TRAFFORD CARERS CENTRE

England & Wales · Charity number 1102075

Details

Status	Registered
Legal form	Charitable company
Company number	04695523
Registered	2004-02-12
Register	View on the Charity Commission register

Contact

Address	Trafford Carers Centre 9 Springfield Road Sale Cheshire M33 7XS
Phone	01618482402
Email	info@traffordcarerscentre.org.uk
Website	www.traffordcarerscentre.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSES FOR THE BENEFIT OF CARERS, FORMER CARERS AND THOSE WORKING WITH AND FOR CARERS IN AND AROUND THE METROPOLITAN BOROUGH OF TRAFFORD AND IN PARTICULAR THE ADVANCEMENT OF EDUCATION AND FURTHERANCE OF HEALTH AND THE RELIEF OF POVERTY, DISTRESS AND SICKNESS.

Activities: Provision of information, advice and support to carers living in Trafford.

Classification

- **How:** Makes Grants To Individuals, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Children/young People, Elderly/old People, People With Disabilities

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Geography

- **Area of benefit:** FOR CARERS AND FORMER CARERS IN AND AROUND THE METROPOLITAN BOROUGH OF TRAFFORD.
- Trafford

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£680,662	£668,095	£461,455	24
2024-03-31	£736,833	£651,889	£448,887	24
2023-03-31	£582,383	£647,495	£363,943	23
2022-03-31	£782,525	£667,481	£429,055	24
2021-03-31	£634,355	£607,664	£314,011	23

Trustees

Name	Role	Appointed
Akilah Akinola		2022-10-12
Catrina Walker-Jones		2019-10-19
Kerry Blackhurst		2019-04-04
Klaus Bohne		2023-09-26
Lindsey Mallory		2022-10-12
Rachel Cossey		2020-12-15
Rachel Kasaven		2025-12-11
Ralph Ellerton		2023-07-25

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TRAFFORD CARERS CENTRE

England & Wales - Charity number 1102075

Accounts

TRAFFORD Carers Centre

WE CARE BECAUSE YOU CARE

Annual Report

April 2024 - March 2025



Charitable Company Limited By Guarantee

Company Number 04695523, Registered Charity 1102075

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Legal and Administrative Information

Trafford Carers Centre is a company limited by guarantee, number 04695523, and a registered charity, number 1102075. The principal office address and registered office is 9 Springfield Road, Sale, M33 7XS

GOVERNING DOCUMENT	**Memorandum and Articles of Association**
THE COMMITTEE AND TRUSTEES:	
Chair	Catrina Walker-Jones
Other Trustees	Kerry Blackhurst
	Rachel Cossey
	Akilah Akinola
	Lindsey Mallory
	Ralph Ellerton
	Klaus Bohne
Co-Opted Member	Rachel Kasavan
Senior Management Team	Michelle Grogan - Chief Executive Officer
	Simon Locke - Deputy Chief Executive Officer
	Devan Storey - Carer Engagement & Support Manager
	Janine Pates - Adult Casework Team Manager
	Alexia Bastien - Young Carers Project Manager
Independent Examiner	Salisbury & Company Business Solutions Ltd, Irish Square, St Asaph, LL17 0RN
Bankers	The Royal Bank of Scotland Plc Redheughs Avenue, Edinburgh, EH12 9JN

Vision, Values & Goals



Our **VISION** is to promote a society in which carers are fully understood, valued and supported, thus enabled to perform their critical, unique role as effectively as possible.

Our **VALUES**

- **Responsive** - we respond, we stand out and act
- **Influence** – we aim to influence professionals and members of the community of the value carers and caring brings
- **Supportive** – we strive to make sure carers are supported throughout their journey and we are supportive to our own staff and volunteers
- **Empathy** - We understand the caring journey, we respect the contribution that 7 million people each year make and we understand the impact caring can have

Our **GOALS**

- Carers know about the Centre, find it accessible and perceive it as a service for them
- Carers are educated about services, their rights and other information they need to carry out their chosen caring role effectively
- Carers are able to recognise their own needs as important and are supported to take action to improve their lives
- Carers will feel less stressed and isolated and feel more healthy and confident and thus better able to carry out the role they choose
- Carers will have a stronger voice in service development and the Centre will help to ensure that services better fit carers' needs
- The Carers Centre team are supported to develop and are committed to continual improvement so that carers stay confident in the quality of the Centre's services
- The Carers Centre will endeavour to grow and develop in accordance with carers needs and will use its resources effectively and efficiently

"The Lego sessions have been brilliant for my son (age 8) who is a carer for his sibling. These have, for him, been particularly helpful as they are structured and supported. This works best for him as when it is facilitated sessions it is easier mixing with children he doesn't know. Young carers like my son have lots on their plates - caring, whilst also navigating their own needs (i.e. my son is dyslexic), the demands of a school week, and learning (and sometimes navigating) their own friendships - so suddenly going into a session not knowing anyone was too much for him. Lego therapy sessions are perfect as the young carers are all greeted, introduced to each other, working groups and have the support of an adult to 'know what to do'. This makes it a supportive and relaxing experience, as they don't need to think and can just focus on the activity. Thank you Trafford Young Carers for these sessions, they are very important."



Achievements & Performance

Maximised income by **£298,108** through benefits and grants

164 carers benefitted from **counselling**

287 carers accessed **alternative therapies**

870 adult carers **groups and activities** delivered

1042 new carers **registered**

"I'm so grateful for people like your agency who treat us with respect not disdain. I have to remember there are kind people in this world who are honest .
I am reassured by the genuine concern Trafford Carers have shown about my own wellbeing. They are an amazing group of people going out of their way and above and beyond helping people. I'm so very grateful for their help, guidance and support."



"Helping me feel less isolated/unsupported.

When everything feels like a battle to get support for my disabled children, it does feel really good to have someone care/ support me.

Normally I do a lot of battling alone"

"Since becoming a carer, I've only experienced loss of things I once had more of such as time, friends, money for myself, health, confidence. It felt wonderful to receive a gift for me, it felt like I was being valued as a carer.
Being a carer can be quite lonely on occasions, but The Carers Centre is a great comfort and help to carers. It helps me to know that there are people out there who always offer support and don't judge me."



130 carers accessed a physical & mental wellbeing **health check**

38 carers referred for complex mental health support

1323 carers were **referred** into the service

2490 hours of **volunteering**

877 carers accessed a statutory carers **assessment / review**

The carers groups, mental health support, self care reminders, regular contact to check in on us, advice, care and support is amazing.

Lovely staff and very accessible service.

I had a Carers Health Check with Bridget which was great. We have also received financial support for a holiday. Very grateful."



"I have complex issues with my health but the Nurse was really helpful. She gave me good advice and was very thorough in her approach. "



"I now understand my role as a carer better. I want to get more help for my husband so that I can feel better about myself.

Apart from coming out and talking to a counsellor, this helped me have more time for myself to talk about my worries to someone else. I realised I might want to speak with support from a marriage counsellor, with myself and maybe my husband."



55 Young Carers accessed group sessions online

240 Holiday Activity places available to **young carers**

141 accessed in-person young carer **sessions**

37 carers referred to their **GP** to reduce and prevent serious physical health issues

482 carers were supported to **maximise income**

"For a long time, I didn't even think of myself as a carer, I was just a mum with children that had challenges but wherever I turned to for help there was almost nothing available. I have spent many years feeling isolated, as much because I didn't always want to share the nature of caring for my children with other parents who weren't facing the same issues, sometimes it made me feel more lonely.
I wish I'd found Trafford Carers years ago but even at this stage it has made me feel more heard and seen, which even by itself has a huge mental impact."



*please note names have been changed to protect identity

Highlights

Carer Engagement Project



Thanks to funding from Albert Gubay Foundation, we have been able to continue a dedicated Carer Engagement Programme that brings together a number of our services under one umbrella, including: Benefit advice, counselling, groups & activity co-ordination and volunteering. Our Carers Nurse also supports delivery of carer engagement via the statutory funded health checks.

The Carer Engagement team work together to help carers meet 5 key outcomes: Improved sense of empowerment 2. Improved physical & mental wellbeing 3. Better able to cope 4. Increased feelings of independence & control.

As the programme grows we are proud to announce that The National Lottery Reaching Communities will also support the programme from April 2025.



Hospital Support Project

Our Hospital Support Project continues to operate in Moorside Unit and Trafford General thanks to Accelration Reform Funding following a period of strategic conversations led by the Greater Manchester Combined Authority to support carers with a loved one in hospital to experience a safe discharge.

Co-production and the voice of lived experience of carers will continue to direct the work in the hospital, with a planned monitoring and evaluation phase to take place from October to December 2025.

Key to this piece of work is regular meetings with all 10 boroughs of Greater Manchester to review best practice and to deliver equitable programmes of support in all hospitals. There are still many challenges experienced by carers, which highlights the impportance of having onsite presence in the hospitals. The next challenge will be to source a continuance of funding.

Carers Week & Carers Rights Day

Carers Week and Carers Rights Day has provided us with the opportunity to highlight the impact of caring through groups, activities and events.

The national events focused on reaching hidden carers and helping them to understand their own rights.

Through both events we partnered with a number of key partners to deliver information, advice, workshops, health checks and time out opportunities.





Sustaining Carer Support

We are now three years into our statutory contract and we continue to shape the service to deliver the co-produced specification to support carers in Trafford while also exploring further funding opportunities to help expand our portfolio of support to prepare our position for future tendering.

Our focus over the last 12 months has been to rebuild a Carers Partnership, wi th the right stakeholders around the table to successfully deliver on actions generated by the Carers, Family and Friends Strategy.

Highlights

Measuring success

Data is collected from all carer interactions and recorded. Quarterly monitoring reports are submitted to funders and the Board of Trustees for review.

The team migrated to a new client management system which will improve data recording and enhance reporting features.

Staffing

Over the last year we have welcomed new staff and promoted from within to strengthen our teams.

Shay Garry retired from his position of Young Carers Project Manager. Shay delivered 6 years of fantastic support to young carers increasing awareness across schools and other key children & young people services. Shay was also a key developer of the activity programme delivered which saw a variety of opportunities being offered to young carers from bingo to circus skills. We were proud to promote Alexia Bastien to continue and develop Shay's work within the project.

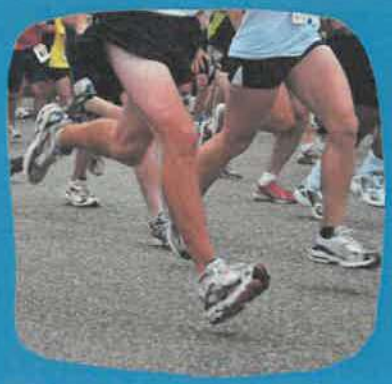
Thanks to funding from Gubay we were able to grow the Carer Engagement Team, welcoming Lucy as our Benefits Advisor and Jacqui as our Groups & Activities Co-ordinator. Bridget also joined the team as our Carers Nurse.

Grant making policy

Trafford Carers Centre administers the Carers Support Fund and crisis fund as part of the contract with Trafford Council and NHS Greater Manchester Integrated Care - Trafford.

Through well-being funding to support a proof of concept project for individualised personal budgets Trafford Carers Centre has also administered individualised personal health & wellbeing budgets to improve health outcomes.

Following a carers assessment, review or health check, carers can apply to access these funds to support their health and wellbeing needs. Carers can be awarded up to £300.



Fundraising performance

Kirsty has continued to deliver fundraising support over the last 12 months. She has brokered and supported a number of key fundraising activities, in particular with Batch Bottlestore who nominated Trafford Carers Centre as their charity of choice for their running club. Kirsty can often be found on the sidelines cheering on all the runners in some of Trafford's biggest events including the Altrincham 10k and October half marathon.

Volunteering

We remain so thankful for the support we receive from our volunteers. Over the last 12 months we have had support from over 60 volunteers, delivering almost 2500 hours of support. Volunteering roles have included: befrienders to help reduce isolation and improve social relationships; admin supporters to help deliver communication resources, emergency planning and operational support; governance support provided by our Trustees; groups & activities volunteers who help us to deliver over 60 activities per month; Counsellors who provide emotional wellbeing support; and a benefits volunteer who has been providing invaluable support to maximise income for carers alongside our benefits advisor.

Strengthening Carer Resillience in Dementia

Increasing numbers of people with dementia are being placed in care homes, when both they and their carers would prefer them to return home. A key trigger for this is a hospital admission with numbers of people being placed in care homes more than doubling as a result of hospital admission. Another trigger is an increase in the cared for person's needs - emotionally, behaviourally and physically, which leaves the carer unable to manage any longer and turning to residential care as a solution.

Carers often feel isolated in caring for someone with dementia and often spoke to us about how can they offer the best support to their loved one.

Thanks to funding received via the Local Authority we were able to co-produce with a group of carers a 6 week package of support delivered via a weekly workshop facilitated by life coach, Nina Kundi. The package of support aims to offer carers at key points, a menu of options to ensure that they are well supported to carrying on caring for as long as they wish, rather than feeling that residential care is the only option.



"I have found the course extremely useful. The advice and insight has been very helpful. Attending with other carers and hearing of the issues they experience helps keep my own issues in perspective."

Week 1

Carers introduce themself and share their lived experience of caring for someone with dementia in a safe and welcoming environment. Understand and manage signs, symptoms & behaviours.

Week 2

Build confidence in effective communication.
Group discussions and sharing experiences.

Week 3

Learn and discuss coping strategies with more group discussion and sharing of experiences.

Week 4

Learn and discuss the importance of self-care and taking time out.

Week 5

Learn about dementia support in the area with key services invited to attend and meet with the group. Organisations involved: Age UK's Advanced Care Planning Service and Day Care Respite Service, Alzheimer's Society, Benefits Advice Service, Empowered Conversations – a service that delivers dementia specific therapeutic sessions and communication training courses and a research fellow from the University of Manchester who is running a clinical trial for 'Keep On Keep Up' (KOKU), an NHS approved exercise app that was modified for people living with dementia.

Week 6

Discussing the importance of planning for the future and making difficult decisions. Inroducing carers to the weekly dementia support group managed by Trafford Carers Centre.

Since the courses began in August, there has been over 150 carers who have asked to attend the programme. The course has been adapted over the last few months to accommodate as many carers as possible with 42 carers currently accessing the course.
Trafford Council have agreed to continue funding the courses until March 2026.

Financial review

Funding Sources

Our main source of funding continues to come from Trafford Borough Council and NHS Greater Manchester Integrated Care – Trafford This covers the statutory duty delegated to Trafford Carers Centre and provides funding towards other services to support carer health and wellbeing.

Our funding through Oglesby Trust will complete its cycle in June 2025. We have been very grateful for the opportunities the funding has awarded us over the last three years and the many doors it has opened to us to source funding elsewhere. We hope to work on other projects on the future with the team at Oglesby Trust, who have been extremely supportive throughout our journey.

We are very proud to be funded by Gubay Foundation for the next 3 years, supporting the growth and development of the Carer Engagement Programme.

We have been a key partner in a collaborative project managed through GMCA to consult, design and distribute Accelerated Reform Funds awarded through a Government fund. Trafford Carers Centre will be delivering a 12 month Hospital Discharge Programme, which will build on the work that was piloted through the Winter Funding Scheme over the last 2 years.

We are proud to be supported by Batch Running Club, as their nominated charity. Through a series of running activities and fundraising initiatives they have made numerous donations including easter eggs for our Young Carers.



Financial review

Investments	The trustees have power to invest surplus funds in investments, securities and property as they think fit. The current policy is to follow a prudent "no risk" policy of investment – cash can be invested only through a recognised clearing bank, provided that such accounts have a competitive rate of interest.
Reserves	Trustees are conscious that the charity is entirely dependent on term restricted grant funding from external organisations. The three core contracts which provide more than 50% of our funding both expire in March 2027. In total, the expiry dates for existing funds results in a potential short fall in each of the following years 2026/27 £72k, 2027/28 £544k and 2028/29 £182k, cumulatively £798k. Expenditure forecasts for each of the next three years based on delivering the current level of service show a cumulative deficit of £271k. The current office accommodation is no longer fit for purpose and the charity is actively searching for more suitable office space to rent or possibly acquire. The reserves at 31st of March 2025 of £378 K are considered adequate to fund the potential deficit in the next three years and to fund the acquisition of more suitable premises. In addition, the charity will continue to explore other funding opportunities to offset this potential impact.



Future Plans

As we enter into the 4th year of our statutory funding we continue to support delivery of the action plan and the six 'I' statements through partnerships, service delivery and advocating for carers in Trafford across strategic Boards and partnerships to ensure carers are included in all conversations. We are a key partner in Neighbourhood Groups, Trafford Community Collective and Trafford Partnership.

I will be identified as a carer as early as possible, be informed, be respected, be valued and included.

I will have choice and control about my caring role and will get the personalised support I need as a carer.

I will be able to stay healthy and well and my needs and wishes will be recognised and supported.

We will continue to develop partnerships to deliver services in neighbourhoods of our Borough and in collaboration with strategic partners to increase awareness and strengthen identification to enable carers to stay healthy and well, without travelling too far.
We will continue working with Public Health and the Fairer Trafford Partnership to draft recommendations to reduce health inequalities experienced by carers.



I will be socially connected and not isolated.

Our Carer Engagement & Support team will continue to develop our portfolio of activities and events, enabling carers to build peer social networks and increase opportunities to take much needed respite.
Carers Week will be an opportunity to put carers on the map through a partnership led event engaging carers, services and businesses.

I will be supported to fulfil my educational and employment potential and where possible maintain employment

Our focus will be to support the Carers UK Employers for Carers membership of which Trafford Council is the membership lead.
This will involve working with key stakeholders across Trafford to help them achieve the quality standards that will see them recognised as a good employer for carers.

If I am a young carer or young adult carer, I will be supported to be able to thrive and develop educationally, personally and socially, and I will be protected from excessive or inappropriate caring roles.

We will be developing a Young Carers Forum to provide young carers with a platform to feedback on challenges and barriers they are experiencing. The Young Carers Forum will also be instrumental in service design and delivery.



Structure, Governance & Management

Organisational structure

Trafford Carers Centre is a company limited by guarantee and a registered charity. We are governed by our memorandum and articles of association. The governing documents instruct the trustees to act in a way to promote the objects of the charity.

Decision making

The board of trustees delegate the day-to-day operational running of Trafford Carers Centre to the Chief Executive Officer, supported by their senior management team.

Trustee recruitment

Trustee vacancies are advertised publicly and applicants are invited to contact the chair of trustees for an informal conversation before applying. Once an application is submitted, following a meeting with the chair and approval from the board they will be invited to attend a meeting. Their appointment as either a trustee or co-opted member will be voted on at the next trustee meeting.
Those appointed as a trustee will have to stand down at the AGM and be formally appointed by members.

