

Carer Support Wiltshire

Annual Report and Accounts 2021-22

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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 | | 1,574,596 | 137,447 | 1,712,043 | 1,749,761 |
| 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 | | 453,014 | 99,660 | 552,674 | 494,511 |
| 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> |

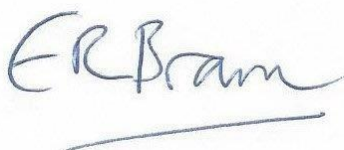
Carer Support Wiltshire

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 | 425,685 | 68,826 | 494,511 |
| 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>1,807,924</u> | <u>(1,749,761)</u> | <u>58,163</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.