

Carer Support Wiltshire

Annual Report and Accounts 2020-21

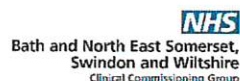
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Introduction from Chair

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

A handwritten signature in black ink, appearing to read 'A. Frank', with a horizontal line underneath.

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		6,946	86	7,032	12,418
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
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	-	-	-	-
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		453,014	99,660	552,674	494,511

The notes form part of these financial statements

Carer Support Wiltshire (Register Number: 04415685)

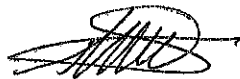
		<u>Balance Sheet</u>	
		<u>31 March 2021</u>	
	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	14	13,082	6,805
CURRENT ASSETS			
Debtors	15	458,632	492,264
Cash at bank		<u>644,064</u>	<u>439,391</u>
		1,102,696	931,655
CREDITORS			
Amounts falling due within one year	16	<u>(563,104)</u>	<u>(443,949)</u>
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.