Trustee induction and training

Once appointed, trustees will be issued with a welcome pack including their responsibilities as a company director and a role description. They will get a tour of the organisation; an overview of services delivered and meet the staff team. They will be allocated a 'buddy' trustee who will oversee their induction. The chief executive officer will make arrangements to support any identified training needs and will be available to discuss the role as required.

Remuneration

The board of trustees are the directors of the charity and, along with the chief executive officer, are responsible for directing, controlling, running and operating the charity on a daily basis. All directors give their time freely, any expenses related to the duties carried out by directors and related party transactions are listed in the notes to the accounts. In this reporting period, no director received remuneration, there were no director expenses or related party transactions. Staff pay is set and reviewed in line with the National Joint Council for Local Government Services.

Carers Trust membership

As a Network Partner of Carers Trust, we have access to their branding, resources and advice, publications and we are able to apply for grant funding. This does not impact on the operational policies adopted by Trafford Carers Centre.

Risk Management

The Trustees are responsible for ensuring effective risk management and ensuring that appropriate measures are in place to manage risks. On an ongoing basis risks are reported to every main board meeting (six per year) to keep them abreast and up to date with the main current issues and the actions being taken to mitigate these risks.

Risk	Consequence	Actions taken
Cost of living crisis adding pressure on service delivery and staff	Increased numbers of carers needing support. Emotional wellbeing of staff impacted.	Hybrid model of working adapted to provide flexibility of home working & place-based working. Mental wellbeing sessions & access to online resources to support wellbeing. Implementation of staff socials. Efficiencies being implemented through Charity Log to improve recording. Staff required to be in one day a week Meeting regularly face to face
Cost of Living increase / uncertainty of political & world circumstances effecting cost of living and financial	Raised transport costs. Industrial actions impacting on travel, food, fuel.	Hybrid working model for staff to reduce travel. Resources provided to improve mobility of service delivery.
Cost of Living increase - carers	Increased numbers of carers accessing the service.	Accessible services through place based offer. Scheduled activity and event plan to reduce isolation. Increase in funds available to support individual carer grants. Benefits advisor directly supporting carers to maximise income.
Lack of strategic direction	Underperforming Charity, lacking direction, risk of failure of contract delivery.	Regular reporting to Chairman and Board of Trustees. Regular reporting to commissioners and funders. Strategies developed for key areas of focus. Carer Engagement Team formed via external funding sources to strengthen health and wellbeing outcomes . Enhanced activity and event programme and delivery of 'forum' activity through existing internal and external groups.

Risk	Consequence	Actions taken
Ensure a high calibre of Trustees and ensure quality and consistent performance	Effective board to govern the organisation, steer strategic direction and protect assets	Development plan for Trustee support, including shadowing in key business areas, development and sign off of strategic plan and formation of task and finish roles to support the improvement of the organisation as a whole.
Poor attraction and retention of staff	Inability to deliver service	Annual salary review agreed to take place ahead of budget agreement. Cost of Living payments to be reviewed annually in line with inflation and budgetary impacts. Schedule of regular 1-2-1/Supervision in place. Schedule of regular service team meetings. Schedule All staff provided with access to online suite of training courses Hybrid working model in place offering flexibility to work from home, office and community based. Provision of individual counselling and group supervision to reduce impact on mental health. Co-production of learning & development opportunities. Offer and delivery of team building opportunities in consultatio with the staff team.
Reduction in Council & Community resource	Effect of retention & recruitment effecting wider partners and delivery of carer support	Community Support & Engagement Manager recruited to strengthen partnerships and longevity of carer groups Community Collective membership to enhance carer support across the borough Carer Partnership Board to drive implementation of the Carer, Family & Friends Strategy supporting the wider delivery of carer support. Fundraising strategy to be developed to diversify income. Community Fundraiser joining the team in September 2023 to support income opportunities.

Trustees Responsibilities in relation to the financial statements

The charity Trustees (who are also directors for the purposes of company law) are responsible for preparing a Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period. In preparing the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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 charity will continue in business.

The Trustees are responsible for providing oversight of proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and the group and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

By order of the board of Trustees

Signature



Catrina Walker-Jones (Chair)

Date: 20.11.2025

Signature



Ralph Ellerton (Treasurer)

Date: 20/11/2025

Independent Examiners Report

Independent examiner's report to the trustees of Trafford Carers Centre ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

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 the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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 that in any material respect:

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.

Signed:

Paul Jason Matischok FMAAT FCA **Date:** 20th November 2025

Address: Salisbury & Company Business Solutions Ltd, Irish Square, LL17 0RN

Financial statements

Statement of Financial Activities (including an Income and Expenditure account) For the year ended 31 March 2025.

				2025	2024
		Unrestricted	Restricted	Total	Total
		Funds	Funds	Funds	Funds
	Notes	£	£	£	£
INCOME AND ENDOWMENTS FROM					
Donations and gifts	2	69,150	146,540	215,689	307,023
Charitable activities					
charitable activities	4	414,300	45,800	460,100	425,300
Investment income	3	4,873	-	4,873	4,501
Total Income		**488,323**	**192,340**	**680,662**	**736,833**
EXPENDITURE ON					
Charitable activities	5				
Staff Costs & Expenses		356,005	114,900	470,905	443,947
Individual Carer Grants		18,179	92,145	110,324	132,713
Support Costs		37,489	11,171	48,660	24,149
Housing		24,133	738	24,871	27,283
Governance Costs		9,376	1,875	11,251	10,948
Resources		1,157	927	2,084	12,850
Total Expenditure		**446,339**	**221,756**	**668,095**	**651,890**
NET INCOME/(EXPENDITURE)		41,984	(29,416)	12,568	84,943
Tranfers between funds	14	(7,817)	7,817	-	-
Net movement in funds		**34,167**	**(21,599)**	**12,568**	**84,943**
RECONCILIATION OF FUNDS					
Total funds brought forward		344,448	104,439	448,847	363,944
Total funds carried forward	14	**378,615**	**82,840**	**461,455**	**448,887**

The notes form part of these financial statements

Balance sheet

Company registration number: 04695523

Balance sheet
As at 31 March 2025

				2025	2024
		Unrestricted	Restricted	Total	Total
		Funds	Funds	Funds	Funds
	Notes	£	£	£	£
FIXED ASSETS					
Tangible Assets	10	2	-	2	2
CURRENT ASSETS					
Debtors	12	33,491	-	33,491	35,217
Cash at bank		363,514	82,840	446,353	423,585
		397,005	**82,840**	**479,844**	**458,802**
CREDITORS					
Amounts falling due within one year	12	(18,392)		(18,392)	(9,917)
NET CURRENT ASSETS		**378,613**	**82,840**	**461,453**	**448,885**
TOTAL ASSETS LESS CURRENT LIABILITIES		**378,615**	**82,840**	**461,455**	**448,887**
NET ASSETS		**380,562**	**82,840**	**461,455**	**448,887**
FUNDS					
Unrestricted funds	14			378,615	344,448
Restricted funds				82,840	104,439
TOTAL FUNDS				**461,455**	**448,887**

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

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

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

The financial statements were approved by the Board of Trustees and authorised for issue on 20th November 2025 and were signed on its behalf by:

Catrina Walker-Jones (Chair of Trustees) **Ralph Ellerton (Treasurer)**

The notes form part of these financial statements

Statement of Cash Flow

For the year ended 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities:			
Cash generated from operations			
Net cash provided by operating activities	1	17,896	83,134
		17,896	**83,134**
Cash flows from investing activities			
Interest received		4,873	4,510
Net cash provided by investing activities		**4,873**	**4,510**
Change in cash and cash equivalents in the reporting period		22,769	87,644
Cash and cash equivalents at the beginning of the reporting period		423,585	335,941
Cash and cash equivalents at the end of the reporting period		**446,354**	**423,585**

Notes to the Statement of Cash Flow

For the year ended 31 March 2025

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

	2025	2024
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	12,568	84,943
Adjustments for:		
Interest received	(4,873)	(4,510)
Decrease/(increase) in debtors	1,727	(619)
Increase in creditors	8,474	3,320
Net cash provided by operations	**17,896**	**83,134**
Change in cash and cash equivalents in the reporting period	22,768	87,644
Cash and cash equivalents at the beginning of the reporting period	423,585	335,941
Cash and cash equivalents at the end of the reporting period	**446,353**	**423,585**

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/24	Cash flow	At 31/3/25
	£	£	£
Net cash			
Cash at bank	423,585	22,769	446,354
	423,585	22,769	446,354
Total	**423,585**	**22,769**	**446,354**

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 ReportingStandard 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.

Trafford Carers Centre meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. Accounting records and reports are maintained and presented rounded to the nearest £.

General Information

Trafford Carers Centre is a private company limited by guarantee and is non-profit making. Trafford Carers Centre is incorporated in England and Wales. The principal place of business and registered office is 9 Springfield Road, Sale, M33 7XS

Principal Activity

The principal activity is to promote any charitable purposes for the benefit of carers, former carers and those working with and for carers in and around the Metropolitan Borough of Trafford and, in particular, the advancement of education and furtherance of health and the relief of poverty, distress and sickness.

Critical accounting judgements

The critical accounting judgements that the trustees have made in the process of applying the charity's accounting policies that have the most significant effect on the amounts recognised in the statutory financial statements are discussed below.

- Assessing indicators of impairment

In assessing whether there have been any indicators of impairment in relation to assets, the trustees have considered both external and internal sources of information such as market conditions and experience of recoverability.

Key sources of estimation uncertainty

The key assumptions concerning the future, and other key sources of estimation uncertainty, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

- Recoverability of receivables

The charity establishes a provision for receivables that are estimated not to be recoverable. When assessing
recoverability, the trustees consider factors such as the ageing of the receivables, past experience of recoverability,and the credit profile of individual or groups of customers.

- Determining residual values and useful economic lives of property, plant and equipment

The charity depreciates tangible assets over their estimated useful lives. The estimation of the useful lives of assets is based on historic performance as well as expectations about future use and therefore requires estimates and assumptions to be applied by management.

Notes to the financial statements

For the year ended 31 March 2025

ACCOUNTING POLICIES - continued

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.

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.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% on cost
Computer equipment	- 25% on cost

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.

Donated goods and services
Financial donations are accepted in line with our gift and donation acceptance policies and recorded when received.
Gifts in kind, including retail premises are not included in the financial statements but where appropriate are mentioned in the Annual Report.

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

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.

Preparation of the accounts on a going concern basis
The financial statements have been prepared under the going concern basis. The trustees have carried out a review of the charity's cash flow and resources and are confident that the charity is able to meet its liabilities as they fall due for a period of at least one year from the date of approval of the financial statements.

Notes to the financial statements

For the year ended 31 March 2025 (continued)

2. DONATIONS AND GIFTS

	2025	2024
	£	£
Donations and gifts	215,690	307,023

This represents income from fundraising events and other donations received

	Unrestricted	Restricted	2025	2024
	£	£	£	£
Winter Funding	-	-	-	97,000
Carers Support Fund	-	-	-	60,000
Oglesby Trust	40,000	-	40,000	40,000
Holiday Activity Fund (HAF)	-	-	-	39,880
Trafford Council	2,041	-	2, 041	-
Gubay Foundation	80,000	-	80,000	-
L&Q (Trafford Housing Trust)	-	-	-	34,804
GMIC - Trafford	-	-	-	17,500
Trafford Collective Support	846	-	846	6,000
Young Carer Donations	-	-	-	1,452
NHS Vaccine Awareness	-	-	-	1,000
Warm Rooms Funding	-	-	-	250
Smoking Cessation Programme	-	15,015	15,015	-
Dementia Project	-	47,280	47,280	-
Public Health in Arts (Community Collective)	-	2,400	2,400	-
West Neighbourhood Community Service	-	1,000	1,000	-
Fundraising & Donations received	27,110	-	27,110	9,137
Total Donations & Gifts	**149,997**	**65,695**	**215,692**	**307,023**

3. Investment income

	2025	2024
	£	£
Bank interest receivable	4,873	4,510

4. Income from charitable activities

		2025	2024
	Activity	£	£
Contract Funding	Charitable activities	460,100	425,300

Grants received, included in the above, are as follows:

	2025	2024
	£	£
Main Carers Centre Funding	460,100	425,300

Notes to the financial statements

For the year ended 31 March 2025 (continued)

5. CHARITABLE ACTIVITIES COST

	Direct Costs £
Staff Costs & Expenses	470,905
Individual Carers Grants	110,324
Support Costs	48,660
Housing	24,871
Governance Costs	11,251
Resources	2,084
	668,095

6. NET INCOME/(EXPENDITURE)

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

	2025	2024
	£	£
Other operating leases	5,760	11,687

7. 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.

8. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	430,831	400,009
Social security costs	26,563	25,376
Pension costs	7,751	6,875
	465,145	**432,260**

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

	2025	2024
Supporting carers	20	20
Administration	4	4
	24	**24**

No employee earned £60,000 per annum or more in the current or previous year. The key management personnel of the charity comprise the trustees and the CEO only. The total employee remuneration including benefits of the key management personnel of the charity were £53,153 (2024: £51,855)

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and gifts	55,391	251,632	307,023
Charitable activities			
Charitable activities	425,300	-	425,300
Investment income	4,510	-	4,510
Total	**485,201**	**251,632**	**736,833**
EXPENDITURE ON			
Charitable activities			
Staff Costs & Expenses	363,552	80,395	443,947
Individual Carers Grants	16,985	115,728	132,713
Support Costs	16,933	7,216	24,149
Housing	23,752	3,531	27,283
Governance Costs	9,233	1,715	10,948
Resources	2,964	9,886	12,850
Total	**433,419**	**218,471**	**651,890**
NET INCOME	51,782	33,161	84,943
Transfers between funds	(121)	121	-
Net movement in funds	**51,661**	**33,282**	**84,943**
RECONCILIATION OF FUNDS			
Total funds brought forward	292,786	71,158	363,944
TOTAL FUNDS CARRIED FORWARD	**344,447**	**104,440**	**448,887**

10. TANGIBLE FIXED ASSETS

	Fixtures and fittings	Computer Equipment	Totals
	£	£	£
COST			
At 1 April 2024 and 31 March 2025	49,198	20,293	69,491
DEPRECIATION			
At 1 April 2024 and 31 March 2025	49,197	20,292	69,489
NET BOOK VALUE			
At 31 March 2025	1	1	2
At 31 March 2024	1	1	2

Notes to the financial statements

For the year ended 31 March 2025 (continued)

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade debtors	24,775	27,442
Other debtors	3,000	3,000
Prepayments	5,716	4,775
	33,491	**35,217**

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade creditors	2,238	3,095
Social security and other taxes	7,264	-
Other creditors	2,063	1,820
Accrued expenses	6,827	5,002
	18,392	**9,917**

13. LEASING AGREEMENTS

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

	2025	2024
	£	£
Within one year	25,267	13,625
Between one and five years	24,000	24,000
	49,267	**37,625**

Notes to the financial statements

For the year ended 31 March 2025 (continued)

14. MOVEMENT IN FUNDS

	At 1st April 2024	Net Movement in funds	Transfers between funds	At 31st March 2025
	£	£	£	£
Unrestricted funds				
Unassigned	344,448	41,984	(7,817)	378,615
Restricted funds				
Carer Support (Grants)	32,732	(23,566)	-	9,166
Winter Funding	42,628	(21,830)	-	20,798
GMIC Carer Engagement	17,500	(16,764)	-	736
Gubay Foundation		1,947		1,947
Winter Resilience Fund	9,988	(3,792)	-	6,196
Workforce Retention Fund	1,591	(597)		994
Trafford Council Employers for Carers		5,000		5,000
External Carer Grant inc Carers Trust		400		400
Smoking Cessation Programme		8,625		8,625
Dementia Project		27,940		27,940
Public Health in Arts (Community Collective)		(12)	12	-
Acceleration Reform Fund		(7505)	7505	-
National Lottery Fund - Reaching Communities		(300)	300	-
West Neighbourhood Community Service		1,000	-	1,000
Trafford Collective		38	-	38
	104,439	(29,416)	7,817	82,840
	448,887	**12,568**	**-**	**461,455**

For the year ended 31 March 2025 (continued)

14. MOVEMENT IN FUNDS - continued

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
Unassigned	488,323	(446,339)	41,984
Restricted funds			
Carer Support (Grants)	40,000	(63,566)	(23,566)
Young Carers Donations	800	(800)	-
Winter Funding	-	(21,830)	(21,830)
GMIC Carer Engagement	-	(16,764)	(16,764)
Gubay Foundation	80,000	(78,053)	1,947
Winter Resilience Fund	-	(3,792)	(3,792)
Workforce Retention Fund	-	(597)	(597)
Trafford Council Employers for Carers	5,000	-	5,000
External Carer Grant inc Carers Trust	-	400	400
Smoking Cessation Programme	15,014	(6,389)	8,625
Dementia Project	47,281	(19,341)	27,940
Public Health in Arts (Community Collective)	2,400	(2,412)	(12)
Acceleration Reform Fund	(1)	(7,504)	(7,505)
National Lottery Fund - Reaching Communities		(300)	(300)
West Neighbourhood Community Service	1,000	-	1,000
Trafford Collective	846	(808)	38
	192,340	(221,756)	(29,416)
TOTAL FUNDS	**680,663**	**(668,095)**	**12,568**

14. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1st April 2024	Net Movement in funds	Transfers between funds	At 31st March 2025
	£	£	£	£
Unrestricted funds				
Unassigned	292,786	51,783	(121)	344,448
Restricted funds				
Carer Support (Grants)	19,232	13,114	386	32,732
L&Q (Trafford Housing Trust)	8,530	(8,530)	-	-
Young Carers Donations	-	(121)	121	-
Winter Funding	-	42,628	-	42,628
GMIC Carer Engagement	-	17,500	-	17,500
National Lottery Newsroom Proj	1,850	(1,850)	-	-
Winter Resilience Fund	18,510	(8,522)	-	9,988
Workforce Retention Fund	3,380	(1,789)	-	1,591
Bounce Back Fund	221	(221)	-	-
Carers Wellbeing fund	16,621	(16,235)	(386)	-
Therapy Fund	2,814	(2,814)	-	-
	71,158	33,160	121	104,439
TOTAL FUNDS	**363,944**	**84,943**	**-**	**448,887**

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
Unassigned	485,201	(433,418)	51,783
Restricted funds			
Carer Support (Grants)	60,000	(46,886)	13,114
L&Q (Trafford Housing Trust)	34,804	(43,334)	(8,530)
Haff22s Provision	39,880	(39,880)	-
Young Carers Donations	1,197	(1,318)	(121)
Winter Funding	96,999	(54,371)	42,628
GMIC Carer Engagement	17,500	-	17,500
NHS Vaccine Awareness	1,001	(1,001)	-
Warm Rooms Funding	250	(250)	-
National Lottery Newsroom Proj	-	(1,850)	(1,850)
Winter Resilience Fund	1	(8,523)	(8,522)
Workforce Retention Fund	-	(1,789)	(1,789)
Bounce Back Fund	-	(221)	(221)
Carers Wellbeing fund	-	(16,235)	(16,235)
Therapy Fund	-	(2,814)	(2,814)
	251,632	(218,472)	33,160
TOTAL FUNDS	**736,833**	**(651,890)**	**84,943**

Restricted funds	
Winter Funding	to support delivery of a hospital support project and carer activities
Carers Support Fund	to provide individual grants to carers to prevent carer breakdown
Haff22s Provision	this funding relates to provision of Holiday Activities for young carers
L&Q (Trafford Housing Trust)	funding received to enhance carer support and engagement
GMIC Carers	to support the continuation of the Carer Support and Engagement Manager role
Young Carers Donations	to support delivery of activity targeted at young carers
NHS Vaccine Awareness	to engage with carers to understand barriers to accessing vaccines
Warm Rooms Funding	to deliver indoor activity in a safe and warm space
Bounce Back Fund	to support delivery of art workshop to young carers
Public Health in Arts (Community Collective)	to improve health outcomes via a series of songwriting workshops culminating in a Christmas Concert
Winter Resilience Fund	to enhance carer support through volunteer co-ordination, individual grants, events/activities and service accessibility via translation and marketing
Carers Well-being Fund	to provide individual carer grants to improve health and wellbeing outcome
Workforce Retention Fund	funds to support staff retention
National Lottery Community Fund	funds received to run a citizen reporter project
Therapy Fund	to provide individual carer grants to access therapies.
Smoking Cessation Project	to support delivery of smoking cessation activity to carers and their families through 1-2-1 and group sessions
Dementia Project	to deliver a series of dementia resilience courses to carers, to reduce and delay health & social care intervention
Acceleration Reform Fund	funds to further develop the hospital support project and improve safe discharge practices experienced by carers
West Neighbourhood Community Service	to scope support for men caring for someone with cancer
Gubay Foundation	funds to deliver enhanced carer engagement via staff support and carer activity programme

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 20

16. PENSION COMMITMENTS

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an administered fund. Contributions totalling £7,792 (2024: £6,876) were paid during the year.

