police, The Bobby Van Trust and Alzheimer's Support. Carers have received this extremely well, with lots of requests for bands. This Project is not funded as part of the contract and forms part of our value-added contribution.

External Grants

We have been able to award £14985 to Carers to support them during the cost-of-living crisis with grants of up to £300 each to support with Carer Breaks, household items and general costs.

Additional funding for driving lessons was provided to 5 young carers.

This was not funded by the Council Contract and forms part of our value-added contribution.

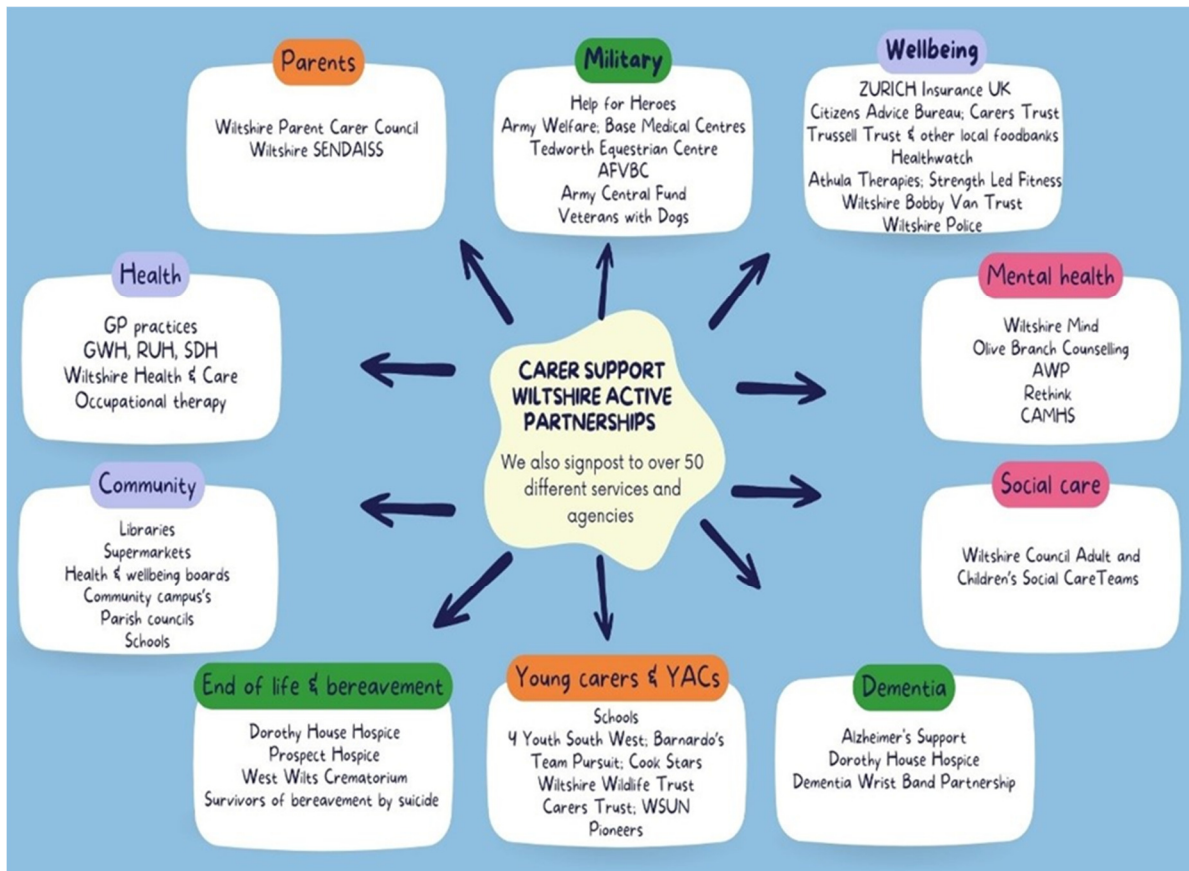
Volunteering

Our team of volunteers grew from strength to strength, numbering 112 volunteers at the end of the year. The numbers had fluctuated slightly throughout the year with some volunteers having to go back to paid work to cover the cost of living, several encountered more serious medical issues or in the case of active carers, flare up of their 'cared for's' condition, which forced them to take a break from volunteering or stop altogether.

Over the course of the year, our volunteers delivered 5679 hours of unpaid work, with almost 3000 of those hours via our Here to Talk phone befriending service and about 1500 hours facilitating our in-person peer support groups including for those bereaved.

The dedication and passion of our volunteers is second to none and we, as an organisation, could not support unpaid carers without this unpaid workforce.

Partnerships



The year ahead

The year ahead will look very different to previous years as we are no longer commissioned by Wiltshire Council we will continue to deliver work in Dorset following our 1-year contract extension to November 2025. We will continue our carer friendly communities work, engaging with carers, businesses, healthcare providers and other stakeholders to ensure that unpaid carers are seen, considered and supported in all areas of their lives, across both Wiltshire and Dorset.

We have also received a grant to deliver Fuel Poverty Alleviation for Carers. This grants crosses over both Wiltshire and Dorset working with Carers Trust and Wales and West Utilities and Scottish Gas Network. This Grant is in place until March 2026.

Carer Support Wiltshire
Report of the Trustees
for the Year Ended 31 March 2024

Structure, governance, and management

During 2023-24, the Trustee Board comprised:

Liz Brown	Chair	from May 2020
Nigel Sully	Vice Chair	from September 2021
Alex Cheremukhin		joined May 2021
Lyndon Baker		joined February 2022 resigned March 2024
Ian Baldwin		joined May 2020
Sukdave Ghuman		joined May 2021
Anne Humphries		joined February 2022 resigned March 2023
Ian Lafferty		joined September 2022
Donna Moore		joined February 2020
Martin Parker		joined February 2021
Rosario Waterlow		joined March 2020 Resigned February 2023

Senior Leadership Team

Leanne Hubbard	CEO
Marco van-Tintelen	Head of Operations
Vanessa Rose	Head of Finance

Auditors

Sumer AuditCo Limited, Fortescue House, Court Street, Trowbridge, BA14 8FA.

Legal status and governing document

Carer Support Wiltshire is a Registered Charity 1092762 and a Company Limited by Guarantee 04415685 not having share capital. The liability of members is limited to one pound. Its registered office was The Clock Tower, 5 Farleigh Court, Old Weston Road, Flax Bourton, Bristol BS48 1UR until 12 August 2020 and is now The Independent Living Centre, St George's Road, Semington, nr. Trowbridge, Wiltshire BA14 6JQ. The company is governed by Articles of Association as amended in April 2020, extending the area of benefit. It was renamed in 2011 on the merger of the four previous carer support organisations in Wiltshire.

Public benefit

Carer Support Wiltshire's objects are to promote any charitable purpose, for the benefit of the whole community (particularly but not exclusively the community in and around Wiltshire), including the advancement of education, the promotion of health and the relief of poverty, sickness and distress in particular but without limitation by supporting carers.

The trustees' report explains how we have met our objects. The trustees give careful consideration to the Charity Commission's guidance on public benefit when setting the objectives and planning the work of Carer Support Wiltshire for the year.

Carer Support Wiltshire
Report of the Trustees
for the Year Ended 31 March 2024

Board of Trustees

The Board meets four times a year and has delegated some of its work through four subcommittees:

- Finance,
- Quality, compliance and volunteering,
- Nominations
- Fundraising and publicity.
- The subcommittees are chaired by trustees and meet quarterly. The day-to-day management is formally delegated to the Chief Executive.

None of our trustees receive remuneration or other benefit from their work with the charity. The charity keeps a register of trustees' interests and the chair reminds trustees to declare any relationship that could create a conflict of interest at the start of every Board meeting.

Using a skills audit, the Board identified the skills it needs to carry out its work now and in the future and recruits accordingly.

New trustees for Carer Support Wiltshire were recruited using specialist agency REACH, local/regional websites, and the organization's platforms. Interested candidates met the Chief Executive for a better understanding. They completed application forms and participated in interviews with the Nominations Committee using consistent questions. Before official appointment, thorough checks and conflict of interest identification were completed. Prospective trustees also attended a Board meeting. The recruitment process ensured diligent selection of trustees in line with the organisation's standards.

New trustees follow an induction programme in the Trustee Handbook, are offered a mentor, and learn more about the work of the organisation through meeting the Chairs of subcommittees and senior managers, and where possible, shadowing of staff. The Chair and the Chief Executive are available for support as required. Trustees attend training courses and away days, participate in annual Board effectiveness reviews and join relevant governance support networks.

The trustees benchmarked the chief executive's salary against equivalent organisations in the sector and region using The Harris Hill 2023 Salary Survey.

Statement of Trustees' Responsibilities

The trustees (who are also directors of Carer Support Wiltshire for the purposes of company law) are responsible for preparing the Trustees' Report and the annual financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). These give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities Statement of Recommended Practice (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;

Carer Support Wiltshire
Report of the Trustees
for the Year Ended 31 March 2024

- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

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

Formal Partnerships

Carer Support Wiltshire is a Network Partner of the Carers Trust, an umbrella organisation which represents carers and their interests on the national stage. It also provides practical support for Network Partners through grants, regional support networks, business advice, training and mentoring.

Auditor

The role of Auditor was put out to tender in 2020. A resolution proposing that MHA Monahans (now Sumer Auditco Limited) be appointed as auditor of the company was accepted by the Members at the trustees' meeting on 3rd February 2021. It was unanimously agreed to continue with Sumer for the year 2023/24 and a review held in September 2024.

Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies (s419 (2) of the Companies Act 2006).

Added Value

In addition to the skills, knowledge and experience that trustees bring to their roles, trustees provided added value in terms of training for staff and carers and providing pro bono legal advice.

Carer Support Wiltshire
Report of the Trustees
for the Year Ended 31 March 2024

Risk Management

The trustees have a strategy supported by a policy and procedure for managing risks that could potentially prevent the organisation from achieving its aims and objectives for carers. This is championed at Board level by a trustee with a special interest in risk management. The major strategic risks facing the charity are categorised as:

1. Strategic
2. Reputation
3. Operational
4. Financial
5. People
6. Governance
7. Compliance and regulation.

The risk register and controls mitigating the strategic risks are reviewed by the Quality, Compliance and Volunteering sub-committee, which reports to each board meeting.

During 2023 - 24 Senior Managers and the Board monitored the management of the following operational risks:

- fundraising targets not being met as 'mainstream' resources were diverted to Covid
- maintaining staff wellbeing during lockdowns
- finding new roles for volunteers as services changed and maintaining links with pre-existing volunteers
- Too great a dependency on a local authority/CCG funding, and possible changes to those income streams
- Failure to deliver contractual agreements, such as referrals for new service via community connector model, and referrals for carers assessments and reviews
- Safeguarding management failure
- Compliance with General Data Protection Regulations.

The Risk Co-ordinator and the senior leadership team follow up actions, and the Risk Co-ordinator reports to the Board every quarter. The trustees are indemnified against any negative financial impact resulting from their actions made in good faith.

The risk register was revised during the year to ensure it continues to reflect the business of the charity and the stresses of the external environment.

Carer Support Wiltshire
Report of the Trustees
for the Year Ended 31 March 2024

Fundraising

Carer Support Wiltshire is registered with the Fundraising Regulator and adheres to its Code of Practice and Promise. Our fundraising practices are clearly outlined in our Fundraising Ethics Policy and a copy of our Supporters Charter is available on our website.

We do not use external fundraising suppliers. We received no complaints about our fundraising last year.

Financial review

Carer Support Wiltshire is just over 73% funded (down from 74% in 2023) by income from the Integrated Better Care Fund (IBCF), overseen by Wiltshire Council on behalf of NHS Wiltshire Clinical Commissioning Group, and by Dorset Council on behalf of Dorset Clinical Commissioning Group. Other funds arise from a variety of grants, donations, trading activities and some investment income.

- The total income for the year was £1,724,751 (2023: £1,694,264)
- Increase across all funds of £74,459 (2023: £154,865 deficit)
- Total funds increased to £454,789 (2023: £380,240)

Summary of Financial Performance

The Statement of Financial Activities for the year ended 31st March 2024 shows an increase across all funds of £74,459 (2023: £154,865 deficit), being the difference between total net income and expenditure across individual funds.

Total income increased by 1.8% compared with the previous year mainly due to increase in voluntary funding. Our grant income totalled £86,161 (2023: £80,035), an increase of 7.7%. Donations in the year were higher than the previous year at £30,060 (2022: £21,922).

Our expenditure decreased by £198,927, largely due to cost savings throughout the year.

Staffing costs decreased by £40,517 (3%) due to changes in the staffing structure.

As at 31 March 2024, the total funds were split as follows:

- Unrestricted General Funds £ 352,163 (2023: £314,219)
- Restricted Funds £ 102,626 (2023: £66,021)

The free reserves of charity are defined as unrestricted funds less tangible assets, as at 31 March 2024 the free reserves of the charity were £351,914 (2023: £311,321).

Reserves Policy

The policy outlined below is based on the following:

Current income streams and their continued probability and risk factors

Commitment to current and near future expenditure

Overall picture within which the charity operates

Carer Support Wiltshire
Report of the Trustees
for the Year Ended 31 March 2024

Carer agenda locally, regionally, and nationally

The Board is aware of the continuing impact of wider macroeconomic and geopolitical factors on both income and expenditure within Wiltshire and Dorset and that it may impact the future budgets and plans of our current and prospective funders.

The Trustee Board has set a minimum unrestricted reserve level of 108,368 and no upper limit.

This figure reflects funds required to be able to meet all financial obligations, including in the case of a decision to discontinue the operations, sufficient to cover all staff redundancies, outstanding contracted services (estimated in August'24 as £80,616) and a sum of money for a project team to manage the closure (estimated as 2 months of average monthly overheads, £27,752 as per August'24 reforecast).

The trustees acknowledge that reserves of £352,741 are above the minimum. The Reserves will be maintained, as required, by careful budgeting and management of finances.

The Reserves Policy is due to be reviewed in 2025, or sooner if needed, e.g. upon any material changes to the charity strategy or operations.

Funds in excess of the immediate cash flow requirements could be held in fixed term bond deposit accounts at Hampshire Trust Bank, Redwood Bank. The choice of these accounts is based on their interest rates and access. The Finance, Fundraising and Governance Committee regularly reviews the options for investments at least on an annual basis or when each fund matures.

Going Concern

Carer Support Wiltshire was unsuccessful in its tender application for the Wiltshire contract effective from 1 April 2024.

In anticipation of such a possible outcome, the Trustees undertook modelling of various scenarios and were confident that the charity would still be in a position to provide services to carers even if the Wiltshire Council contract was not renewed. This was due to the robust scrutiny on control of the cost of operation of the charity and the development and implementation of a new fundraising strategy.

Focus on a new organisational strategy will follow in 24/25, which is expected to lead to the identification of new areas for growth and innovation in the services and support provided to carers, including in the digital space, and a much sharper focus on providing services which are fully funded to deliver.

This will remain the charity's focus in the event that it is also unsuccessful in tendering for the Dorset Council contract (or chooses not to bid at all for financial or other reasons) which is due for tender during 24/25.

Carer Support Wiltshire
Report of the Trustees
for the Year Ended 31 March 2024

Investment Policy

As required in its Articles of Association (paragraph 4.16), in furtherance of its objects, Carer Support Wiltshire has the power to invest monies not immediately required in deposits or such Investments, securities or property as may be thought fit.

Carer Support Wiltshire considers it prudent to hold all surplus funds in interest bearing accounts, to best protect the grants awarded to us for the purposes intended. Surplus funds held outside of the CAF bank accounts in the year have been deposited ensuring that not more than £85,000 is held by a banking corporation. These are under review for return on investment for the charity while not exposing it to any additional risk. At the end of the year Carer Support Wiltshire funds were invested with the following: CAF Bank current and deposit accounts, Redwood Bank and Hampshire Building Society, Flagstone Investments (awaiting review).

Thank you to our funders and supporters.

Army Central Fund
Box Parish Council
Bradford on Avon Town Council
Calne Lions Club
Calne Town Council
Carers Trust
Corsham Town Council
Crowdfunder
Devizes Lions Club
Devizes Masons - Moonraker Lodge No 8547
Devizes Town Council
Estate of Geoffrey Reynolds
Garfield Weston
Haine and Smith
Horningsham Parish Council
Jack Lane Charitable Trust
John Rayner Charitable Trust
Kennet Valley Parish Council
Limpley Stoke Parish Council
Longbridge Deverill Parish Council
Lottery Community Fund
Ludgershall Town Council
Malmesbury St Paul Without Parish Council
Marlborough Area Board
Melksham Town Council
Memory Giving
Merlins Magic Wand Charitable Trust
Mildenhall PC
Purton Parish Council

Carer Support Wiltshire
Report of the Trustees
for the Year Ended 31 March 2024

Ramsbury Parish Council
Royal Wooten Bassett Town Council
St Andrews Church
Stourton with Gasper Parish Council
SUEZ SCOPE
Talbot Village Trust
Tesco Community Grants
Tesco Stronger Starts
The Robert Clutterbuck Charitable Trust
Trowbridge Masons Lodge of Concord 632
Trowbridge Town Council
University of Cardiff Salisbury Museum Partnership
Upavon Parish Council
Warminster Town Council
West Wiltshire Crematorium
Westbury Inner Wheel Club

Approved by order of the board of trustees on 13th November 2024..... and signed on its behalf by:

Nigel Sully

.....
Trustee

Report of the Independent Auditors to the Members of
Carer Support Wiltshire

Opinion

We have audited the financial statements of Carer Support Wiltshire (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Report of the Independent Auditors to the Members of
Carer Support Wiltshire

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charitable company and sector, we identified that the principal risks of non-compliance with laws and regulations related company and charity legislation, and we considered the extent to which non-compliance might have a material effect on the financial statements of the charitable company. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Statement of Recommended Practice and the Companies Act 2006. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to potential lack of segregation of duties, bookkeeping errors and management bias in accounting estimates and judgemental areas of the financial statements. Audit procedures performed by the audit engagement team included:

- Enquiry of management and those charged with governance about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of those charged with governance and any correspondence with The Charity Commission;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing analytical procedures to identify any unusual or unexpected relationship that might indicate a risk of material misstatement due to fraud;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Report of the Independent Auditors to the Members of
Carer Support Wiltshire

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



James Gare (Senior Statutory Auditor)
for and on behalf of Sumer Auditco Limited
Statutory Auditor
Chartered Accountants
County Gate
County Way
Trowbridge
Wiltshire
BA14 7FJ

Date: 16 December 2024

Carer Support Wiltshire

Statement of Financial Activities
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	15,770	14,290	30,060	21,922
Charitable activities	5				
Carer support services & development work		1,577,148	91,295	1,668,443	1,654,916
Other trading activities	3	4,486	-	4,486	2,187
Investment income	4	12,832	-	12,832	6,794
Other income		8,930	-	8,930	8,445
Total		<u>1,619,166</u>	<u>105,585</u>	<u>1,724,751</u>	<u>1,694,264</u>
EXPENDITURE ON					
Raising funds	6	91,438	-	91,438	97,087
Charitable activities	7				
Carer support services & development work		1,488,654	54,602	1,543,256	1,734,366
Grants for carers		2,938	12,570	15,508	17,676
Other		-	-	-	-
Total		<u>1,583,030</u>	<u>67,172</u>	<u>1,650,202</u>	<u>1,849,129</u>
NET INCOME/(EXPENDITURE)		36,136	38,413	74,549	(154,865)
Transfers between funds	19	<u>1,808</u>	<u>(1,808)</u>	<u>-</u>	<u>-</u>
Net movement in funds		37,944	36,605	74,549	(154,865)
RECONCILIATION OF FUNDS					
Total funds brought forward		314,219	66,021	380,240	535,105
TOTAL FUNDS CARRIED FORWARD		<u>352,163</u>	<u>102,626</u>	<u>454,789</u>	<u>380,240</u>

The notes form part of these financial statements

Carer Support Wiltshire

Balance Sheet
31 March 2024

	Notes	2024 £	2023 £
FIXED ASSETS			
Tangible assets	14	249	2,898
CURRENT ASSETS			
Debtors	15	95,055	434,403
Cash at bank		<u>449,609</u>	<u>467,527</u>
		544,664	901,930
CREDITORS			
Amounts falling due within one year	16	(90,124)	(524,588)
NET CURRENT ASSETS		<u>454,540</u>	<u>377,342</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		454,789	380,240
NET ASSETS/(LIABILITIES)		<u>454,789</u>	<u>380,240</u>
FUNDS	19		
Unrestricted funds		352,163	314,219
Restricted funds		<u>102,626</u>	<u>66,021</u>
TOTAL FUNDS		<u>454,789</u>	<u>380,240</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 13th November 2024 and were signed on its behalf by:

Nigel Sully

Trustee

Trustee

The notes form part of these financial statements

Carer Support Wiltshire

Cash Flow Statement
for the Year Ended 31 March 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(30,750)</u>	<u>(188,260)</u>
Net cash used in operating activities		<u>(30,750)</u>	<u>(188,260)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(1,999)
Interest received		<u>12,832</u>	<u>6,794</u>
Net cash provided by investing activities		<u>12,832</u>	<u>4,795</u>
Change in cash and cash equivalents in the reporting period		(17,918)	(183,465)
Cash and cash equivalents at the beginning of the reporting period		<u>467,527</u>	<u>650,992</u>
Cash and cash equivalents at the end of the reporting period		<u>449,609</u>	<u>467,527</u>

The notes form part of these financial statements

Carer Support Wiltshire

Notes to the Cash Flow Statement
for the Year Ended 31 March 2024

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	74,549	(154,865)
Adjustments for:		
Depreciation charges	2,649	7,151
Interest received	(12,832)	(6,794)
Decrease in debtors	339,348	142,984
Decrease in creditors	<u>(434,464)</u>	<u>(176,736)</u>
Net cash used in operations	<u><u>(30,750)</u></u>	<u><u>(188,260)</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank and in hand	<u>467,527</u>	<u>(17,918)</u>	<u>449,609</u>
	<u>467,527</u>	<u>(17,918)</u>	<u>449,609</u>
Total	<u><u>467,527</u></u>	<u><u>(17,918)</u></u>	<u><u>449,609</u></u>

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Carer Support Wiltshire is an incorporated charity registered in England and Wales. The principal address of charity is given within the reference and administration details on page X of these financial statements. The nature of the charity's operations and principal activities are provided in the Report of the Trustees.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on a going concern basis.

Following the loss of its main source of funding, the Wiltshire Council contract, post year end, the Charity counteracted by effectively managing costs and developing other sources of income.

The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements and believe them sufficient for the charity to be able to continue as a going concern.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Voluntary income is received by way of donations and grants and is recognised in full in the Statement of Financial Activities when they are receivable.

Donated assets are included at the value to the charity where this can be quantified and a third party is bearing the cost. The value of services provided by volunteers has not been included as the value of these services cannot be readily quantified.

Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable. Grants received in the accounting period in respect of future accounting periods are deferred until those periods. All material grants are disclosed in accordance with the Statement of Recommended Practice.

Contract income is recognised in full in the Statement of Financial Activities in the year in which it is receivable, in line with the service level agreement. Contract income received in the accounting period in respect of future accounting periods is deferred until those later periods.

Expenditure

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 a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Resources expended include attributable VAT which cannot be recovered.

Costs of generating funds comprise the costs associated with attracting voluntary income and other activities.

Charitable activities expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to strategic management of the charity.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

1. ACCOUNTING POLICIES - continued

Expenditure

All costs are allocated between the expenditure categories in the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, other costs are apportioned on the basis of estimated aggregated time expended on each activity as set out in note 9 to the accounts.

Tangible fixed assets

Tangible fixed assets are recorded at cost and depreciation is calculated to write off the cost, less estimated residual value over their expected useful lives as follows:

Equipment - 50% (straight line method).

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	20,060	21,922
Legacies	<u>10,000</u>	<u>-</u>
	<u>30,060</u>	<u>21,922</u>

3. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Fundraising	<u>4,486</u>	<u>2,187</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

4. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	<u>12,832</u>	<u>6,794</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	2024	2023
	£	£
Grants	<u>1,668,443</u>	<u>1,654,916</u>

Grants	2024	2023
	£	£
Connecting Carer Services (Carers Trust)	-	1,400
Groundwork UK	1,209	6,897
Co-op local community fund	-	3,170
National lottery community fund	9,840	9,618
Wiltshire community foundation	-	5,000
The Serco foundation	-	3,000
Garfield Weston	20,000	20,000
Malmesbury league	-	1,500
Hedley Foundation	-	2,500
Gift Aid reclaimed	-	621
Carers Trust	12,416	8,017
NHS E&I Trust (RUH)	-	12,500
Talbot Village Trust	10,000	-
The Wiltshire Bobby Van Trust	8,000	-
Army Central Fund	5,700	-
John Rayner Charity	3,500	-
Dr David Roberts FSA MC	2,776	-
Calne Town Council	2,618	-
Warminster Town Council	2,000	-
Jack Lane Charitable Trust	1,000	-
Robert Clutterbuck	1,000	-
Other grants for small projects	6,101	5,811
Service contracts		
Wiltshire Council and NHS Wiltshire Clinical Commissioning Group contract	1,272,442	1,272,796
Dorset Council and NHS Dorset Clinical Commissioning Group contract	<u>309,841</u>	<u>322,085</u>
	<u>1,668,443</u>	<u>1,674,916</u>

6. RAISING FUNDS

Other trading activities

	2024	2023
	£	£
Fundraising expenses	<u>91,438</u>	<u>97,087</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
Carer support services & development work	1,178,063	365,193	1,543,256
Grants for carers	15,508	-	15,508
	<u>1,193,571</u>	<u>365,193</u>	<u>1,558,764</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2024 £	2023 £
Staff costs	1,048,172	1,069,775
Other costs	145,399	232,498
	<u>1,193,571</u>	<u>1,302,273</u>

9. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Carer support services & development work	<u>350,732</u>	<u>490</u>	<u>13,971</u>	<u>365,193</u>

Support costs, included in the above, are as follows:

	2024 Carer support services & development work £	2023 Total activities £
Staff costs	234,392	286,894
Premises	31,946	43,082
Training and recruitment	4,504	2,278
Company expenses	13,930	12,652
Communications	32,688	37,151
General office	30,623	41,523
Depreciation of tangible and heritage assets	2,649	7,151
Bank charges	490	1,028
Trustees' remuneration etc	-	111
Auditors' remuneration	8,250	6,790
Accountancy fees	1,153	-
Legal and professional fees	4,568	11,109
	<u>365,193</u>	<u>449,769</u>

10. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2024 £	2023 £
Auditors' remuneration	8,250	6,790
Depreciation - owned assets	<u>2,649</u>	<u>7,151</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

	2024	2023
	£	£
Trustees' expenses	<u>-</u>	<u>111</u>

12. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	1,176,997	1,247,398
Social security costs	100,347	79,810
Other pension costs	<u>38,808</u>	<u>29,461</u>
	<u>1,316,152</u>	<u>1,356,669</u>

Within wages and salaries there are redundancy settlement costs totalling £31,277.

