

# Trustee Annual Report

## Carer Support Wiltshire

1<sup>st</sup> April 2024 – 31<sup>st</sup> March 2025

### ***Our Vision***

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

Company Number 04415685

Charity Number 1092762

## Carer Support Wiltshire

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

## **Contents**

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

**Carer Support Wiltshire**

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

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

## **Introduction from Chair**

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

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

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

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

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

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

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

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


**Carer Support Wiltshire**

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

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

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

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



Nigel Sully  
Chair of Trustees

## Who we are

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

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

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

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

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

## Our Vision

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

## Core Work

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

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

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

## Carer Support Wiltshire

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

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

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

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

Examples of feedback from Wellbeing workshop for adult carers:

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

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

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

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

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

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

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

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

Examples of feedback from the Lambing event:

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

**Carer Support Wiltshire**

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

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

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

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

Sample of feedback from carers attending Carer Clinics:

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

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

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

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

Sample of feedback from Archaeology Taster Days:

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

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

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



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

## **Carer Support Dorset**

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

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

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

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

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

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

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

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

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

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

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

## **Carer Money Matters**

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

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

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

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

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

## Carer Support Wiltshire

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

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

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

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

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

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

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

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

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

## **Our Achievements**

2,263 Carers registered this year

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

21,800 Signposts to other organisations

12 Training Workshops

94 Volunteers who provided 3350 hours of Volunteering

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

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

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

320 external referrals made in Dorset

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

## **Carers Week**

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

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

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

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

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

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

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

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

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

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

Feedback from carers included:

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

## **Carers Rights Day**

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

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

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

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

## **Carer Cafes**

We held 277 Cafes that benefited 1382 Carers.

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

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

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

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

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

## **Bereavement Help Points**

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

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

## **Volunteering**

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

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

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

## **The year ahead**

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

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

### **Contract-Based Delivery Aligned with Our Core Purpose**

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

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

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

## **Peer Support Services**

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

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

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

## **Dedicated Support for Military Unpaid Carers**

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

### **Strengthen Collaboration with Military Networks**

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

### **Tackle Cultural and Systemic Barriers**

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

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

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

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



## **Structure, governance, and management**

### **During 2024-25, the Trustee Board comprised:**

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

### **Senior Leadership Team**

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

### **Independent Examiners**

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

### **Legal status and governing document**

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

### **Public benefit**

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



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

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

## **Board of Trustees**

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

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

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

## **Statement of Trustees' Responsibilities**

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

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities Statement of Recommended Practice (SORP).
- Make judgments and accounting estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

## **Carer Support Wiltshire**

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

In so far as the trustees are aware:

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

## **Formal Partnerships**

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

## **Auditor**

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

## **Small Company Provisions**

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

## **Added Value**

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

## **Risk Management**

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

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

## Carer Support Wiltshire

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

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

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

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

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

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

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

## **Fundraising**

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

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

## **Financial Review**

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

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

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

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

## **Summary of Financial Performance**

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

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

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

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

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

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

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

## **Reserves Policy**

The policy outlined below is based on the following:

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

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

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

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

## **Carer Support Wiltshire**

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

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

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

## **Going Concern**

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

## **Investment Policy**

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

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

## **Thank you to all our funders and supporters**

Special mention goes to:

Carers Trust (Carer Money Matters)

Health & Inequalities Fund (ICB)

Garfield Weston

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

**Carer Support Wiltshire**

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

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

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

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

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

*Nigel Sully*

.....

Nigel Sully

Type text here

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

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

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

**Responsibilities and basis of report**

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

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

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

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



James Gare

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

Date: 20 August 2025

**Carer Support Wiltshire**

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

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

The notes form part of these financial statements



**Carer Support Wiltshire**

**Balance Sheet**  
**31 March 2025**

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

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

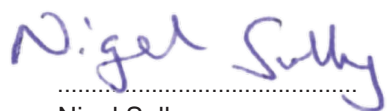
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

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

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

  
.....

Nigel Sully

  
.....

Alex Cheremukhin

The notes form part of these financial statements

**Carer Support Wiltshire**

**Cash Flow Statement**  
**for the Year Ended 31 March 2025**

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

The notes form part of these financial statements

**Carer Support Wiltshire**

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

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

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

**2. ANALYSIS OF CHANGES IN NET FUNDS**

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

The notes form part of these financial statements

## **Carer Support Wiltshire**

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

#### **1. ACCOUNTING POLICIES**

##### **Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

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

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

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

##### **Going concern**

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

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

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

##### **Income**

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

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

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

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

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

##### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Resources expended include attributable VAT which cannot be recovered.

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

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

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

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

**1. ACCOUNTING POLICIES - continued**

**Expenditure**

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

**Tangible fixed assets**

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

Equipment - 33.3% (straight line method).

**Cash at bank and in hand**

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

**Debtors and creditors receivable / payable within one year**

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

**Taxation**

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

**Fund accounting**

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

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

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

**Pension costs and other post-retirement benefits**

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

**2. DONATIONS AND LEGACIES**

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

**3. OTHER TRADING ACTIVITIES**

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

**Carer Support Wiltshire**

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

**4. INVESTMENT INCOME**

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

**5. INCOME FROM CHARITABLE ACTIVITIES**

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

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

**Carer Support Wiltshire**

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

**6. RAISING FUNDS**

**Other trading activities**

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

**7. CHARITABLE ACTIVITIES COSTS**

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

**8. DIRECT COSTS OF CHARITABLE ACTIVITIES**

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

**9. SUPPORT COSTS**

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

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

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

**Carer Support Wiltshire**

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

**10. NET INCOME/(EXPENDITURE)**

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

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

**11. TRUSTEES' REMUNERATION AND BENEFITS**

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

**Trustees' expenses**

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

**12. STAFF COSTS**

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

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

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

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

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

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

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



**Carer Support Wiltshire**

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

**13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

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

**14. TANGIBLE FIXED ASSETS**

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

**Carer Support Wiltshire**

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

**15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

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

**16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

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

**17. LEASING AGREEMENTS**

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

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

**18. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

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

**Carer Support Wiltshire**

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

**19. MOVEMENT IN FUNDS**

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

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

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

**Carer Support Wiltshire**

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

**19. MOVEMENT IN FUNDS - continued**

**Comparatives for movement in funds**

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

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

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

**Carer Support Wiltshire**

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

**19. MOVEMENT IN FUNDS - continued**

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

**20. RELATED PARTY DISCLOSURES**

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