17. STATUS OF THE COMPANY

The company is limited by guarantee and does not have share capital. In the event of the winding up or dissolution of the company, the members are liable to contribute an amount not exceeding £10 towards the debts and liabilities of the company.

Detailed Statement of Financial Activities

For the year ended 31 March 2025

	2025	2024
	£	£
INCOME AND ENDOWMENTS		
Donations and gifts		
Donations and gifts	215,690	307,023
Investment income		
Bank interest receivable	4,873	4,510
Charitable activities		
Contract funding	460,100	425,300
Total Incoming resources	**680,663**	**736,833**
EXPENDITURE		
Charitable activities		
Wages	430,831	400,009
Social security	26,563	25,376
Pensions	7,751	6,875
Staff costs	5,760	11,687
Firewalk	-	1,175
Service Delivery	47,967	22,171
Volunteer Costs	693	803
Governance	7,603	7,853
Finance	3,648	3,095
Resources	2,084	12,850
Housing	24,871	27,283
Carer Activity Support	37,593	33,462
TC Carer Individual Expenses	64,436	58,313
Young Carer Activities	8,295	40,938
	668,095	651,890
Total resources expended	668,095	651,890
Net income	**12,568**	**84,943**

TRAFFORD CARERS CENTRE

England & Wales - Charity number 1102075

Accounts

TRAFFORD Carers Centre

WE CARE BECAUSE YOU CARE

Annual Report

April 2023 - March 2024



Charitable Company Limited By Guarantee
Company Number 04695523, Registered Charity 1102075

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Legal and Administrative Information

Trafford Carers Centre is a company limited by guarantee, number 04695523, and a registered charity, number 1102075.
The principal office address and registered office is 9 Springfield Road, Sale, M33 7XS

GOVERNING DOCUMENT	**Memorandum and Articles of Association**
THE COMMITTEE AND TRUSTEES:	
Chair	Catrina Walker-Jones
Other Trustees	Kerry Blackhurst
	Rachel Cossey
	Akilah Akinola
	Lindsey Mallory
	Ralph Ellerton
	Klaus Bohne
Senior Management Team	Michelle Grogan - Chief Executive Officer
	Simon Locke - Deputy Chief Executive Officer
	Devan Storey - Carer Engagement & Support Manager
	Janine Pates - Adult Casework Team Manager
	Shay Garry - Young Carers Project Manager
Independent Examiner	Salisbury & Company Business Solutions Ltd Irish Square, St Asaph, LL17 0RN
Bankers	The Royal Bank of Scotland Plc Redheughs Avenue, Edinburgh, EH12 9JN

Vision, Values & Goals



Our **VISION** is to promote a society in which carers are fully understood, valued and supported, thus enabled to perform their critical, unique role as effectively as possible.

Our **VALUES**

- **Responsive** - we respond, we stand out and act
- **Influence** – we aim to influence professionals and members of the community of the value carers and caring brings
- **Supportive** – we strive to make sure carers are supported throughout their journey and we are supportive to our own staff and volunteers
- **Empathy** - We understand the caring journey, we respect the contribution that 7 million people each year make and we understand the impact caring can have

Our **GOALS**

- Carers know about the Centre, find it accessible and perceive it as a service for them
- Carers are educated about services, their rights and other information they need to carry out their chosen caring role effectively
- Carers are able to recognise their own needs as important and are supported to take action to improve their lives
- Carers will feel less stressed and isolated and feel more healthy and confident and thus better able to carry out the role they choose
- Carers will have a stronger voice in service development and the Centre will help to ensure that services better fit carers' needs
- The Carers Centre team are supported to develop and are committed to continual improvement so that carers stay confident in the quality of the Centre's services
- The Carers Centre will endeavour to grow and develop in accordance with carers needs and will use its resources effectively and efficiently

As my mum got a little bit older and less able, I found myself visiting more regularly and then checking in with her on the phone multiple times during the day. She lived alone and I worried that she may fall or feel lonely as many of her friends had passed away.

I work full time and have a young family of my own and I was finding it hard to juggle everything.

I came across Trafford Carers Centre when I was researching options to help my mum. I felt so relieved to find that there was a service that would support me. It wasn't just practical support, every person I spoke to made me feel like I was the most important person and they helped me to see how I needed to focus on myself to help me care for mum. I didn't realise how exhausted I had been!



Achievements & Performance

Maximised income by £234,543 through benefits and grants

383 carers benefitted from **counselling**

287 carers accessed **alternative therapies**

801 adult carers **groups and activities** delivered

1081 new carers **registered**

"The best things I learnt from the course, was I have more self-esteem now and feel more positive in facing difficulties and coping better in my caring role. We were encouraged to concentrate on what we were grateful for each day. I feel less isolated and am willing to join other support groups now. The homework of creating a positive vision board about ourselves was empowering as emphasising our good attributes is very beneficial. The other homework of planning a chart of all our activities for a week and making space for enjoyable activities to include each week was very helpful. I intend to implement this in future.



"I have really enjoyed the Equine therapy. Magic [the horse] was so gentle and calming with me, I felt very relaxed when I was with him. I will remember this for a long time."



"The Carers Nurse is an exceptional nurse not only professional but has the right people skills and mannerisms to be able to carry out her job whilst making me feel that someone wants to listen and cares about my health. The experience is much better than my GP as I appreciated the personal touch and the the time allocation, as in the GP the service is quite rushed.

I was so happy that I was given an on-the-spot Cholesterol report. I do not feel like a statistic, I feel that someone is taking time with me to make sure that my health is the best it can be."



144 carers accessed a physical & mental wellbeing **health check**

47 carers referred for complex mental health support

1281 carers were **referred** into the service

2195 hours of **volunteering**

817 carers accessed a statutory carers **assessment / review**

"I'm absolutely delighted for W and I can't thank you both enough for everything you have done!!! InchArts was a Godsend (still is). W is a fantastic example of how reaching out for help (and making the most of opportunities) can turn your life around. Thank you so much for everything.

We are under no illusions that things could still be tricky going forward but we're taking one step at a time and I am so proud of W. He's amazing. Thanks again."



"It helped me to relax and feel ready to care again.

Definitely it's been a long time since I treated myself... I'm very grateful for your help."



"Can I just say how much my girls have benefited so much so far from this course. Although they still have a lot of anxieties we are using some of the techniques that Nina talks about when we are "out and about" to try to calm their nerves.

The service you provide and allow these young carers to access is invaluable to families like mine.

To know that they have support from yourself and that there are others in the same position as themselves for peer support is amazing.

Also allows them to be children and have a break when they're with you. Thank you so much for the time and dedication you give to these children and their families."



55 Young Carers accessed group sessions online

240 Holiday Activity places available to **young carers**

141 accessed in-person young carer **sessions**

77 carers referred to their **GP** to reduce and prevent serious physical health issues

566 carers were supported to **maximise income**

Yesterday it was my day off so I could go and do something just for myself (normally I struggle with child care). I have had a nice massage and it was a nice afternoon.

Even though my life can be hectic, I felt so grateful for it and people like you, who alway helping me. I'm sure you hear this many times but let me say that your work is extraordinary and you do big difference in people's life.

Once again, I'd like to thank you all at Trafford Carers.



*please note names have been changed to protect identity

Highlights

Carer Engagement Project

Our Carer Engagement Programme funded by L&Q (Formerly THT) went from strength to strength with a focus on supporting carers to strengthen emotional resilience and reduce isolation through a series of activities and events. Carers had the opportunity to access over 800 sessions delivered throughout the year. Sessions offered include: resilience workshops, walking with MileShy, gardening, Black History Month celebrations, Older People's Day boat trip, walk-talk-create at RHS Bridgewater and afternoon tea deliveries to isolated carers.

We are very grateful to L&Q for their support and also to GMIC-Trafford and The Albert Gubay Foundation who will support the continuation of the project.





Hospital Support Project

Through Winter Funding we have been delivering a project to provide support to carers who are caring for someone in hospital.

Carers often tell us that during a hospital stay they are often left out of conversations and don't feel their voice is heard, particularly at the point of discharge.

Over the last 12 months, we have been co-producing helpful resources with carers to support other carers through their hospital journey. These resources include an information booklet and a series of informative videos (Use the QR code to link to our videos)

We are engaging with Greater Manchester Combined Authority to explore continuation of the onsite support through the Accelerated Reform Fund recently awarded to the Greater Manchester ICB.

Carers Week & Carers Rights Day

Carers Week and Carers Rights Day has provided us with the opportunity to highlight the impact of caring through groups, activities and events.

The national events focused on reaching hidden carers and helping them to understand their own rights.

Through both events we partnered with a number of key partners to deliver information, advice, workshops, health checks and time out opportunities.





Sustaining Carer Support

We are now two years into our statutory contract and we continue to shape the service to deliver the co-produced specification to support carers in Trafford while also exploring further funding opportunities to help expand our portfolio of support to prepare our position for future tendering.

We are really proud to be supported by Oglesby Trust, who are helping Trafford Carers to increase our footprint with other funders to create a more sustainable future for quality carer support.

We have focused on creating a sustainable increasing awareness of carers in Trafford, increasing our activity with Trafford Partnerships, Neighbourhood Partnerships and Trafford Community Collective.

Highlights

Measuring success

Data is collected from all carer interactions and recorded. Quarterly monitoring reports are submitted to funders and the Board of Trustees for review.

The team migrated to a new client management system which will improve data recording and enhance reporting features.

Staffing

Over the last year we have welcomed new staff and promoted from within to strengthen our teams.

Janine Pates was promoted to Adult Casework Team Manager in July 2023. Janine has been with Trafford Carers Centre since 2014 and brings a wealth of casework management experience to the role.

Devan Storey has been promoted to Carer Support & Engagement Manager to continue the delivery of the L&Q project to reduce carer isolation.

Faith Parker joined the team on a 12 month contract to support the delivery of a Hospital Support Project, developing resources, fostering relationships within the hospital and providing onsite emotional support.

Grant making policy

Trafford Carers Centre administers the Carers Support Fund and crisis fund as part of the contract with Trafford Council and NHS Greater Manchester Integrated Care - Trafford.

Through well-being funding to support a proof of concept project for individualised personal budgets Trafford Carers Centre has also administered individualised personal health & wellbeing budgets to improve health outcomes.

Following a carers assessment, review or health check, carers can apply to access these funds to support their health and wellbeing needs. Carers can be awarded up to £300.



I've been a carer for my husband with Parkinsons Disease for 9 years and had support from Trafford Carers Centre for most of that time. A couple of years ago I started volunteering for the Carers Centre, when the position for Community Fundraiser became available it was a perfect opportunity for me to be able to give back.

Fundraising performance

Over the last 12 months we have strengthened our fundraising footprint by employing a fundraising officer to raise our profile in the community.

Kirsty, who is a carer, works 1 day a week allowing her to work flexibly around her extensive and challenging care role while also supporting Kirsty to increase her confidence with returning to employment.

Kirsty is no stranger to fundraising as she had been volunteering in her own time to raise funds for Trafford Carers Centre as well as lead the Knit and Natter group.

In the first few months Kirsty has built relationships with a number of businesses and individuals to increase funding opportunities. A team of 30 people took part in the Great Manchester Run and towards the end of March Kirsty convinced a number of people to walk on hot coals, including Trafford's Mayor, Delores O'Sullivan.

Kirsty will focus on building a team of fundraising volunteers to support both fundraising and raising awareness.

Reducing isolation & Improving wellbeing

Through our dedicated Carer Engagement Programme, funded by L&Q we have built a programme of wellbeing events and activities by partnering with key stakeolders. One such partnership has been with the RHS Bridgewater Wellbeing Scheme, where non-profit organisations can visit the gardens for free and take part in a wellbeing activity which could be in the form of forest bathing, clay moulding, harvesting the plants, arts and crafts and some walking too.

Over the last year we have delivered 12 sessions, inviting 15 carers to join us at each session, both of which were very successful.
We have been really impressed with RHS Bridgewater and their commitment to making the gardens accessible for all. Carers who struggle with mobility have been offered mobility aids to help them navigate through the large garden and wellbeing is really key. Carers have also been offered the opportunity to stay after the session to further enjoy the attraction. The activity also welcomes the cared for meaning those carers that struggle to arrange respite support don't miss out.

"I thought this mornings event was fantastic and just the sort of break from our daily reality that carers need. I'd definitely go again. I couldn't fault it despite the rain."

We were really pleased to receive the following report from a carer.



We weren't sure what to expect, but we had a very enjoyable time. We were led round the well-being garden and various other garden areas by friendly staff. This included the community allotments which are available free to local Salford residents' groups and are exemplary. The new buildings and use of water were spectacular and the gardens were looking gorgeous. The intermittent rain was no problem, as there were places to shelter.

We had an activity session in one of the polytunnels which was set up for painting and clay work incorporating natural components (activities may vary on different visits).

The visit was two hours long altogether, and we were free to explore *further afterwards if we had time. It was a morning visit, just after the Gardens opened, and there were few people around at first, but it filled up by lunchtime, and the queue at the restaurant was far too long to be tempting!*

You need to make your own way to Worsley, but good signposting and the road signs made for the RHS make it easy. And everything was free - what's not to love!

After this successful visit Devan hopes to arrange several more. It is easier to get slots during the winter season. I hope this helps you and your groups know what is available in this event, and that some of you benefit in the future from a very pleasant and relaxing visit.



Volunteering

As an organisation we are very thankful for the time and dedication of our volunteers.
Throughout the year we have been supported by over 50 volunteers including counsellors and group activities delivering in excess of 2000 volunteer hours.
Our volunteer co-ordinator, Angela, has been working closely with Trafford Collective's Volunteer Co-Ordinators to increase opportunities and recruit more volunteers into a variety of roles.
We held a thank you event for our Volunteers in June as part of Volunteer Week, providing an opportunity for volunteers to meet each other and share their reasons for volunteering with Trafford Carers Centre.



Befriending with Trafford Carers Centre

Our befriending service continues to be a key area of volunteering and support for carers. A number of the volunteers are former carers who understand how isolating the role can be. For many the weekly phonecall is a lifeline. Over the last 12 months over 800 befriending sessions were delivered.



"My befriender has helped me so much as I look forward to her call every week for a good chat and a laugh. The befriender is so bubbly and fun also very understanding and sympathetic, I do sometimes prattle on but she listens, I can talk to her about everything which helps me."

"I provided palliative care for my terminally ill father until he passed away in 2007. Before he died, I promised that I would take care of my mother until her passing away in June 2023, which we shared 16 wonderful years together.
My mother suffered with vascular dementia in the last 18 months of her life, and along with her increased limited mobility, her disabilities severely took its toll on her frail body. Due to this, I was her primary carer. I then registered with Trafford Carers Centre. From Trafford Carers Centre, I received Counselling, attended the Resilience Course provided by Nina Kundi and was seen by the Carers Nurse.
Since her loss of life, I felt a compulsion to care for someone and in September 2023 through an external organisation, began to provide voluntary respite for a lady whose husband is suffering with dementia. I take him out for walks in the country and a bite to eat. This gives me a welcome distraction from my grief.
In February 2024, I began befriending a lady through Trafford Carers Centre, which is a weekly phone call
giving her an opportunity to talk without bias or judgement. I hope to carry on providing care as a volunteer and as a result, I endeavour to further this by starting a career in this industry.

Financial review

Funding Sources	Our main source of funding continues to come from Trafford Borough Council and NHS Greater Manchester Integrated Care – Trafford This covers the statutory duty delegated to Trafford Carers Centre and provides funding towards other services to support carer health and wellbeing.
	We continue to be supported by Oglesby Trust to support core costs beyond the reach of our statutory funding. Oglesby Trust have also supported the organisation with expert advice and guidance. We were deeply sorry to hear of the passing of their Chair, Kate Vokes and her son in December 2023.
	London & Quadrant funding completed at the year end to develop a programme to reduce isolation. Additional funds have been secured from GMIC - Trafford to continue to support carers wellbeing.
	Through Winter Funding Grants we secured funding to deliver support to carers who are supporting a cared for in hospital, helping them to navigate the discharge process.
	As part of a commitment to support carers into employment we have invested funds to support community fundraising. This role will support diversification of funding streams.
Investments	The trustees have power to invest surplus funds in investments, securities and property as they think fit. The current policy is to follow a prudent "no risk" policy of investment – cash can be invested only through a recognised clearing bank, provided that such accounts have a competitive rate of interest.
Reserves	The reserves policy is to hold three months running costs. Based on forecast expenditure (revised in lieu of the cost of living crisis) for 2024/25, this should equate to £170,000. As at 31 March 2024, there is £174,448 unrestricted, undesignated reserves, over and above the minimum required level. Total reserves held is £344,448 Surplus reserves will continue to support us to navigate the cost of living increases and allow for development of plans to relocate the Carers Centre which will accommodate growth and a higher level of Carer Engagement activity.