The average monthly full-time equivalent number of full-time employees during the year was as follows:

	2024	2023
Carer support & development	31	37
Administration	<u>8</u>	<u>8</u>
	<u>39</u>	<u>45</u>

The average monthly number of employees during the year was as follows:

	2024	2023
Carer support & development	37	43
Administration	<u>12</u>	<u>12</u>
	<u>49</u>	<u>55</u>

No employees received emoluments in excess of £60,000.

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £214,549 (2022: £201,301).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	20,772	1,150	21,922
Charitable activities			
Carer support services & development work	1,575,944	78,972	1,654,916
Other trading activities	2,187	-	2,187
Investment income	6,794	-	6,794
Other income	<u>8,415</u>	<u>30</u>	<u>8,445</u>
Total	<u>1,614,112</u>	<u>80,152</u>	<u>1,694,264</u>
EXPENDITURE ON			
Raising funds	97,087	-	97,087
Charitable activities			
Carer support services & development work	1,640,717	93,649	1,734,366

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Grants for carers	273	17,403	17,676
Other	-	-	-
Total	<u>1,738,077</u>	<u>111,052</u>	<u>1,849,129</u>
NET INCOME/(EXPENDITURE)	(123,965)	(30,900)	(154,865)
Transfers between funds	<u>(169)</u>	<u>169</u>	<u>-</u>
Net movement in funds	(124,134)	(30,731)	(154,865)
RECONCILIATION OF FUNDS			
Total funds brought forward	438,353	96,752	535,105
TOTAL FUNDS CARRIED FORWARD	<u><u>314,219</u></u>	<u><u>66,021</u></u>	<u><u>380,240</u></u>

14. TANGIBLE FIXED ASSETS

	Equipment £
COST	
At 1 April 2023	48,266
Disposals	<u>(1,033)</u>
At 31 March 2024	<u>47,233</u>
DEPRECIATION	
At 1 April 2023	45,368
Charge for year	2,649
Eliminated on disposal	<u>(1,033)</u>
At 31 March 2024	<u>46,984</u>
NET BOOK VALUE	
At 31 March 2024	<u><u>249</u></u>
At 31 March 2023	<u><u>2,898</u></u>

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade debtors	89,515	428,440
Other debtors	1,800	3,290
Prepayments	<u>3,740</u>	<u>2,673</u>
	<u><u>95,055</u></u>	<u><u>434,403</u></u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	8,863	8,170
Social security and other taxes	22,235	24,783
VAT	21,234	73,317
Other creditors	7,338	7,625
Accruals and deferred income	<u>30,454</u>	<u>410,693</u>
	<u>90,124</u>	<u>524,588</u>

Included in accruals and deferred income is an amount of £346,891 (2022: £491,466) in respect of grant and contract income received at the year-end relating to future accounting periods.

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024	2023
	£	£
Within one year	58,907	34,528
Between one and five years	<u>26,909</u>	<u>6,496</u>
	<u>85,816</u>	<u>41,024</u>

The prior year figure has been adjusted to more accurately represent the commitments presents at the reporting date. This has no impact upon any other area of the financial statements in the current or prior year accounts.

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Fixed assets	249	-	249	2,898
Current assets	442,038	102,626	544,664	901,930
Current liabilities	<u>(90,124)</u>	<u>-</u>	<u>(90,124)</u>	<u>(524,588)</u>
	<u>352,163</u>	<u>102,626</u>	<u>454,789</u>	<u>380,240</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

19. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	314,219	36,136	1,808	352,163
Restricted funds				
Income Generation - Time for Carers Appeal (2020/21)	8,883	(468)	-	8,415
LAB Grants for community connector project	25,451	-	-	25,451
Other grants for small projects	-	22,307	(852)	21,455
Connecting carer services (carers trust)	-	2,354	-	2,354
Dorset other grant funding	3,519	(40)	-	3,479
Young Adult Carer Grants	5,333	(3,539)	-	1,794
Courage to Care Military	9,001	1,956	(956)	10,001
Help Point Bereavement project - jointly with Dorothy House	2,558	1,341	-	3,899
NHS E&I Trust (RUH)	11,276	-	-	11,276
Young Carer Activities	-	14,502	-	14,502
	<u>66,021</u>	<u>38,413</u>	<u>(1,808)</u>	<u>102,626</u>
TOTAL FUNDS	<u>380,240</u>	<u>74,549</u>	<u>-</u>	<u>454,789</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,619,166	(1,583,030)	36,136
Restricted funds			
Income Generation - Time for Carers Appeal (2020/21)	-	(468)	(468)
Other grants for small projects	49,143	(26,836)	22,307
Connecting carer services (carers trust)	3,500	(1,146)	2,354
Dorset other grant funding	12,834	(12,874)	(40)
Grant Application Processing	12,102	(12,102)	-
Young Adult Carer Grants	1,390	(4,929)	(3,539)
Courage to Care Military	6,700	(4,744)	1,956
Help Point Bereavement project - jointly with Dorothy House	2,800	(1,459)	1,341
Young Carer Activities	17,116	(2,614)	14,502
	<u>105,585</u>	<u>(67,172)</u>	<u>38,413</u>
TOTAL FUNDS	<u>1,724,751</u>	<u>(1,650,202)</u>	<u>74,549</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	438,353	(123,965)	(169)	314,219
Restricted funds				
Income Generation - Time for Carers Appeal (2020/21)	18,188	(9,305)	-	8,883
LAB Grants for community connector project	4,135	(4,135)	-	-
Other grants for small projects	30,589	(255)	(4,883)	25,451
BAME Outreach work (Zurich)	4,074	(4,074)	-	-
NHS Investors in carers toolkit	8,241	(8,241)	-	-
GWH Carer Hub (Zurich)	491	(745)	254	-
Hospital Outreach Work	357	(354)	(3)	-
Connecting carer services (carers trust)	14,083	(14,688)	605	-
Armed forces covenant fund	1,201	(1,201)	-	-
Lottery - COVID-19 Counselling project	-	(240)	240	-
Dorset other grant funding	1,450	2,069	-	3,519
Young Adult Carer Grants	6,917	(1,486)	(98)	5,333
Courage to Care Military	6,001	3,000	-	9,001
Veteran's Foundation	675	(4,729)	4,054	-
Help Point Bereavement project - jointly with Dorothy House	350	2,208	-	2,558
NHS E&I Trust (RUH)	-	11,276	-	11,276
	<u>96,752</u>	<u>(30,900)</u>	<u>169</u>	<u>66,021</u>
TOTAL FUNDS	<u>535,105</u>	<u>(154,865)</u>	<u>-</u>	<u>380,240</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

19. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,614,112	(1,738,077)	(123,965)
Restricted funds			
Income Generation - Time for Carers			
Appeal (2020/21)	-	(9,305)	(9,305)
LAB Grants for community connector project	-	(4,135)	(4,135)
Other grants for small projects	22,679	(22,934)	(255)
BAME Outreach work (Zurich)	-	(4,074)	(4,074)
NHS Investors in carers toolkit	-	(8,241)	(8,241)
GWH Carer Hub (Zurich)	-	(745)	(745)
Hospital Outreach Work	-	(354)	(354)
Connecting carer services (carers trust)	1,500	(16,188)	(14,688)
Armed forces covenant fund	-	(1,201)	(1,201)
Lottery - COVID-19 Counselling project	-	(240)	(240)
Dorset other grant funding	12,847	(10,778)	2,069
Grant Application Processing	9,366	(9,366)	-
Young Adult Carer Grants	5,300	(6,786)	(1,486)
Courage to Care Military	3,000	-	3,000
Veteran's Foundation	10,002	(14,731)	(4,729)
Help Point Bereavement project - jointly with Dorothy House	2,958	(750)	2,208
NHS E&I Trust (RUH)	12,500	(1,224)	11,276
	<u>80,152</u>	<u>(111,052)</u>	<u>(30,900)</u>
TOTAL FUNDS	<u>1,694,264</u>	<u>(1,849,129)</u>	<u>(154,865)</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

19. MOVEMENT IN FUNDS - continued

General fund	To be applied to the general charitable purposes of the organisation in any way the Trustees see fit.
Income Generation - Appeal (2020/21)	Supports unpaid carers through the provision of replacement care and social activities that enable carers to take a break and reconnect with friends and family.
Young Adult Carers	Monies held on behalf of Carers Trust for work with Young Adult Carers, including funding received from Awards For All.
Grant Application Processing	Processing of grant applications to various organisations on behalf of carers.
Armed Forces Covenant Fund	Project to provide on base support to carers in military families.
BAME outreach work (Zurich)	Working with the multi-faith forum to strengthen links and raise awareness of carers within BAME community.
Hospital outreach work	Raising awareness and improving identification of carers in hospitals with posters, leaflets, cards, volunteer uniforms and carer friendly badges for hospital staff.
NHS investors in carers toolkit	To develop an Investors in Carers Toolkit
Courage to Care Small Grants	Small grants to support our work with Carers in military families.
Veterans Foundation Grant	To work with Veteran Carers, to encourage engagement from existing Veteran Carers and new beneficiaries to create a supportive community.
Dorset Others Grants	Small grants to support our work in Dorset.
Help Point Bereavement Support	To help carers come to terms with feelings associated with grief and to improve their mental and emotional health.
NHS E&I Trust (RUH)	Pilot scheme supporting hospice carers.
Other grants for small projects	Small grants to support our work in Wiltshire.
Connecting carer services (carers trust)	Talk and Support Service (tackling Isolation post COVID)
Young Carer Activities	Grants to support our Young Carer Activities.

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

Accounts

Report of the Trustees and
Financial Statements
for the Year Ended 31 March 2023
for
Carer Support Wiltshire

Sumer Audit
Statutory Auditor
Chartered Accountants
County Gate
County Way
Trowbridge
Wiltshire
BA14 7FJ

Carer Support Wiltshire

Contents of the Financial Statements
for the Year Ended 31 March 2023

	Page
Report of the Trustees	1 to 13
Report of the Independent Auditors	14 to 15
Statement of Financial Activities	16
Balance Sheet	17
Cash Flow Statement	18
Notes to the Cash Flow Statement	19
Notes to the Financial Statements	20 to 31

Introduction from Chair

With Covid restrictions finally behind us this year, we were able to start looking ahead and thinking about the future of carer support in Wiltshire and Dorset.

In this context, unpaid carers suffered disproportionately during Covid times and sadly they still now face huge difficulties due to increased pressures on the NHS and social services. A shortage of paid carers leaves many unpaid carers picking up the slack. According to the national Census data released at the start of 2023, unpaid carers are now spending more hours caring than ever. In Wiltshire and Dorset, the number of people providing a significant amount of unpaid care – over 20 hours a week – reached 36,000 people, and 29% of Wiltshire and Dorset's unpaid carers were found to be providing more than 50 hours of care a week.

Many are coping with complex issues spanning mental health and other long-term conditions. The response from Carer Support Wiltshire and Dorset has been to look at the ways in which unpaid carers are challenged in their day-to-day lives and what they need to overcome. We have chosen the term 'carer friendly communities' to describe our vision for the future of carer support, which simply means that unpaid carers are supported in all areas of their lives – the whole community – whether that is at work, school, in a healthcare setting or at home. To achieve this, we need to educate as many people as possible about unpaid carers, their importance and significance to us all, and the support they need. As a first step, we held our first carer-friendly conference in Wiltshire in May 2022 and brought carers together with leaders from primary care, the NHS, education, and social care to discuss how Wiltshire can become the UK's first truly carer-friendly county.

We continue all our work that supports the carer-friendly community, such as working with GP surgeries to ensure unpaid carers are identified early. We have developed new services to provide an integrated approach for adult and young carers in the community and more acute settings. Building on our experience of working with GP surgeries, we have introduced a new Young Carer Friendly School Award, which is delivered through the Healthy Schools programme. This recognises schools 'support of young carers – through education, identification, and support such as weekly young carer clubs. Towards the end of 2022, we also set up a new Hospital Liaison Service (following the successful pilot in 2021). This helps carers when those they care for are in hospital and in the first few weeks after they return home. The Hospital Liaison Team is working with both acute hospitals in Bath and Swindon as well as the community hospitals. As well as working with carers, the team works with the hospital, delivering carer awareness training. During the year the team engaged with 158 hospital staff members.

Our Here to Talk service continues to help many unpaid carers by providing a regular phone call from a trained volunteer to check in and give them an opportunity to talk. This service was accessed by more than 100 people in Wiltshire and Dorset during the year.

Looking ahead to the next year, our carers will continue to face significant pressures, chiefly because of social care and NHS funding and staff shortages, and the cost-of-living crisis. Crucially, many carers do not see themselves as undertaking this role and feel able to ask for help. Isolation and poor wellbeing can result. We need to be proactive and able to respond to the needs of carers quickly. By continuing to listen to the needs of carers, working with partners to deliver what carers need, and continuing to innovate and engage with new schemes such as the Young Carer Friendly Award, we feel in a good place to do the best possible job.

Although without doubt we experienced a tough year in the challenging economic climate, we developed and delivered an impressive range of statutory and tailored services.

After a fundamental review we now have robust and innovative plans to achieve our goal of a carer-friendly community where no carer struggles alone. We will ensure carers' voices are heard and will seek every opportunity to work with social care services and the NHS to create more carer-centred services, respecting that each carer's circumstances are unique. We will reach out to more carers, collaborating with other organisations.

Finally, on behalf of the Board of Trustees, I thank all our wonderful funders, volunteers, and staff for their superb support and work for our charity and our carers.

Liz Brown, Chair of Trustees

Who we are.

Carer Support Wiltshire is a charity supporting unpaid carers in Wiltshire and, since 2019, in Dorset under the name Carer Support Dorset.

We define an unpaid carer as someone who is giving support to a person who could not otherwise manage without that support. Three in five of us will care for someone at some point in our lives. This might be a parent, child, partner, friend, or neighbour who is elderly or has an illness (including mental health), disability, or substance addiction. Carers can offer many forms of help – doing housework, shopping, and cooking, providing personal care, administering medication, and providing emotional support, for example. We support carers from the age of 5 years upwards.

We provide a helpline for carers where information and signposting are provided, as well as a number of services including carer groups and cafés and a Here to Talk befriending service. We have a hospital team working from the community and acute hospitals in Wiltshire, providing support to carers and raising awareness of carers to staff. We also work with schools, colleges, and GP surgeries, providing awards for them to work towards that show their commitment to carers. In Wiltshire and Dorset, our vision is to create truly carer-friendly communities, where a carer's work is seen, valued, and supported in all areas of their lives, whether that is at work, in a healthcare setting or at home.

Main activities

Carers Week

Carers Week falls every year in June and is a national awareness week for unpaid carers. Each year we help to amplify the collective voices of unpaid carers, working with media and putting out messages on social media. We also hold some special events for carers designed to make them feel seen and appreciated for what they do.

For Carers Week 2022 in Wiltshire, we 'upgraded' a number of our regular carer cafes to cream teas and ran several information stalls out in the community where people could stop and find out more about us and the support we offer unpaid carers, including at the Community Hub in Chippenham, Co-op in Corsham and Tesco in Calne and Marlborough. A special parent café event was held for parents and their children with a cream tea and quiz.

In Dorset a number of activities for carers took place throughout Carers Week, including a 'play with clay' workshop, lino printmaking, music-making workshop, movement and dance, and a singing

workshop. Each was an opportunity for people to take a break, do something new for themselves and connect with Carer Support Dorset staff.

We were well supported by the media, in particular BBC Radio Wiltshire, which broadcast an interview with a different unpaid carer each day, Monday – Friday, as well as broadcasting live from Melksham carer café and speaking to staff and carers there. Stories appeared in local newspapers across Wiltshire and Dorset, highlighting the activities taking place and why we need to make caring visible, valued, and supported (which was the theme for 2022).

Carer friendly communities conferences

During the year, Carer Support Wiltshire and Dorset held conferences that brought together over 100 leaders from primary care, the NHS, education, and social care with unpaid carers to discuss how Wiltshire and Dorset could become truly carer-friendly counties. The four key themes were: health, work, education, and community.

The findings were clear across both areas. More carer awareness training and earlier identification are required in all settings; carers should be recognised for their expertise and knowledge of what their loved one and they need in terms of support; carers need the greatest access to respite care, and carers would benefit from greater policy flexibility under all four themes.

Carers identified a range of ways they need better support. A lack of support for parent carers was identified, and the difficulties experienced navigating the system for their children. Carer awareness in the workplace and greater flexibility at work would reduce the stress carers feel when balancing work with caring. More consistent community transport options and better transport for disabled users would help carers considerably. There was also praise for some of the support already offered, such as GP surgeries taking part in the Wiltshire GP Accreditation Scheme, which helps to ensure that carers are identified as early as possible.

Several recommendations and next steps were drawn up following the first conferences, and carers were updated at follow-up meetings. Both Carer Support Wiltshire and Dorset will continue to work closely with commissioners to achieve the outcomes identified as needed and to keep working towards carer-friendly communities.

“It was great to be able to talk to other people to share experiences and any positive and useful information” Delegate from our January 2023 Carer Friendly Conference

Carer Support Dorset

We entered our fourth year of carer support for unpaid carers in Dorset this year, delivered by sister organisation Carer Support Dorset and funded by Dorset Council and NHS Dorset Clinical Commissioning Group as well as companies, trusts, charities and many others, including individual donors.

Our core services were strengthened during 2022-23 with the recruitment of a Keeping in Touch Coordinator. The Keeping in Touch project provides regular calls to carers and monitors wellbeing. A set of wellbeing questions are used during calls to carers with the purpose of providing insight into an individual’s carer journey and to help to establish where there might be a need for support.

Face-to-face community outreach continued to be a priority, with the team attending eight areas monthly where carers can drop in and access support and information.

There are now a total of 5,421 adult carers on the Dorset database. 1,749 were registered over the course of the year. Information and guidance were given 858 times and 356 referrals to other organisations were made. 5,919 signposts to other organisations were made. 40 training sessions were delivered, covering topics such as carer wellbeing, tax, care and family affairs, and safer handling of medication.

Like Carer Support Wiltshire, in Dorset, we aim to promote 'carer-friendly communities' – where workplaces, schools, and healthcare providers, as well as individuals, recognise the extra support and understanding we should all give to those doing the vital job of providing care for someone. We held two carer-friendly conferences during the year – the first aimed at stakeholders and professionals but also attended by carers, and the second aimed more towards carers. The conferences gave carers time to talk about some of their concerns and raise important issues with the Carer Support Dorset team.

"I came to your excellent conference recently in Dorchester Museum, for which I thank you! It was the first time I had come to anything like that. It is so hard for me to get out at all these days and my confidence is very low. Meeting new people was not as scary as I had thought! All very supportive."

Conference attendee

Young adult carer work

Carer Support Wiltshire supports carers young adult carers (YAC) aged 16-24 years with one-to-one support, regular young adult carer cafés, training, and internal/external grant applications. Those aged 16-17 years are also offered a transition assessment as they transition from child to adult services. They are invited to remain on our database, to attend our YAC café, and given the opportunity to talk about their caring role and any support they may need during and beyond transition to adulthood. During the year we registered 59 new carers and received 164 referrals for young adult carer support work, highlighting an increase in young adult carers being supported to stay in education and apply for college and university places.

The first quality assurance panel for the Young Carer Friendly Schools award met in March and four schools achieved the standards. The next round of quality assurance will be incorporated into the Healthy Schools cycle and so new applications will be considered in the autumn. Relationships with each of the Wiltshire College campuses have been strengthened and the college plans to achieve young carer-friendly status at each of its four campuses. In total, over the year Carer Support Wiltshire delivered training to 35 members of school staff and 42 schools engaged with the pilot.

Carer Support Dorset also works with young carers and has a dedicated Young Carer Coordinator. There are 225 young carers currently registered, and 408 signposts were given during registration. Young carer identification and awareness training delivered to 30 health and social care professionals proved successful and confidence by attendees in identifying a young carer went from a score of 6.5 to 8.5 following the training.

Statutory work

Carer Support Wiltshire is commissioned to carry out the carer assessment and provide other statutory services in the county. During the year, 402 carer assessments were carried out, and 164 carer assessment reviews.

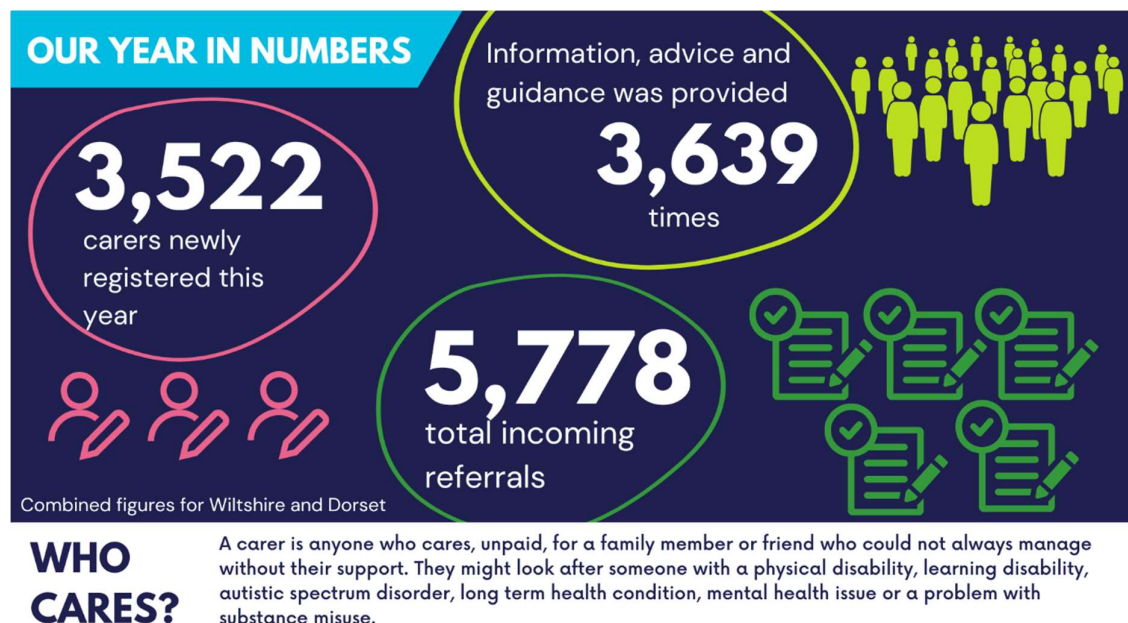
Our aim is to contact carers referred for an urgent assessment within 2 days and in Q3 and 4 this was achieved, with average contact times at 1.7 and 1.6 respectively. These were down from Q1 (2.8 days) and Q2 (3.1 days). For non-urgent referrals, first contact was made on average in 18.7 days.