Future Plans

As we enter into the 3rd year of our statutory funding we continue to support delivery of the action plan and the six 'I' statements through partnerships, service delivery and advocating for carers in Trafford across strategic Boards and partnerships to ensure carers are included in all conversations. We are now a key partner in Neighbourhood Groups, Trafford Collective and Trafford Partnership.

I will be identified as a carer as early as possible, be informed, be respected, be valued and included.

I will have choice and control about my caring role and will get the personalised support I need as a carer.

I will be able to stay healthy and well and my needs and wishes will be recognised and supported.

We will continue to develop partnerships to deliver services in neighbourhoods of our Borough and in collaboration with strategic partners to increase awareness and strengthen identification to enable carers to stay healthy and well, without travelling too far.
We will be working with Public Health Fairer For All following a vote to ensure carers are considered and prioritised in all aspects of public health delivery plans.



I will be socially connected and not isolated.

Our Carer Engagement & Support team will continue to develop our portfolio of activities and events, enabling carers to build peer social networks and increase opportunities to take much needed respite.
Carers Week will be an opportunity to put carers on the map through a partnership led event engaging carers, services and businesses.

I will be supported to fulfil my educational and employment potential and where possible maintain employment

Our focus will be to support the Carers UK Employers for Carers membership of which Trafford Council is the membership lead.
This will involve working with key stakeholders across Trafford to help them achieve the quality standards that will see them recognised as a good employer for carers.

If I am a young carer or young adult carer, I will be supported to be able to thrive and develop educationally, personally and socially, and I will be protected from excessive or inappropriate caring roles.

We will be co-producing a dedicated Young Carers in Trafford Strategy to raise young carers voices and develop the project, identifying clear goals and outcomes.
We will be increasing our outreach to schools to raise awareness and provide onsite and accessible support.



Structure, Governance & Management

Organisational structure

Trafford Carers Centre is a company limited by guarantee and a registered charity. We are governed by our memorandum and articles of association. The governing documents instruct the trustees to act in a way to promote the objects of the charity.

Decision making

The board of trustees delegate the day-to-day operational running of Trafford Carers Centre to the Chief Executive Officer, supported by their senior management team.

Trustee recruitment

Trustee vacancies are advertised publicly and applicants are invited to contact the chair of trustees for an informal conversation before applying. Once an application is submitted, following a meeting with the chair and approval from the board they will be invited to attend a meeting. Their appointment as either a trustee or co-opted member will be voted on at the next trustee meeting.

Those appointed as a trustee will have to stand down at the AGM and be formally appointed by members.

Trustee induction and training

Once appointed, trustees will be issued with a welcome pack including their responsibilities as a company director and a role description. They will get a tour of the organisation; an overview of services delivered and meet the staff team. They will be allocated a 'buddy' trustee who will oversee their induction. The chief executive officer will make arrangements to support any identified training needs and will be available to discuss the role as required.

Remuneration

The board of trustees are the directors of the charity and, along with the chief executive officer, are responsible for directing, controlling, running and operating the charity on a daily basis. All directors give their time freely, any expenses related to the duties carried out by directors and related party transactions are listed in the notes to the accounts. In this reporting period, no director received remuneration, there were no director expenses or related party transactions. Staff pay is set and reviewed in line with the National Joint Council for Local Government Services.

Carers Trust membership

As a Network Partner of Carers Trust, we have access to their branding, resources and advice, publications and we are able to apply for grant funding. This does not impact on the operational policies adopted by Trafford Carers Centre.

Risk Management

The Trustees are responsible for ensuring effective risk management and ensuring that appropriate measures are in place to manage risks. On an ongoing basis risks are reported to every main board meeting (six per year) to keep them abreast and up to date with the main current issues and the actions being taken to mitigate these risks.

Risk	Consequence	Actions taken
Cost of living crisis adding pressure on service delivery and staff	Increased numbers of carers needing support. Emotional wellbeing of staff impacted.	Hybrid model of working adapted to provide flexibility of home working & place-based working. Mental wellbeing sessions & access to online resources to support wellbeing. Implementation of staff socials. Efficiencies being implemented through Charity Log to improve recording. Staff required to be in one day a week Meeting regularly face to face
Cost of Living increase / uncertainty of political & world circumstances effecting cost of living and financial	Raised transport costs. Industrial actions impacting on travel, food, fuel.	Hybrid working model for staff to reduce travel. Resources provided to improve mobility of service delivery.
Cost of Living increase - carers	Increased numbers of carers accessing the service.	Accessible services through place based offer. Scheduled activity and event plan to reduce isolation. Increase in funds available to support individual carer grants. Benefits advisor directly supporting carers to maximise income.
Lack of strategic direction	Underperforming Charity, lacking direction, risk of failure of contract delivery.	Regular reporting to Chairman and Board of Trustees. Regular reporting to commissioners and funders. Strategies developed for key areas of focus. Carer Engagement & Support Manager delivering a two year funded programme and delivery of 'forum' activity through existing internal and external groups.
Ensure a high calibre of Trustees and ensure quality and consistent performance	Effective board to govern the organisation, steer strategic direction and protect assets	Development plan for Trustee support, including shadowing in key business areas, development and sign off of strategic plan and formation of task and finish roles to support the improvement of the organisation as a whole.

Risk	Consequence	Actions taken
Poor attraction and retention of staff	Inability to deliver service	Annual salary review agreed to take place ahead of budget agreement. Cost of Living payments to be reviewed annually in line with inflation and budgetary impacts. All staff provided with access to online suite of training courses Hybrid working model in place offering flexibility to work from home, office and community based Provision of individual counselling and group supervision to reduce impact on mental health. Co-production of learning & development opportunities. Regular team building opportunities.
Reduction in Council & Community resource	Effect of retention & recruitment effecting wider partners and delivery of carer support	Community Support & Engagement Manager recruited to strengthen partnerships and longevity of carer groups Community Collective membership to enhance carer support across the borough Carer Partnership Board to drive implementation of the Carer, Family & Friends Strategy supporting the wider delivery of carer support. Fundraising strategy to be developed to diversify income. Community Fundraiser joining the team in September 2023 to support income opportunities.

Trustees Responsibilities in relation to the financial statements

The charity Trustees (who are also directors for the purposes of company law) are responsible for preparing a Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period. In preparing the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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 charity will continue in business.

The Trustees are responsible for providing oversight of proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and the group and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

By order of the board of Trustees

Signature



Catrina Walker-Jones (Chair)

Date: 21st November 2024

Independent Examiners Report

Independent examiner's report to the trustees of Trafford Carers Centre ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

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 the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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 that in any material respect:

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.

Signed: 

Paul Jason Matischok FMAAT FCA **Date:** 21st November 2024

Address: Salisbury & Company Business Solutions Ltd, Irish Square, LL17 0RN

Financial statements

Statement of Financial Activities (including an Income and Expenditure account)
For the year ended 31 March 2024.

				Total	Total
		Unrestricted	Restricted	Funds	Funds
		2024	2024	2024	2023
	Notes	£	£	£	£
Income					
Donations and gifts	3	55,392	251,631	307,023	164,022
Income from charitable activities	4	425,300	-	425,300	417,606
Investment income	5	4,510	-	4,510	755
Total Income		**485,202**	**251,631**	**736,833**	**582,383**
Expenditure					
Costs of raising funds		-	-	-	13,535
Expenditure on charitable activities	6	433,418	218,471	651,889	633,960
Total Expenditure		**433,418**	**218,471**	**651,889**	**647,495**
Net Expenditure		51,784	33,160	84,944	(65,112)
Tranfers between funds		(121)	121	-	-
Net movement in funds		**51,663**	**33,281**	**84,944**	**(65,112)**
Total funds brought forward		292,785	71,158	363,943	429,055
Total funds carried forward	14	**344,448**	**104,439**	**448,887**	**363,943**

The Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The notes on pages 20 to 29 form an integral part of these accounts.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006

Balance sheet

Company registration number: 04695523

Balance sheet
As at 31 March 2024

	Notes	2024	2023
		£	£
Fixed Assets			
Tangible Assets	11	2	2
Current Assets			
Debtors	12	35,217	34,596
Cash at bank and in hand		423,584	335,941
		458,801	**370,537**
Creditors, amounts falling due within one year	13	(9,916)	(6,596)
Net Current Assets		448,885	363,941
Net Assets		448,887	363,943
Financed by			
Accumulated Funds			
Unrestricted funds - General	14	344,448	292,785
Restricted funds	14	104,439	71,158
		448,887	363,943

The company was entitled to exemption from audit under S477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with Section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the charity at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the 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 charity.

These accounts have been prepared in accordance with the provisions applicable to small companies' subject to the small companies' regime and in accordance with FRS102 SORP.

The financial statements on pages 17 to 29 were approved by the board of trustees on the 21st November 2024 and signed on its behalf by:



Catrina Walker-Jones (Acting Chair of Trustees) **Date:** 21st November 2024

Statement of Cash Flows

For the year ended 31 March 2024

	2024	2023
	£	£
Cash flows from operating activities:		
Net income	84,944	(65,112)
Adjusted for:		
Depreciation	-	-
Investment income	(4,510)	(755)
(Increase) in trade and other receivables	(621)	(2,615)
(Decrease)/increase in trade and other payables	3,320	(3,865)
Cash generated from operations:	**83,133**	**(72,347)**
Cash flows from investing activities		
Purchase of property, plant & equipment		
Interest received	4,510	755
Net increase (decrease) in cash & cash equivalents	**87,643**	**(71,592)**
Opening cash & cash equivalents	335,941	407,533
Closing cash & cash equivalents	423,584	335,941
Movement in cash	**87,643**	**(71,592)**

Notes to the financial statements

For the year ended 31 March 2024

1. Principle accounting policies

The principal accounting policies are summarised below:

a. Basis of preparation

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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)"

Trafford Carers Centre meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. Accounting records and reports are maintained and presented rounded to the nearest GB pound.

General Information

Trafford Carers Centre is a private company limited by guarantee and is non-profit making. Trafford Carers Centre is incorporated in England and Wales. The principal place of business and registered office is 9 Springfield Road, Sale, M33 7XS

Principal Activity

The principal activity is to promote any charitable purposes for the benefit of carers, former carers and those working with and for carers in and around the Metropolitan Borough of Trafford and, in particular, the advancement of education and furtherance of health and the relief of poverty, distress and sickness.

b. Fund accounting

1. Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.
2. Designated funds are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.
3. Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

c. Preparation of the accounts on a going concern basis

The financial statements have been prepared under the going concern basis. The trustees have carried out a review of the charity's cash flow and resources and are confident that the charity is able to meet its liabilities as they fall due for a period of at least one year from the date of approval of the financial statements.

d. Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

e. Expenditure

All expenditure other than that capitalised has been reflected in the Statement of Financial Activities on an accrual's basis.

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise fundraising expenses and the costs of operating wholly owned charity shops.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes those costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

f. Allocation of support and governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal and professional fees together and are included within charitable expenditure.

g. Valuation and depreciation of fixed assets

Fixed assets are included in the financial statements at net book value. From 1 April 2016 fixed assets are capitalised when purchased by the charity over £250. Smaller assets and equipment are expensed in the Statement of Financial Activities in the year of acquisition. Grant funded expenditure is expensed in line with receipt of the relevant grants.

Depreciation is provided to write off the cost less the estimated residual value of tangible fixed assets over their estimated useful lives on a straight-line basis at the following annual rates:

Computer Equipment	25% straight line
Office Fittings & Equipment	25% straight line
Shop Fittings & Equipment	25% straight line

h. Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

i. 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.

j. Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

k. Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

l. Taxation

The company is a registered charity whose charitable activities are fully exempt from United Kingdom corporation tax and capital gains tax.

m. Operating leases

Rentals payable under operating leases are charged on a straight-line basis over the term of the lease.

n. Pensions

The charity operates a defined contribution pension scheme. The pension costs charged in the financial statements represent the contributions payable by the company during the year ended 31 March 2024.

o. Donated goods and services

Financial donations are accepted in line with our gift and donation acceptance policies, and recorded when received.

Gifts in kind, including retail premises, are not included in the financial statements, but where appropriate are mentioned in the Annual Report

2. Critical accounting judgements and key sources of estimation uncertainty

In applying the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions in determining the carrying amounts of assets and liabilities. The trustees' judgements, estimates and assumptions are based on the best and most reliable evidence available at the time when the decisions are made, and are based on historical experience and other factors that are considered to be applicable. Due to the inherent subjectivity involved in making such judgements, estimates and assumptions, the actual results and outcomes may differ.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods, if the revision affects both current and future periods.

Critical accounting judgements

The critical accounting judgements that the trustees have made in the process of applying the charity's accounting policies that have the most significant effect on the amounts recognised in the statutory financial statements are discussed below.

- Assessing indicators of impairment

In assessing whether there have been any indicators of impairment in relation to assets, the trustees have considered both external and internal sources of information such as market conditions and experience of recoverability.

Key sources of estimation uncertainty

The key assumptions concerning the future, and other key sources of estimation uncertainty, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

- Recoverability of receivables

The charity establishes a provision for receivables that are estimated not to be recoverable. When assessing recoverability, the trustees consider factors such as the ageing of the receivables, past experience of recoverability, and the credit profile of individual or groups of customers.

- Determining residual values and useful economic lives of property, plant and equipment

The charity depreciates tangible assets over their estimated useful lives. The estimation of the useful lives of assets is based on historic performance as well as expectations about future use and therefore requires estimates and assumptions to be applied by management.

Notes to the financial statements

For the year ended 31 March 2024 (continued)

3. Gifts and donations

This represents income from fundraising events and other donations received

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Winter Funding		97,000	97,000	-
Carers Support Fund	-	60,000	60,000	40,000
Oglesby Trust	40,000	-	40,000	43,500
Holiday Activity Fund (HAF)	-	39,880	39,880	37,280
L&Q (Trafford Housing Trust)	-	34,804	34,804	29,531
GMIC - Trafford	-	17,500	17,500	-
Trafford Collective Support	6,000	-	6,000	9,000
Young Carer Donations	255	1,197	1,452	-
NHS Vaccine Awareness	-	1,000	1,000	-
Warm Rooms Funding	-	250	250	-
Fundraising & Donations received	9,137	-	9,137	1,614
Bounce Back Fund	-	-	-	1,200
Bike ride for young carers				1,197
Other	-	-	-	450
Sale & District Lions	-	-	-	250
Total Donations & Gifts	**55,392**	**251,631**	**307,023**	**164,022**

4. Income from charitable activities

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Main Carers Centre Funding	425,300	-	425,300	414,300
Survey Support	-	-	-	3,306
	425,300	**-**	**425,300**	**417,606**

5. Investment income

	2024	2023
	£	£
Bank interest receivable	4,510	755

Notes to the financial statements

For the year ended 31 March 2024 (continued)

6. Analysis of expenditure on charitable activities

	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Individual Carers Grants	16,984	115,728	132,712	141,554
Staff costs & expenses	363,552	80,395	443,947	421,587
Build running costs	23,752	3,531	27,283	32,848
Resources	2,964	9,886	12,850	7,158
Support costs	16,932	7,216	24,148	21,260
Governance costs	9,234	1,715	10,949	9,553
Total	**433,418**	**218,471**	**651,889**	**633,960**

7. Net expenditure

Net expenditure is stated after charging/(crediting) the following:

	2024	2023
	£	£
Operating lease cost	23,272	15,229

8. Trustees' emoluments

None of the trustees received any emoluments in connection with their duties as trustees during the year £0(2023: nil). No trustee received reimbursed out-of-pocket expenses £0 (2023: nil)

9. Related party transactions

One trustee received carers' grants (2023: £NIL).

10. Staff costs

	2024	2023
	£	£
Wages and salaries	400,008	384,964
Social security costs	25,376	24,001
Pension costs	6,876	6,280
	432,260	**415,245**

No employee earned £60,000 per annum or more in the current or previous year. The key management personnel of the charity comprise the trustees and the CEO only. The total employee remuneration including benefits of the key management personnel of the charity were £51,855.24 (2023: £51,679).

The average number of employees during the year was:

	2024	2023
	No.	No.
Supporting carers	20	13
Trading activities	-	6
Administration	4	4
	24	23

11. Tangible fixed assets

	Computer Equipment	Office Fittings & Equipment	Total
	£	£	£
COST			
At 1 April 2023	20,293	34,875	55,168
At 31 March 2024	20,293	34,875	55,168
DEPRECIATION			
At 1 April 2023	20,292	34,874	55,166
At 31 March 2024	20,292	34,874	55,166
NET BOOK VALUE			
At 31 March 2024	1	1	2
At 31 March 2023	1	1	2

12. Debtors

	2024	2023
	£	£
Trade debtors	27,442	25,608
Prepayments and accrued income	7,775	8,988
	35,217	34,596

Notes to the financial statements

For the year ended 31 March 2024 (continued)

13. Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	3,093	2,408
Accruals & deferred income	6,823	4,188
	9,916	**6,596**

14. Analysis of charitable funds

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
Restricted funds					
Winter Funding	-	97,000	(54,372)	-	42,628
Carers Support Fund	19,232	60,000	(46,886)	386	32,732
Holiday Activity Fund (HAF)	-	39,880	(39,880)	-	-
L&Q (Trafford Housing Trust)	8,530	34,804	(43,334)	-	-
GMIC - Trafford		17,500			17,500
Young Carers Donations	-	1,197	(1,318)	121	-
NHS Vaccine Awareness	-	1,000	(1,000)	-	-
Warm Rooms Funding	-	250	(250)	-	-
Bounce Back Fund	221	-	(221)	-	-
Winter Resilience Fund	18,510	-	(8,522)	-	9,988
Carers Wellbeing Fund	16,621	-	(16,235)	(386)	-
Workforce Retention Fund	3,380	-	(1,789)	-	1,591
National Lottery Community Fund	1,850	-	(1,850)	-	-
Therapy Fund	2,814	-	(2,814)	-	-
Restricted funds	**71,158**	**251,631**	**(218,471)**	**121**	**104,439**

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
Unrestricted Funds					
General	292,785	485,202	(433,418)	(121)	344,448
Total funds	**363,943**	**736,833**	**(651,889)**	**-**	**448,887**

Restricted funds	
Winter Funding	to support delivery of a hospital support project and carer activities
Carers Support Fund	to provide individual grants to carers to prevent carer breakdown.
HAF22s Provision	this funding relates to provision of Holiday Activities for young carers
Trafford Housing Trust	funding received to enhance carer support and engagement
GMIC Carers	to support the continuation of the carer support and engagement
Young Carers Donations	To support delivery of activity targeted at young carers
NHS vaccine awareness	to engage with carers to understand barriers to accessing vaccines
Warm Rooms Funding	to deliver indoor activity in a safe and warm space
Bounce Back Fund	to support delivery of art workshop to young carers
Winter Resilience Fund	to enhance carer support through volunteer co-ordination, individual grants, events/activities and service accessibility via translation and marketing.
Carers Well-being Fund	to provide individual carer grants to improve health and wellbeing outcomes
Workforce Retention Fund	funds to support staff retention
National Lottery Community Fund	funds received to run a citizen reporter project.
Therapy Fund	to provide individual carer grants to access therapies

15. Analysis of net assets between funds

	Restricted funds	General unrestricted funds	Designated unrestricted funds	2024 Total
	£	£	£	£
Tangible fixed assets	-	2	-	2
Net current assets	104,439	344,446	-	448,885
	104,439	**344,448**	-	**448,887**

16. Analysis of net assets between funds

	Restricted funds	General unrestricted funds	Designated unrestricted funds	2023 Total
	£	£	£	£
Tangible fixed assets	-	2	-	2
Net current assets	-	292,784	-	363,942
	71,158	**292,786**	-	**363,944**

17. Financial commitments

At 31 March 2024 the company had commitments under non-cancellable operating leases as follows:

	Land and buildings		Other	
	2024	2023	2024	2023
	£	£	£	£
- One year	12,000	12,000	1,625	1,625
- 2 - 5 years	24,000	36,000	-	-
	36,000	**48,000**	**1,625**	**1,625**

18. Pension commitments

The Company operates a defined contribution pension scheme.The assets of the scheme are held separately from those of the company in an independently administered fund. Contributions totaling £6,876 (2023: £6,280) were paid in the year.