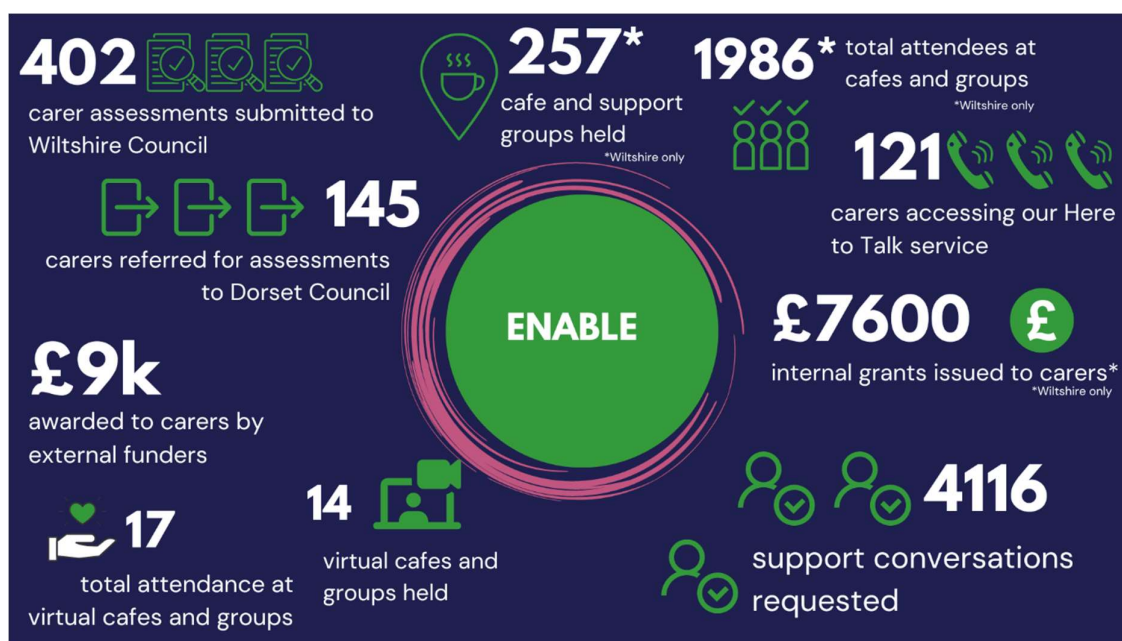
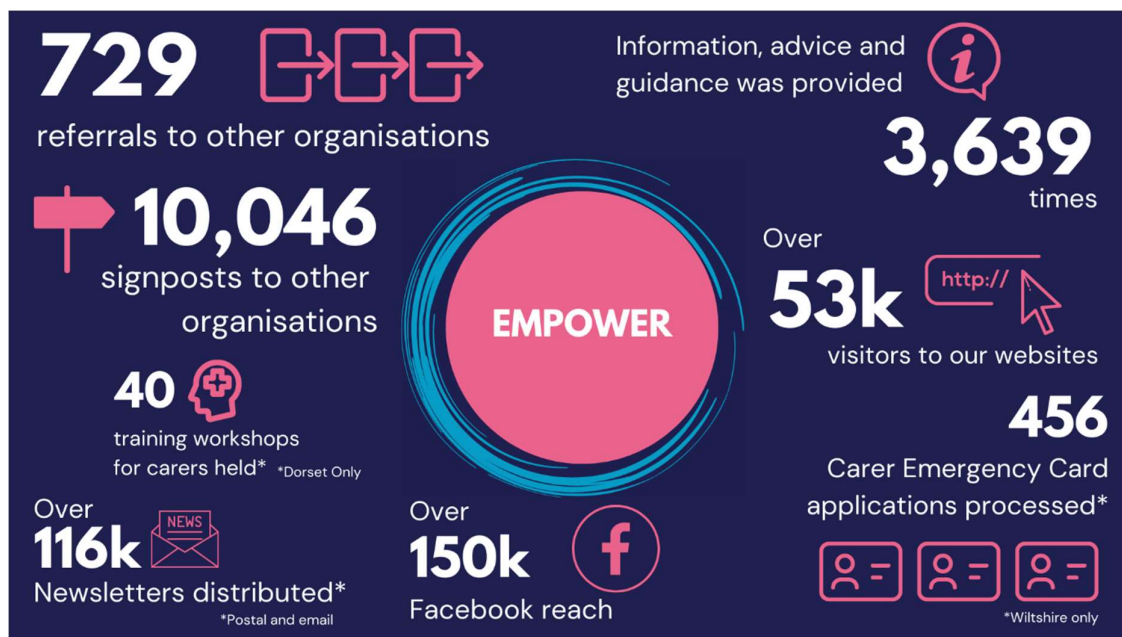
Information and guidance was provided 2,781 times during the year and 373 carers were referred to other organisations. 4,127 signposts to other organisations were made.

Carer Support Wiltshire provides a free emergency card for carers who would like to carry one, which provides some peace of mind that if a carer is taken ill or involved in an accident, relevant authorities will be alerted and informed of what needs to happen. 456 emergency cards were issued in 2022-23.

Our community engagement team continued to focus on ensuring that communities and the carers within them are aware of the services and support available for carers. The team attended a range of events, including with Parkinson's UK, Chippenham Hub, Health and Wellbeing Board meetings, and Wiltshire Parent Carer Council. They facilitate monthly support groups in 8 areas and these groups feature guest speakers covering topics such as dementia care, Power of Attorney, and paying for long-term care.

Achievements and performance





The year ahead

Following a review and in agreement with the Commissioner, Carer Support Wiltshire made the decision to bring support for young carers aged 5 years upwards 'in-house'. Young carers were previously referred directly to Youth Action Wiltshire. From 1 April 2023, CSW will support young carers through one-to-one support work, activities, signposting, and information-giving, including through a new quarterly magazine that will go out to all registered carers aged 5-18 years.

The Young Carer Friendly School award has gone from strength to strength. The first four schools earned the award at the end of this year and work is well underway rolling the scheme out to other schools and colleges through the Healthy Schools programme.

Carer Support Wiltshire and Dorset are examining current service provision and working closely with Wiltshire Council commissioners to ensure services are up to date and are what carers are asking for. External factors and a fast-changing financial climate with cost-of-living increases mean that carer support needs to be adaptable, and the organisation must represent excellent value. As well as changes to the young carer service, structural changes will be made in the coming year to ensure the organisation continues to deliver the services that carers have told us they value.

We will continue our carer friendly communities work, engaging with carers, businesses, education providers, healthcare providers and other stakeholders to ensure that unpaid carers are seen, considered, and supported in all areas of their lives.

Structure, governance, and management

During 2022-23, the Trustee Board comprised:

Liz Brown	Chair	from May 2020
Nigel Sully	Vice Chair	from September 2021
Alan Cheremukhin		joined May 2021
Lyndon Baker		joined February 2022
Ian Baldwin		joined May 2020
Sukdave Ghuman		joined May 2021
Anne Humphries		joined February 2022, resigned April 2023
Ian Lafferty		joined September 2022
Donna Moore		joined February 2020
Martin Parker		joined February 2021
Rosario Waterlow		joined March 2020, resigned April 2023

Senior Leadership Team

Judy Walker	Chief Executive resigned October 2022
Leanne Hubbard	Interim CEO from November 2022
Marco van-Tintelen	Head of Operations
Leanne Hubbard	Head of Fundraising and Partnerships (till November 2022)
Janet Parker	Head of Finance (Resigned December 2022)

Auditors

Sumer Audit, Fortescue House, Court Street, Trowbridge, BA14 8FA.

Legal status and governing document

Carer Support Wiltshire is a Registered Charity 1092762 and a Company Limited by Guarantee 04415685 not having share capital. The liability of members is limited to one pound. Its registered office was The Clock Tower, 5 Farleigh Court, Old Weston Road, Flax Bourton, Bristol BS48 1UR until 12 August 2020 and is now The Independent Living Centre, St George's Road, Semington, nr. Trowbridge, Wiltshire BA14 6JQ. The company is governed by Articles of Association as amended in

April 2020, extending the area of benefit. It was renamed in 2011 on the merger of the four previous carer support organisations in Wiltshire.

Public benefit

Carer Support Wiltshire's objects are to promote any charitable purpose, for the benefit of the whole community (particularly but not exclusively the community in and around Wiltshire), including the advancement of education, the promotion of health, and the relief of poverty, sickness, and distress in particular but without limitation by supporting carers.

The trustees' report explains how we have met our objects. The trustees give careful consideration to the Charity Commission's guidance on public benefit when setting the objectives and planning the work of Carer Support Wiltshire for the year.

Board of Trustees

The Board meets five times a year and has delegated some of its work through four subcommittees: Finance, Quality, compliance and volunteering, Nominations and Fundraising and Publicity. The subcommittees are chaired by trustees and meet quarterly. The day-to-day management is formally delegated to the Chief Executive.

None of our trustees receive remuneration or other benefit from their work with the charity. The charity keeps a register of trustees' interests, and the chair reminds trustees to declare any relationship that could create a conflict of interest at the start of every Board meeting.

Using a skills audit, the Board identified the skills it needs to carry out its work now and, in the future, and recruits accordingly.

New trustees for Carer Support Wiltshire were recruited using specialist agency REACH, local/regional websites, and the organization's platforms. Interested candidates met the Chief Executive for a better understanding. They completed application forms and underwent interviews by the Nomination committee using consistent questions. Before official appointment, thorough checks and conflict of interest identification were completed. Prospective trustees also attended a Board meeting. The recruitment process ensured diligent selection of trustees in line with the organisation's standards.

New trustees follow an induction programme in the Trustee Handbook, are offered a mentor, and learn more about the work of the organisation through meeting the Chairs of subcommittee and senior managers, and where possible, shadowing of staff. The Chair and the Chief Executive are available for support as required. Trustees attend training courses and away days, participate in annual Board effectiveness reviews and join relevant governance support networks.

The trustees benchmarked the chief executive's salary against equivalent organisations in the sector and region using ACEVO's Pay and Equality survey 2017.

Statement of Trustees' Responsibilities

The trustees (who are also directors of Carer Support Wiltshire for the purposes of company law) are responsible for preparing the Trustees' Report and the annual financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). These give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities Statement of Recommended Practice (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 business.

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

In so far as the trustees are aware:

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

Formal Partnerships

Carer Support Wiltshire is a Network Partner of the Carers Trust, an umbrella organisation which represents carers and their interests on the national stage. It also provides practical support for Network Partners through grants, regional support networks, business advice, training and mentoring.

From April 2018, Carer Support Wiltshire began providing all-ages carer support services under a contract to Wiltshire Council, subcontracting young carers' breaks and respite to Youth Action Wiltshire, part of Community First. The sub contractual arrangements ended on March 31st 2023.

Auditor

The role of Auditor was put out to tender in 2020. A resolution proposing that Monahans be appointed as auditor of the company was accepted by the Members at the trustees' meeting on 3rd February 2021. Monahans joined the Sumer group in 2023 and now conducts its audit work through Sumer Audit. It was unanimously agreed to continue with Sumer Audit for the year 2022/23 and a review held in September 2023.

Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies (s419 (2) of the Companies Act 2006).

Added Value

In addition to the skills, knowledge and experience that trustees bring to their roles, trustees provided added value in terms of training for staff and carers and providing pro bono legal advice.

Risk Management

The trustees have a strategy supported by a policy and procedure for managing risks that could potentially prevent the organisation from achieving its aims and objectives for carers. This is championed at Board level by a trustee with a special interest in risk management. The major strategic risks facing the charity are categorised as:

1. Strategic
2. Reputation
3. Operational
4. Financial
5. People
6. Governance
7. Compliance and regulation.

The risk register and controls mitigating the strategic risks are reviewed by the Quality, Compliance and Volunteering sub-committee, which reports to each board meeting.

During 2022-3, Senior Managers and the Board monitored the management of the following operational risks:

- fundraising targets not being met as 'mainstream' resources were diverted to Covid.
- maintaining staff wellbeing during lockdowns.
- finding new roles for volunteers as services changed and maintaining links with pre-existing volunteers.
- Too great a dependency on a local authority/CCG funding, and possible changes to those income streams.
- Failure to deliver contractual agreements, such as referrals for new service via community connector model, and referrals for carers assessments and reviews.
- Safeguarding management failure.
- Compliance with General Data Protection Regulations.

The Risk Co-ordinator and the senior leadership team follow up actions, and the Risk Co-ordinator reports to the Board every quarter. The trustees are indemnified against any negative financial impact resulting from their actions made in good faith.

The risk register was revised during the year to ensure it continues to reflect the business of the charity and the stresses of the external environment.

Fundraising

Carer Support Wiltshire is registered with the Fundraising Regulator and adheres to its Code of Practice and Promise. Our fundraising practices are clearly outlined in our Fundraising Ethics Policy and a copy of our Supporters Charter is available on our website.

We do not use external fundraising suppliers. We received no complaints about our fundraising last year.

Financial review

Carer Support Wiltshire is just over 74% funded (down from 90% in 2022) by income from the Integrated Better Care Fund (IBCF), overseen by Wiltshire Council on behalf of NHS Wiltshire Clinical Commissioning Group, and by Dorset Council on behalf of Dorset Clinical Commissioning Group. Other funds arise from a variety of grants, donations, trading activities and some investment income.

- The total income for the year was £1,694,264 (2022: £1,694,474)
- Deficit across all funds of £154,865 (2022: £17,569 deficit)
- Total funds decreased to £380,240 (2022: £535,105)

Summary of Financial Performance

The Statement of Financial Activities for the year ended 31st March 2023 shows a deficit across all funds of £154,865 (2022: £17,569 deficit), being the difference between total net income and expenditure across individual funds.

Total income remained steady compared with the previous year mainly due to increased contract income in the year, for the Hospital Liaison project offsetting grant income reduction. Our grant income totalled £80,035 (2022: £128,512), a decrease of 38%. Donations in the year were higher than the previous year at £21,922 (2022: £19,611).

Our expenditure increased by £137,086 (8%), largely due to the additional Hospital Liaison project.

Staffing costs increased by £148,723 (11%) due to the additional Hospital Liaison project and a rise in overall staff numbers.

As at 31 March 2023, the total funds were split as follows:

- Unrestricted General Funds £314,219 (2022: £438,353)
- Restricted Funds £66,021 (2022: £96,752)

The free reserves of charity are defined as unrestricted funds less tangible assets, as at 31 March 2023 the free reserves of the charity were £311,321 (2022: £430,303).

Reserves Policy

The policy outlined below is based on the following:

- Current income streams and their continued probability and risk factors
- Commitment to current and near future expenditure
- Overall picture within which the charity operates.
- Carer agenda locally, regionally, and nationally

The Trustee Board has set a minimum unrestricted reserve level of £200,000 and an upper limit of £600,000.

The Board is aware of the continuing impact of wider macroeconomic and geopolitical factors on both income and expenditure within Wiltshire and Dorset and that it may impact the future budgets and plans of our major funders.

The Trustees believe that it would be prudent and wise to hold reserves that will cover costs in the event that we are no longer providing a statutory service on behalf of Wiltshire Council.

The figure calculated reflects the cost to pay for all staff redundancies should we lose the Wiltshire Council contract and only specific service delivery staff are TUPED to the new provider.

We have also calculated the approximate cost of paying off all outstanding contracted services costs plus a sum of money to cover one month's wages.

The Reserves will be maintained, as required, by careful budgeting and management of finances. The Reserves Policy is due to be reviewed in 2024, or sooner if needed, as we are about to tender for a new 5-year contract with Wiltshire Council.

General unrestricted funds stand at £314,219, restricted Funds stand at £66,021.

Securing a 5-year contract with Wiltshire Council will give us security in the medium term, allowing us to plan expenditure that will ensure that reserves are more in line with the reserves policy, and we are able to build on these to achieve our vision and aims by investing time and resources in seeking new funding opportunities and improved efficiencies.

The Trustees acknowledge that reserves are in expected range. Carefully considered plans will be put in place to maintain these reserves and where possible increase them to enable longer term sustainability.

Funds in excess of immediate cash flow requirements are held in fixed term bond deposit accounts at Hampshire Trust Bank, Redwood Bank, Cambridge and Counties Bank, and Sainsburys Bank plc. The choice of these accounts is based on their interest rates and access. The Finance subgroup considered the options for investments and will continue to review these on an annual basis in line with when each fund matures.

Going Concern

The Wiltshire Council carers' support services contract from 2018-2021 has been extended to March 2024. The contract is being tendered in October 2023 and the outcome of the tender process will be announced by the end of December 2023.

The Dorset Council carers' contract runs from 2019 to 2022 with a possible extension of 2 + 2 years. The contract is due for review in November 2023.

While the Trustees are pleased to report that Carer Support Wiltshire has sufficient reserves and income streams to operate in 23/24 and for 12 months after signing this report, the years beyond that will bring further challenges, including the macroeconomic and geopolitical considerations in play at the time of writing this report.

The Trustees are confident and assured that the current rigour and robustness of risk management allows both for the timely identification of risks and appropriate and effective mitigation actions.

In particular, the Charity remains determined that the renewal of the Wiltshire Council carers support contract (which is due to complete in March 2024, if not extended) will allow it to continue achieving its purpose, however the Trustees are closely monitoring the situation and preparing to various alternative scenarios to ensure the organisation remains agile and sustainable in the medium and long term.

Given the current level of funding and reserves, the Trustees are confident that there are no material uncertainties that may cast significant doubt over the ability of Carer Support Wiltshire to continue as a going concern.

Investment Policy

As required in its Articles of Association (paragraph 4.16), in furtherance of its objects, Carer Support Wiltshire has the power to invest monies not immediately required in deposits or such Investments, securities or property as may be thought fit.

Carer Support Wiltshire considers it prudent to hold all surplus funds in interest bearing accounts, to best protect the grants awarded to us for the purposes intended. Surplus funds held outside of the CAF bank accounts in the year have been deposited ensuring that not more than £85,000 is held by a banking corporation. These are under review for return on investment for the charity while not exposing it to any additional risk. At the end of the year Carer Support Wiltshire funds were invested with the following: CAF bank current and deposit accounts, United Trust Bank, Redwood Bank and Hampshire Building Society, Flagstone Investments comprising Cambridge and Counties Bank, Aldermore Bank Plc and Charter Savings Bank.

Thank you to our funders and supporters.

We are grateful to our funders and supporters for their continued support of our work. These include:

- Asda Foundation
- Chippenham Borough Lands
- Carers Trust
- Tesco Community Grants
- One Stop

Approved by order of the board of trustees on 20 September 2023 and signed on its behalf by

A handwritten signature in blue ink, appearing to read 'ER Brown', with a horizontal line underneath.

Elizabeth Brown

Chair

**Report of the Independent Auditors to the Members of
Carer Support Wiltshire**

Opinion

We have audited the financial statements of Carer Support Wiltshire (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Report of the Independent Auditors to the Members of
Carer Support Wiltshire

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charitable company and sector, we identified that the principal risks of non-compliance with laws and regulations related company and charity legislation, and we considered the extent to which non-compliance might have a material effect on the financial statements of the charitable company. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Statement of Recommended Practice and the Companies Act 2006. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to potential lack of segregation of duties, bookkeeping errors and management bias in accounting estimates and judgemental areas of the financial statements. Audit procedures performed by the audit engagement team included:

- Enquiry of management and those charged with governance about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of those charged with governance and any correspondence with The Charity Commission;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing analytical procedures to identify any unusual or unexpected relationship that might indicate a risk of material misstatement due to fraud;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

James Gare (Senior Statutory Auditor)
for and on behalf of Sumer Audit
Statutory Auditor
Chartered Accountants
County Gate
County Way
Trowbridge
Wiltshire
BA14 7FJ



Date: 23 November 2023

Carer Support Wiltshire

Statement of Financial Activities
for the Year Ended 31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	20,772	1,150	21,922	19,611
Charitable activities	5				
Carer support services & development work		1,575,944	78,972	1,654,916	1,659,946
Other trading activities	3	2,187	-	2,187	1,800
Investment income	4	6,794	-	6,794	2,005
Other income		8,415	30	8,445	11,112
Total		<u>1,614,112</u>	<u>80,152</u>	<u>1,694,264</u>	<u>1,694,474</u>
EXPENDITURE ON					
Raising funds	6	97,087	-	97,087	101,373
Charitable activities	7				
Carer support services & development work		1,641,498	92,806	1,734,304	1,584,992
Grants for carers		273	17,403	17,676	25,678
Other		(781)	843	62	-
Total		<u>1,738,077</u>	<u>111,052</u>	<u>1,849,129</u>	<u>1,712,043</u>
NET INCOME/(EXPENDITURE)		(123,965)	(30,900)	(154,865)	(17,569)
Transfers between funds	19	(169)	169	-	-
Net movement in funds		(124,134)	(30,731)	(154,865)	(17,569)
RECONCILIATION OF FUNDS					
Total funds brought forward		438,353	96,752	535,105	552,674
TOTAL FUNDS CARRIED FORWARD		<u>314,219</u>	<u>66,021</u>	<u>380,240</u>	<u>535,105</u>

The notes form part of these financial statements

Carer Support Wiltshire

Balance Sheet
31 March 2023

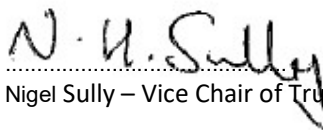
	Notes	2023 £	2022 £
FIXED ASSETS			
Tangible assets	14	2,898	8,050
CURRENT ASSETS			
Debtors	15	434,403	577,387
Cash at bank		<u>467,527</u>	<u>650,992</u>
		901,930	1,228,379
CREDITORS			
Amounts falling due within one year	16	(524,588)	(701,324)
NET CURRENT ASSETS		<u>377,342</u>	<u>527,055</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		380,240	535,105
NET ASSETS/(LIABILITIES)		<u>380,240</u>	<u>535,105</u>
FUNDS	19		
Unrestricted funds		314,219	438,353
Restricted funds		<u>66,021</u>	<u>96,752</u>
TOTAL FUNDS		<u>380,240</u>	<u>535,105</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 20 September 2023 and were signed on its behalf by:



Elizabeth Brown – Chair of Trustees



Nigel Sully – Vice Chair of Trustees

Carer Support Wiltshire

Cash Flow Statement
for the Year Ended 31 March 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(188,260)</u>	<u>8,882</u>
Net cash (used in)/provided by operating activities		<u>(188,260)</u>	<u>8,882</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(1,999)	(3,959)
Interest received		<u>6,794</u>	<u>2,005</u>
Net cash provided by/(used in) investing activities		<u>4,795</u>	<u>(1,954)</u>
Change in cash and cash equivalents in the reporting period		(183,465)	6,928
Cash and cash equivalents at the beginning of the reporting period		<u>650,992</u>	<u>644,064</u>
Cash and cash equivalents at the end of the reporting period		<u>467,527</u>	<u>650,992</u>

The notes form part of these financial statements

Carer Support Wiltshire

Notes to the Cash Flow Statement
for the Year Ended 31 March 2023

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(154,865)	(17,569)
Adjustments for:		
Depreciation charges	7,151	8,991
Interest received	(6,794)	(2,005)
Decrease/(increase) in debtors	142,984	(118,755)
(Decrease)/increase in creditors	<u>(176,736)</u>	<u>138,220</u>
Net cash (used in)/provided by operations	<u>(188,260)</u>	<u>8,882</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank	<u>650,992</u>	<u>(183,465)</u>	<u>467,527</u>
	<u>650,992</u>	<u>(183,465)</u>	<u>467,527</u>
Total	<u>650,992</u>	<u>(183,465)</u>	<u>467,527</u>

Carer Support Wiltshire

Notes to the Financial Statements for the Year Ended 31 March 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Carer Support Wiltshire is an incorporated charity registered in England and Wales. The principal address of charity is given within the reference and administration details on page 7 of these financial statements. The nature of the charity's operations and principal activities are provided in the Report of the Trustees.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Voluntary income is received by way of donations and grants and is recognised in full in the Statement of Financial Activities when they are receivable.

Donated assets are included at the value to the charity where this can be quantified and a third party is bearing the cost. The value of services provided by volunteers has not been included as the value of these services cannot be readily quantified.

Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable. Grants received in the accounting period in respect of future accounting periods are deferred until those periods. All material grants are disclosed in accordance with the Statement of Recommended Practice.

Contract income is recognised in full in the Statement of Financial Activities in the year in which it is receivable, in line with the service level agreement. Contract income received in the accounting period in respect of future accounting periods is deferred until those later periods.

Expenditure

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 a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Resources expended include attributable VAT which cannot be recovered.

Costs of generating funds comprise the costs associated with attracting voluntary income and other activities.

Charitable activities expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to strategic management of the charity.

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

1. ACCOUNTING POLICIES - continued

Expenditure

All costs are allocated between the expenditure categories in the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, other costs are apportioned on the basis of estimated aggregated time expended on each activity as set out in note 9 to the accounts.

Tangible fixed assets

Tangible fixed assets are recorded at cost and depreciation is calculated to write off the cost, less estimated residual value over their expected useful lives as follows:

Equipment - 50% (straight line method).