19. Status of the company

The Company is limited by guarantee and does not have a share capital. In the event of the winding up or dissolution of the company, the members are liable to contribute an amount not exceeding £10 towards the debts and liabilities of the company.

Notes to the financial statements

For the year ended 31 March 2024 (continued)

20. Prior year comparative SOFA

				Total
		Unrestricted	Restricted	Funds
		2023	2023	2023
	Notes	£	£	£
Income				
Donations and gifts	3	54,114	109,908	164,022
Income from charitable activities	4	417,606	-	417,606
Other trading activities	5	-	-	-
Investment income	6	755	-	755
Total Income		**472,475**	**109,908**	**582,383**
Expenditure				
Costs of raising funds		13,535	-	13,535
Expenditure on charitable activities	7	421,491	212,469	633,960
Total Expenditure		**435,026**	**212,469**	**647,495**
Net Expenditure		37,449	(102,561)	(65,112)
Tranfers between funds		-	-	-
Net movement in funds		**37,449**	**(102,561)**	**(65,112)**
Total funds brought forward		255,336	173,719	429,055
Total funds carried forward	15	**292,785**	**71,158**	**363,943**

TRAFFORD CARERS CENTRE

England & Wales - Charity number 1102075

Accounts

TRAFFORD Carers Centre

WE CARE BECAUSE YOU CARE

Annual Report

April 2022 - March 2023



Charitable Company Limited By Guarantee
Company Number 04695523, Registered Charity 1102075

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Legal and Administrative Information

Trafford Carers Centre is a company limited by guarantee, number 04695523, and a registered charity, number 1102075.
The principal office address and registered office is 9 Springfield Road, Sale, M33 7XS

GOVERNING DOCUMENT	**Memorandum and Articles of Association**
THE COMMITTEE AND TRUSTEES:	
Chair	Catrina Walker-Jones (Acting)
	Malcolm Cunningham - Resigned 13th September 2022
Other Trustees	Deanna Spencer - Resigned 7th June 2022
	Derick J. Barrett
	Rachel Cossey
	Kerry Blackhurst
Co-opted Members	Akilah Akinola
	Lindsey Mallory
Senior Management Team	Michelle Grogan - Chief Executive Officer
	Simon Locke - Deputy Chief Executive Officer
	Jules Kennedy - Carer Engagement & Support Manager
Independent Examiner	WR Partners Drake house, Gadbrook Way, Gadbrrok Park, Northwich, Cheshire, CW9 7RA
Bankers	The Royal Bank of Scotland Plc Redheughs Avenue, Edinburgh, EH12 9JN

Vision, Values & Goals



Our **VISION** is to promote a society in which carers are fully understood, valued and supported, thus enabled to perform their critical, unique role as effectively as possible.

Our **VALUES**

- **Responsive** - we respond, we stand out and act
- **Influence** – we aim to influence professionals and members of the community of the value carers and caring brings
- **Supportive** – we strive to make sure carers are supported throughout their journey and we are supportive to our own staff and volunteers
- **Empathy** - We understand the caring journey, we respect the contribution that 7 million people each year make and we understand the impact caring can have

Our **GOALS**

- Carers know about the Centre, find it accessible and perceive it as a service for them
- Carers are educated about services, their rights and other information they need to carry out their chosen caring role effectively
- Carers are able to recognise their own needs as important and are supported to take action to improve their lives
- Carers will feel less stressed and isolated and feel more healthy and confident and thus better able to carry out the role they choose
- Carers will have a stronger voice in service development and the Centre will help to ensure that services better fit carers' needs
- The Carers Centre team are supported to develop and are committed to continual improvement so that carers stay confident in the quality of the Centre's services
- The Carers Centre will endeavour to grow and develop in accordance with carers needs and will use its resources effectively and efficiently

"I am so glad we have such a service. I hope all who give the funding know what a difference you are making to people's lives. Always given time to talk and it is the only time I have opened up. I could see light at the end of the tunnel. This has been a long road, 24/7, and I'm exhausted. I would have been bottling up so much. Trying to be strong for everyone but inside, absolutely crumbling and have a breakdown under the stress. I don't know where I would be without you"



Achievements & Performance

over **£661,000** in unclaimed benefits accessed

110 carers benefitted from **counselling**

82 carers accessed **alternative therapies**

4 young carers supported into **employment**

1091 new carers **registered**

Thank you so much for taking Adi* on the holiday adventures. Adi* who suffers badly with his mental health and is currently waiting on a diagnosis of autism has overcome one of his fears. One of many of his triggers is water and yesterday Adi* smashed it.

He got on one of the kayaks after a lot of support from the team. They understood him and patiently supported his needs and helped him go on a kayak I've never been so proud of him and can't thank you and the team enough for this.

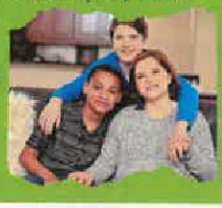


As I am a carer for more than 35 hours a week, I feel that things are overwhelming at times. The Carer Support Fund award gave me a better opportunity to take the break away from everything and rejuvenate.



I really didn't think that i would get anything from registering as a carer, I didn't know how you could help me. Everything you offered I thought to myself 'really, how is that going to help?' but I am so glad I was proved wrong.

I hadn't been to see my doctors for years and and I was booked in for a health check. This was an eye opener. I hadn't ever considered my own health, never considered how being in poor physical and mental health would effect so much. I'm glad I saw the nurse and even more grateful for the counselling.



164 carers accessed a physical & mental wellbeing **health check**

8 carers accessed support following **suicidal ideation**

1312 carers were **referred** into the service

1962 hours of **volunteering**

901 carers accessed a statutory carers **assessment / review**

My girls were slightly wary about joining the choir rehearsal as they were the only Young Carers there.... what a warm welcome we were given!

We all had such a nice time - we needed the break from home more than we realised (myself included).

It was so nice to just be the three of us and to sing carols that we were all familiar with. They both enjoyed talking to the other members of the choir. Thank you so much for the opportunity to meet a really lovely group of people.



"I just want to say a massive thank you for having Mark* at your sessions, he's thoroughly enjoyed himself and done activities he's never done before. I've appreciated all you've done"



Thank you so much for awarding me the £100 Personal Health & Wellbeing Budget. I cannot begin to tell you how grateful I am.

I put the £100 towards a years pass at Trafford Leisure Centre.

It gave me the incentive I need to get up and exercise again. I have already been to a Zumba class which I really enjoyed and a couple of swims, which always makes me feel better.



67 Young Carer sessions delivered online

920 Holiday Activity places available to **young carers**

142 in-person young carer **sessions** delivered

92 carers referred to their **GP** to reduce and prevent serious physical health issues

433 carers were supported to **maximise income**

"I cannot fault the carers service at all. They have been my rock these past few years and continue to be so. The counselling service has been a lifesaver and reflexology service was fantastic too.
The late opening of the helpline has certainly helped me to cope this week in particular and has always been an incredible practical, emotional and physical health support for me. It has been a constant in my life and [caseworker] has always been there for me, as have other key workers who respond to calls on the helpline. Without them all I certainly would not have been able to cope with me caring role as well.
They are an absolute credit to the service and a valuable asset to the residents of Trafford."



*please note names have been changed to protect identity

Highlights

Last year we reported an expected rise in the number of carers in Trafford as we awaited the release of date from the Census that took place in march 2021. The Office of National Statistics (ONS) released the initial data in January and nationally there has been a surprising decrease in carers. ONS however released a statement alongside the data to highlight the Census had taken place during a pandemic with lockdown protocols still being experienced and the question was worded differently than that on the 2011 Census.

In Trafford we had a reported 13% decrease, falling from 24,000 carers to approximately 20,400. Trafford did however see a marked increase in the number of hours carers are providing care with 27% of carers reporting that they are providing over 50 hours of care per week. This is replicated across England and Wales showing an increase in intensity of care roles and responsibilities and a stark reminder of poor health & social care budgets.

Although there may have been a reported decrease in the number of carers this has not translated to the number accessing support. In the last year referrals increased by 18% and since April 2019 we have experienced a 151% increase in referrals. This has impacted on the organisations capacity, however the implementation of a new assessment and recording system will support timely delivery of support.

We are now one year into our statutory contract and we continue to shape the service to deliver the co-produced specification to support carers in Trafford.
We have expanded our place-based support to ensure all areas of the Borough have access to a local carer support service whether that be a drop-in, casework support, peer group, activity or event.





As part of Carers Rights Day the Carers Partnership launched the refreshed Carer, Family and Friends Strategy which has been co-produced by carers and partner organisations.
The strategy comes out of a review of the previous Carers Strategy, 2019 to 2022. It is structured around what progress has been made so far and what is still to be achieved. Carers were invited to review and comment on the refresh and were very passionate about the need for partnering organisations to listen to their feedback and ensure action takes place. An action plan will be driven through the Carers Partnership Board and progress monitored by Trafford Council's Health Executive Board.

We have been really proud of our project to reduce isolation and as a byproduct of it's success the increase in direct engagement with carers to shape future activities and groups.
Carers can now access over 65 group or activity sessions per month and the portfolio of opportunities has expanded to focus on good mental wellbeing and resilience through Pearline's Refresh & Relax, Kirsty's Knit and Natter, Nina's 12 week life coach course and Lisa's Equine Therapy sessions.

Highlights

Measuring success

Data is collected from all carer interactions and recorded. Quarterly monitoring reports are submitted to funders and the Board of Trustees for review.

We have been implementing new carer pathways on CharityLog to enhance reporting which will be operational from October 2023.

Staffing

In April Jules Kennedy moved into the role of Carer Support & Engagement Manager to deliver a 2 year project to reduce isolation. The role has line management responsibilities for a newly titled Carer Engagement Team comprised of the Volunteer Coordinator, Counselling Coordinator, Benefits Advisor, Carers Nurse, Digital Inclusion Officer and the Diverse Communities Inclusion Officer. The purpose of forming the Carer Engagement Team was to enhance a carers experience when accessing support.

Simon Locke's Business Development position was retitled to Deputy Chief Executive to support service delivery and source funding.

Due to no ongoing funding the role of Diverse Communities Inclusion Officer was concluded in December. The Digital Inclusion Officer role concluded in March.

Grant making policy

Trafford Carers Centre administers the Carers Support Fund and crisis fund as part of the contract with Trafford Council and NHS Greater Manchester Integrated Care - Trafford.

Through well-being funding to support a proof of concept project for individualised personal budgets Trafford Carers Centre has also administered individualised personal health & wellbeing budgets to improve health outcomes.

Following a carers assessment, review or health check, carers can apply to access these funds to support their health and wellbeing needs. Carers can be awarded up to £300.



I've always just seen Trafford Carers as 'THAT' carers centre but the opportunities available to get involved in starting new groups and give feedback has really made me change my perception and I really feel it is 'OUR' Carers Centre, it really does belong to carers.

Fundraising performance

We are very pleased to be funded by Oglesby Trust with an unrestricted fund to support overhead costs as well as providing valuable information, support and guidance to maximise our recruitment, fundraising and further provision of funds to directly respond to the cost of living crisis. We cannot thank Oglesby Trust enough for their support.

Following a consultation with L&Q Group (formerly Trafford Housing Trust), we recruited a Carer Engagement & Support Manager to deliver a project to reduce isolation, develop volunteering opportunities and support an Engagement Team.

As we still continue to see the impact of covid and increased pressure on availability of hospital beds, we successfully applied for funds to recruit a hospital support co-ordinator who will deliver a project to enable carers to transition their cared for home in a timely and safe manner. They wiil aslo develop information resources and invite carers to tak about lived experience to build a portfolio of carer stories that can be shared with other carers

Responding to the Cost of Living Crisis

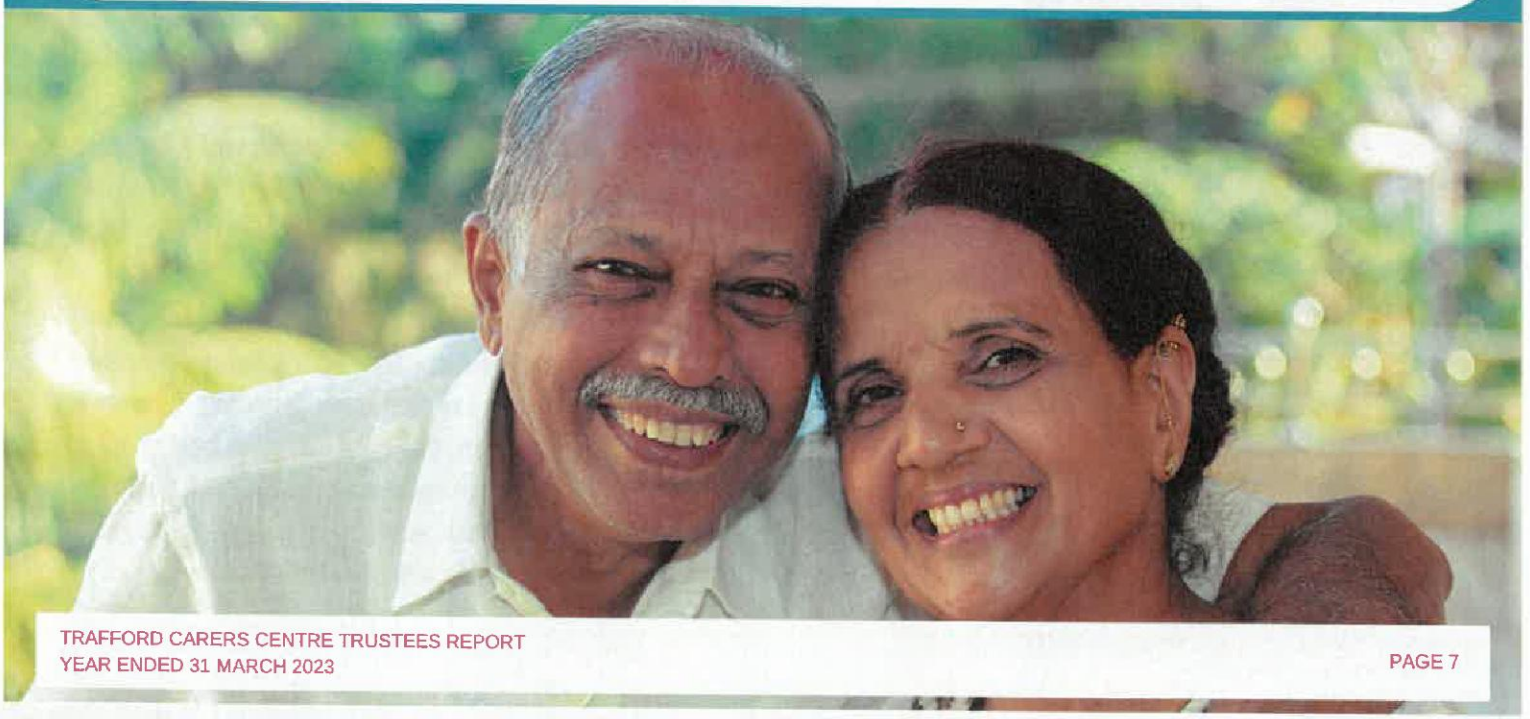
Having worked through the pandemic and into a recovery phase the next challenge was just around the corner as globally we saw the costs of living rise exponentially, impacting our staff team and the carers we support. The impact we saw was an increase in carers requesting information and advice around maximising household income. We always find that once we can sit with a carer to have a talk it's much easier to support them to unpack their issues and problems to identify the immediate, medium and long term needs which then forms the basis of our ongoing support. The following story explains how a quick chat turned into quick wins towards preparing a better time for the carer and her family.

We met Neema at our 'cost of living' pop up event and she was in great need, her husband had suffered a stroke, as well as other health and financial complications alongside this. This was a really big new challenge for Neema and their three young children. Their Universal Credit claim had not come through yet, they had no other financial support and Neema was nearly at breaking point. Our team supported Neema through identifying immediate need and a much needed listening ear.

At the end of the pop up event the family was provided with an emergency package of support including: £120 worth of food shopping; an air fryer and a fleecy blanket for her husband who had been struggling with the cold. Our team also liaised with The Bread & Butter Thing team who provided the family with extra food and invited them to attend on a regular basis to access their pantry. Neema and her family were really happy as when they first arrived at the Pop Up Event they had no means of buying of any food that week. Neema was also able to instantly gain access to our Benefits Advisor, who reviewed her situation to make sure all the correct benefits had been applied for.

Although Neema had been supported to prevent immediate carer breakdown, the team continued to support through a carers assessment and engagement services. Neema met with our Carers Nurse to monitor her own health & wellbeing and this was supported through our translation service. Neema was also able to access the Carer Support Fund to take time out for herself.

Neema and her family are doing better now with support from lots of different services, agencies and professionals we introduced her to. Life isn't the same and they are all getting used to it being very different from before but they are facing it together as a family. Neema was really happy she had talked with her friend who had recommended she attend the 'cost of living' event.