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	<u>21,922</u>	<u>19,611</u>

3. OTHER TRADING ACTIVITIES

	2023	2022
	£	£
Fundraising	<u>2,187</u>	<u>1,800</u>

4. INVESTMENT INCOME

	2023	2022
	£	£
Deposit account interest	<u>6,794</u>	<u>2,005</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2023 £	2022 £
Grants	Carer support services & development work	<u>1,654,916</u>	<u>1,659,946</u>
		2023 £	2022 £
	BAME Outreach Work (Zurich)	-	4,486
	NHS Investors in Carers Toolkit	-	5,500
	Connecting Carer Services (Carers Trust)	1,400	19,160
	Armed Forces Covenant Fund	-	18,324
	Lottery - Covid-19 Counselling Project	-	2,330
	Grants for carers from grant making funds	-	13,813
	Support Work - Young Adult Carer Grants	-	1,830
	Dorset other grant funding	-	800
	Extra counselling grants	-	1,500
	Veterans' Foundation	-	19,998
	NHS England - Rapid learning	-	7,910
	Courage to Care Small Grants	-	3,554
	Groundwork UK	6,897	-
	Co-op Local Community Fund	3,170	-
	National Lottery Community Fund	9,618	-
	Wiltshire Community Foundation	5,000	-
	The Serco Foundation	3,000	-
	Garfield Weston	20,000	-
	Malmesbury League	1,500	-
	Hedley Foundation	2,500	-
	Gift Aid reclaimed	621	-
	Carers Trust	8,017	-
	NHS E&I Trust (RUH)	12,500	-
	Other grants for small projects	5,812	29,307
	Service contracts		
	Wiltshire Council and NHS Wiltshire Clinical Commissioning Group contract	1,272,796	1,198,388
	Dorset Council and NHS Dorset Clinical Commissioning Group contract	<u>302,085</u>	<u>333,046</u>
		<u>1,654,916</u>	<u>1,659,946</u>

6. RAISING FUNDS

Other trading activities

	2023 £	2022 £
Fundraising expenses	<u>97,087</u>	<u>101,373</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
Carer support services & development work	1,284,455	449,849	1,734,304
Grants for carers	<u>17,676</u>	-	<u>17,676</u>
	<u>1,302,131</u>	<u>449,849</u>	<u>1,751,980</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2023	2022
	£	£
Staff costs	1,069,775	983,477
Other costs	<u>232,356</u>	<u>225,376</u>
	<u><u>1,302,131</u></u>	<u><u>1,208,853</u></u>

9. SUPPORT COSTS

	Management	Finance	Governance	Totals
	£	£	costs	£
Carer support services & development work	<u>430,811</u>	<u>1,028</u>	<u>18,010</u>	<u><u>449,849</u></u>

Support costs, included in the above, are as follows:

	2023	2022
	Carer support services & development work	Total activities
	£	£
Staff costs	286,894	220,019
Premises	43,082	41,445
Training and recruitment	2,278	7,795
Company expenses	12,652	4,913
Communications	37,151	30,958
General office	41,603	71,472
Depreciation of tangible and heritage assets	7,151	8,992
Bank charges	1,028	101
Trustees' remuneration etc	111	154
Auditors' remuneration	6,790	5,800
Legal and professional fees	<u>11,109</u>	<u>10,168</u>
	<u><u>449,849</u></u>	<u><u>401,817</u></u>

10. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2023	2022
	£	£
Auditors' remuneration	6,790	5,800
Depreciation - owned assets	<u>7,151</u>	<u>8,991</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

	2023	2022
	£	£
Trustees' expenses	<u>111</u>	<u>154</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

12. STAFF COSTS

	2023 £	2022 £
Wages and salaries	1,247,398	1,103,718
Social security costs	79,810	68,570
Other pension costs	29,461	31,208
	<u>1,356,669</u>	<u>1,203,496</u>

The average monthly full-time equivalent number of full-time employees during the year was as follows:

	2023	2022
Carer support & development	37	36
Administration	8	7
	<u>45</u>	<u>43</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Carer support & development	43	43
Administration	12	10
	<u>55</u>	<u>53</u>

No employees received emoluments in excess of £60,000.

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £214,549 (2022: £201,301).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	10,187	9,424	19,611
Charitable activities			
Carer support services & development work	1,531,434	128,512	1,659,946
Other trading activities	1,800	-	1,800
Investment income	2,005	-	2,005
Other income	10,285	827	11,112
Total	<u>1,555,711</u>	<u>138,763</u>	<u>1,694,474</u>
EXPENDITURE ON			
Raising funds	101,373	-	101,373
Charitable activities			
Carer support services & development work	1,472,704	112,288	1,584,992
Grants for carers	518	25,160	25,678
Total	<u>1,574,595</u>	<u>137,448</u>	<u>1,712,043</u>
NET INCOME/(EXPENDITURE)	(18,884)	1,315	(17,569)
Transfers between funds	4,224	(4,224)	-
Net movement in funds	(14,660)	(2,909)	(17,569)

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued			
	Unrestricted funds £	Restricted funds £	Total funds £
RECONCILIATION OF FUNDS			
Total funds brought forward	453,014	99,660	552,674
TOTAL FUNDS CARRIED FORWARD	<u>438,354</u>	<u>96,751</u>	<u>535,105</u>
14. TANGIBLE FIXED ASSETS			
			Equipment £
COST			
At 1 April 2022			59,957
Additions			1,999
Disposals			<u>(13,690)</u>
At 31 March 2023			<u>48,266</u>
DEPRECIATION			
At 1 April 2022			51,907
Charge for year			7,151
Eliminated on disposal			<u>(13,690)</u>
At 31 March 2023			<u>45,368</u>
NET BOOK VALUE			
At 31 March 2023			<u>2,898</u>
At 31 March 2022			<u>8,050</u>
15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
	2023 £	2022 £	
Trade debtors	428,440	567,155	
Other debtors	3,290	3,290	
Prepayments	<u>2,673</u>	<u>6,942</u>	
	<u>434,403</u>	<u>577,387</u>	
16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
	2023 £	2022 £	
Trade creditors	8,170	35,145	
Social security and other taxes	24,783	26,665	
VAT	73,317	106,054	
Other creditors	7,625	8,702	
Accruals and deferred income	<u>410,693</u>	<u>524,758</u>	
	<u>524,588</u>	<u>701,324</u>	

Included in accruals and deferred income is an amount of £346,891 (2022: £491,466) in respect of grant and contract income received at the year-end relating to future accounting periods.

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2023 £	2022 £
Within one year	34,528	30,415
Between one and five years	<u>6,496</u>	<u>8,932</u>
	<u><u>41,024</u></u>	<u><u>39,347</u></u>

The prior year figure has been adjusted to more accurately represent the commitments present at the reporting date. This has no impact upon any other area of the financial statements in the current or prior year accounts.

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Fixed assets	2,898	-	2,898	8,050
Current assets	835,909	66,021	901,930	1,228,379
Current liabilities	<u>(524,588)</u>	<u>-</u>	<u>(524,588)</u>	<u>(701,324)</u>
	<u><u>314,219</u></u>	<u><u>66,021</u></u>	<u><u>380,240</u></u>	<u><u>535,105</u></u>

19. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	438,353	(123,965)	(169)	314,219
Restricted funds				
Income Generation - Time for Carers Appeal (2020/21)	18,188	(9,305)	-	8,883
LAB Grants for community connector project	4,135	(4,135)	-	-
Other grants for small projects	30,589	(255)	(4,883)	25,451
BAME Outreach work (Zurich)	4,074	(4,074)	-	-
NHS Investors in carers toolkit	8,241	(8,241)	-	-
GWH Carer Hub (Zurich)	491	(745)	254	-
Hospital Outreach Work	357	(354)	(3)	-
Connecting carer services (carers trust)	14,083	(14,688)	605	-
Armed forces covenant fund	1,201	(1,201)	-	-
Lottery - COVID-19 Counselling project	-	(240)	240	-
Dorset other grant funding	1,450	2,069	-	3,519
Young Adult Carer Grants	6,917	(1,486)	(98)	5,333
Courage to Care Military	6,001	3,000	-	9,001
Veteran's Foundation	675	(4,729)	4054	-
Help Point Bereavement project - jointly with Dorothy House	350	2,208	-	2,558
NHS E&I Trust (RUH)	<u>-</u>	<u>11,276</u>	<u>-</u>	<u>11,276</u>
	<u><u>96,752</u></u>	<u><u>(30,900)</u></u>	<u><u>169</u></u>	<u><u>66,021</u></u>
TOTAL FUNDS	<u><u>535,105</u></u>	<u><u>(154,865)</u></u>	<u><u>-</u></u>	<u><u>380,240</u></u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

19. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,614,112	(1,738,077)	(123,965)
Restricted funds			
Income Generation - Time for Carers Appeal (2020/21)	-	(9,305)	(9,305)
LAB Grants for community connector project	-	(4,135)	(4,135)
Other grants for small projects	22,679	(22,934)	(255)
BAME Outreach work (Zurich)	-	(4,074)	(4,074)
NHS Investors in carers toolkit	-	(8,241)	(8,241)
GWH Carer Hub (Zurich)	-	(745)	(745)
Hospital Outreach Work	-	(354)	(354)
Connecting carer services (carers trust)	1,500	(16,188)	(14,688)
Armed forces covenant fund	-	(1,201)	(1,201)
Lottery - COVID-19 Counselling project	-	(240)	(240)
Dorset other grant funding	12,847	(10,778)	2,069
Grant Application Processing	9,366	(9,366)	-
Young Adult Carer Grants	5,300	(6,786)	(1,486)
Courage to Care Military	3,000	-	3,000
Veteran's Foundation	10,002	(14,731)	(4,729)
Help Point Bereavement project - jointly with Dorothy House	2,958	(750)	2,208
NHS E&I Trust (RUH)	12,500	(1,224)	11,276
	<u>80,152</u>	<u>(111,052)</u>	<u>(30,900)</u>
TOTAL FUNDS	<u>1,694,264</u>	<u>(1,849,129)</u>	<u>(154,865)</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	453,014	(18,885)	4,224	438,353
Restricted funds				
Income Generation - Time for Carers				
Appeal (2020/21)	21,763	(24,409)	20,834	18,188
Community connectors appeal 2019-20	20,834	-	(20,834)	-
Lottery - update registrations with API to connect CLOG	2,830	(2,824)	(6)	-
LAB Grants for community connector project	4,159	(24)	-	4,135
Other grants for small projects	16,440	16,017	(1,868)	30,589
BAME Outreach work (Zurich)	2,350	1,723	-	4,073
NHS Investors in carers toolkit	5,633	2,608	-	8,241
GWH Carer Hub (Zurich)	6,810	(6,319)	-	491
Hospital Outreach Work	502	(145)	-	357
Connecting carer services (carers trust)	-	14,083	-	14,083
Armed forces covenant fund	-	1,202	-	1,202
Lottery - COVID-19 Counselling project	11,686	(11,686)	-	-
Dorset other grant funding	-	1,450	-	1,450
Young Adult Carer Grants	6,653	264	-	6,917
Courage to Care Military	-	6,001	-	6,001
NHS England - Rapid Learning Covid Project	-	2,660	(2,660)	-
Veteran's Foundation	-	675	-	675
Extra Counselling grants	-	(310)	310	-
Help Point Bereavement project - jointly with Dorothy House	-	350	-	350
	<u>99,660</u>	<u>1,316</u>	<u>(4,224)</u>	<u>96,752</u>
TOTAL FUNDS	<u>552,674</u>	<u>(17,569)</u>	<u>-</u>	<u>535,105</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

19. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,555,711	(1,574,596)	(18,885)
Restricted funds			
Income Generation - Time for Carers Appeal (2020/21)	-	(24,409)	(24,409)
Lottery - update registrations with API to connect CLOG	-	(2,824)	(2,824)
LAB Grants for community connector project	-	(24)	(24)
Other grants for small projects	29,307	(13,290)	16,017
BAME Outreach work (Zurich)	5,242	(3,519)	1,723
NHS Investors in carers toolkit	5,500	(2,892)	2,608
GWH Carer Hub (Zurich)	(1)	(6,318)	(6,319)
Hospital Outreach Work	-	(145)	(145)
Connecting carer services (carers trust)	22,539	(8,456)	14,083
Armed forces covenant fund	18,324	(17,122)	1,202
Lottery - COVID-19 Counselling project	3,900	(15,586)	(11,686)
Dorset other grant funding	1,450	-	1,450
Grant Application Processing	13,813	(13,813)	-
Young Adult Carer Grants	2,785	(2,521)	264
Courage to Care Military	6,146	(145)	6,001
NHS England - Rapid Learning Covid Project	7,910	(5,250)	2,660
Veteran's Foundation	19,998	(19,323)	675
Extra Counselling grants	1,500	(1,810)	(310)
Help Point Bereavement project - jointly with Dorothy House	350	-	350
	<u>138,763</u>	<u>(137,447)</u>	<u>1,316</u>
TOTAL FUNDS	<u>1,694,474</u>	<u>(1,712,043)</u>	<u>(17,569)</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

19. MOVEMENT IN FUNDS - continued

General fund	To be applied to the general charitable purposes of the organisation in any way the Trustees see fit.
Income Generation - Appeal (2020/21)	Supports unpaid carers through the provision of replacement care and social activities that enable carers to take a break and reconnect with friends and family.
Income Generation Community Connectors Appeal (2019/20)	Fundraising appeal to enable carers to combat loneliness and reconnect with their community.
LA Grant Funding - Make a Friend Be a Friend Project	Funded by local Health and Wellbeing boards in Melksham, Corsham and Trowbridge, this project aims to connect isolated people with clubs and groups in their communities. CSW led on the project, designing, printing and posting postcards, answer calls and making referrals.
Young Adult Carers	Monies held on behalf of Carers Trust far work with Young Adult Carers, including funding received from Awards For All.
Grant Application Processing	Processing of grant applications to various organisations on behalf of carers.
Zurich - GWH Carers Hub	Funding from Zurich to co-ordinate a ward volunteer service, supervising a team of up to ten volunteers.
Armed Forces Covenant Fund	Project to provide on base support to carers in military families.
Lottery - update registrations with API to connect CLOG	Improved online registration to make forms more user friendly and automatically add data to CLOG (rather than Admin adding manually). Also provides carers with information and links specific to their caring situation.
BAME outreach work (Zurich)	Working with the multi-faith forum to strengthen links and raise awareness of carers within BAME community.
Hospital outreach work	Raising awareness and improving identification of carers in hospitals with posters, leaflets, cards, volunteer uniforms and carer friendly badges for hospital staff.
Lottery - COVID 19 counselling project	Funding counselling sessions for carers impacted by COVID.
NHS investors in carers toolkit	To develop an Investors in Carers Toolkit
NHS Covid legacy fund	Evaluation of the impact of virtual ways of working in primary care during the pandemic on adult and younger people carers.
Courage to Care Small Grants	Small grants to support our work with Carers in military families.
Counselling Project	To enable carers to access counselling.
Veterans Foundation Grant	To work with Veteran Carers, to encourage engagement from existing Veteran Carers and new beneficiaries to create a supportive community.
Dorset Others Grants	Small grants to support our work in Dorset.
Help Point Bereavement Support	To help carers come to terms with feelings associated with grief and to improve their mental and emotional health.
NHS E&I Trust (RUH)	Pilot scheme supporting hospice carers.

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

Accounts

Carer Support Wiltshire

Annual Report and Accounts 2021-22

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Contents

Introduction from Chair	3
Who we are	4
Main activities.....	5
Achievements and performance.....	6
Young and young adult carers	13
The year ahead	14
Structure, governance and management.....	15
Financial review	19
Thank you to our funders and supporters.....	22
Report of the Independent Auditors to the Members of Carer Support Wiltshire.....	23
Statement of Financial Activities for the Year Ended 31 March 2022.....	26
Balance sheet.....	27
Cash Flow Statement.....	28
Notes to the Financial Statements for the Year Ended 31 March 2022.....	30

Introduction from Chair

In our 10th anniversary year, we in Carer Support Wiltshire and Carer Support Dorset have continued our momentum, building on our achievements and the learning forged during the Covid 19 pandemic - always with carers at our heart. As the country made its phased exit from lockdown, we adapted our response to carers who had spent nearly two years in isolation. They had been unable to meet others at our carers' cafés and many experienced mental health issues because of their isolation. Young carers also missed out on much-needed activities and respite from caring. To help all carers overcome these challenges, we rapidly adapted our support by increasing online support, introducing Here to Talk, wellbeing calls, and funded counselling sessions.

As the restrictions eased, we reintroduced face-to-face activities and support, retaining our digital offer, so continuing to reach a broader spectrum of carers. Our volunteers and staff, many of whom have carer experience, have been pivotal to the success of these programmes. Their passion and commitment have been outstanding, earning our sincere thanks.

This has also been an exciting time in which we have also launched new services, partnered with other charities, and expanded our delivery into secondary care. Working with Dorothy House Hospice, we are supporting bereaved carers and with Age UK are providing a home sitting service for elderly carers. In July we launched our new Hospital Liaison Service to work with hospital staff in Wiltshire to consider carers' needs when discharge planning. In Wiltshire, our GP Accreditation Scheme continues to ensure carers are recognised and effectively supported. This scheme focuses on carers' health and wellbeing, so crucial when many face emotional and financial pressures daily. We continue to deliver statutory Care Act assessments. Since Covid, these have been carried out over the phone, with face-to-face assessments taking place when requested by carers.

In Dorset, we achieved a substantial 13% increase in carers registering with us and expanded the team with the introduction of a Young Carer Coordinator and Community Engagement Officer. Twelve mental health resilience workshops were delivered, and attendance reached 113 for the year at the 29 virtual carer groups that we held.

Our Courage to Care programme, which supports military carers, was shortlisted for the NHS Collaboration for Improvement Award in recognition of its work. In particular, this recognised how we collaborate with other organisations and value the lived experiences of military carers. We now have developed very strong relationships with the military welfare agencies and offer a bridge to the local community for military carers who face the unique challenges of Service life.

We also formed our new Carers Advisory Group, a forum for carers to give direct feedback to the Board of Trustees. Key themes the group has identified are difficulties carers face in navigating support pathways, finances, and employment, with rising costs and the need for further recognition in the workplace of the difficulties carers

face.

Although we did not meet our charitable fundraising target, we have taken opportunities to innovate and work differently and ended the year with a solid reserves position. We have reshaped our senior leadership team and undertaken significant internal development, to provide the springboard for future growth, launch new income streams and further embed our contracted services in Wiltshire and Dorset. In the coming year, we will develop our new schools' accreditation scheme in support of young carers and grow our positive relationships with education and school leaders.

Undoubtedly it has been a tough year, but it has been one in which our expert knowledge of caring, collaboration, and creativity have enabled us to find new ways to support carers. We now look forward to embarking on our campaign to create carer-friendly communities in Wiltshire and Dorset where all carers are recognised and supported.

Liz Brown, Chair of Trustees

Who we are

Carer Support Wiltshire is a charity supporting unpaid carers in Wiltshire and, since 2019, in Dorset under the name Carer Support Dorset.

We define an unpaid carer as someone who is giving support to a person who could not manage without that support. Three in five of us will care for someone at some point in our lives. This might be a parent, child, partner, friend, or neighbour who is elderly or has an illness (including mental health), disability, or substance addiction. Carers can offer many forms of help – doing housework, shopping, and cooking, providing personal care, administering medication, and providing emotional support, for example. We support all carers, from the age of five years upwards.

In Wiltshire, typically the carers we are supporting are female (67%); White (English/Welsh/Scottish/Northern Irish/British) (74%), and over 55 years old (62%).

In Dorset, typically the carers we are supporting are female (70%); White (British) 79% and over 60 years old (59%).

Caring for someone can place a huge strain on the carer, as they need to cope with this extra responsibility often alongside their own family and work responsibilities. Research shows that becoming a carer often leads to a decline in health and wellbeing and that their social life, career progression, personal finances, and education can all suffer*.

Carer Support Wiltshire's vision is of a carer-friendly society that understands and supports unpaid carers. This drives our commitment to improve the lives of unpaid carers in Wiltshire and Dorset.

**30% of carers describe their mental health as either bad or very bad, 34% say they often or always feel lonely, only around half (56%) of those providing more than 35 hours of care per week can afford their bills, 40% of working carers have passed on opportunities at work and 25% have moved roles to help them manage. Carers UK*

(2021) 'State of Caring 2021', <https://www.carersuk.org/for-professionals/policy/policy-library/state-of-caring-2021-report>

Main activities

In this section, we report on our activities to meet our three main aims:

- Empower carers to be experts in their own care and live the lives they want to lead
- Enable carers to access support and services to meet their needs at times when they need them
- Create communities and services where carers are treated equally in all aspects of their lives

Although we operate Carer Support Wiltshire and Carer Support Dorset under the same umbrella, there are differences between the two since each runs services that are commissioned and paid for by their respective Council and NHS Integrated Care Boards (formerly CCGs).

Empower – empower carers to be experts in their own care and live the lives they want to lead

In Wiltshire, we run a Carers Emergency Card scheme that is free to all carers registered with us. This gives peace of mind and reassurance that the person they care for will be safe in case of an accident or emergency. It provides a 24/7 call centre contact number and PIN and can be accessed by health and care professionals if needed.

Carer Support Wiltshire also carries out statutory carers' assessments under the 2014 Care Act on behalf of Wiltshire Council. A health and wellbeing assessment is generally carried out prior to the full carers' assessment – both determine how much a person's caring role is negatively impacting on their health and wellbeing. The carers' assessment can result in a carer being awarded funded support, such as paid respite carers to enable carers to take a break. In Dorset, we are not commissioned to carry out carer assessments, but carers calling our helpline can be referred to Dorset Council for an assessment.

We run young and young adult carer services for younger people who are caring for someone. In Wiltshire, we have a team that is entirely focused on the unique challenges that young carers and those approaching adulthood can face, such as continuing in education with caring responsibilities. We run regular groups where young adult carers can meet and have a dedicated schools' worker who works directly with schools and colleges to raise awareness of the young carers within their communities.

Enable – enable carers to access support and services to meet their needs at times when they need them

We operate a helpline that is open Monday-Friday for unpaid carers to call for information, advice, and signposting to support services.

In Wiltshire, we run carer cafés, support groups, and other events, which take place regularly across the county. In Dorset, we hold regular drop-ins where carers can find out information helpful to their caring roles as well as other special events. All our cafés, groups and events are attended by a member of staff or a trained volunteer who facilitates the gathering, welcomes new members, and is on hand to help with any questions. Carers meet people who share similar experiences, which can help to ease the isolation many feel when they are caring for someone.

Our Here to Talk telephone befriending service puts carers in touch with trained volunteers so they can talk regularly, usually fortnightly. Having someone new to talk to who is not a family member or known to the carer can be uplifting and give them much-needed, confidential space to talk about any difficulties they are having in their caring role.

Create – create communities and services where carers are treated equally in all aspects of their lives

In Dorset, the Dorset Carers Card gives carers access to discounts across the county, including cafés, shops, attractions, and professional services, all of which help to make carers feel valued and supported. The reverse of the card also has space for emergency contact numbers in case of an emergency.

In Wiltshire, our Community Engagement Worker team is based in the local community, with team members each covering four areas of the county. Community engagement workers work closely with GP surgeries and other healthcare providers and local groups, organisations, and businesses to make sure carers are being served in their communities and reach carers who might not yet have found support for themselves.

Volunteers are vital to the effective running of our carer support services. They also help us to reach new carers by promoting our services in their own communities to those who might not know there is support for them. Many of those working with us are unpaid carers themselves, past or current. Much of our work over the past year has relied on volunteer support, including the delivery of cafés and groups and our Here to Talk service, which has helped 115 carers feel less isolated during the pandemic. We currently have 105 volunteers working with us and continue to recruit in Wiltshire and Dorset.

Achievements and performance

The following are our key achievements this year in line with our strategy and outcomes framework.

1. Support – We will value and understand carers' needs, enabling them to access appropriate support

A total of 9,363 carers are currently registered with Carer Support Wiltshire and there are 5,361 carers registered with Carer Support Dorset. This year, 1,654 carers were registered in Wiltshire, a 2% increase from the previous year. Numbers of registrations in Wiltshire have continued to increase year-on-year since the start of the Covid pandemic. In Dorset, 1,760 carers were registered, a 13% increase on last year. We took on the Dorset

contract just before Covid and have seen a consistent increase of carers registering with us as we become better known.

When carers register with us, they can access all our services, including telephone helpline support and signposting, carer cafés, groups and other activities, and the Carers Emergency Card (Wiltshire only).

Some 410 carer assessments were submitted to Wiltshire Council, as opposed to 389 the previous year and 209 carer assessment reviews. We are not contracted to deliver carer assessments in Dorset.

Information, advice, and guidance was given 2,023 times in Wiltshire and 1,909 times in Dorset. Signposts to other organisations totaled 4,853 in Wiltshire and 7,374 in Dorset. Health and wellbeing assessments, which are offered to new carers in Wiltshire registering with us, totaled 514. These assessments take a strengths-based approach by identifying appropriate organisations and services for carers, so helping them to navigate their way to support more effectively. The assessments also help to identify if individuals need a full carer assessment.

In-person events were restarted in July 2021 following the pandemic restrictions which lasted several months, during which they were held online. A total of 165 in-person cafés and support groups took place in Wiltshire from Q2 onwards – these include ‘creative carers’ groups based in Salisbury and Chippenham and a parent carer group in Devizes. Total attendance was 1,053 carers. The number of online groups that took place, which includes workshops as well as online cafés, totalled 50 in Wiltshire attended by 264 people. Most of these took place in Q1 when in-person events were not able to open due to pandemic restrictions. However, a fortnightly online group continues to support carers who are unable to come to in-person events because of lack of transport or being unable to leave the person they care for.

In Dorset, we supported groups already in existence and focused on networking events. Being a young service, our focus was to set up carer clinics in GP surgeries.

Our fundraising activity gives us funds we can use in the form of grants for carers. These grants are targeted at helping carers with wellbeing issues. We gave grants totalling £8,002 to carers this year for help with things such as household maintenance, professional counselling, massage, and hairdressing.

2. Collaboration – We will innovate and work in collaboration, so carers get better services

We collaborate with other organisations and services to enable carers to access all that is available to them. Working in this way enables us to reach more people and offer better, more cost-effective services.

Our Courage to Care service was established to support unpaid carers in serving armed forces families in Wiltshire with funding from the Armed Forces Covenant Fund Trust. It ensures that they can access the same services as all other carers, building

a link between armed forces welfare support and community-based support and services. These have included the Army Welfare Service, FANDF (Forces Additional Needs and Disability Forum), unit welfare, the Hive Information Centres, and military medical centres. We are associate members of COBSEO.

The number of carers registered with us who are in a serving armed forces family has increased four-fold since the start of the Courage to Care Service. Over the Covenant funded period, the Courage to Care team engaged with over 200 carers and 1,000 professionals linked to Armed Forces Welfare.

Our work with one Medical Centre resulted in the number of carers they identified increasing from 7 to 50. The work with them served as a platform for working with two further Medical Centres to develop a framework for the Centres to use for developing their own work with carers in the serving Armed Forces community.

570 carers from the armed forces community have been assessed and supported. Around 10% of these are from serving Armed Forces families.

10% of all carers from the armed forces community accessed our volunteer led Here to Talk service and a further 10% were contacted as part of our Covid response wellbeing calls.