Volunteering

As an organisation we are very thankful for the time and dedication of our volunteers.

Throughout the year we have been supported by over 50 volunteers including counsellors and group activities.

Through funding from London & Quadrant (formerley Trafford Housing Trust), 11 carers have been supported to directly lead our many activity groups bringing lived experience and a nurturing ethos to welcome new carers attending. Activities offered throughout the year include gardening, flower arranging and genealogy.



Befriending with Trafford Carers Centre

In response to the extreme isolation experienced throughout the many lockdowns imposed by the covid pandemic we launched a befriending service that was delivered by a team of fantastic volunteers who would contact carers on a regular basis to have a chat and check on their wellbeing.

Over the last 3 years more than 25 volunteers have supported the befriending service, including Louise who recently shared with us why she enjoys being a befriender.



'I really enjoy our chats I feel supported through this difficult time in my life. The befriender has helped me come to terms with my loss, talking it through, it has really helped me and can't thank them enough.'

"My motivation for volunteering happened during lockdown. I got a sense that some people may miss seeing or speaking to others and being cooped up at home without any company may have an impact on them.

I feel like I'm making a difference to someone's week and hopefully can cheer them up. It enables them to get anything off their chest they wish to talk about and learning about someone's life is really interesting. Being that support to a person is special.

I feel I make a difference by having contact with someone who depends on that weekly call and being able to have a giggle with them and make them feel brighter.

My advice for anyone considering volunteering is no matter how little time you can give during your week, it makes the difference to someone. It's really worthwhile and makes you feel like you're doing your bit for the community or to a person's life. I would highly recommend it and encourage anyone to give it a try".

Financial review

Funding Sources	Following a successful retendering process in March 2022 our main source of funding continues to come from Trafford Borough Council and NHS Greater Manchester Integrated Care – Trafford (formerly Trafford Clinical Commissioning Group). This covers the statutory duty delegated to Trafford Carers Centre and provides funding towards other services to support carer health and wellbeing.
	We are proud to be supported by Oglesby Trust who will be investing funds for the next 3 years to support core costs beyond the reach of our statutory funding.
	London & Quadrant have invested 2 years funding to support a project to reduce isolation. The funds are supporting the employment of a Carer Engagement & Support Manager to enhance our carers support experience through development of groups, activities and events.
Investments	The trustees have power to invest surplus funds in investments, securities and property as they think fit. The current policy is to follow a prudent "no risk" policy of investment – cash can be invested only through a recognised clearing bank, provided that such accounts have a competitive rate of interest.
Reserves	The reserves policy is to hold three months running costs. Based on forecast expenditure (revised in lieu of the cost of living crisis) for 2023/24, this should equate to £170,000. As at 31 March 2023, there is £122,785 unrestricted, undesignated reserves. The additional amount will be utilised to support staff wellbeing and retention, stability and future development of the organisation in these uncertain times.



Future Plans

As we enter into the 2nd year of our statutory funding and with the Carers, Family and Friend Strategy now launched we will focus on supporting delivery of the action plan and the six 'I' statements through partnerships, service delivery and advocating for carers in Trafford across strategic Boards and partnerships to ensure carers are included in all conversations.

I will be identified as a carer as early as possible, be informed, be respected, be valued and included.

I will have choice and control about my caring role and will get the personalised support I need as a carer.

I will be able to stay healthy and well and my needs and wishes will be recognised and supported.

Our teams will continue to develop partnerships to deliver services in neighbourhoods of our Borough and in collaboration with strategic partners to increase awareness and strengthen identification to enable carers to stay healthy and well, without travelling too far.
Carers will have better access to personalised support through a refreshed assessment process and improved delivery of timely and regular reviews.



I will be socially connected and not isolated.

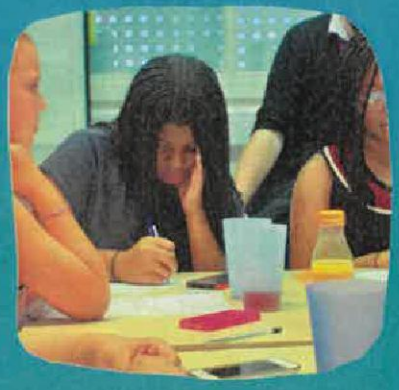
Our Carer Engagement & Support team will continue to develop our portfolio of activities and events, enabling carers to build peer social networks and increase opportunities to take much needed respite.
During the 2nd year of funding there will be a focus on delivering resilience courses with a life coach to reduce isolation and support carers mental wellbeing.

I will be supported to fulfil my educational and employment potential and where possible maintain employment

The Carers Leave Act was passed in May 2023 and will direct our focus of increasing carer awareness with employers based in trafford, helping them to shape their Carer Policies.
Our volunteer programme will focus on supporting carers to develop skills and support them back into employment.

If I am a young carer or young adult carer, I will be supported to be able to thrive and develop educationally, personally and socially, and I will be protected from excessive or inappropriate caring roles.

As we increase our presence across the Borough we will also provide more neighbourhood support for young and young adult carers.
We will continue to deliver a holiday activity programme and plan to increase activity sessions in the West of the Borough to improve accessibility and engagement.



Structure, Governance & Management

Organisational structure

Trafford Carers Centre is a company limited by guarantee and a registered charity. We are governed by our memorandum and articles of association. The governing documents instruct the trustees to act in a way to promote the objects of the charity.

Decision making

The board of trustees delegate the day-to-day operational running of Trafford Carers Centre to the Chief Executive Officer, supported by their senior management team.

Trustee recruitment

Trustee vacancies are advertised publicly and applicants are invited to contact the chair of trustees for an informal conversation before applying. Once an application is submitted, following a meeting with the chair and approval from the board they will be invited to attend a meeting. Their appointment as either a trustee or co-opted member will be voted on at the next trustee meeting.

Those appointed as a trustee will have to stand down at the AGM and be formally appointed by members.

Trustee induction and training

Once appointed, trustees will be issued with a welcome pack including their responsibilities as a company director and a role description. They will get a tour of the organisation; an overview of services delivered and meet the staff team. They will be allocated a 'buddy' trustee who will oversee their induction. The chief executive officer will make arrangements to support any identified training needs and will be available to discuss the role as required.

Remuneration

The board of trustees are the directors of the charity and, along with the chief executive officer, are responsible for directing, controlling, running and operating the charity on a daily basis. All directors give their time freely, any expenses related to the duties carried out by directors and related party transactions are listed in the notes to the accounts. In this reporting period, no director received remuneration, there were no director expenses or related party transactions. Staff pay is set and reviewed in line with the National Joint Council for Local Government Services.

Carers Trust membership

As a Network Partner of Carers Trust, we have access to their branding, resources and advice, publications and we are able to apply for grant funding. This does not impact on the operational policies adopted by Trafford Carers Centre.

Risk Management

The Trustees are responsible for ensuring effective risk management and ensuring that appropriate measures are in place to manage risks. On an ongoing basis risks are reported to every main board meeting (six per year) to keep them abreast and up to date with the main current issues and the actions being taken to mitigate these risks.

Risk	Consequence	Actions taken
Recovery from covid-19 and cost of living crisis adding pressure on service delivery and staff	Increased numbers of carers needing support, emotional wellbeing of staff effected.	Hybrid model of working adapted to provide flexibility of home working & place-based working. Mental wellbeing sessions & access to online resources to support wellbeing. Implementation of staff socials. Efficiencies being implemented through Charity Log to improve recording Staff required to be in one day a week Meeting regularly face to face
Cost of Living increase / uncertainty of political & world circumstances effecting cost of living and financial	Raised transport costs. Industrial actions impacting on travel, food, fuel.	Hybrid working model for staff to reduce travel. Resources provided to improve mobility of service delivery.
Cost of Living increase - carers	Increased numbers of carers accessing the service.	Accessible services through place based offer. Scheduled activity and event plan to reduce isolation. Increase in funds available to support individual carer grants. Benefits advisor directly supporting carers to maximise income.
Lack of strategic direction	Underperforming Charity, lacking direction, risk of failure of contract delivery.	Regular reporting to Chairman and Board of Trustees. Regular reporting to commissioners and funders. Strategies developed for key areas of focus. Carer Engagement & Support Manager delivering a two year funded programme and delivery of 'forum' activity through existing internal and external groups.
Ensure a high calibre of Trustees and ensure quality and consistent performance	Effective board to govern the organisation, steer strategic direction and protect assets	Development plan for Trustee support, including shadowing in key business areas, development and sign off of strategic plan and formation of task and finish roles to support the improvement of the organisation as a whole.

Risk	Consequence	Actions taken
Poor attraction and retention of staff	Inability to deliver service	Salary review took place and was implemented in October 2022, with agreement to review on an annual basis. Cost of Living payment made to all staff in December 2022. All staff provided with access to online suite of training courses Hybrid working model in place offering flexibility to work from home, office and community based Provision of individual counselling and group supervision to reduce impact on mental health. Co-production of learning & development opportunities. Regular team building opportunities.
Reduction in Council & Community resource	Effect of retention & recruitment effecting wider partners and delivery of carer support	Community Support & Engagement Manager recruited to strengthen partnerships and longevity of carer groups Community Collective membership to enhance carer support across the borough Carer Partnership Board to drive implementation of the Carer, Family & Friends Strategy supporting the wider delivery of carer support Fundraising strategy to be developed to diversify income Community Fundraiser joining the team in September 2023 to support income opportunities.

Trustees Responsibilities in relation to the financial statements

The charity Trustees (who are also directors for the purposes of company law) are responsible for preparing a Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period. In preparing the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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 charity will continue in business.

The Trustees are responsible for providing oversight of proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and the group and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

By order of the board of Trustees

Signature



Catrina Walker-Jones (Acting Chair) **Date:** 23rd November 2023

Independent Examiners Report

Independent examiner's report to the trustees of Trafford Carers Centre ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

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 the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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 that in any material respect:

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.

Signed:

Fran Johnson BSc BFP FCA **Date:** 23rd November 2023

Address: WR Partners, Drake House, Gadbrook Way, Gadbrook Park, Northwich, Cheshire, CW9 7RA

Financial statements

Statement of Financial Activities (including an Income and Expenditure account)
For the year ended 31 March 2023.

				Total	Total
		Unrestricted	Restricted	Funds	Funds
		2023	2023	2023	2022
	Notes	£	£	£	£
Income					
Donations and gifts	3	54,114	109,908	164, 022	291,403
Income from charitable activities	4	417,606	-	417,606	444,000
Other trading activities	5	-	-	-	47,105
Investment income	6	755	-	755	17
Total Income		472,475	109,908	582,383	782,525
Expenditure					
Costs of raising funds		13,535	-	13,535	175,611
Expenditure on charitable activities	7	421,491	212,469	633,960	491,870
Total Expenditure		**435,026**	**212,469**	**647,495**	**667,481**
Net Expenditure		37,449	(102,561)	(65,112)	115,044
Tranfers between funds		-	-	-	-
Net movement in funds		**37,449**	**(102,561)**	**(65,112)**	**115,044**
Total funds brought forward		255,336	173,719	429,055	314,011
Total funds carried forward	15	**292,785**	**71,158**	**363,943**	**429,055**

The Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The notes on pages 19 to 28 form an integral part of these accounts.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006

Balance sheet

Company registration number: 04695523

Balance sheet
As at 31 March 2023

	Notes	2023	2022
		£	£
Fixed Assets			
Tangible Assets	12	2	2
Current Assets			
Debtors	13	34,596	31,982
Cash at bank and in hand		335,941	407,533
		370,537	**439,515**
Creditors, amounts falling due within one year	14	(6,596)	(10,462)
Net Current Assets		363,941	429,053
Net Assets		363,943	429,055
Financed by			
Accumulated Funds			
Unrestricted funds - General	15	292,785	255,336
Restricted funds	15	71,158	173,719
		363,943	429,055

The company was entitled to exemption from audit under S477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with Section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the charity at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the 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 charity.

These accounts have been prepared in accordance with the provisions applicable to small companies' subject to the small companies' regime and in accordance with FRS102 SORP.

The financial statements on pages 16 to 29 were approved by the board of trustees on the 23rd November 2023 and signed on its behalf by:

Catrina Walker-Jones (Acting Chair of Trustees) **Date:** 23rd November 2023

Statement of Cash Flows

For the year ended 31 March 2023

	2023	2022
	£	£
Cash flows from operating activities:		
Net income	(65,112)	115,044
Adjusted for:		
Depreciation	-	2,619
Investment income	(755)	(17)
(Increase) in trade and other receivables	(2,615)	1,364
(Decrease)/increase in trade and other payables	(3,865)	(10,569)
Cash generated from operations:	**(72,347)**	**108,441**
Cash flows from investing activities		
Purchase of property, plant & equipment		
Interest received	755	17
Net increase (decrease) in cash & cash equivalents	**(71,592)**	**108,458**
Opening cash & cash equivalents	407,533	299,075
Closing cash & cash equivalents	335,941	407,533
Movement in cash	**(71,592)**	**108,458**

Notes to the financial statements

For the year ended 31 March 2023

1. Principle accounting policies

The principal accounting policies are summarised below:

a. Basis of preparation

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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)"

Trafford Carers Centre meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. Accounting records and reports are maintained and presented rounded to the nearest GB pound.

General Information

Trafford Carers Centre is a private company limited by guarantee and is non-profit making. Trafford Carers Centre is incorporated in England and Wales. The principal place of business and registered office is 9 Springfield Road, Sale, M33 7XS

Principal Activity

The principal activity is to promote any charitable purposes for the benefit of carers, former carers and those working with and for carers in and around the Metropolitan Borough of Trafford and, in particular, the advancement of education and furtherance of health and the relief of poverty, distress and sickness.

b. Fund accounting

1. Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.
2. Designated funds are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.
3. Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

c. Preparation of the accounts on a going concern basis

The financial statements have been prepared under the going concern basis. The trustees have carried out a review of the charity's cash flow and resources and are confident that the charity is able to meet its liabilities as they fall due for a period of at least one year from the date of approval of the financial statements.

d. Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Notes to the financial statements

For the year ended 31 March 2023

e. Expenditure

All expenditure other than that capitalised has been reflected in the Statement of Financial Activities on an accrual's basis.

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise fundraising expenses and the costs of operating wholly owned charity shops.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes those costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

f. Allocation of support and governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal and professional fees together and are included within charitable expenditure.

g. Valuation and depreciation of fixed assets

Fixed assets are included in the financial statements at net book value. From 1 April 2016 fixed assets are capitalised when purchased by the charity over £250. Smaller assets and equipment are expensed in the Statement of Financial Activities in the year of acquisition. Grant funded expenditure is expensed in line with receipt of the relevant grants.

Depreciation is provided to write off the cost less the estimated residual value of tangible fixed assets over their estimated useful lives on a straight-line basis at the following annual rates:

Computer Equipment	25% straight line
Office Fittings & Equipment	25% straight line
Shop Fittings & Equipment	25% straight line

h. Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

i. 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.

Notes to the financial statements

For the year ended 31 March 2023

j. Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

k. Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

l. Taxation

The company is a registered charity whose charitable activities are fully exempt from United Kingdom corporation tax and capital gains tax.

m. Operating leases

Rentals payable under operating leases are charged on a straight-line basis over the term of the lease.

n. Pensions

The charity operates a defined contribution pension scheme. The pension costs charged in the financial statements represent the contributions payable by the company during the year ended 31 March 2023.

o. Donated goods and services

Financial donations are accepted in line with our gift and donation acceptance policies, and recorded when received.

Gifts in kind, including retail premises, are not included in the financial statements, but where appropriate are mentioned in the Annual Report

2. Critical accounting judgements and key sources of estimation uncertainty

In applying the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions in determining the carrying amounts of assets and liabilities. The trustees' judgements, estimates and assumptions are based on the best and most reliable evidence available at the time when the decisions are made, and are based on historical experience and other factors that are considered to be applicable. Due to the inherent subjectivity involved in making such judgements, estimates and assumptions, the actual results and outcomes may differ.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods, if the revision affects both current and future periods.

Critical accounting judgements

The critical accounting judgements that the trustees have made in the process of applying the charity's accounting policies that have the most significant effect on the amounts recognised in the statutory financial statements are discussed below.

- Assessing indicators of impairment

In assessing whether there have been any indicators of impairment in relation to assets, the trustees have considered both external and internal sources of information such as market conditions and experience of recoverability.

Key sources of estimation uncertainty

The key assumptions concerning the future, and other key sources of estimation uncertainty, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

- Recoverability of receivables

The charity establishes a provision for receivables that are estimated not to be recoverable. When assessing recoverability, the trustees consider factors such as the ageing of the receivables, past experience of recoverability, and the credit profile of individual or groups of customers.

- Determining residual values and useful economic lives of property, plant and equipment

The charity depreciates tangible assets over their estimated useful lives. The estimation of the useful lives of assets is based on historic performance as well as expectations about future use and therefore requires estimates and assumptions to be applied by management.

Notes to the financial statements

For the year ended 31 March 2023 (continued)

3. Gifts and donations

This represents income from fundraising events and other donations received

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Carers Support Fund	-	40,000	40,000	-
Holiday Activity Fund (HAF)	-	37,280	37,280	-
Trafford Housing Trust	-	29,531	29,531	25,506
Trafford Collective Support	9,000	-	9,000	-
Bounce Back Fund	-	1,200	1,200	-
Infection Control Fund	-	-	-	90,000
Winter Resilience Fund	-	-	-	75,887
Well-being Fund	-	-	-	30,468
Newsletter	-	-	-	13,800
Workforce Capacity / Retention Fund	-	-	-	11,680
Young Carers - Street Games	-	-	-	11,210
National Lottery Community Fund	-	-	-	9,700
Bereavement Grant	-	-	-	6,093
Other	-	450	450	5,850
Oglesby Trust	43,500	-	43,500	-
Bike Ride for Young Carers	-	1,197	1,197	-
Sale & District Lions	-	250	250	-
Fundraising & Donations received	1,614	-	1,614	11,209
Total	**54,114**	**109,908**	**164,022**	**291,403**

4. Income from charitable activities

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Main Carers Centre Funding	414,300	-	414, 300	444,000
Survey Support	3,306	-	3,306	-
	417,706	**-**	**417,706**	**444,000**

5. Other trading activities

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Retail and on-line trading	-	-	-	46,985
Room hire income	-	-	-	120
	-	-	-	**47,105**

Notes to the financial statements

For the year ended 31 March 2023 (continued)

6. Investment income

	2023	2022
	£	£
Bank interest receivable	755	17

7. Analysis of expenditure on charitable activities

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
Individual Carers Grants	26,529	115,025	141,554	10,898
Staff costs & expenses	338,485	83,102	421,587	384,800
Build running costs	30,451	2,397	32,848	41,303
Resources	3,903	3,255	7,158	-
Support costs	15,621	5,639	21,260	46,984
Governance costs	6,502	3,051	9,553	7,885
Total	**421,491**	**212,469**	**633,960**	**491,870**

8. Net expenditure

Net expenditure is stated after charging/(crediting) the following:

	2023	2022
	£	£
Depreciation of owned tangible fixed assets	-	2,619
Operating lease cost	15,229	17,914

9. Trustees' emoluments

None of the trustees received any emoluments in connection with their duties as trustees during the year £0(2022: nil). No trustee received reimbursed out-of-pocket expenses £0 (2022: nil)

10. Related party transactions

No trustees received any carers' grants (2022: nil).
There were no related party transactions in the year.