Half of all carers of veterans or veterans who are carers were able to access local authority funding to enable them to take a break from their caring role.

Our work with serving Armed Forces carers was included in the Covenant Trust Annual Report as an example of good practice. We were also mentioned in the recent RBL Carers Report.

In May 2022, we were delighted the service was chosen to be shortlisted for the 'Collaboration for Improvement' category at the NHS Big Conversation for Improvement. The Big Conversation for Improvement was all about sharing fresh insights and ideas in the wake of the Covid 19 pandemic to improve health and care for the benefit of everyone. We hope that additional funding will enable us to further develop our work with Medical Centres, develop support for Armed Forces carers preparing for discharge from the armed forces and work more closely with veteran charities and organisations.

Wiltshire's Investors in Carers GP Accreditation Scheme is now in its 10th year. The scheme sets out a number of required standards for GP surgeries in Wiltshire to meet their commitment to unpaid carers. These standards include keeping a carers' register, having a carers' lead at the practice, having a flexible approach to appointments for carers, and offering a 20-minute health check to carers. With these services in place and reviewed annually, unpaid carers across the county receive more consistent care and recognition.

Despite the pressures on GP practices during Covid 19, 40 out of 46 practices

continued to participate in the scheme, and 17 achieved the Platinum level of award.

Building on the success of the GP Accreditation Scheme, Carer Support Wiltshire has worked with hospitals in Wiltshire to develop a similar commitment to unpaid carers in secondary care. Work began this year on a Hospital Ward Accreditation Scheme to help ensure, for instance, that carers are kept informed and consulted while the person they care for is in hospital and when they are discharged. The new 'tool' has now been completed and the first hospital ward signed up to the scheme is the Dorothy House Hospice inpatient unit. We will work to sign more hospital wards up to the scheme in the coming year.

We have formed new partnerships with Aster and Age UK Wiltshire. Aster delivered four mental health resilience workshops in Wiltshire during the year, and five in Dorset.

With Age UK in Bath & NE Somerset and Wiltshire and Bath & NE Somerset Carers Centre, we were successful in a bid to NHS England/Improvement to identify and support carers of patients in the Royal United Hospital, Bath, where many Wiltshire residents go. A joint leaflet and video, which was made with Bath & NE Somerset Carers Centre to show in patient areas around the hospital, were produced and a small 'sitting service' was set up with Age UK Wiltshire to provide company while carers take a break, for delivery in 2022/23. The video is to be adapted for use at other hospitals in the county.

Carer Support Wiltshire continued to work closely with Dorothy House on community bereavement help points, which our two organisations run jointly in several locations to offer support to those who have been bereaved. These are open to all, including carers.

Our existing partnership with Zurich Community Trust has continued this year. We have worked with Zurich for a long time and during this year they donated funds for our Here to Talk service and to supply social and technically isolated carers with iPads and wi-fi dongles. Zurich staff contacted 660 carers for a wellbeing check during the lockdowns and continue to run our fortnightly online carer café.

We continue to work with Youth Action Wiltshire, which delivers a range of activities under sub-contract to us in our delivery of the Wiltshire Council contract. These include mentoring and coaching and other opportunities for young carers aged 18 and under who are registered with Wiltshire Council as young carers.

In Dorset, we continue to work in partnership with Rethink Mental Illness and Dorset Carers Hub, which host our regular drop-ins. We recruited a new role, Community Engagement Officer, which will have a major impact on our ability to support rural communities and make connections with the many existing organisations to help make the carer journey easier.

We hosted online training provided by Rethink Mental Illness, and we are developing links with Help and Kindness, Volunteer Centre Dorset, and Rural Mental Health Matters.

Planning is underway to deliver many more drop-ins in community hubs across the county.

3. Awareness – we will champion the vital contribution made by carers to society

It is estimated that unpaid carers save the economy £132 billion a year, an average of £19,336 per carer. However, 75% of carers think their role is not valued, according to Carers Week 2022 research conducted by Carers UK.

We have continued to champion the work of unpaid carers this year, through our partnership work with businesses and community groups and our media coverage. We use national awareness days, such as Carers Week, Young Carers Action Day and Carers Rights Day, and work with the national organisations, Carers UK and Carers Trust, to promote carers' voices. We, therefore, can ensure a wider reach with local media and ensure carers in Dorset and Wiltshire are included in national campaigns and policy development.

We share the experiences of the carers we work with in the media, on our websites, and on social media. These lived experiences help the wider community, including employers, to see how the lives of carers can look, leading to greater understanding and a willingness to better support those who currently have caring roles. The coverage helps to normalise a role that is often hidden behind closed doors and within families. BBC Radio Wiltshire spoke with five carers during Carers Week 2021 and broadcast interviews from Wellington School near Tidworth for Young Carer Action Day, speaking with Carer Support Wiltshire staff and young carers. In Dorset, Carers Week 2021, we had coverage in New Valley News, Dorset Echo, and Purbeck Coast FM. For Young Carer Action Day 2022 we had coverage on Greatest Hits Radio and BBC Radio Solent.

4. Influence – we will listen to carers and give them a collective voice

Wiltshire Carers Forum, which we support as part of the Wiltshire Council contract, meets regularly to discuss carers' needs and gaps in services provided locally. The forum is more recently beginning to play a key role in the review of the council's Carers Strategy 2017-22.

In addition to this group, a new Carers Advisory Group was set up in September 2021 by one of our trustees, Rosario Waterlow. The purpose of the group is to provide a direct voice between carers and trustees.

The first Dorset Carer Reference Group was set up online in Q2. It continues to grow, and carers offer invaluable feedback to help shape Dorset services and organisations. The group feeds into the Dorset Carer Steering Group, which is updated on the Reference Group activities during each meeting.

In February 2022 Carer Support Wiltshire received funding from the Commitment to Carers Programme, Experience of Care Team, NHS England to carry out a review into how revised ways of working and more virtual approaches in Primary Care have

affected carers. 161 unpaid carers completed the survey. The initial report based on a specific template has been shared with NHS England and the findings will be included in a longer report summarising over 30 community-focussed pandemic legacy projects. In the meantime, this has been placed on the NHS Futures Collaboration platform.

5. Inform – we will provide information to enable carers to make choices about their caring role

It is important that people have access to good-quality information, even before they may have to take on a caring role. Carers who are well informed often feel more empowered in their roles as carers and in situations such as when dealing with healthcare providers.

We provide information through many channels. These include digitally through our websites and social media and physically through posted newsletters and a bi-annual What's On guide, as well as our telephone helpline. Partnerships and good working relationships with other organisations which are in contact with carers also help us to provide information when needed. An updated Carers Guide was published in 2021, which is a booklet containing information for carers, including details of local organisations that can offer support. This is available for free to all carers and a physical copy can be posted or a digital one accessed on the website.

The Hospital Liaison Service is an example of how we have been able to reach carers in an external setting. This service ran as a pilot from the end of January 2021 to 30 April 2021. It put Carer Support Wiltshire staff into the three acute hospitals serving Wiltshire, as well as the community hospitals, helping to improve communication between hospital staff and unpaid carers and facilitate discharge. The service received 57 referrals; was positively received by hospital staff and carers and created partnerships that will have a long-term positive impact on the work of CSW in the hospitals.

In November 2021 funding was agreed by Wiltshire Council to re-introduce the service for a further 12 months. Recruitment challenges meant staff did not join until 2022; service delivery will begin in early September 2022.

In Wiltshire and Dorset, we deliver our Here to Talk befriending service, which puts a trained volunteer and a carer in contact for regular telephone conversations. In Wiltshire, 89 carers accessed this service during the year. In Dorset, the number was 83.

In addition, 141 carers were able to access up to eight sessions of professional counselling this year, thanks to a partnership with mental health tech company Paranimo and funding from the National Lottery.

6. Quality – we will (all staff and volunteers) make the changes that will lead to better outcomes for carers, better services and better development

Working with HR staff from Zurich, we developed and launched our People Plan 2021-23 as the framework to support and develop staff and volunteers, whose support is vital, and foster new ways of working and learning from the pandemic. The plan sets out a range of activities to be taken to the end of March 2023, that will contribute to the

strategy. Our priorities are:

- **Value** - we recognise that staff and volunteers are our biggest asset. Therefore, we will aim to work innovatively and collaboratively to support staff and volunteers to reach their full potential.
- **Ways of working** – simplifying the way we work and recognising positive contributions which will help improve how we work together
- **Our commitment to people** – we aim to develop and offer better employee benefits that focus on development, personal growth, and well-being
- **Together we achieve more** – it is our expectation that all our people will understand and demonstrate our aim to be the leading charity for improving the lives of unpaid carers

Regular staff ‘pulse’ surveys have helped identify staff issues and the impact of changes made. These include a revision of contracts of employment to include extra paid time off for training and volunteering.

A related development to the People Plan was the adoption of a new, three-year Volunteers Strategy. Our volunteering principles are:

- Connection to the cause
- Clear communication
- Partnership working
- Providing learning opportunities for volunteers
- Recognition

Our key priorities are:

1. Strengthening the volunteer programme.
2. Growing and diversifying the volunteer base.
3. Engaging with corporates and education establishments in individual, group, and professional volunteering opportunities.

A new volunteer handbook was developed. Other planned activities include simplified volunteer recruitment, creating inspiring and creative volunteer roles, and building a strong corporate offer.

It was expected that 2021-22 would be a challenging year for fundraising, and so it proved. Fundraising performance did not meet targets, with progress hindered by the departure of the Head of Business Development. The need for a more mainstream approach to fundraising became evident, with a strong focus on individual giving, legacies, and partnership development. The new Head of Fundraising and Partnerships reviewed and reshaped the team, created, and is now implementing an 18-month fundraising strategy to re-energise effort.

Young and young adult carers

Young carers (defined as those aged 5-15yrs) and young adult carers, aged 16-24 years, face their own unique challenges as they navigate education, fitting in with their peers, finding work, and leaving home.

It can be difficult for a young adult carer to see how, for example, they can go away to university and leave a person they may have been caring for over a large part of their lives. If there are younger siblings, there can be additional guilt that they are leaving others to take on the responsibility.

It is important that young and young adult carers are getting all the support available to them, and we have a dedicated young adult carer team, which includes two members of staff who work with young people aged 16-17yrs and one member of staff who works with schools and colleges, helping them to identify and support young and young adult carers.

In 2021/22 we registered 59 new carers aged 16-24 years. We received 164 referrals for young adult carer support work, highlighting an increase in young adult carers being supported to stay in education and apply for college and university places. Many would not have progressed without the support and hours of form filling that have to be completed.

Our partnership with Wiltshire Community Foundation has grown from strength to strength with 90% of our young adult carers going to university being entitled to the University Grant (£1,600 per year). Those going to college or starting an apprenticeship can apply for the Vocational or Educational Support Grants (up to £1,000) to help pay for IT equipment, clothing, books, stationary etc.

Wiltshire's Young Adult Carers Support Worker continued to attend the Carers Trust young adult carer steering group via Zoom due to Covid. The Inspiring Change programme brought together ideas and thoughts from young carers across the UK. It resulted in funding to set up a Salisbury café, initially online but now in person. This café has become popular with carers who are supporting a sibling. Several of these carers who are now at university studying medicine are on the GP accreditation panel and have attended the GWR hospital carers committee.

Young adult carers also contributed as part of a new steering group to advise and influence the pilot school accreditation scheme being developed by Carer Support Wiltshire. They worked with headteachers, Wiltshire College, Wiltshire Council, and Carer Support Wiltshire.

As a result of Wiltshire College's involvement in the school pilot accreditation scheme, we understand there has been an increase in the identification of young adult carers within the college. Similarly, schools involved in the pilot for the accreditation scheme have also seen a rise in the identification of young carers.

We have improved working relationships with key stakeholders at Wiltshire Council and Youth Action Wiltshire, with the creation of a Young Carer Task and Finish Group and a

subsequent Young Carer Passport subgroup, of which Carer Support Wiltshire are members. These groups are working together to look at ways of improving the young carer journey, including the referral pathway, assessments/reviews, and support, with the aim of introducing a Young Carer Passport.

We have increased support for bereaved young adult carers who have lost a parent and found themselves without money, the threat of homelessness, and struggling to care for siblings. We have also increased support for young adult carers with mental health issues needing access to counselling and other mental health support services.

Using funding gained from Carers Trust funding and working with Wiltshire MIND, we have been able to avert crises in many of our young people. One young adult carer wrote an article for Carers Trust about his journey and how the funding from Carers Trust meant he was able to access counselling. He has succeeded in going to university where he is doing well. Carers Trust shared his story with The Rank Foundation, and they are now using it in their yearly report to raise more money for counselling.

Online cafés were set up when there were Covid restrictions. However, they quickly went back to face-to-face due to popular demand. Young adult carer cafés were set up in Trowbridge and Salisbury and take place bi-monthly. The Chippenham café runs during the school holidays and/or during evenings and weekends.

A young adult carer we support won Radio 1's 'Hero' award for her caring role and for raising awareness of young carers. This young person met Prince William. We have supported her for four years so she could continue at college after her father died and her mum had a life-changing stroke.

The year ahead

Major external events such as the war in Ukraine with its impact on fuel prices and hence on the cost of living are affecting carers, as well as our staff and volunteers. The Board is monitoring the situation closely.

Our organisational objectives for the year ahead include:

- Continuing to champion carers and influence on their behalf by engaging Dorset and Wiltshire in their reviews of carers strategies, to help shape the outcomes for carers, and work with commissioners on strategy implementation.
- Successful tendering for Wiltshire Council and NHS B&NES Swindon & Wiltshire Integrated Care Board's Carer Support contract in Wiltshire. The contract entered its 5th of five years in April 2022, and the tender is due in October 2022.
- A 1-year extension has been granted to the Dorset contract. Following the extension of the Dorset contract, we are significantly reshaping the delivery of the contract in response to the feedback we have received from carers, the Dorset commissioner and stakeholders. Our emphasis will increase on deliverables such as groups, cafes and community-friendly engagement that will establish Carer support Dorset as a leading organisation that represents carers.
- Refreshing the GP Surgeries Accreditation schemes in Wiltshire, and from

September 2022, delivering the Hospital Liaison Service and rolling out the Schools Accreditation scheme in Wiltshire.

- New engagement activities, supported by a new Digital Engagement lead, with events for carers, commissioners, and other providers to promote Carer-friendly communities in Dorset and Wiltshire.
- Setting up new Referrals and Registration and Community Engagement teams to streamline the flow of carers through the Wiltshire service, and the new Business Support Team which works across both services.
- Continued delivery of the People Plan and the Volunteer strategy.
- Introducing Xero to replace the QuickBooks finance system which will improve the efficiency of the Finance Team, redesigning Charitylog, our case management system to support impact reporting.
- We are developing an outcomes framework to more closely link our services and activities with our impact and vision/mission for the organisation.

Structure, governance and management

During 2021-22, the Trustee Board comprised:

Elizabeth Brown	Chair	from May 2020
Chris Meier	Vice Chair	resigned February 2022
Alexander Cheremuhkin		joined May 2021
Sukdave Ghuman		joined May 2021
Rachael Lawes		joined May 2021, resigned September 2021
Ian Baldwin		joined May 2020
Jane Mason		retired September 2021
Donna Moore		joined May 2020
Nigel Sully		joined September 2021
Michelle Tonner		joined May 2021, resigned March 2022
Rosario Waterlow		joined September 2020
Lyndon Baker		joined February 2022
Anne Humphries		joined February 2022
Martin Parker		joined February 2021

Senior Leadership Team

Judy Walker	Chief Executive
Jon Berridge	Head of Fundraising and Partnerships, resigned October 2021
Marco van-Tintelen	Head of Operations, joined July 2021
Leanne Hubbard	Head of Fundraising and Partnerships, joined November 2021
Janet Parker	Head of Finance & Resources, joined December

Auditors

Monahans, Fortescue House, Court Street, Trowbridge, BA14 8FA.

Legal status and governing document

Carer Support Wiltshire is a Registered Charity 1092762 and a Company Limited by Guarantee 04415685 not having share capital. The liability of members is limited to one pound. Its registered office was The Clock Tower, 5 Farleigh Court, Old Weston Road, Flax Bourton, Bristol BS48 1UR until 12 August 2020 and is now The Independent Living Centre, St George's Road, Semington, nr. Trowbridge, Wiltshire BA14 6JQ. The company is governed by Articles of Association as amended in April 2020, extending the area of benefit. It was renamed in 2011 on the merger of the four previous carer support organisations in Wiltshire.

Public benefit

Carer Support Wiltshire's objects are to promote any charitable purpose, for the benefit of the whole community (particularly but not exclusively the community in and around Wiltshire), including the advancement of education, the promotion of health, and the relief of poverty, sickness, and distress in particular but without limitation by supporting carers.

The Trustees' report explains how we have met our objects. The Trustees give careful consideration to the Charity Commission's guidance on public benefit when setting the objectives and planning the work of Carer Support Wiltshire for the year.

Board of Trustees

The Board meets five times a year and has delegated some of its work through four subcommittees: Finance, QCVS (Quality, Compliance and Volunteering), Nominations and Fundraising and Partnerships. The Carers Advisory Forum also meets quarterly. The sub-committees are chaired by trustees and meet quarterly. The day-to-day management is formally delegated to the Chief Executive.

None of our Trustees receive remuneration or other benefits from their work with the charity. The charity keeps a register of Trustees' interests, and the chair reminds Trustees to declare any relationship that could create a conflict of interest at the start of every Board meeting.

Using a skills audit, the Board identified the skills it needs to carry out its work now and, in the future, and recruits accordingly.

In recruiting new Trustees, the specialist recruitment agency REACH has been used, as were a range of local and regional websites and Carer Support Wiltshire's own. Candidates were invited for an informal talk with the Chief Executive and the Chair of Trustees to get a better understanding of the organisation. Those wishing to be considered were asked to complete application forms and were interviewed by a panel comprising the Chair, Chair of the Nominations Committee, and a Trustee with a relevant background. A consistent set of questions was applied to each candidate, all being asked about potential conflicts of interest. Before their appointment was confirmed by the Board,

all the required checks were completed, and they attended a Board meeting.

New Trustees follow an induction programme in the Trustee Handbook, are offered a mentor, and learn more about the work of the organisation through meeting the Chairs of subcommittees and senior managers, and where possible, shadowing staff. The Chair and the Chief Executive are available for support as required. Trustees attend training courses and away days, participate in annual Board effectiveness reviews and join relevant governance support networks.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of Carer Support Wiltshire for the purposes of company law) are responsible for preparing the Trustees' Report and the annual financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). These give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities Statement of Recommended Practice (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 business.

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

In so far as the Trustees are aware:

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

Senior Leadership Team

In February 2021, the Board approved a restructure of the Senior Management Team (SMT), on a phased approach, with the aim of supporting the delivery of the Strategy and the business plan for 2021-22. The new structure streamlined the Senior Management Team into a four-person Senior Leadership team, including the CEO. The Head of Operations joined in July 2021, Head of Fundraising and Partnerships

in October 2021 and Head of Finance and Resources in December 2021.

From August to October 2021, we undertook a root and branch review of our Operations team, to get them ready for the challenges ahead and begin longer term operational planning. The review outcomes were endorsed by the Board in November and led to a new Operational Management structure and Business Support Teams being set up, and the new volunteering strategy.

Formal Partnerships

Carer Support Wiltshire is a Network Partner of the Carers Trust, an umbrella organisation that represents carers and their interests on the national stage. It also provides practical support for Network Partners through grants, regional support networks, business advice, training, and mentoring.

From April 2018, Carer Support Wiltshire began providing all-ages carer support services under a contract to Wiltshire Council, sub-contracting young carers' breaks and respite to Youth Action Wiltshire, part of Community First.

The charity runs the carers' hub in the Royal United Hospital Bath in partnership with the hospital, Friends of the RUH and B&NES Carer Centre, and a carer information service and Carers Café at Great Western Hospital and Salisbury District Hospital.

Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies (s419 (2) of the Companies Act 2006).

Added Value

In addition to the skills, knowledge and experience that Trustees bring to their roles, Trustees provided added value in terms of training for staff and carers and providing pro bono legal advice.

Risk Management

The Trustees have a strategy supported by a policy and procedure for managing risks that could potentially prevent the organisation from achieving its aims and objectives for carers. This is championed at Board level by a trustee with a special interest in risk management.

The major strategic risks facing the charity are categorised as:

1. Strategic
2. Reputational
3. Operational
4. Financial
5. People
6. Governance
7. Compliance and regulation.

The risk register and controls mitigating the strategic risks are reviewed by the Quality,

Compliance and Volunteering sub-committee, which reports to each board meeting.

During 2021-22 Senior Managers and the Board monitored the management of the following strategic risks:

- Impact of Covid-19 on carers, and the need to flex and grow services to best meet their needs during the crisis
- Fundraising targets not being met as 'mainstream' resources were diverted to Covid
- Maintaining staff wellbeing during lockdowns
- Too great a dependency on a local authority/CCG funding, and possible changes to those income streams
- Failure to deliver contractual agreements, including Care Act-compliant carers assessments and reviews in Wiltshire, and in Dorset, maintaining the carers register and developing
- A serious safeguarding incident
- Compliance with General Data Protection Regulations

The Chief Executive as Senior Risk Owner and the Senior Leadership Team undertake and review follow-up actions, and the Senior Risk Owner reports to the Board every quarter. The Trustees are indemnified against any negative financial impact resulting from their actions made in good faith.

The risk register was revised during the year to ensure it continues to reflect the business of the charity and the stresses of the external environment.

Fundraising

Carer Support Wiltshire is registered with the Fundraising Regulator and adheres to its Code of Practice and Promise. Our fundraising practices are clearly outlined in our Fundraising Ethics Policy and a copy of our Supporters Charter is available on our website.

We do not use external fundraising suppliers. We received no complaints about our fundraising last year.

Financial review

Carer Support Wiltshire is just over 90% funded (up from 84% in 2021) by income from the Integrated Better Care Fund (IBCF), overseen by Wiltshire Council on behalf of NHS Wiltshire Clinical Commissioning Group, and by Dorset Council on behalf of Dorset Clinical Commissioning Group. Other funds arise from a variety of grants, donations, trading activities and some investment income.

- The total income for the year was £1,694,474 (2021: £1,807,924)
- Deficit across all funds of £17,569 (2021: £58,163 surplus)
- Total funds decreased to £535,105 (2021: £552,674)

Summary of Financial Performance

The Statement of Financial Activities for the year ended 31st March 2022 shows a deficit across all funds of £17,569 (2021: £58,163 surplus), being the difference between total net income and expenditure across individual funds.

Total income decreased by 6% compared with the previous year mainly due to decreased grant income in the year. Our grant income totalled £128,512 (2021: £232,570), a decrease of 45%. Donations in the year were also lower than the previous year at £19,611 (2021: £31,341).

Our expenditure decreased by £37,719 (2%), largely due to continued cost savings from operational changes implemented in response to Covid-19.

Staffing costs decreased by £66,771 (5%) due to temporary reductions in some services and a corresponding fall in headcount.

As at 31 March 2022, the total funds were split as follows:

- Unrestricted General Funds £438,353 (2021: £453,014)
- Restricted Funds £96,752 (2021: £99,660)

The free reserves of charity are defined as unrestricted funds less tangible assets, and as at 31 March 2022 the free reserves of the charity were £430,303 (2021: £439,932).

Reserves Policy

Reserves are made up of Restricted and Unrestricted funds. Restricted Reserves comprise monies received from donor organisations that have been provided for a stipulated purpose; for Carer Support Wiltshire these would include funding from the Carers Trust, the Armed Forces Covenant Trust, etc. Restricted funds are therefore unspent monies on specific defined projects.

Unrestricted Reserves are available for the general expenditure of Carer Support Wiltshire and will allow the charity to deliver its objectives with minimum disruption to users when

faced with a major business interruption. However, the current 5-year Wiltshire Council contract with level funding in each year and the Dorset Council contract must cover additional staff cost increases over the contract period. Additionally, experience is that funds are increasingly required to cover the delays in receipt of incoming funds.

The charity's Reserves policy is to hold free reserves within a range of £350,000 to £400,000 which is sufficient to cover the cessation of operations over a 6-month period and wind up the charity, while meeting all obligations to staff and external creditors.

Going Concern

The Wiltshire Council carers' support services contract from 2018-2021 has been extended to March 2023. The contract is being tendered in October 2022 and the outcome of the tender process will be announced by the end of December 2022.

The Dorset Council carers' contract commenced in 2019 and has been extended for another year until November 2023. There is the possibility of a further extension of up to three years.

A comprehensive method of forecasting expenditure is utilised throughout the organisation, based on a fully costed delivery plan for each element of the service as well as for core infrastructure costs.

While the Trustees are pleased to report that Carer Support Wiltshire has sufficient reserves and income streams to operate in 22/23 and for 12 months after signing this report, the years beyond that will doubtless bring challenges given the macroeconomic and geopolitical considerations in play at the time of writing this report. The Trustees are confident and assured that the current rigour and robustness of risk management allows both for the timely identification of risks and appropriate and effective mitigation actions. In particular, the Charity remains determined that the renewal of the Wiltshire Council carers support contract (which is due to complete in June 2023 if not extended) will allow it to continue achieving its purpose, however the Trustees are closely monitoring the situation and preparing to various alternative scenarios to ensure the organisation remains agile and sustainable in the medium and long term. Given the current level of funding and reserves, the Trustees are confident that there are no material uncertainties that may cast significant doubt over the ability of Carer Support Wiltshire to continue as a going concern.

A new Head of Fundraising and Partnerships was appointed in November 2021, and a new fundraising strategy has been developed and is now being implemented. There are further plans to invest in engagement, to improve the charity's digital offer to increase and diversify fundraising income so that in the next five years it sits around the 60% mark.

Investment Policy

As required in its Articles of Association (paragraph 4.16), in furtherance of its objects, Carer Support Wiltshire has the power to invest monies not immediately required in deposits or such Investments, securities or property as may be thought fit.

Carer Support Wiltshire considers it prudent to hold all surplus funds in interest bearing accounts, to best protect the grants awarded to us for the purposes intended. Surplus funds held outside of the CAF bank accounts in the year have been deposited ensuring that not more than £85,000 is held by a banking corporation. These are under review for return on investment for the charity while not exposing it to any additional risk. At the end of the year Carer Support Wiltshire funds were invested with the following: CAF Bank current and deposit accounts, United Trust Bank, Redwood Bank and Hampshire Building Society, Flagstone Investments comprising Cambridge and Counties Bank, Aldermore Bank Plc and Charter Savings Bank.

Thank you to our funders and supporters

3H

Fund

Abri

Armed Forces Covenant Fund

Trust Arnold Clarke

Astor Foundation

Bradford on Avon Town Council

Carers Trust

Chippenham Borough Lands

Co-op Local Community

Fund Devizes Lions Club

Flurogenics

GreenSquareAccord

Hilperton Parish Council

Keevil Parish Council

Masonic Charitable Foundation (on behalf of Lodge of Good Fellowship,

Pewsey) One Stop Community Partnership

Persimmon

Potterne Parish Council

Rotary Club of Devizes

Royal Wootton Bassett & District Rotary Club

Serco Foundation

Soil Association – Food for Life

Tesco

Veterans Foundation

Waitrose

Chippenham

Waitrose Community Foundation

Waitrose Warminster

Wessex Water

Foundation Westerleigh

Group Ltd Wiltshire

Council

Zurich



On behalf of the Board of Trustees
Elizabeth Brown
Chair

Date 1st November 2022

Report of the Independent Auditors to the Members of
Carer Support Wiltshire

Opinion

We have audited the financial statements of Carer Support Wiltshire (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Report of the Independent Auditors to the Members of
Carer Support Wiltshire

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Based on our understanding of the charitable company and sector, we identified that the principal risks of non-compliance with laws and regulations related company and charity legislation, and we considered the extent to which non-compliance might have a material effect on the financial statements of the charitable company. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Statement of Recommended Practice and the Companies Act 2006. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to potential lack of segregation of duties, bookkeeping errors and management bias in accounting estimates and judgemental areas of the financial statements. Audit procedures performed by the audit engagement team included:

- Enquiry of management and those charged with governance about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of those charged with governance and any correspondence with The Charity Commission;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing analytical procedures to identify any unusual or unexpected relationship that might indicate a risk of material misstatement due to fraud;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Report of the Independent Auditors to the Members of
Carer Support Wiltshire

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



James Gare (Senior Statutory Auditor)
for and on behalf of Monahans
Statutory Auditor
Chartered Accountants
Fortescue House
Court Street
Trowbridge
Wiltshire
BA14 8FA

Date: 20 December 2022

Carer Support Wiltshire

Statement of Financial Activities
for the Year Ended 31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	10,187	9,424	19,611	31,341
Charitable activities	5				
Carer support services & development work		1,531,434	128,512	1,659,946	1,762,993
Other trading activities	3	1,800	-	1,800	2,160
Investment income	4	2,005	-	2,005	4,398
Other income		<u>10,285</u>	<u>827</u>	<u>11,112</u>	<u>7,032</u>
Total		1,555,711	138,763	1,694,474	1,807,924
 EXPENDITURE ON					
Raising funds	6	101,373	-	101,373	90,906
Charitable activities	7				
Carer support services & development work		1,472,705	112,287	1,584,992	1,641,687
Grants for carers		<u>518</u>	<u>25,160</u>	<u>25,678</u>	<u>17,168</u>
Total		<u>1,574,596</u>	<u>137,447</u>	<u>1,712,043</u>	<u>1,749,761</u>
 NET INCOME/(EXPENDITURE)		(18,885)	1,316	(17,569)	58,163
Transfers between funds	19	<u>4,224</u>	<u>(4,224)</u>	<u>-</u>	<u>-</u>
Net movement in funds		(14,661)	(2,908)	(17,569)	58,163
 RECONCILIATION OF FUNDS					
Total funds brought forward		<u>453,014</u>	<u>99,660</u>	<u>552,674</u>	<u>494,511</u>
 TOTAL FUNDS CARRIED FORWARD		<u><u>438,353</u></u>	<u><u>96,752</u></u>	<u><u>535,105</u></u>	<u><u>552,674</u></u>

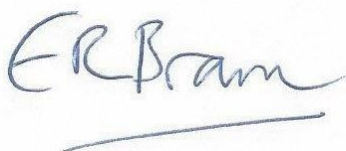
Carer Support Wiltshire

Balance Sheet
31 March 2022

	Notes	2022 £	2021 £
FIXED ASSETS			
Tangible assets	14	8,050	13,082
CURRENT ASSETS			
Debtors	15	577,387	458,632
Cash at bank		<u>650,992</u>	<u>644,064</u>
		1,228,379	1,102,696
CREDITORS			
Amounts falling due within one year	16	(701,324)	(563,104)
NET CURRENT ASSETS		<u>527,055</u>	<u>539,592</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		535,105	552,674
NET ASSETS		<u>535,105</u>	<u>552,674</u>
FUNDS	19		
Unrestricted funds		438,353	453,014
Restricted funds		<u>96,752</u>	<u>99,660</u>
TOTAL FUNDS		<u>535,105</u>	<u>552,674</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 1st November 2022 and were signed on its behalf by:



.....
E Brown – Chair of Trustees



.....
A Cheremukhin – Trustee

Carer Support Wiltshire

Cash Flow Statement
for the Year Ended 31 March 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	<u>8,882</u>	<u>213,777</u>
Net cash provided by operating activities		<u>8,882</u>	<u>213,777</u>
 Cash flows from investing activities			
Purchase of tangible fixed assets		(3,959)	(13,502)
Interest received		<u>2,005</u>	<u>4,398</u>
Net cash used in investing activities		<u>(1,954)</u>	<u>(9,104)</u>
Change in cash and cash equivalents in the reporting period		6,928	204,673
Cash and cash equivalents at the beginning of the reporting period		<u>644,064</u>	<u>439,391</u>
 Cash and cash equivalents at the end of the reporting period		<u>650,992</u>	<u>644,064</u>

Carer Support Wiltshire

Notes to the Cash Flow Statement
for the Year Ended 31 March 2022

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022 £	2021 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	(17,569)	58,163
Adjustments for:		
Depreciation charges	8,991	7,225
Interest received	(2,005)	(4,398)
(Increase)/decrease in debtors	(118,755)	33,632
Increase in creditors	<u>138,220</u>	<u>119,155</u>
Net cash provided by operations	<u><u>8,882</u></u>	<u><u>213,777</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank	<u>644,064</u>	<u>6,928</u>	<u>650,992</u>
	<u>644,064</u>	<u>6,928</u>	<u>650,992</u>
Total	<u><u>644,064</u></u>	<u><u>6,928</u></u>	<u><u>650,992</u></u>

Carer Support Wiltshire

Notes to the Financial Statements for the Year Ended 31 March 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Carer Support Wiltshire is an incorporated charity registered in England and Wales. The principal address of charity is given within the reference and administration details on page 6 of these financial statements. The nature of the charity's operations and principal activities are provided in the Report of the Trustees.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Voluntary income is received by way of donations and grants and is recognised in full in the Statement of Financial Activities when they are receivable.

Donated assets are included at the value to the charity where this can be quantified and a third party is bearing the cost. The value of services provided by volunteers has not been included as the value of these services cannot be readily quantified.

Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable. Grants received in the accounting period in respect of future accounting periods are deferred until those periods. All material grants are disclosed in accordance with the Statement of Recommended Practice.

Contract income is recognised in full in the Statement of Financial Activities in the year in which it is receivable, in line with the service level agreement. Contract income received in the accounting period in respect of future accounting periods is deferred until those later periods.

Expenditure

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 a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Resources expended include attributable VAT which cannot be recovered.

Costs of generating funds comprise the costs associated with attracting voluntary income and other activities.

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

1. ACCOUNTING POLICIES - continued

Expenditure

Charitable activities expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to strategic management of the charity.

All costs are allocated between the expenditure categories in the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, other costs are apportioned on the basis of estimated aggregated time expended on each activity as set out in note 9 to the accounts.

Tangible fixed assets

Tangible fixed assets are recorded at cost and depreciation is calculated to write off the cost, less estimated residual value over their expected useful lives as follows:

Equipment - 50% (straight line method).

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	2022	2021
	£	£
Donations	<u>19,611</u>	<u>31,341</u>

3. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Fundraising	<u>1,800</u>	<u>2,160</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

4. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	<u>2,005</u>	<u>4,398</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	2022	2021
	£	£
Grants	<u>1,659,946</u>	<u>1,762,993</u>

Grants and service contracts received, included in the above, are as follows:

	2022	2021
	£	£
Grants		
Appeal 2020-21	-	1,000
Lottery - Update registrations with API to connect CLOG	-	46,700
Zurich Community Trust	-	2,931
BAME Outreach Work (Zurich)	4,486	4,367
NHS Investors in Carers Toolkit	5,500	16,500
Hospital Outreach Work	-	3,000
Talk & Support expansion (Wilts Community Foundation)	-	8,586
Connecting Carer Services (Carers Trust)	19,160	27,569
Armed Forces Covenant Fund	18,324	16,954
Lottery - Covid-19 Counselling Project	2,330	41,320
Dorset Talk & Support - Dorset Community Foundation	-	4,000
Grants for carers from grant making funds	13,813	17,168
Support Work - Young Adult Carer Grants	1,830	21,763
Dorset other grant funding	800	-
Extra counselling grants	1,500	-
Veterans foundation	19,998	-
NHS England - Rapid learning	7,910	-
Courage to Care Small Grants	3,554	-
Other grants for small projects	<u>29,307</u>	<u>20,712</u>
Total grants	128,512	232,570
Service contracts		
Wiltshire Council and NHS Wiltshire Clinical Commissioning Group contract	1,198,388	1,227,790
Dorset Council and NHS Dorset Clinical Commissioning Group contract	<u>333,046</u>	<u>302,633</u>
	<u>1,659,946</u>	<u>1,762,993</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

6. RAISING FUNDS

Other trading activities

	2022 £	2021 £
Fundraising expenses	<u>101,373</u>	<u>90,906</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
Carer support services & development work	1,183,175	401,817	1,584,992
Grants for carers	<u>25,678</u>	<u>-</u>	<u>25,678</u>
	<u>1,208,853</u>	<u>401,817</u>	<u>1,610,670</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2022 £	2021 £
Staff costs	983,477	1,025,863
Other costs	<u>225,376</u>	<u>189,984</u>
	<u>1,208,853</u>	<u>1,215,847</u>

9. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Carer support services & development work	<u>385,594</u>	<u>101</u>	<u>16,122</u>	<u>401,817</u>

Support costs, included in the above, are as follows:

	2022 Carer support services & development work £	2021 Total activities £
Staff costs	220,019	244,404
Premises	41,445	44,459
Training and recruitment	7,795	3,831
Company expenses	4,913	7,240
Communications	30,958	30,128
General office	71,472	65,616
Miscellaneous expenses	-	4,151
Depreciation of tangible and heritage assets	8,992	7,225
Bank charges	101	93
Trustees' remuneration etc	154	703
Auditors' remuneration	5,800	6,000
Legal and professional fees	<u>10,168</u>	<u>29,158</u>
	<u>401,817</u>	<u>443,008</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

10. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2022	2021
	£	£
Auditors' remuneration	5,800	6,000
Depreciation - owned assets	<u>8,991</u>	<u>7,225</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

	2022	2021
	£	£
Trustees' expenses	<u>154</u>	<u>703</u>

12. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	1,103,718	1,140,562
Social security costs	68,570	86,582
Other pension costs	<u>31,208</u>	<u>43,123</u>
	<u>1,203,496</u>	<u>1,270,267</u>

The average monthly number of employees during the year was as follows:

	2022	2021
Carer support & development	43	46
Administration	<u>10</u>	<u>11</u>
	<u>53</u>	<u>57</u>

The average monthly full-time equivalent number of full-time employees during the year was as follows:

	2022	2021
Carer support & development	36	37
Administration	<u>7</u>	<u>6</u>
	<u>43</u>	<u>43</u>

No employees received emoluments in excess of £60,000.

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £201,301 (2021: £292,420).

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	6,304	25,037	31,341
Charitable activities			
Carer support services & development work	1,530,423	232,570	1,762,993
Other trading activities	2,160	-	2,160
Investment income	4,398	-	4,398
Other income	<u>6,946</u>	<u>86</u>	<u>7,032</u>
Total	1,550,231	257,693	1,807,924
 EXPENDITURE ON			
Raising funds	90,906	-	90,906
Charitable activities			
Carer support services & development work	1,444,793	196,894	1,641,687
Grants for carers	<u>17,168</u>	<u>-</u>	<u>17,168</u>
Total	<u>1,552,867</u>	<u>196,894</u>	<u>1,749,761</u>
 NET INCOME/(EXPENDITURE)	(2,636)	60,799	58,163
Transfers between funds	<u>29,965</u>	<u>(29,965)</u>	<u>-</u>
Net movement in funds	27,329	30,834	58,163
 RECONCILIATION OF FUNDS			
Total funds brought forward	<u>425,685</u>	<u>68,826</u>	<u>494,511</u>
 TOTAL FUNDS CARRIED FORWARD	<u><u>453,014</u></u>	<u><u>99,660</u></u>	<u><u>552,674</u></u>

14. TANGIBLE FIXED ASSETS

	Equipment £
COST	
At 1 April 2021	55,998
Additions	<u>3,959</u>
At 31 March 2022	<u>59,957</u>
 DEPRECIATION	
At 1 April 2021	42,916
Charge for year	<u>8,991</u>
At 31 March 2022	<u>51,907</u>
 NET BOOK VALUE	
At 31 March 2022	<u><u>8,050</u></u>
At 31 March 2021	<u><u>13,082</u></u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade debtors	567,155	451,994
Other debtors	3,290	3,290
Prepayments	<u>6,942</u>	<u>3,348</u>
	<u>577,387</u>	<u>458,632</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	35,145	25,291
Social security and other taxes	26,665	29,251
VAT	106,054	84,107
Other creditors	8,702	7,929
Accruals and deferred income	<u>524,758</u>	<u>416,526</u>
	<u>701,324</u>	<u>563,104</u>

Included in accruals and deferred income is an amount of £491,466 (2021: £385,139) in respect of grant and contract income received at the year-end relating to future accounting periods.

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2022	2021
	£	£
Within one year	34,846	55,185
Between one and five years	<u>23,751</u>	<u>63,514</u>
	<u>58,597</u>	<u>118,699</u>

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Fixed assets	8,050	-	8,050	13,082
Current assets	1,131,627	96,752	1,228,379	1,102,696
Current liabilities	<u>(701,324)</u>	<u>-</u>	<u>(701,324)</u>	<u>(563,104)</u>
	<u>438,353</u>	<u>96,752</u>	<u>535,105</u>	<u>552,674</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

19. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	453,014	(18,885)	4,224	438,353
Restricted funds				
Income Generation - Time for Carers				
Appeal (2020/21)	21,763	(24,409)	20,834	18,188
Community connectors appeal 2019-20	20,834	-	(20,834)	-
Lottery - update registrations with API to connect CLOG	2,830	(2,824)	(6)	-
LAB Grants for community connector project	4,159	(24)	-	4,135
Other grants for small projects	16,440	16,017	(1,868)	30,589
BAME Outreach work (Zurich)	2,350	1,723	-	4,073
NHS Investors in carers toolkit	5,633	2,608	-	8,241
GWH Carer Hub (Zurich)	6,810	(6,319)	-	491
Hospital Outreach Work	502	(145)	-	357
Connecting carer services (carers trust)	-	14,083	-	14,083
Armed forces covenant fund	-	1,202	-	1,202
Lottery - COVID-19 Counselling project	11,686	(11,686)	-	-
Dorset other grant funding	-	1,450	-	1,450
Young Adult Carer Grants	6,653	264	-	6,917
Courage to Care Military	-	6,001	-	6,001
NHS England - Rapid Learning Covid Project	-	2,660	(2,660)	-
Veteran's Foundation	-	675	-	675
Extra Counselling grants	-	(310)	310	-
Help Point Bereavement project - jointly with Dorothy House	-	350	-	350
	<u>99,660</u>	<u>1,316</u>	<u>(4,224)</u>	<u>96,752</u>
TOTAL FUNDS	<u>552,674</u>	<u>(17,569)</u>	<u>-</u>	<u>535,105</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

19. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,555,711	(1,574,596)	(18,885)
Restricted funds			
Income Generation - Time for Carers			
Appeal (2020/21)	-	(24,409)	(24,409)
Lottery - update registrations with API to connect CLOG	-	(2,824)	(2,824)
LAB Grants for community connector project	-	(24)	(24)
Other grants for small projects	29,307	(13,290)	16,017
BAME Outreach work (Zurich)	5,242	(3,519)	1,723
NHS Investors in carers toolkit	5,500	(2,892)	2,608
GWH Carer Hub (Zurich)	(1)	(6,318)	(6,319)
Hospital Outreach Work	-	(145)	(145)
Connecting carer services (carers trust)	22,539	(8,456)	14,083
Armed forces covenant fund	18,324	(17,122)	1,202
Lottery - COVID-19 Counselling project	3,900	(15,586)	(11,686)
Dorset other grant funding	1,450	-	1,450
Grant Application Processing	13,813	(13,813)	-
Young Adult Carer Grants	2,785	(2,521)	264
Courage to Care Military	6,146	(145)	6,001
NHS England - Rapid Learning Covid Project	7,910	(5,250)	2,660
Veteran's Foundation	19,998	(19,323)	675
Extra Counselling grants	1,500	(1,810)	(310)
Help Point Bereavement project - jointly with Dorothy House	350	-	350
	<u>138,763</u>	<u>(137,447)</u>	<u>1,316</u>
TOTAL FUNDS	<u><u>1,694,474</u></u>	<u><u>(1,712,043)</u></u>	<u><u>(17,569)</u></u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	425,685	27,329	-	453,014
Restricted funds				
Appeal 2020-21	-	21,763	-	21,763
Community connectors appeal 2019-20	25,457	(4,623)	-	20,834
Lottery - update registrations with API to connect CLOG	-	2,830	-	2,830
LA Grant Funding - Make a Friend Be a Friend Project	4,159	-	-	4,159
Other grants for small projects	11,346	5,094	-	16,440
BAME Outreach work (Zurich)	-	2,350	-	2,350
NHS Investors in carers toolkit	-	5,633	-	5,633
GWH Carer Hub (Zurich)	9,584	(2,774)	-	6,810
Hospital Outreach Work	-	502	-	502
Talk & Support expansion (Wilts community foundation)	-	-	-	-
Connecting carer services (carers trust)	-	-	-	-
Armed forces covenant fund	-	-	-	-
Lottery - COVID-19 Counselling project	-	11,686	-	11,686
Young Adult Carers	15,066	(15,066)	-	-
Dorset Talk & Support - Dorset community foundation	-	-	-	-
Grants for carers from grant making funds	(1,587)	-	1,587	-
Support Work - young adult carer grants	4,801	3,439	(1,587)	6,653
	<u>68,826</u>	<u>30,834</u>	<u>-</u>	<u>99,660</u>
TOTAL FUNDS	<u>494,511</u>	<u>58,163</u>	<u>-</u>	<u>552,674</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

19. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,547,515	(1,520,186)	27,329
Restricted funds			
Appeal 2020-21	27,342	(5,579)	21,763
Community connectors appeal 2019-20	1,411	(6,034)	(4,623)
Lottery - update registrations with API to connect CLOG	46,700	(43,870)	2,830
Zurich Community Trust	2,931	(2,931)	-
Other grants for small projects	20,712	(15,618)	5,094
BAME Outreach work (Zurich)	4,663	(2,313)	2,350
NHS Investors in carers toolkit	16,500	(10,867)	5,633
GWH Carer Hub (Zurich)	-	(2,774)	(2,774)
Hospital Outreach Work	3,000	(2,498)	502
Talk & Support expansion (Wilts community foundation)	8,586	(8,586)	-
Connecting carer services (carers trust)	27,569	(27,569)	-
Armed forces covenant fund	16,744	(16,744)	-
Lottery - COVID-19 Counselling project	41,320	(29,634)	11,686
Young Adult Carers	-	(15,066)	(15,066)
Dorset Talk & Support - Dorset community foundation	4,000	(4,000)	-
Grants for carers from grant making funds	17,168	(17,168)	-
Support Work - young adult carer grants	21,763	(18,324)	3,439
	<u>260,409</u>	<u>(229,575)</u>	<u>30,834</u>
TOTAL FUNDS	<u><u>1,807,924</u></u>	<u><u>(1,749,761)</u></u>	<u><u>58,163</u></u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

19. MOVEMENT IN FUNDS - continued

General fund	To be applied to the general charitable purposes of the organisation in any way the Trustees see fit.
Income Generation - Appeal (2020/21)	Supports unpaid carers through the provision of replacement care and social activities that enable carers to take a break and reconnect with friends and family.
Income Generation Community Connectors Appeal (2019/20)	Fundraising appeal to enable carers to combat loneliness and reconnect with their community.
LA Grant Funding - Make a Friend Be a Friend Project	Funded by local Health and Wellbeing boards in Melksham, Corsham and Trowbridge, this project aims to connect isolated people with clubs and groups in their communities. CSW led on the project, designing, printing and posting postcards, answer calls and making referrals.
Young Adult Carers	Monies held on behalf of Carers Trust for work with Young Adult Carers, including funding received from Awards For All.
Grant Application Processing	Processing of grant applications to various organisations on behalf of carers.
Zurich - GWH Carers Hub	Funding from Zurich to co-ordinate a ward volunteer service, supervising a team of up to ten volunteers.
Armed Forces Covenant Fund	Project to provide on base support to carers in military families.
Lottery - update registrations with API to connect CLOG	Improved online registration to make forms more user friendly and automatically add data to CLOG (rather than Admin adding manually). Also provides carers with information and links specific to their caring situation.
BAME outreach work (Zurich)	Working with the multi-faith forum to strengthen links and raise awareness of carers within BAME community.
Hospital outreach work	Raising awareness and improving identification of carers in hospitals with posters, leaflets, cards, volunteer uniforms and carer friendly badges for hospital staff.
Talk & support expansion (Wilts Community Foundation)	To expand our existing Talk and Support project in response to Covid-19.
Connecting carer services (carers trust)	Expansion of talk and support and wellbeing calls to clinically vulnerable or isolated. 1150 carers called to date.
Lottery - COVID 19 counselling project	Funding counselling sessions for carers impacted by COVID.
Dorset Talk & Support - Dorset Community Foundation	To launch a Talk and Support service in Dorset, providing befriending calls.
NHS investors in carers toolkit	To develop an Investors in Carers Toolkit.
NHS Covid legacy fund	Evaluation of the impact of virtual ways of working in primary care during the pandemic on adult and younger people carers.
Courage to Care Small Grants	Small grants to support our work with Carers in military families.
Counselling Project	To enable carers to access counselling.
Veterans Foundation Grant	To work with Veteran Carers, to encourage engagement from existing Veteran Carers and new beneficiaries to create a supportive community.
Dorset Others Grants	Small grants to support our work in Dorset.
Help Point Bereavement Support	To help carers come to terms with feelings associated with grief and to improve their mental and emotional health.

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

Accounts

Carer Support Wiltshire

Annual Report and Accounts 2020-21

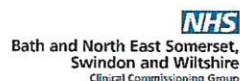
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Twitter: @carerswiltshire @carersdorset

Facebook: www.facebook.com/carerswiltshire www.facebook.com/YACwiltshire
www.facebook.com/carersupportdorset



<u>Introduction from Chair</u>	3
<u>Who we are</u>	5
<u>Achievements</u>	6
<u>Social Impact</u>	10
<u>Delivering our aims and objectives</u>	10
<u>Year ahead</u>	13
<u>Funders and supporters</u>	14
<u>Structure, governance and management</u>	16
<u>Financial review</u>	20
<u>Independent Auditor's Report to the Members of Carer Support Wiltshire</u>	23
<u>Statement of Financial Activities (including Income & Expenditure Account)</u>	26
<u>Balance sheet</u>	27
<u>Cash Flow statement</u>	28
<u>Notes to the financial statements</u>	30

Introduction from Chair

To say 2020-21 was a year like no other is an understatement. As we end this final year of our strategy 2016-2020, we can look back on a year of innovation, collaboration and wonderful commitment by our staff, volunteers and partners to help our carers in a time of great challenge and hardship.

From mid-March 2020 to mid-June 2021, our services and support to carers have been delivered with the vast majority of our staff and all our volunteers based at home. Our services were flexed and new services were introduced. As just one example, between them, our volunteers undertook 2,985 of our new 'wellbeing' checks, where they call carers to see how they are faring. The Community Connectors and Assessors undertook over 1,200 'welfare checks', a new offering to proactively call carers who our staff felt could benefit from a call.

New carers registered in Wiltshire totalled 1,582 – 392 more than the previous year. In Dorset 1,036 new carers were registered, taking the total on the Dorset database to 2,943.