Notes to the financial statements

For the year ended 31 March 2023 (continued)

11. Staff costs

	2023	2022
	£	£
Wages and salaries	384,964	434,577
Social security costs	24,001	26,684
Pension costs	6,280	7,270
	415,245	**468,531**

No employee earned £60,000 per annum or more in the current or previous year. The key management personnel of the charity comprise the trustees and the CEO only. The total employee remuneration including benefits of the key management personnel of the charity were £51,679 (2022: £47,415).

The average number of employees during the year was:

	2023	2022
	No.	No.
Wages and salaries	13	14
Social security costs	6	6
Pension costs	4	4
	23	**24**

12. Tangible fixed assets

	Computer Equipment	Office Fittings & Equipment	Total
	£	£	£
COST			
At 1 April 2022	20,293	34,875	55,168
At 31 March 2023	20,293	34,875	55,168
DEPRECIATION			
At 1 April 2022	20,292	34,874	55,166
At 31 March 2023	20,292	34,874	55,166
NET BOOK VALUE			
At 31 March 2023	**1**	**1**	**2**
At 31 March 2022	**1**	**1**	**2**

Notes to the financial statements

For the year ended 31 March 2023 (continued)

13. Debtors

	2023	2022
	£	£
Trade debtors	25,608	26,618
Prepayments and accrued income	8,988	5,364
	34,596	**31,982**

14. Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	2,408	5,779
Prepayments and accrued income	4,188	4,683
	6,596	**10,462**

15. Analysis of charitable funds

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
Restricted funds					
Carers Support Fund	-	40,000	(30,602)	9,834	19,232
Holiday Activity Fund (HAF)	-	37,280	(37,280)	-	8,530
Trafford Housing Trust	25,006	29,531	(46,007)	-	-
Bounce Back Fund	-	1,200	(979)	-	221
Bike Ride for Young Carers	-	1,197	(1,197)	-	-
Carers Trust (Individual Grants)	312	450	(762)	-	-
7 Stars Foundation	750	-	(750)	-	-
Sale & District Lions	-	250	(250)	-	-
Containment Fund	45,960	-	(45,960)	-	-
Winter Resilience Fund	49,600	-	(21,090)	(10,000)	18,510
Well-being Fund (Individual Grants)	39,102	-	(14,449)	(8,032)	16,621
Well-being Fund (Training)	1,801	-	-	(1,801)	-
Workforce Retention Fund	5,000	-	(1,620)	-	3,380
National Lottery Community Fund	3,915	-	(2,065)	-	1,850
Carers Trust Bereavement Grant	2,273	-	(2,272)	(1)	-
Therapy Fund	-	-	(7,186)	10,000	2,814
Restricted funds	**173,719**	**109,908**	**(212,469)**	**-**	**71,158**

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
Unrestricted Funds					
General	255,336	472,475	(435,026)	-	292,785
Total funds	**429,055**	**582,383**	**(647,494)**	**-**	**363,943**

Restricted funds	
Carers Support Fund	To provide individual grants to carers following a carer assessment or review
Holiday Activity Fund (HAF)	Activity and food provision for young carers during school holidays
Trafford Housing Trust	To provide enhanced carer engagement & support through team management and activities
Bounce Back Fund	To provide individual grants to carers of someone with dementia to improve health outcomes
Bike Ride for Young Carers	To support delivery of a young carer residential trip
Carers Trust (Individual Grants)	To provide individual grants to carers
7 Stars Foundation	To provide individual grants to young carers
Sale & District Lions	To support delivery of an art workshop for young carers
Containment Fund	To support delivery of digital and diversity inclusion and increase team capacity to manage referrals
Winter Resilience Fund	Enhance carer support through translation, service delivery, communications, activities and grants
Well-being Fund (Individual Grants)	To provide individual grants to carers to improve health outcomes
Well-being Fund (Training)	To support Carers Nurse to access cognitive behavioural therapy training to enhance carer support
Workforce Retention Fund	To support staff wellbeing and retention
National Lottery Community Fund	To deliver a citizen reporter project and enhance carer awareness
Carers Trust Bereavement Grant	To support two cohorts of carers to access an 8 week bereavement support project
Therapy Fund	To provide individual grants for carers to access therapies and pampering treatments

16. Analysis of net assets between funds

	Restricted funds	General unrestricted funds	Designated unrestricted funds	2023 Total
	£	£	£	£
Tangible fixed assets	-	2	-	2
Net current assets	71,158	292,783	-	363,941
	71,158	**292,785**	**-**	**363,943**

17. Analysis of net assets between funds

	Restricted funds	General unrestricted funds	Designated unrestricted funds	2022 Total
	£	£	£	£
Tangible fixed assets	-	2	-	2
Net current assets	173,719	255,334	-	429,053
	173,719	**255,336**	**-**	**429,055**

Notes to the financial statements

For the year ended 31 March 2023 (continued)

18. Financial commitments

At 31 March 2023 the company had commitments under non-cancellable operating leases as follows:

	Land and buildings		Other	
	2023	2022	2023	2022
	£	£	£	£
- One year	12,000	12,000	1,625	1,625
- 2 - 5 years	36,000	36,000	-	-
	48,000	**48,000**	**1,625**	**1,625**

19. Pension commitments

The Company operates a defined contribution pension scheme.The assets of the scheme are held separately from those of the company in an independently administered fund. Contributions totaling £6,280 (2022: £7,270) were paid in the year.

20. Status of the company

The Company is limited by guarantee and does not have a share capital. In the event of the winding up or dissolution of the company, the members are liable to contribute an amount not exceeding £10 towards the debts and liabilities of the company.

Notes to the financial statements

For the year ended 31 March 2023 (continued)

21. Prior year comparative SOFA

		Unrestricted	Restricted	Total Funds
		2022	2022	2022
	Notes	£	£	£
Income				
Donations and gifts	3	11,209	280,194	291,403
Income from charitable activities	4	70,000	374,000	444,000
Other trading activities	5	47,105	-	47,105
Investment income	6	17	-	17
Total Income		**432,331**	**350,194**	**782,525**
Expenditure				
Costs of raising funds		18,151	157,460	175,611
Expenditure on charitable activities	7	460, 972	30,898	491,870
Total Expenditure		**479,123**	**188,358**	**667,481**
Net Expenditure		(46,792)	161,836	115,044
Tranfers between funds		-	-	-
Net movement in funds		**(46,792)**	**161,836**	**115,044**
Total funds brought forward		302,128	11,883	314,011
Total funds carried forward	15	**255,336**	**173,719**	**429,055**

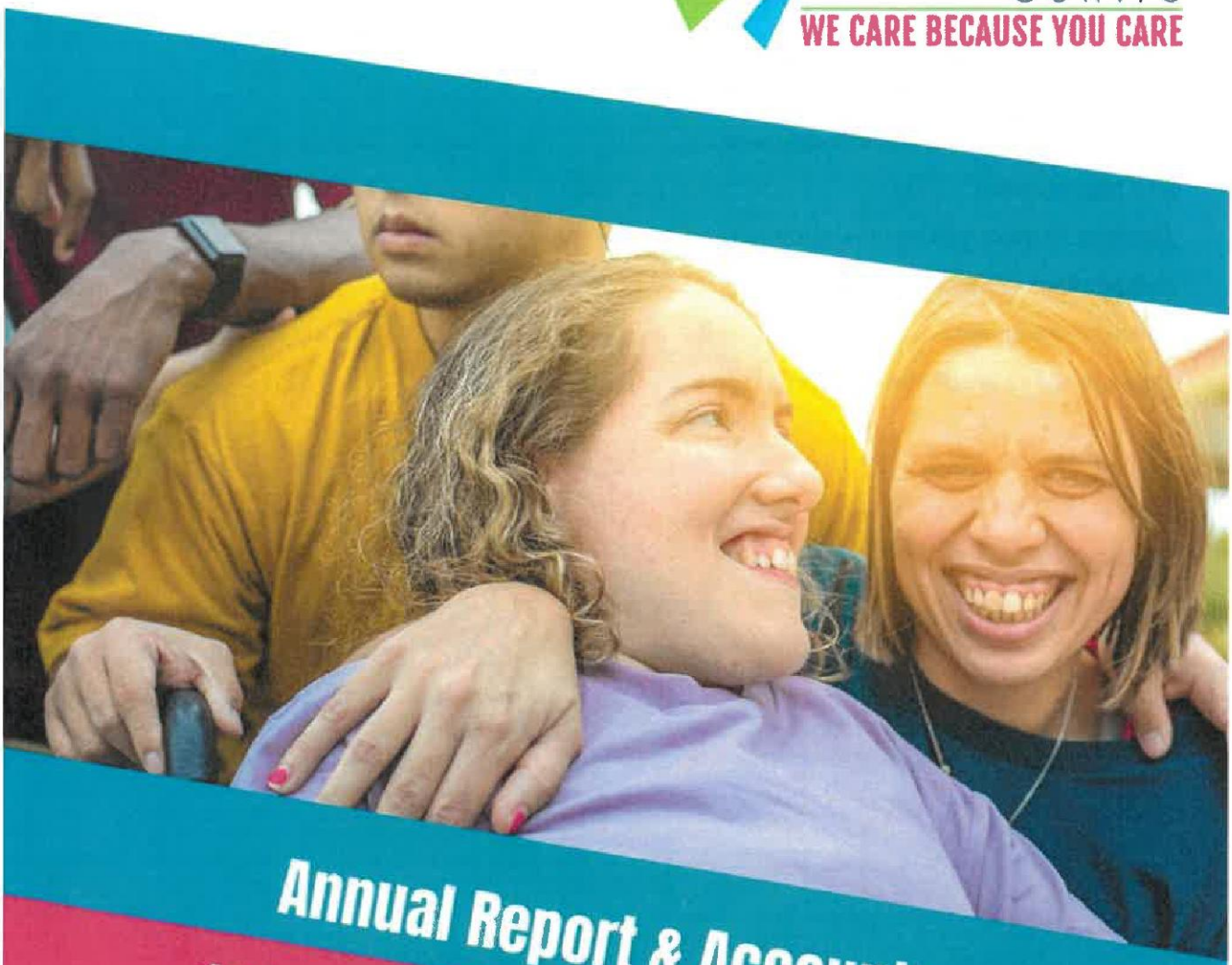
TRAFFORD CARERS CENTRE

England & Wales - Charity number 1102075

Accounts

TRAFFORD Carers Centre

WE CARE BECAUSE YOU CARE



Annual Report & Accounts

1st April 2021 - 31st March 2022

Charitable Company Limited By Guarantee

Company Number 04695523, Registered Charity 1102075

Trafford Carers Centre Annual Report & Accounts

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Legal and Administrative Information

Trafford Carers Centre is a company limited by guarantee, number 04695523, and a registered charity, number 1102075.

The principal office address and registered office is 9 Springfield Road, Sale, M33 7XS.

GOVERNING DOCUMENT	Memorandum and Articles of Association
THE COMMITTEE AND TRUSTEES:	
Chair	Kerry Blackhurst (Acting) Malcolm Cunningham – Resigned 13th September 2022
Other Trustees	Deanna Spencer – Resigned 7th June 2022 Derick J Barrett Rachel Cossey Catrina Walker-Jones
Co-opted Members	Akilah Akinola Lindsey Mallory
COMPANY SECRETARY	Susan Sandiford
SENIOR MANAGEMENT TEAM	Michelle Grogan - Chief Executive Officer Simon Locke – Deputy Chief Executive Officer Jules Kennedy – Carer Engagement & Support Manager
INDEPENDENT EXAMINER	WR Partners Drake House, Gadbrook Way, Gadbrook Park, Northwich, Cheshire CW9 7RA
BANKERS	The Royal Bank of Scotland Plc Redheughs Avenue Edinburgh EH12 9JN

Objectives and highlights

Our objective is to promote any charitable purposes for the benefit of carers, former carers and those working with and for carers in or around the Metropolitan Borough of Trafford and, in particular, the advancement of education and furtherance of health and the relief of poverty, distress and sickness.

Three in five of us will be a carer at some point in our lives

In Trafford alone there are over 23,527 carers (based on the 2011 census). We expect to see that number rise through the 2021 census data which will be published in Spring 2023.

Anyone could be a carer – from young people helping with siblings or supporting parents; parents of children with additional needs; couples experiencing the effects of a chronic illness; through to those caring for parents in old age. Caring can be very rewarding and fulfilling, but it can also affect nearly every aspect of someone's life. It can be hard to keep up with work or school commitments. It can get lonely, as free time for socialising reduces and it gets harder to leave the house. There can be pressures on budgets and difficulties navigating the welfare system.

Trafford Carers Centre believes all carers have the right to be recognised, valued and able to do things they enjoy.

Over the course of the last financial year, we have seen the number of carers on our database increase by 7% to 5516 and while recovery from the pandemic has seen its challenges we have also been able to develop our service to be place-based, digitally inclusive and accessible to all diverse communities.

The Senior Management Team worked closely with Trafford Council, NHS Greater Manchester Integrated Care – Trafford (formerly Trafford Clinical Commissioning Group) and Trafford Community Collective and carers to co-produce a service specification for the procurement of carers services from April 2022.

Trafford Carers Centre has been delivering carer support services since 1996 and in January 2022 we entered the re-tendering process and successfully retained our contract to continue delivering services until 2025 with the option to extend to 2027.

We are proud to be part of the Trafford Community Collective and working alongside VCSFE organisations to strengthen partnership working, including a very successful bereavement support project with Counselling and Family Centre. Strengthened partnerships has improved referral pathways and we have seen a 32% rise in referrals.

Following an accommodation appraisal and the implementation hybrid and place-based working we made the decision to relocate to a smaller property on Springfield Road. The accommodation provides on-site parking, space to deliver 1-2-1 and small group carer support and reduces overhead costs.

Longer term objectives

The ongoing coronavirus pandemic led to a dynamic change to service delivery to meet accessibility needs for all carers. While this was challenging it provided opportunity to review long-term operations to enable a hybrid model of place based face-to-face support across the borough and a digital offer to increase reach. This objective works in-line with our overarching aim to provide information, advice and support to unpaid carers in Trafford. Our ambition is to support 25% of carers in Trafford, and

over the last 12 months, despite the challenges we faced we have moved closer to our goal, now supporting over 23% of carers in Trafford.

Measuring success

The operational team collect data about their interactions with carers to get a record of the number and nature of those interactions. The trustees receive regular reports which summarise the activity and quarterly reports are also returned to contract funders.

Charitylog will be implemented in October 2022 to manage data recording and enhance reporting.

Staffing

A sustainability review of our remaining commercial project at Stretford Mall demonstrated that the project was no longer viable and increasing pressure on the core delivery team. The shop was closed in February 2022. Staff were supported through a redundancy process and new roles were secured. Volunteers were supported to access opportunities with another charity retail outlet.

Funding received through covid-related grants allowed us to recruit a Digital Inclusion Officer and Diverse Community Officer to reduce inequalities in digital inclusion and diverse communities. These positions have enabled us to extend our programme of support to carers in Trafford.

Recruitment has been very challenging over the last 12 months and at the year-end we had two positions which remain unfilled. To manage capacity within the team and ensure continuity of service we have reviewed our health & wellbeing model of staffing and restructured the team which will be managed by the THT funded Carer Engagement & Support Manager from April 2022.

Grant making policy

Trafford Carers Centre administers the Carer Support Fund and Crisis Fund as part of the contract with Trafford Council and NHS Greater Manchester Integrated Care – Trafford. Following a Carers Assessment or Review carers can apply to support their health and wellbeing needs and this may be up to £300. Carers are encouraged to use this fund and an appeals process is in place if they disagree with a decision.

Fundraising performance

We have continued to maximise our fundraising through covid related funding which will continue to support services into the new financial year. Recruitment challenges and a restructure in health & wellbeing led to continuing conversations with Trafford Housing Trust to alter the funds to allow capacity to recruit a managerial role and funds have been carried forward to meet this need.

Trafford Carers Centre is very pleased to announce that The Oglesby Trust have pledged a fixed amount of unrestricted funds to support overhead costs for a period of 3 years from June 2022. Through their support we were able to submit a stronger bid for the retendering process.

Volunteering

We remain incredibly grateful from the support of our volunteers who help us to deliver our services to carers. From governance, management support and advice from our Board of Trustees to providing a listening ear and companionship to carers through our befriending project. We also welcomed a team of volunteers to join us citizen reporters and our Wellbeing Wednesday session is now being led by a former carer.

Over the course of the year we have been supported by 46 volunteers who delivered an estimated social value of £71,928



"Becoming a befriender has given me a sense of purpose in supporting my local community who really is in need of a listening ear. I had no appreciation as to how restrictive one's life became when one was a carer for a loved one. It is incessant, 24/7, stressful, exhausting, no time for yourself. That has really resonated with me and made me want to continue to chat weekly with the carer.

I volunteered during lockdown as I had more free time and I felt I wanted to do something to support my local community. I'm so pleased that the befriender system had just started when I put my name forward. It is an invaluable service."

Financial review

Funding sources

Following a successful retendering process our main source of funding continues to come from Trafford Borough Council and NHS Greater Manchester Integrated Care – Trafford (formerly Trafford Clinical Commissioning Group). This covers the statutory duty delegated to Trafford Carers Centre and provides funding towards other services to support carer health and wellbeing.

Investments

The trustees have power to invest surplus funds in investments, securities and property as they think fit. The current policy is to follow a prudent "no risk" policy of investment – cash can be invested only through a recognised clearing bank, provided that such accounts have a competitive rate of interest.

Reserves

The reserves policy is to hold three months running costs. Based on forecast expenditure (revised in lieu of the coronavirus pandemic) for 2021/22, this should equate to £170,000. As at 31 March 2022, there is £255,336 (2021 £302,128) unrestricted, undesignated reserves. The additional amount will be utilised to support the stability and future development of the organisation in these uncertain times.