Carer Support Dorset completed its first full year of operation. The team began to offer virtual cuppa sessions and carer training sessions, and during the first lockdown, produced weekly print and email newsletters responding to the commissioners' request.

We were delighted to see the number of people volunteering with us doubling to 182 during 2020-21, with some coming to us via our corporate supporters Zürich, Aster and Danone. Micro-volunteering - a low-commitment approach to giving time that people can perform in an easy and flexible way - proved to be a great success. Our 'Talk and Support' works in this way. Sadly, we have been unable to offer face-to-face carers' cafés and group activities due to lockdown, which we know are much missed. Carer awareness training in hospitals restarted later in 2020, and we made major strides in our work with Wiltshire schools to promote their awareness of and support for young carers.

During the year, traffic on our websites increased by 69% as carers sought information on managing during the pandemic.

We consulted carers, staff and volunteers to inform our new ambitious 2021-24 Strategy and Vision, Mission and Values, which were signed off by the Board in February. The Board also supported a proposal to restructure the senior management team to help get us in the best shape to deliver it.

At the beginning of the year, it seemed our income generation and fundraising plans could be seriously threatened as funders moved to support new Covid-specific services. However, our success at accessing these resources funded, amongst other things, a new counselling service and improvements to our websites. 2021-22 is likely to be a tough year for this work, and the Board has approved a cautious approach to it.

Successful service delivery for Wiltshire Council/CCG contract during 2018-21 led to Carer Support Wiltshire being commissioned for year 4 of the 5-year contract, and Carer Support Dorset's services were extended to include support for young carers and work in schools. Wiltshire Council funded a pilot 'Hospital support service' to assist efforts to speed up the discharge process by better involving and supporting carers. Staff in the Courage to Care service, funded by the Armed Forces Covenant Trust were furloughed for over half of the year, and resumed supporting carers in the serving military and their families at the end of 2020.

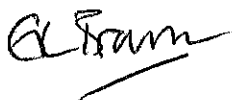
The Board said 'thank you and farewell' to the Treasurer Ruth Martindale; Frank Edwards who took over briefly as Treasurer in March 2021; Derek Hayes and James Minett and welcomed Rosario Waterlow, Peter Wragg and Martin Parker.

On behalf of Carer Support Wiltshire, our thanks go again to two sets of commissioners who have given us encouragement, challenge and support, and to funders and other partners for their support this year. Lastly, we must thank our staff and volunteers, without whom our efforts to see our vision of a society which understands and support unpaid carers is impossible.

We now look forward to building on and learning from our experiences last year, to shape Carer Support Wiltshire's services and organisation to meet the needs of our communities in Wiltshire and Dorset. In this context, the challenges ahead are returning to delivery of face-to-face services and finding a new balance with virtual services, maximizing and diversifying income streams and finding new premises to replace our Semington office. The Trustees have approved the new Strategy which sets the direction recognising that the landscape is uncertain. Our carers are at the heart of the strategy and our next steps will be guided by their needs.

Chair of Trustees

Date 14 July 2021



Who we are

Carer Support Wiltshire is a local charity supporting carers in Wiltshire and also – since 2019 - in Dorset, under the name Carer Support Dorset. The majority of our funding is provided through contract with Wiltshire and Dorset Councils and Bath and North East Somerset, Swindon and Wiltshire and Dorset Clinical Commissioning Groups.

Illness, disability and old age are just some of the reasons why three in five of us will look after a loved one and become carers at some point in our lives. Becoming a carer can affect health and wellbeing, personal finances, social life, education and employment and there are an estimated 7 million unpaid carers in the UK.

Our helpline, specialist staff and range of services and activities offer support to carers and alleviate the isolation that is commonly experienced, as well as enabling carers to support one another. We raise awareness of the issues around caring through the media and other channels, to reach new carers and educate communities so they can better understand and support the carers among them.

Our Vision

A society which understands and supports unpaid carers.

Our mission

Improving life for all unpaid carers by listening and meeting needs, providing information to give choices, giving a voice and influence and raising awareness.

Our Values

- We are carer-focused
- We are creative
- We have integrity
- We collaborate
- We empower

Achievements

Carers are able to maintain and improve their physical and emotional health and wellbeing

At the end of March 2021 there were 11,280 carers registered with Carer Support Wiltshire, about 20% of the known carer population in Wiltshire according to the 2011 census. However, this figure does not include the increasing numbers of carers who use our website to access information and resources

1,582 carers were added to the database between Apr 20 – Mar 21 (an increase from 1,191 the previous year).

During the first lockdown in 2020, priority was given to identifying carers who may be vulnerable – the elderly, those who may not have internet access etc – and staff and volunteers conducted wellbeing calls to those carers identified. The call is primarily about how the carer is coping and offering support where required. In total, 2,985 carers received a wellbeing check during the year.

Face-to-face carer clinics and cafes ceased at the end of March 2020 and virtual Talk and Support and groups led by Community Connectors started. By July, we were offering two online cafes and groups a week, many with guest speakers, and the number of carers attending these had increased almost sixfold by the end of this year.



Virtual carer café

Talk and Support is a befriending service which puts trained volunteers in contact with a carer to provide regular telephone calls over a 12-week period. There has been strong demand for the service with 298 unique carers accessing the service during the year. 77 of these carers requested to be re-referred after their 1- week period ended.

Zurich Community Trust is one of our corporate partners and their staff have provided many volunteering hours working for Talk and Support. Zurich give all of their staff 3 days to volunteer per year. At the end of this year, they also confirmed they will fund Talk and Support to the level of £17,000, which will ensure the service can continue until the end of the calendar year 2021.

Initially thanks to National Lottery funding, towards the end of the first lockdown we were able to offer carers six free counselling sessions. The counselling was intended to help carers who had suffered a difficult few months and would now potentially be anxious about the end of shielding and return to a degree of normality.

The service was widely accessed by carers; counselling sessions were provided to 102 carers over the year. Later in the year a new partnership with Paranimo, a platform that matches people with therapists online, was formed and this partnership enabled us to reach additional carers.

In total, 169 unique carers accessed our virtual offerings over the year. At a recent focus group of carers, we were told many wanted the virtual cafés to continue. We will continue to provide these next year alongside face-to-face groups once they are allowed to take place.

Carers can balance caring with a life of their own and have an improved quality of life

Face-to-face training opportunities were halted, but online training courses were made available covering topics such as IT support, moving and assisting, first aid and coping with anxiety and mindfulness techniques. Additional live online workshops have taken place, including a mental health resilience workshop attended by 13 carers and a virtual mindfulness session attended by a further 13 carers.

Carers should feel empowered to make choices about their caring role and to access appropriate support and services for themselves and their cared for person. The number of signposts made totalled 3,369 (up from 2,460 in 19/20) and the number of external referrals totalled 756 (up from 722 in the previous year).

As the pandemic worsened, there was an increase in applications for the Carers Emergency Card – a card which gives carers peace of mind should they be taken ill or to hospital that the person they care for will receive appropriate and planned replacement care. This year, 352 Emergency Cards were issued.

Carers are able to contribute their experiences and views to shaping service planning and development

Wiltshire Carer Forum (previously known as WCIG – Wiltshire Carer Involvement Group) meets every six weeks and has continued to do so over the last year. The forum gives carers a voice and is vital for shaping services for carers in the county.

Positive outcomes in 20/21 have included the development of a shopping letter for carers at the start of the pandemic, explaining to supermarkets why a carer might need to bring the person they care for with them to the shop, or buy a number of certain items. The forum helped with lobbying for unpaid carers to be included in the priority groups for the Covid vaccination. It has also fed into the development of a new printed Carers Guide that goes out to all new registered carers and CSW's strategy going forward.

Carers were consulted in a website usability project in March 2021. A number of carers were viewed using the CSW website and tasked with finding certain information. The results have shaped changes to the website, which will better ensure users of the website are able to easily access the information they need.

Carers are able to receive good quality information and advice about the support and services available to them to support them in their caring role

A new hospital liaison project got underway in January 2021 and ran until the end of April. The service worked from the three acute hospitals serving Wiltshire as well as the community hospitals and helped improve communication between hospital staff and carers and facilitate discharge at a time when hospitals were incredibly busy with Covid patients. The service received 58 referrals and was positively received by both hospital staff and carers.

On 30th November 2020 CSW gained the Trusted Charity Mark Level 2 award. This quality mark was awarded to an organisation after a two-day external assessment. Achieving the award offers both service users and commissioners external verification of the quality and credibility of the organisation and ensures beneficiaries, supporters, donors, volunteers and staff know their organisation is well run, accountable and transparent. The award is valid for three years.

Our Time for Carers appeal successfully reached its £30,000 target at the end of 2020, enabling us to fund a number of respite activities and other services to carers who qualified to receive money. The volunteer team spent the whole of 2020 reacting and trying to stay ahead of the implications of lockdown and restrictions on CSW registered carers.

The volunteering landscape has changed greatly over the year and many volunteers were unable to work at the start of the pandemic due to shielding, family commitments etc. However, Carer Support Wiltshire was one of the few charities in Wiltshire to actually increase its volunteer case over the last year and the volunteer team moved quickly to ensure volunteers were able to access recruitment, induction and training online.

The total number of new volunteers recruited was 91 (up from 28 the previous year) bringing the total number of volunteers to 182.

All carers have fair access to information, support and services are free from discrimination

The partnership with Youth Action Wiltshire and Wiltshire Council supporting young adult carers and providing transition support continued this year.

During the year, 164 new referrals for young carers (aged 5-15yrs) were received from Wiltshire Council (182 in 19/20) taking the total number of young carers registered with CSW to 807 (from 619 last year).

44 young carer transition assessments were undertaken (21 the previous year). 37 16-17 yr olds were registered (21 the previous year) and 43 18-24 yr olds were registered (from 17 the previous year).

112 individual young adult carers (aged 18-24) were supported by the Young Adult Carer (YAC) Support Worker, and the YAC team maintained contact with schools and colleges throughout the year and developed an electronic poster to be sent to students to encourage self-referrals.

A number of regular workshops and cafes took place online during the year. Activity included:

- 33 young adult carers (aged 16-24) access the virtual cafes
- 5 accessed an LGBTQ support group (supported by funds from Carers Trust)
- 7 accessed a new siblings carer support group
- 13 accessed mental first aid workshops
- 22 young adult carers (aged 18-24) accessed counselling services
- 32 engaged in carer involvement activity
- 35 accessed external and internal grant funds

The GP accreditation scheme – now in its eighth year with CSW coordinating – took place during Q3 and 41 out of a total of 46 GP surgeries in Wiltshire received awards. 30 of these were given the highest possible award of Platinum, up from 28 last year. All but one practice engaged with the Investor in Carers scheme.

The GP scheme aims to make sure carers are provided with a consistently good experience when visiting their GP. Requirements that must be met include maintaining an up-to-date carer register, having a carers' lead and providing clear information and flexible appointments for carers.

Carer Support Dorset

2,943 adult carers were on the register at the end of March 2021, up from 1,907 in March 2020. The young carers register increased to 80.

By the end of the year, focus had shifted from completing Welfare checks to meeting the demands of the increased number of registrations and providing information, guidance and advice to those who contacted CSD. In an end-of-year evaluation survey, 78% of carers said that they agreed or strongly agreed with the statement: 'When I contact Carer Support Dorset I feel as though they genuinely care about my situation'. 83% agreed or strongly agreed that the information and advice they were given by support staff was useful.

Carer Support Dorset has offered a number of virtual cuppas and other sessions throughout the year, including more focused ones, such as a 'Knit and Natter' and a laughter workshop. Dementia training sessions have been very popular among carers and other training has included emotional resilience and 'Carers – Know your Rights'.

Popular sessions will be continued and other training providers will be sourced in future following carer feedback. CSD are also in the process of developing a range of feedback and reference opportunities for carers, to enable them to influence operational and strategic carer support in Dorset, including a Carer Reference Group.



Carer Support Dorset pampering session for carers

Social Impact

Through our service level agreement with Wiltshire Council, we offered practical support and assistance to 1,585 (previous year 1,657) carers through our initial assessment. Many more carers will have accessed information and resources through our website and the wider community will be more informed on carer issues through publicity in the local media. 2,985 carers who were identified as the most vulnerable on our database received wellbeing calls following the first Covid lockdown.

Delivering our aims and objectives

These are the key highlights and progress made on Carer Support Wiltshire's Strategy 2016-20 (indicators are underlined). This year was the last one of this strategy – a new strategy for 2020-24 has been approved.

AIM 1 To provide services for unpaid carers across Wiltshire and beyond

Deliver services to carers meeting funders' key performance indicators – successful service delivery for Wiltshire Council/CCG contract during 2018-21 led to year 4 of contract for 2021-22.
Armed Forces Covenant Trust Fund – Courage to Care service – funding won, service delivery began January 2019.

Carers Trust – Carer Support Wiltshire has been seen as a model for services and support to young adult carers. We were put forward to work with Quilter plc to support young adult carers as they worked to agree the criteria for a new funding stream for young adult carers.

Young adult carers and transitions support – see above. Transitions Support Workers (working with young carers as they move from Children's' to Adult social services) started in Wiltshire in January 2019. Demand was slow to build, but is now well established.

AIM 2 To improve the financial sustainability of CSW by increasing diversity of funding

Deliver services to carers meeting funders' key performance indicators – successful service delivery for Wiltshire Council/CCG contract during 2018-21 led to year 4 of contract. Successful tender, mobilisation and delivery of Dorset contract.

Develop Working For Carers as a brand outside Wiltshire - Working for Carers started brightly in 2016-18 with a new website, and a number of corporate users and Carers Trust network partners. However, the programme has always run at a deficit, and in 2019 the decision was made to pause to programme in order to save £22,000 per annum. The intention is to resume the programme when a cost neutral business model has been developed.

Build relationships with corporates and Increase income from non-statutory sources – relationship with Zurich rekindled in 2020-21 with Talk & Support volunteers and funding to end of 2021, funding of pilot project to test IT tablets with carers; and two staff were funded to undertake fundraising diploma course in 2021-22. Relationships with Aster and Danone have been developed during 2020-21 and are building well.

Develop alliances which offer regional fundraising opportunities and Explore partnerships, consolidations and / or mergers which open new markets – regional Carers Trust meetings were attended. In 2019, Carer Support Wiltshire co-ordinated a bid to NHS England for funds for the SW Carers Trust region.

AIM 3 To influence care and support policy within elected and non-elected bodies by being the voice for carers and on their behalf

Maximise Carers Trust partnership – we have been a local link to the national agenda: presented work with young adult carers to Carers Trust leads in 2019 for them to share with other Carers Trust network partners. During the Covid pandemic, Carer Support Wiltshire promoted issues of concern to carers for Carers Trust to take up nationally.

Maintain and develop across region high media profile for CSW and carers – Carer Support Wiltshire maintained a positive relationship with Wiltshire Herald & Gazette throughout 2018 – 2020. Website use in 2020-21 - year on year, increased by 69%.



One of CSW's monthly news stories in the Gazette & Herald

Know the priorities which matter to carers - Wiltshire Carers Forum (was Wiltshire Carer Involvement Group) has become well established. We have continued participating at Wiltshire Carers Action Group (a forum for service providers who support carers).

Influence improved practice in respect of carers within partnerships and new working models – In 2021, our Wiltshire GP accreditation scheme began its 10th year. Similar schemes will be piloted in schools and at Army Medical Centres in Wiltshire. Carer awareness training has been provided in hospitals since 2018.

AIM 4 To continuously improve leadership, management, service delivery and quality performance

Achieved Trusted Charity re-accreditation – this was achieved in September 2020.

Volunteering – as of Q4 2020-21, there are 182 volunteers with CSW, a growth of 93 in the last year.

Embed evaluation results into continuing service improvement and development –and Social value reporting have been identified for further improvement, and are included in 2021-22 Business plan.

The Year Ahead

The strategic objectives set out in our 2021 – 24 Strategy are:

Sustainability

We will continue to establish and support carer services through contracts and fundraising in and outside of Dorset and Wiltshire to diversify income streams and build stability in CSW.

Support

We will value and understand carers' needs, enabling them to access appropriate support

Collaborate

We will innovate and work in collaboration so carers get better services

Awareness

We will champion the vital contribution made by carers to society

Influence

We will listen to carers and give them a collective voice

Inform

We will provide information to enable carers to make choices about their caring role

Quality

We will (all staff and volunteers) make the changes that will lead to better outcomes for carers, better services and better professional development

Our main 2021-22 business plan priorities are:

- Developing new services to meet changing needs – whilst we will resume face-to-face services, recent experience has shown a need for more virtual services, and in response to increased use, more content will be provided on our websites
- To develop and implement a carers voice strategy – a new Carers Advisory Group will provide the views of carers on issues of concern to the Board
- Implementing a new Senior Management Team structure, and developing a People Strategy to better support the delivery of the 2021-24 Strategy
- Refreshing and embedding our evaluation, outcomes and impact frameworks
- The recommissioning of Wiltshire services for the 5th year under the Wiltshire Council/Clinical Commissioning Group contract
- Developing and implementing a sustainable and achievable fundraising strategy, with an increase in unrestricted income
- Increasing brand presence (through PR, social media, partnerships, etc.) to reach more carers and make Dorset and Wiltshire more carer aware
- Implementing our Trusted Charity Improvement Plan

During 2021-22, new premises will be found to replace our current Semington office, as the site is being redeveloped.

A big thank you to our funders and supporters

Over £3,000

Bradford-on-Avon Area Board
Chippenham Area Board
CCG/ NHS
The Dorset Coronavirus Community Fund
Marlborough Area Board
Melksham Area Board
Salisbury City Council
Warminster Area Board
Wiltshire Community Foundation
Wiltshire Council



£3,000 and under

Avon Polymer Products
Corsham Town Council
Chippenham Lions Club
Parish Council of Keevil
Trowbridge Guild of Community Service
Chippenham Town Council
Bradford on Avon Lions Club
The Bellinger Donnay Charitable Trust
Laverstock & Ford Parish Council
Corsham Link
Chippenham Golf Club
Malmesbury Carnival
West Wiltshire Crematorium
Royal Wootton Bassett Town Council
Bromham Town Council
Waitrose

Structure, Governance and Management

During 2020-21, the Trustee Board comprised:

Laraine Marriot	Chair	to May 2020 retired September 2020
Elizabeth Brown	Chair	from May 2020
Chris Meier	Vice Chair	from May 2020
Ruth Martindale	Treasurer	resigned January 2021
Frank Edwards	Treasurer	joined May 2020, resigned March 2021 February to March 2021
Derek Hayes	Treasurer	retired September 2020
Rachael Lawes	Treasurer	joined May 2021
Ian Baldwin		joined May 2020
Alexander Cheremukhin		joined May 2021
Sukdave Ghuman		joined May 2021
Derek Hayes		retired September 2020
Jane Mason		
James Minett		resigned February 2021
Donna Moore		
Martin Parker		joined February 2021
Janet Surr		resigned June 2020
Michele Tonner		joined May 2021
Rosario Waterlow		joined September 2020
Toby Williams		resigned May 2021
Peter Wragg		joined September 2020, resigned May 2021

Senior Management Team

Judy Walker
Susan Bell
Jon Berridge
Alan Docherty
Jacqui Radford
Vanessa Rose
Sam Wilson

Chief Executive
Support Services Team Leader
Head of Business Development
Reaching Communities Team Leader - resigned April 2021
Community Connectors Team Leader
Finance Manager
Communications Manager

Auditors

Burton Sweet, Cooper House, Lower Charlton Estate, Shepton Mallet, Somerset BA4 5QE until 3 February 2021, from which date MHA Monahans, Fortescue House, Court Street, Trowbridge, BA14 8FA.

Legal status and governing document

Carer Support Wiltshire is a Registered Charity 1092762 and a Company Limited by Guarantee 04415685 not having share capital. The liability of members is limited to one pound. Its registered office was The Clock Tower, 5 Farleigh Court, Old Weston Road, Flax Bourton, Bristol BS48 1UR until 12 August 2020 and is now The Independent Living Centre, St George's Road, Semington, nr. Trowbridge, Wiltshire BA14 6JQ. The company is governed by Articles of Association as amended in April 2020, extending the area of benefit. It was renamed in 2011 on the merger of the four previous carer support organisations in Wiltshire.

Public benefit

Carer Support Wiltshire's objects are to promote any charitable purpose, for the benefit of the whole community (particularly but not exclusively the community in and around Wiltshire), including the advancement of education, the promotion of health and the relief of poverty, sickness and distress in particular but without limitation by supporting carers.

The trustees' report explains how we have met our objects. The trustees give careful consideration to the Charity Commission's guidance on public benefit when setting the objectives and planning the work of Carer Support Wiltshire for the year.

Board of Trustees

The Board meets five times a year and has delegated some of its work through four subcommittees:

Finance

Quality, compliance and volunteering

Nominations

Fundraising and Publicity.

The subcommittees are chaired by trustees and meet quarterly. The day-to-day management is formally delegated to the Chief Executive.

None of our trustees receive remuneration or other benefit from their work with the charity. The charity keeps a register of trustees' interests and the chair reminds trustees to declare any relationship that could create a conflict of interest at the start of every Board meeting.

Using a skills audit, the Board identified the skills it needs to carry out its work now and in the future and recruits accordingly.

In recruiting new trustees, the specialist recruitment agency REACH, was used, as were a range of local and regional websites as well as Carer Support Wiltshire's own. People who responded were invited to meet the Chief Executive to get a better understanding of the organisation. Those wishing to be considered were asked to complete application forms and were interviewed by the Nomination committee, which used a consistent set of questions with each. Before their appointment is confirmed by the Board, all the required checks and identification of potential conflicts of interest were completed and they attend a Board meeting.

New trustees follow an induction programme in the Trustee Handbook, are offered a mentor, and learn more about the work of the organisation through meeting the Chairs of subcommittee and senior managers, and where possible, shadowing of staff. The Chair and the Chief Executive are available for support as required. Trustees attend training courses and away days, participate in annual Board effectiveness reviews and join relevant governance support networks.

The trustees benchmarked the chief executive's salary against equivalent organisations in the sector and region using ACEVO's Pay and Equality survey 2017.

Statement of Trustees' Responsibilities

The trustees (who are also directors of Carer Support Wiltshire for the purposes of company law) are responsible for preparing the Trustees' Report and the annual financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). These give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities Statement of Recommended Practice (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 business.

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

In so far as the trustees are aware:

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

Formal Partnerships

Carer Support Wiltshire is a Network Partner of the Carers Trust, an umbrella organisation which represents carers and their interests on the national stage. It also provides practical support for Network Partners through grants, regional support networks, business advice, training and mentoring.

From April 2018, Carer Support Wiltshire began providing all-ages carer support services under a contract to Wiltshire Council, subcontracting young carers' breaks and respite to Youth Action Wiltshire, part of Community First.

The charity runs a carer information service and Carers Café at Great Western Hospital and Salisbury District Hospital.

Auditor

The role of Auditor was put out to tender during the year. A resolution proposing that MHA Monahans be appointed as auditor of the company was accepted by the Members at the trustees' meeting on 3rd February 2021.

Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies (s419 (2) of the Companies Act 2006).

Added Value

In addition to the skills, knowledge and experience that trustees bring to their roles, trustees provided added value in terms of training for staff and carers and providing pro bono legal advice.

Risk Management

The trustees have a strategy supported by a policy and procedure for managing risks that could potentially prevent the organisation from achieving its aims and objectives for carers. This is championed at Board level by a trustee with a special interest in risk management. The major strategic risks facing the charity are categorised as:

1. Strategic
2. Reputation
3. Operational
4. Financial
5. People
6. Governance
7. Compliance and regulation.

The risk register and controls mitigating the strategic risks are reviewed by the Quality, Compliance and Volunteering sub-committee, which reports to each board meeting.

During 2020 - 21 Senior Managers and the Board monitored the management of the following operational risks:

- Impact of Covid – on carers, and the need to flex and grow services to best meet their needs during the crisis
- fundraising targets not being met as 'mainstream' resources were diverted to Covid
- maintaining staff wellbeing during lockdowns

- finding new roles for volunteers as services changed and maintaining links with pre-existing volunteers
- Too great a dependency on a local authority/CCG funding, and possible changes to those income streams
- Failure to deliver contractual agreements, such as referrals for new service via community connector model, and referrals for carers assessments and reviews
- Safeguarding management fails
- Compliance with General Data Protection Regulations.

The Risk Co-ordinator and the senior management team follow up actions, and the Risk Co-ordinator reports to the Board every quarter. The trustees are indemnified against any negative financial impact resulting from their actions made in good faith.

The risk register was revised during the year to ensure it continues to reflect the business of the charity and the stresses of the external environment.

Fundraising

Carer Support Wiltshire is registered with the Fundraising Regulator and adheres to its Code of Practice and Promise. Our fundraising practices are clearly outlined in our Fundraising Ethics Policy and a copy of our Supporters Charter is available on our website.

We do not use external fundraising suppliers. We received no complaints about our fundraising last year

Financial review

Carer Support Wiltshire is just over 84% funded (slightly up from 83% in 2020) by income from the Integrated Better Care Fund (IBCF), overseen by Wiltshire Council on behalf of NHS Wiltshire Clinical Commissioning Group, and by Dorset Council on behalf of Dorset Clinical Commissioning Group. Other funds arise from a variety of grants, donations, trading activities and some investment income.

- The total for the year was £1,807,924 (2020: £1,503,347)
- Surplus across all funds of £58,163 (2020: £55,212 deficit)
- Total funds increased to £552,674 (2020: £494,511)

Summary of Financial Performance

The Statement of Financial Activities for the year ended 31st March 2021 shows a surplus across all funds of £58,163 (2020: £55,212 deficit), (being the difference between total net income and expenditure across individual funds).

Total income increased by 20.2% compared with the previous year mainly due a full years income from the Dorset Council contract (IBCF), additional Wiltshire Council Covid-19 funding and increased grant income received this year. Our grant income totalled £232,570 (2020: £207,214), an increase of 12.2%. Grants were received from the Carers Trust, Dorset Community Foundation, Salisbury District Hospital, Big Lottery, Zurich Community Trust, Wiltshire Community Foundation, the Armed Forces Covenant Fund and various grants for carers. Donations and legacies increased to £31,341 (2020: £14,004).

Our expenditure increased by £191,202 (12.2%), largely due to a full year of staff in Carer Support Dorset and temporary staffing in delivering the additional Wiltshire Council Covid-19 projects. Direct charitable spend decreased to 72% of our total income (2020: 80%). Support costs grew by £52,464 over 2020's figure to £443,008 as our service offerings grew. Direct other costs decreased by £71,923 over 2020 principally due to Covid-19 working from home requirements.

Staffing costs rose by £252,783 due to demands of new services – the first full year of Carer Support Dorset and the additional Covid-19 funded projects.

Administration staffing levels have grown to support the expansion of services and fundraising activity. Carer support and development staff grew by 7 FTE, ensuring our delivery remained in line with contractual and grant requirements.

At 31 March 2021, the total funds were split as follows:

- Unrestricted General Funds £453,014 (2020: £425,685)
- Restricted Funds £99,660 (2020: £68,826)

Reserves Policy

Reserves are subdivided between Restricted and Unrestricted elements. Restricted Reserves comprise monies received from donor organisations that have been provided for a stipulated purpose; for Carer Support Wiltshire these would include funding from the Big Lottery, Carers Trust, the Armed Forces Covenant Trust, etc. Restricted funds are therefore unspent monies on specific defined projects.

Unrestricted Reserves are available for the general expenditure of Carer Support Wiltshire. However, the current Wiltshire Council and Dorset Council contracts are not inflation- proofed over the contract period. Additionally, experience is that funds are increasingly required to cover the delays in receipt of incoming funds.

The charity's Reserves policy is to hold free reserves within a range of £350,000 to £400,000 which is sufficient to cover the cessation of operations over a 6-month period and wind up the charity, while meeting all obligations to staff and external creditors.

Going Concern

The review of financial performance and the reserves position is set out above. In addition, we continue to invest in refining financial reporting and the costing of proposals to funders. A comprehensive method of forecasting expenditure is utilised throughout the organisation, based on a fully costed delivery plan for each element of the service as well as for core infrastructure costs.

The Wiltshire Council carers' support services contract from 2018-2021 has been extended to 2022 with the potential to extend to March 2023. Confirmation or not of this further extension is expected by the end of December 2021. The Dorset Council carers' contract runs from 2019 to 2022 with a possible extension of 2 + 2 years. Investment in fundraising activity saw an improved performance in achieving target last year. The budget for 2021-22 does see a further increase on the last year's target but any shortfall in new revenue will be hand in hand with a significant reduction in direct project delivery costs. The Trustees are satisfied the organisation has adequate resources to continue to operate for the foreseeable future even with significant shortfalls in budgeted new revenue. They believe there are no other material uncertainties that may cast significant doubt about the ability of Carer Support Wiltshire to continue as a going concern at this stage.

Investment Policy

As required in its Articles of Association (paragraph 4.16), in furtherance of its objects, Carer Support Wiltshire has the power to invest monies not immediately required in deposits or such Investments, securities or property as may be thought fit.

Carer Support Wiltshire considers it prudent to hold all surplus funds in interest bearing accounts, to best protect the grants awarded to us for the purposes intended. Surplus funds held outside of the CAF bank accounts in the year have been deposited ensuring that not more than £85,000 is held by any one banking corporation. These are under review for return on investment for the charity while not exposing it to any additional risk. At the end of the year Carer Support Wiltshire funds were invested with the following; CAF Bank current and deposit accounts, CCLA – COIF Charities Deposit Fund, United Trust Bank, Redwood Bank and Hampshire Building Society.



On behalf of the Board of Trustees

Elizabeth Brown

Chair

Date 14 July 2021

Registered Charity No 1092762 Private Company Limited by Guarantee No. 04416685

Report of the Independent Auditors to the Members of Carer Support Wiltshire

Opinion

We have audited the financial statements of Carer Support Wiltshire (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Report of the Independent Auditors to the Members of Carer Support Wiltshire

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charitable company and sector, we identified that the principal risks of non-compliance with laws and regulations related company and charity legislation, and we considered the extent to which non-compliance might have a material effect on the financial statements of the charitable company. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Statement of Recommended Practice and the Companies Act 2006. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to potential lack of segregation of duties, bookkeeping errors and management bias in accounting estimates and judgemental areas of the financial statements. Audit procedures performed by the audit engagement team included:

- Enquiry of management and those charged with governance about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of those charged with governance and any correspondence with The Charity Commission;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing analytical procedures to identify any unusual or unexpected relationship that might indicate a risk of material misstatement due to fraud;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

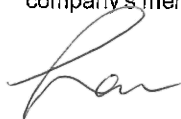
There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Report of the Independent Auditors to the Members of
Carer Support Wiltshire

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



James Gare (Senior Statutory Auditor)
for and on behalf of MHA Monahans
Statutory Auditor
Chartered Accountants
Fortescue House
Court Street
Trowbridge
Wiltshire
BA14 8FA

Date: **28 September 2021.**

Carer Support Wiltshire

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	3,588	27,753	31,341	14,004
Charitable activities	5				
Carer support services & development work		1,530,423	232,570	1,762,993	1,458,399
Other trading activities	3	2,160	-	2,160	12,690
Investment income	4	4,398	-	4,398	5,836
Other income		<u>6,946</u>	<u>86</u>	<u>7,032</u>	<u>12,418</u>
Total		1,547,515	260,409	1,807,924	1,503,347
 EXPENDITURE ON					
Raising funds	6	90,906	-	90,906	41,889
Charitable activities	7				
Carer support services & development work		1,429,280	212,407	1,641,687	1,486,999
Grants for carers		-	17,168	17,168	29,671
		<u>1,429,280</u>	<u>229,575</u>	<u>1,658,855</u>	<u>1,516,670</u>
Total		1,520,186	229,575	1,749,761	1,558,559
 NET INCOME/(EXPENDITURE)		27,329	30,834	58,163	(55,212)
Transfers between funds	19	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net movement in funds		27,329	30,834	58,163	(55,212)
 RECONCILIATION OF FUNDS					
Total funds brought forward		425,685	68,826	494,511	549,723
 TOTAL FUNDS CARRIED FORWARD		<u>453,014</u>	<u>99,660</u>	<u>552,674</u>	<u>494,511</u>

The notes form part of these financial statements

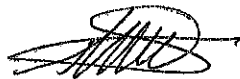
Carer Support Wiltshire (Register Number: 04415685)

		<u>Balance Sheet</u>	
		<u>31 March 2021</u>	
	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	14	13,082	6,805
CURRENT ASSETS			
Debtors	15	458,632	492,264
Cash at bank		<u>644,064</u>	<u>439,391</u>
		1,102,696	931,655
CREDITORS			
Amounts falling due within one year	16	(563,104)	(443,949)
NET CURRENT ASSETS		<u>539,592</u>	<u>487,706</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		552,674	494,511
NET ASSETS		<u>552,674</u>	<u>494,511</u>
FUNDS	19		
Unrestricted funds		453,014	425,685
Restricted funds		<u>99,660</u>	<u>68,826</u>
TOTAL FUNDS		<u>552,674</u>	<u>494,511</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 14 JULY 2021 and were signed on its behalf by:


.....
E Brown – Chair of Trustees


.....
R Lawes – Treasurer

The notes form part of these financial statements

Carer Support Wiltshire

**Cash Flow Statement
for the Year Ended 31 March 2021**

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	<u>213,777</u>	<u>(194,848)</u>
Net cash provided by/(used in) operating activities		<u>213,777</u>	<u>(194,848)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(13,502)	(6,017)
Interest received		<u>4,398</u>	<u>5,836</u>
Net cash used in investing activities		<u>(9,104)</u>	<u>(181)</u>
Change in cash and cash equivalents in the reporting period		204,673	(195,029)
Cash and cash equivalents at the beginning of the reporting period		<u>439,391</u>	<u>634,420</u>
Cash and cash equivalents at the end of the reporting period		<u>644,064</u>	<u>439,391</u>

The notes form part of these financial statements

Carer Support Wiltshire

Notes to the Cash Flow Statement
for the Year Ended 31 March 2021

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	58,163	(55,212)
Adjustments for:		
Depreciation charges	7,225	10,730
Loss on disposal of fixed assets	-	19
Interest received	(4,398)	(5,836)
Decrease/(increase) in debtors	33,632	(482,513)
Increase in creditors	<u>119,155</u>	<u>337,964</u>
Net cash provided by/(used in) operations	<u>213,777</u>	<u>(194,848)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Net cash			
Cash at bank	<u>439,391</u>	<u>204,673</u>	<u>644,064</u>
	<u>439,391</u>	<u>204,673</u>	<u>644,064</u>
Total	<u>439,391</u>	<u>204,673</u>	<u>644,064</u>

The notes form part of these financial statements

Carer Support Wiltshire

Notes to the Financial Statements for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

Carer Support Wiltshire is an incorporated charity registered in England and Wales. It is a company limited by guarantee. The principal address of charity is given within the reference and administration details on pages 15 and 16 of these financial statements. The nature of the charity's operations and principal activities are provided in the Report of the Trustees.

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Voluntary income is received by way of donations and grants and is recognised in full in the Statement of Financial Activities when they are receivable.

Donated assets are included at the value to the charity where this can be quantified and a third party is bearing the cost. The value of services provided by volunteers has not been included as the value of these services cannot be readily quantified.

Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable. Grants received in the accounting period in respect of future accounting periods are deferred until those periods. All material grants are disclosed in accordance with the Statement of Recommended Practice.

Contract income is recognised in full in the Statement of Financial Activities in the year in which it is receivable, in line with the service level agreement. Contract income received in the accounting period in respect of future accounting periods is deferred until those later periods.

Expenditure

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 a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Resources expended include attributable VAT which cannot be recovered.

Costs of generating funds comprise the costs associated with attracting voluntary income and other activities.

Carer Support Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES - continued

Expenditure

Charitable activities expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to strategic management of the charity.

All costs are allocated between the expenditure categories in the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, other costs are apportioned on the basis of estimated aggregated time expended on each activity as set out in note 9 to the accounts.

Tangible fixed assets

Tangible fixed assets are recorded at cost and depreciation is calculated to write off the cost, less estimated residual value over their expected useful lives as follows:

Equipment - 50% (straight line method) over two years.

Expenditure is only capitalised on individual assets with a cost of at least £500 with a life of more than one year.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	<u>31,341</u>	<u>14,004</u>

3. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Fundraising	<u>2,160</u>	<u>12,690</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

4. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	<u>4,398</u>	<u>5,836</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	2021	2020
	£	£
Grants	<u>1,762,993</u>	<u>1,458,399</u>

Grants and service contracts received, included in the above, are as follows:

	2021	2020
	£	£
Grants		
Appeal 2020-21	1,000	-
Lottery - Update registrations with API to connect CLOG	46,700	-
Zurich Community Trust	2,931	-
Returners Project	-	41,640
BAME Outreach Work (Zurich)	4,367	-
NHS Investors in Carers Toolkit	16,500	22,000
GWH Carer Hub (Zurich)	-	8,770
Hospital Outreach Work	3,000	-
Talk & Support expansion (Wilts Community Foundation)	8,586	3,049
Connecting Carer Services (Carers Trust)	27,569	9,231
Armed Forces Covenant Fund	16,954	49,434
Lottery - Covid-19 Counselling Project	41,320	-
Dorset Talk & Support - Dorset Community Foundation	4,000	-
Grants for carers from grant making funds	17,168	-
Support Work - Young Adult Carer Grants	21,763	-
Big Lottery – Out of Hours	-	7,001
Big Lottery – Ambassador roles	-	7,001
Other grants for small projects	20,712	59,088
Service contracts		
Wiltshire Council and NHS Wiltshire Clinical Commissioning Group contract	1,227,790	1,130,000
Dorset Council and NHS Dorset Clinical Commissioning Group contract	<u>302,633</u>	<u>121,185</u>
	<u>1,762,993</u>	<u>1,458,399</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

6. RAISING FUNDS

Other trading activities

	2021	2020
	£	£
Fundraising expenses	<u>90,906</u>	<u>41,889</u>

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
Carer support services & development work	1,198,679	443,008	1,641,687
Grants for carers	<u>17,168</u>	<u>-</u>	<u>17,168</u>
	<u>1,215,847</u>	<u>443,008</u>	<u>1,658,855</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2021	2020
	£	£
Staff costs	1,025,863	905,050
Other costs	<u>189,984</u>	<u>261,907</u>
	<u>1,215,847</u>	<u>1,166,957</u>

9. SUPPORT COSTS

	Management £	Finance £	Governance costs £	Totals £
Carer support services & development work	<u>406,939</u>	<u>93</u>	<u>35,976</u>	<u>443,008</u>

Support costs, included in the above, are as follows:

	2021	2020
	Carer support services & development work £	Total activities £
Staff costs	244,404	202,247
Premises	44,459	39,595
Training and recruitment	3,716	6,720
Company expenses	7,240	5,378
Communications	30,128	20,703
General office	65,616	74,225
Publicity	-	7,881
Miscellaneous expenses	4,151	3,823
Depreciation of tangible and heritage assets	7,225	10,730
Bank charges	93	-
Loss on sale of tangible fixed assets	-	19
Trustees' remuneration etc	818	1,983
Auditors' remuneration	6,000	4,625
Legal and professional fees	<u>29,158</u>	<u>12,615</u>
	<u>443,008</u>	<u>390,544</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

10. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021	2020
	£	£
Auditors' remuneration	6,000	4,625
Depreciation - owned assets	7,225	10,730
Deficit on disposal of fixed assets	<u>-</u>	<u>19</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

	2021	2020
	£	£
Trustees' expenses	<u>818</u>	<u>1,983</u>

12. STAFF COSTS

	2021	2020
	£	£
Wages and salaries	1,230,375	998,656
Social security costs	86,582	73,483
Other pension costs	<u>43,123</u>	<u>35,158</u>
	<u>1,360,080</u>	<u>1,107,297</u>

The average monthly number of employees during the year was as follows:

	2021	2020
Carer support & development	46	42
Administration	<u>11</u>	<u>12</u>
	<u>57</u>	<u>54</u>

The average monthly full-time equivalent number of full-time employees during the year was as follows:

	2021	2020
Carer support & development	37	30
Administration	<u>6</u>	<u>5</u>
	<u>43</u>	<u>35</u>

No employees received emoluments in excess of £60,000.

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £292,420 (2020: £216,387).

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	2020 Unrestricted funds £	2020 Restricted funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	1,959	12,045	14,004
Charitable activities			
Carer support services & development work	1,254,185	204,214	1,458,399
Other trading activities	12,690	-	12,690
Investment income	5,836	-	5,836
Other income	<u>12,418</u>	<u>-</u>	<u>12,418</u>
Total	1,287,088	216,259	1,503,347
EXPENDITURE ON			
Raising funds	1,058	-	1,058
Charitable activities			
Carer support services & development work	1,310,294	217,536	1,527,830
Grants for carers	29,671	-	29,671
Total	<u>1,341,023</u>	<u>217,536</u>	<u>1,558,559</u>
NET INCOME/(EXPENDITURE)	(53,935)	(1,277)	(55,212)
Transfers between funds	<u>34,858</u>	<u>(34,858)</u>	<u>-</u>
Net movement in funds	(19,077)	(36,135)	(55,212)
RECONCILIATION OF FUNDS			
Total funds brought forward	444,762	104,961	549,723
TOTAL FUNDS CARRIED FORWARD	<u><u>425,685</u></u>	<u><u>68,826</u></u>	<u><u>494,511</u></u>

14. TANGIBLE FIXED ASSETS

	Equipment £
COST	
At 1 April 2020	42,496
Additions	<u>13,502</u>
At 31 March 2021	<u>55,998</u>
DEPRECIATION	
At 1 April 2020	35,691
Charge for year	<u>7,225</u>
At 31 March 2021	<u>42,916</u>
NET BOOK VALUE	
At 31 March 2021	<u><u>13,082</u></u>
At 31 March 2020	<u><u>6,805</u></u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade debtors	451,994	439,251
Other debtors	3,290	4,089
Prepayments	<u>3,348</u>	<u>48,924</u>
	<u>458,632</u>	<u>492,264</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	25,291	30,700
Social security and other taxes	25,321	20,591
VAT	88,037	60,433
Other creditors	7,929	7,633
Accruals and deferred income	<u>416,526</u>	<u>324,592</u>
	<u>563,104</u>	<u>443,949</u>

Included in accruals and deferred income is an amount of £385,139 in respect of grant and contract income received at the year-end relating to future accounting periods.

17. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021	2020
	£	£
Within one year	55,185	58,323
Between one and five years	<u>63,514</u>	<u>38,907</u>
	<u>118,699</u>	<u>97,230</u>

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Fixed assets	13,082	-	13,082	6,805
Current liabilities	<u>439,932</u>	<u>99,660</u>	<u>539,592</u>	<u>487,706</u>
	<u>453,014</u>	<u>99,660</u>	<u>552,674</u>	<u>494,511</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

19. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	425,685	27,329	-	453,014
Restricted funds				
Appeal 2020-21	-	21,763	-	21,763
Community connectors appeal 2019-20	25,457	(4,623)	-	20,834
Lottery - update registrations with API to connect CLOG	-	2,830	-	2,830
LA Grant Funding - Make a Friend Be a Friend Project	4,159	-	-	4,159
Other grants for small projects	11,346	5,094	-	16,440
BAME Outreach work (Zurich)	-	2,350	-	2,350
NHS Investors in carers toolkit	-	5,633	-	5,633
GWH Carer Hub (Zurich)	9,584	(2,774)	-	6,810
Hospital Outreach Work	-	502	-	502
Talk & Support expansion (Wilts community foundation)	-	-	-	-
Connecting carer services (carers trust)	-	-	-	-
Armed forces covenant fund	-	-	-	-
Lottery - COVID-19 Counselling project	-	11,686	-	11,686
Young Adult Carers	15,066	(15,066)	-	-
Dorset Talk & Support - Dorset community foundation	-	-	-	-
Grants for carers from grant making funds	(1,587)	-	1,587	-
Support Work - young adult carer grants	4,801	3,439	(1,587)	6,653
	<u>68,826</u>	<u>30,834</u>	<u>-</u>	<u>99,660</u>
TOTAL FUNDS	<u>494,511</u>	<u>58,163</u>	<u>-</u>	<u>552,674</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

19. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,547,515	(1,520,186)	27,329
Restricted funds			
Appeal 2020-21	27,342	(5,579)	21,763
Community connectors appeal 2019-20	1,411	(6,034)	(4,623)
Lottery - update registrations with API to connect CLOG	46,700	(43,870)	2,830
Zurich Community Trust	2,931	(2,931)	-
Other grants for small projects	20,712	(15,618)	5,094
BAME Outreach work (Zurich)	4,663	(2,313)	2,350
NHS Investors in carers toolkit	16,500	(10,867)	5,633
GWH Carer Hub (Zurich)	-	(2,774)	(2,774)
Hospital Outreach Work	3,000	(2,498)	502
Talk & Support expansion (Wilts community foundation)	8,586	(8,586)	-
Connecting carer services (carers trust)	27,569	(27,569)	-
Armed forces covenant fund	16,744	(16,744)	-
Lottery - COVID-19 Counselling project	41,320	(29,634)	11,686
Young Adult Carers	-	(15,066)	(15,066)
Dorset Talk & Support - Dorset community foundation	4,000	(4,000)	-
Grants for carers from grant making funds	17,168	(17,168)	-
Support Work - young adult carer grants	21,763	(18,324)	3,439
	<u>260,409</u>	<u>(229,575)</u>	<u>30,834</u>
TOTAL FUNDS	<u><u>1,807,924</u></u>	<u><u>(1,749,761)</u></u>	<u><u>58,163</u></u>

Carer Support Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	444,762	(53,935)	34,858	425,685
Restricted funds				
Wiltshire Council – Transitions	45,258	-	(45,258)	-
Income Generation – Appeal (2019/20)	-	16,609	(16,609)	-
Income Generation Time for Carers Appeal (2019/20)	5,803	(2,137)	(3,666)	-
Income Generation Community Connectors Appeal (2019/20)	18,098	(12,916)	20,275	25,457
Other Grants	-	11,346	-	11,346
LA Grants Funding – Make a Friend Be a Friend Project	666	3,493	-	4,159
Returners Project	-	(265)	265	-
Young Adult Carers	14,971	95	-	15,066
Young Adult Carers Grants	-	4,801	-	4,801
Grant Application Processing	-	(1,587)	-	(1,587)
Zurich – GWH Carers Hub	8,677	907	-	9,584
Armed Forces Covenant Fund	-	(10,135)	10,135	-
Big Lottery – Ambassador roles	790	(790)	-	-
Big Lottery – Out of Hours	8,748	(8,748)	-	-
Dorset GP Project	1,950	(1,950)	-	-
	<u>104,961</u>	<u>(1,277)</u>	<u>(34,858)</u>	<u>68,826</u>
TOTAL FUNDS	<u>549,723</u>	<u>(55,212)</u>	<u>-</u>	<u>494,511</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,287,088	(1,341,023)	(53,935)
Restricted funds			
Wiltshire Council – Transitions	-	-	-
Income Generation – Appeal (2019/20)	16,609	-	16,609
Income Generation Time for Carers Appeal (2019/20)	-	(2,137)	(2,137)
Income Generation Community Connectors Appeal (2019/20)	2,907	(15,823)	(12,916)
Other Grants	12,004	(658)	11,346
LA Grants Funding – Make a Friend Be a Friend Project	4,066	(573)	3,493
Returners Project	69,400	(69,665)	(265)
Young Adult Carers	750	(655)	95
Young Adult Carers Grants	7,312	(2,511)	4,801
Grant Application Processing	14,527	(16,114)	(1,587)
Zurich – GWH Carers Hub	8,770	(7,863)	907
Armed Forces Covenant Fund	65,912	(76,047)	(10,135)
Big Lottery – Ambassador roles	7,001	(7,791)	(790)
Big Lottery – Out of Hours	7,001	(15,749)	(8,748)
Dorset GP Project	-	(1,950)	(1,950)
	<u>216,259</u>	<u>(217,536)</u>	<u>(1,277)</u>
TOTAL FUNDS	<u>1,503,347</u>	<u>(1,558,559)</u>	<u>(55,212)</u>

Carer Support Wiltshire

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

19. MOVEMENT IN FUNDS - continued

General fund	To be applied to the general charitable purposes of the organisation in any way the Trustees see fit.
Wiltshire Council - Transitions	Wiltshire Council fund for transitional work.
Income Generation - Appeal (2019/20)	Supports unpaid carers through the provision of replacement care and social activities that enable carers to take a break and reconnect with friends and family.
Income Generation Time for Carers Appeal (2019/20)	Fundraising appeal to enable carers to have a break from their caring role.
Income Generation Community Connectors Appeal (2019/20)	Fundraising appeal to enable carers to combat loneliness and reconnect with their community.
LA Grant Funding - Make a Friend Be a Friend Project	Funded by local Health and Wellbeing boards in Melksham, Corsham and Trowbridge, this project aims to connect isolated people with clubs and groups in their communities. CSW led on the project, designing, printing and posting postcards, answer calls and making referrals.
Returners Project	Funding from Wiltshire Community Foundation to support carers wishing to return to work.
Young Adult Carers	Monies held on behalf of Carers Trust for work with Young Adult Carers, including funding received from Awards For All
Grant Application Processing	Processing of grant applications to various organisations on behalf of carers.
Zurich - GWH Carers Hub	Funding from Zurich to co-ordinate a ward volunteer service, supervising a team of up to ten volunteers.
Armed Forces Covenant Fund	Project to provide on base support to carers in military families.
Big Lottery - Ambassador roles	Ambassador roles project to recruit volunteers into ambassador roles to raise carer awareness in the community.
Big Lottery - Out of Hours	Project to recruit volunteers to support additional out of hours social activity and peer support.
Dorset GP Project	GP Accreditation scheme rolled out in Dorset GP Practices.
Lottery - update registrations with API to connect CLOG	Improved online registration to make forms more user friendly and automatically add data to CLOG (rather than Admin adding manually). Also provides carers with information and links specific to their caring situation.
BAME outreach work (Zurich) NHS investors in carers toolkit	Working with the multi-faith forum to strengthen links and raise awareness of carers within BAME community.
Hospital outreach work	Raising awareness and improving identification of carers in hospitals with posters, leaflets, cards, volunteer uniforms and carer friendly badges for hospital staff.
Talk & support expansion (Wilts Community Foundation)	To expand our existing Talk and Support project in response to Covid-19.
Connecting carer services (carers trust)	Expansion of talk and support and wellbeing calls to clinically vulnerable or isolated. 1150 carers called to date.
Lottery - COVID 19 counselling project	Funding counselling sessions for carers impacted by COVID.
Dorset Talk & Support - Dorset Community Foundation	To launch a Talk and Support service in Dorset, providing befriending calls.

Carer Support Wiltshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

20. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.