ACHIEVEMENTS AND PERFORMANCE

over **£725,000** in unclaimed benefits accessed

155 carers benefitted from **counselling**

23 carers accessed befriending support

52,368 text **messages** sent about young carer **activities**

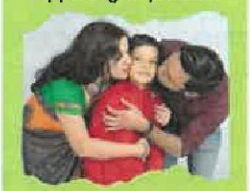
918 new carers **registered**

'I've cared for my mum for years and now care for my daughter. I was a young carer, now an adult carer. I've had great support from TCC over the years. The bereavement group has really helped – got loads of support and made new friends that I will keep a connection with.

It has really built my confidence and I'm looking to join other groups outside TCC. My caseworker has given me lots of ideas.'



'Very supportive. Any questions asked were always followed up – very knowledgeable. Thank you for checking in and supporting us parents.'



"I want to thank you so much for the lovely surprise I had on Friday when a lady brought me a 'Mary Poppins' bag of 'goodies'! I care for my husband (91) & my son who has mental health issues) who lives with us now so I am mad busy, but I sat down when I got the bag, with a cup of (your) tea & opened it up.

What a cleverly made assortment! I normally do keep fit; so the exercises were ideal & recipes and crosswords.....later I enjoyed a hot bath with salts & read the info - all very useful. Thank you again for 'making my day' "



153 carers accessed a physical & mental wellbeing **health check**

11 carers accessed support following **suicidal ideation**

1129 carers were **referred** into the service

5791 hours of **volunteering**

913 carers accessed a statutory carers **assessment / review**

"We're very excited about the deaf signing lessons you've sourced and funded through the Carers Support Fund, thank you!

It's going to be so great even with just a few signs.

This morning [anon] woke me up and my hearing aids were not to hand. It took her ages to get across to me what she was trying to say.

What a difference the signing lessons will make"



"No one has ever asked me if I'm ok before"



'The service has helped as it is very easy to ignore my needs as a carer. I cannot say enough about Trafford Carers. They have been very supportive to me for the past 6 years.

The carer support fund helped me to take a break from my caring role through Reiki sessions and Ancestry. It helped me to switch off from worrying about my mother.

Without the support of TCC, I would definitely feel more isolated and would be struggling to find support and advice on aspects of my caring role.'



160 group sessions delivered **online**

16 carers joined our pilot **bereavement support** project

58 in-person young carer **sessions** delivered

76 carers referred to their GP to reduce and prevent serious physical health issues

561 carers were supported to **maximise income**

"I could not be more thankful for the award I received, my mental well-being has been greatly improved by being able to have this opportunity. The services you provide in general to Carers in the community is invaluable and I cannot thank each and every one of you enough.
I also wished to thank you for kindly writing a supporting letter for me regarding the extra bedroom allowance on Universal Credit. My appeal was successful and I have been awarded the additional bedroom rate for my disabled child. The officer from Welfare Rights in Trafford informed me that the supportive letter you wrote for me was excellent and the main reason my appeal was successful".



Future plans

The pandemic while presenting many challenges it also provided many opportunities with increased partnership working and strengthened referral pathways to ensure carers can access the service to receive the right support at the right time.

Over the next 12 months we will continue to develop our place-based model of delivery ensuring that Trafford Carers Centre is visible and accessible in all neighbourhoods of Trafford. We will also be involved in the strategic design and delivery of the Trafford Neighbourhood model.

The Carer Engagement & Support Manager will be redeveloping a programme of health & wellbeing support for carers, including health checks, income maximisation, digital inclusion and diverse community support.

Our new website launched in August 2022 with improved site navigation and accessibility functions including translation support.

Working together with the Carers Partnership Board we will support the refresh of the Carers, Family & Friends Strategy which will launch in November 2022.

Volunteer support, partnership working and carer involvement will continue to remain at the heart of service development. The business planning process will incorporate these principles to help us to continue to meet our three core objectives: delivering value for money, investing in our staff and doing more for carers.

Structure, governance and management

Organisational structure

Trafford Carers Centre is a company limited by guarantee and a registered charity. We are governed by our memorandum and articles of association. The governing documents instruct the trustees to act in a way to promote the objects of the charity.

Decision making

The board of trustees delegate the day-to-day operational running of Trafford Carers Centre to the chief executive officer, supported by their senior management team.

Trustee recruitment

Trustee vacancies are advertised publicly and applicants are invited to contact the chair of trustees for an informal conversation before applying. Once an application is submitted, following a meeting with the chair and approval from the board they will be invited to attend a meeting. Their appointment as either a trustee or co-opted member will be voted on at the next trustee meeting.

Those appointed as a trustee will have to stand down at the AGM and be formally appointed by members.

Trustee induction and training

Once appointed, trustees will be issued with a welcome pack including their responsibilities as a company director and a role description. They will get a tour of the organisation; an overview of services delivered and meet the staff team. They will be allocated a 'buddy' trustee who will oversee their induction. The chief executive officer will make arrangements to support any identified training needs and will be available to discuss the role as required.

Remuneration

The board of trustees are the directors of the charity and, along with the chief executive officer, are responsible for directing, controlling, running and operating the charity on a daily basis. All directors give their time freely, any expenses related to the duties carried out by directors and related party transactions are listed in the notes to the accounts. In this reporting period, no director received remuneration, there were no director expenses or related party transactions. Staff pay is set and reviewed in line with the National Joint Council for Local Government Services.

Carers Trust membership

As a Network Partner of Carers Trust, we have access to their branding, resources and advice, publications and we are able to apply for grant funding. This does not impact on the operational policies adopted by Trafford Carers Centre.

Risk Management

The Trustees are responsible for ensuring effective risk management and ensuring that appropriate measures are in place to manage risks. On an ongoing basis risks are reported to every main board meeting (twelve per year) to keep them abreast and up to date with the main current issues and the actions being taken to mitigate these risks.

Risk	Consequence	Actions taken
Recovery from covid-19 adding pressure on service delivery and staff	Increased numbers of carers needing support, emotional wellbeing of staff effected	Hybrid model of working adapted to provide flexibility of home working & place-based working Mental wellbeing sessions & access to online resource New laptops provided in 2021 Improvements to desktop computers made in July 2022 Mobile phones
Cost of Living increase / uncertainty of political & world circumstances effecting cost of living and financial	Raised transport costs Industrial actions impacting on travel, food, fuel	Hybrid working model for staff to reduce travel Resources provided to improve mobility of service delivery
Cost of Living increase - carers		Accessible services through place based offer Scheduled activity and event plan to reduce isolation Regular carer forum/consultations to monitor impact
Lack of strategic direction	Underperforming Charity lacking direction, risk of failure of contract delivery	Regular reporting to Chairman and Board of Trustees Regular reporting to commissioners and funders Strategies developed for key areas of focus Carer engagement & support manager delivering a 2 year programme and delivery of 'forum' activity through existing internal and external groups.
Ensure a high calibre of Trustees and ensure quality and consistent performance	Effective board to govern the organisation, steer strategic direction and protect assets	Development plan for Trustee support, including shadowing in key business areas, development and sign off of strategic plan and formation of

		task and finish roles to support the improvement of the organisation as a whole.
Poor attraction and retention of staff	Inability to deliver service	Salary review took place in April 2021 to match market value All staff provided with access to online suite of training courses Hybrid working model in place offering flexibility to work from home, office and community based Work retention bonus awarded in January and February 2022 Provision of individual counselling and group supervision to reduce impact on mental health. Co-production of learning & development opportunities Creating apprenticeships and internships to develop skills and create promotion/retention opportunities
Reduction in Council & Community resource	Effect of retention & recruitment effecting wider partners and delivery of carer support	Community Support & Engagement Manager recruited to strengthen partnerships and longevity of carer groups Community Collective membership to enhance carer support across the borough Carer Partnership Board to drive implementation of the Carer, Family & Friends Strategy supporting the wider delivery of carer support

Trustees' responsibilities in relation to the financial statements

The charity Trustees (who are also directors for the purposes of company law) are responsible for preparing a Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period. In preparing the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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 charity will continue in business.

The Trustees are responsible for providing oversight of proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and the group and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

By order of the board of Trustees

Signature



Kerry Blackhurst (Chair) **Date: 7th October 2022**

Independent Examiners Report

Independent examiner's report to the trustees of Trafford Carers Centre ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

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 the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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 that in any material respect:

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.

Signed: 7.10.22.

Name: **Fran Johnson BSc BFP FCA**

Address: WR Partners, Drake House, Gadbrook Way, Gadbrook Park, Northwich, Cheshire, CW9 7RA

Financial statements

Statement of Financial Activities (including an Income and Expenditure account)
For the year ended 31 March 2022

				Total	Total
		Unrestricted	Restricted	Funds	Funds
		2022	2022	2022	2021
	Notes	£	£	£	£
Income					
Donations and gifts	3	11,209	280,194	291,403	101.621
Income from charitable activities	4	70,000	374,000	444,000	393,541
Other trading activities	5	47,105	-	47,105	139,120
Investment income	6	17	-	17	73
Total income		432,331	350,194	782,525	634,355
Expenditure					
Costs of raising funds		18,151	157,460	175,611	76,531
Expenditure on charitable activities	7	460,972	30,898	491,870	531,133
Total expenditure		**479,123**	**188,358**	**667,481**	**607,664**
Net expenditure		(46,792)	161,836	115,044	26,691
Transfers between funds					-
Net movement in funds		**(46,792)**	**161,836**	**115,044**	**26,691**
Total funds brought forward		302,128	11,883	314,011	287,320
Total funds carried forward	15	**255,336**	**173,719**	**429,055**	**314,011**

The Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The notes on pages 16 to 26 form an integral part of these accounts.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006

Balance sheet
Company registration number: 04695523

Balance Sheet
As at 31 March 2022

	Notes	2022	2021
		£	£
Fixed Assets			
Tangible Assets	12	2	2,621
Current Assets			
Debtors	13	31,982	33,346
Cash at bank and in hand		407,533	299,075
		439,515	332,421
Creditors, amounts falling due within one year	14	(10,462)	(21,031)
Net Current Assets		429,053	311,390
Net Assets		429,055	314,011
Financed by			
Accumulated Funds			
Unrestricted funds - General	15	255,336	302,128
Net Unrestricted Funds		255,336	302,128
Restricted Funds	15	173,719	11,883
		429,055	314,011

The company was entitled to exemption from audit under S477 of the Companies Act 2006 relating to small companies.

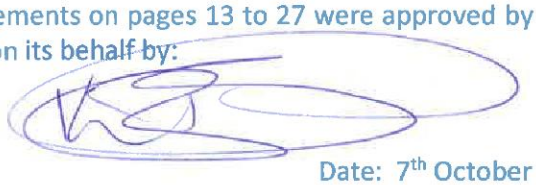
The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with Section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the charity at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the 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 charity.

These accounts have been prepared in accordance with the provisions applicable to small companies' subject to the small companies' regime and in accordance with FRS102 SORP.

The financial statements on pages 13 to 27 were approved by the board of trustees on 7th October 2022 and signed on its behalf by:

Kerry Blackhurst



Chair of Trustees Date: 7th October 2022

Statement of Cash Flows
For the year ended 31 March 2022

	2022 £	2021 £
Cash flows from operating activities:		
Net income	115,044	28,636
Adjusted for:		
Depreciation	2,619	6,343
Investment income	(17)	(73)
(Increase) in trade and other receivables	1,364	(16,415)
(Decrease)/Increase in trade and other payables	(10,569)	(5,911}
Cash generated from operations:	**108,441**	**12,580**
Cash flows from investing activities		
Purchase of property, plant & equipment		
Interest received	17	73
Net increase (decrease) in cash & cash equivalents	**108,458**	**12,653**
Opening cash & cash equivalents	299,075	286,422
Closing cash & cash equivalents	407,533	299,075
Movement in cash	**108,458**	**12,653**

Notes to the financial statements

for the year ended 31 March 2022

1. Principal accounting policies

The principal accounting policies are summarised below:

a) Basis of preparation

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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)"

Trafford Carers Centre meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. Accounting records and reports are maintained and presented rounded to the nearest GB pound.

General Information

Trafford Carers Centre is a private company limited by guarantee and is non-profit making. Trafford Carers Centre is incorporated in England and Wales. The principal place of business and registered office is 9 Springfield Road, Sale, M33 7XS

Principal Activity

The principal activity is to promote any charitable purposes for the benefit of carers, former carers and those working with and for carers in and around the Metropolitan Borough of Trafford and, in particular, the advancement of education and furtherance of health and the relief of poverty, distress and sickness.

b) Fund accounting

a. Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

b. Designated funds are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

c. Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

c) Preparation of the accounts on a going concern basis

The financial statements have been prepared under the going concern basis. The trustees have carried out a review of the charity's cash flow and resources and are confident that the charity is able to meet its liabilities as they fall due for a period of at least one year from the date of approval of the financial statements.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

e) Expenditure

All expenditure other than that capitalised has been reflected in the Statement of Financial Activities on an accrual's basis.

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise fundraising expenses and the costs of operating wholly owned charity shops.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes those costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Joint venture costs comprised the 50% share of the operating costs incurred by the charity in operating the Sale charity shop joint venture with Manchester Carers Centre up to the dissolution of the partnership on 25 August 2016.

f) Allocation of support and governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal and professional fees together and are included within charitable expenditure.

g) Valuation and depreciation of fixed assets

Fixed assets are included in the financial statements at net book value. From 1 April 2016 fixed assets are capitalised when purchased by the charity over £250. Smaller assets and equipment are expensed in the Statement of Financial Activities in the year of acquisition. Grant funded expenditure is expensed in line with receipt of the relevant grants.

Depreciation is provided to write off the cost less the estimated residual value of tangible fixed assets over their estimated useful lives on a straight-line basis at the following annual rates:

Computer Equipment	25% straight line
Office Fittings & Equipment	25% straight line
Shop Fittings & Equipment	25% straight line

h) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

i) 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.

j) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

k) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

l) Taxation

The company is a registered charity whose charitable activities are fully exempt from United Kingdom corporation tax and capital gains tax.

m) Operating leases

Rentals payable under operating leases are charged on a straight-line basis over the term of the lease.

n) Pensions

The charity operates a defined contribution pension scheme. The pension costs charged in the financial statements represent the contributions payable by the company during the year ended 31 March 2022.

o) Donated goods and services

- Donated items to retail outlets do not have any financial value attributed.

- Financial donations are accepted in line with our gift and donation acceptance policies, and recorded when received.

- Gifts in kind, including retail premises, are not included in the financial statements, but where appropriate are mentioned in the Annual Report

2. Critical accounting judgements and key sources of estimation uncertainty

In applying the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions in determining the carrying amounts of assets and liabilities. The trustees' judgements, estimates and assumptions are based on the best and most reliable evidence available at the time when the decisions are made, and are based on historical experience and other factors that are considered to be applicable. Due to the inherent subjectivity involved in making such judgements, estimates and assumptions, the actual results and outcomes may differ.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods, if the revision affects both current and future periods.

Notes to the Financial Statements
for the year ended 31 March 2022 (continued)

Critical accounting judgements

The critical accounting judgements that the trustees have made in the process of applying the charity's accounting policies that have the most significant effect on the amounts recognised in the statutory financial statements are discussed below.

- Assessing indicators of impairment

In assessing whether there have been any indicators of impairment in relation to assets, the trustees have considered both external and internal sources of information such as market conditions and experience of recoverability.

Key sources of estimation uncertainty

The key assumptions concerning the future, and other key sources of estimation uncertainty, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

- Recoverability of receivables

The charity establishes a provision for receivables that are estimated not to be recoverable. When assessing recoverability, the trustees consider factors such as the ageing of the receivables, past experience of recoverability, and the credit profile of individual or groups of customers.

- Determining residual values and useful economic lives of property, plant and equipment

The charity depreciates tangible assets over their estimated useful lives. The estimation of the useful lives of assets is based on historic performance as well as expectations about future use and therefore requires estimates and assumptions to be applied by management.

Notes to the Financial Statements
for the year ended 31 March 2022 (continued)

3. Donation and gifts income

This represents income from fundraising events and other donations received.

	Unrestricted	Restricted	2022	2021
	£	£	£	£
Trafford MBC Infection Control	-	90,000	90,000	50,000
Winter Resilience Fund	-	75,887	75,887	-
Wellbeing Fund	-	30,468	30,468	-
Trafford Housing Trust	-	25,506	25,506	-
Newsletter	-	13,800	13,800	13,800
Workforce Capacity / Retention Fund	-	11,680	11,680	17,496
Young Carers/ Street Games	-	11,210	11,210	
National Lottery Community Fund	-	9,700	9,700	13,972
Bereavement Grant	-	6,093	6,093	-
Other	-	5,850	5,850	-
Fundraising & Donations received	11,209	-	11,209	6,353
Total Donations & Gifts	**11,209**	**280,194**	**291,403**	**101,621**

Trafford Carers receives a gift in kind of £44,500 rateable rent on the Stretford shop for which service charges only are paid.

4. Income from charitable activities

	Unrestricted	Restricted	2022	2021
	£	£	£	£
Main Carers Centre Funding	**374,000**	**70,000**	**444,000**	**390,001**
Student placements				**1,890**
Covid Grants				**1,650**
	374,000	**70,000**	**444,000**	**393,541**

5. Other trading activities

	Unrestricted	Restricted	2022	2021
	£	£	£	£
Retail and on-line trading	46,985	-	46,985	38,566
Trafford MBC Retail Support	-	-	-	35,000
Covid Support	-	-	-	1,088
Room hire income	120	-	120	
Other Grant Income	-	-	-	43,590
Furlough Funding	-	-	-	14,376
Young Carers Transport	-	-	-	6,500
Total Other trading activities	**47,105**	**-**	**47,105**	**139,120**

Notes to the Financial Statements
for the year ended 31 March 2022 (continued)

6. Investment income

	2022	2021
	£	£
Bank interest receivable	17	73

7. Analysis of expenditure on charitable activities

	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Carers Grants	-	10,898	10,898	30,169
Staff costs	364,800	20,000	384,800	331,769
Building running costs	41,303	-	41,303	105,920
Newsletter	-	-	-	15,925
Support costs	46,984	-	46,984	34,757
Governance costs	7,885	-	7,585	12,953
Total	**460,972**	**30,898**	**491,870**	**531,133**

8. Net expenditure

Net expenditure is stated after charging/(crediting) the following:

	2022	2021
	£	£
Depreciation of owned tangible fixed assets	2,619	6,343
Operating lease costs	17,914	45,024

9. Trustees' emoluments

None of the trustees received any emoluments in connection with their duties as trustees during the year £0(2021: nil). No trustee received reimbursed out-of-pocket expenses £0 (2021: nil).

10. Related party transactions

No trustees received any carers' grants (2021: nil).
There were no related party transactions in the year.

Notes to the Financial Statements for the year ended 31 March 2022 (continued)

11. Staff costs

	2022	2021
	£	£
Wages and salaries	434,577	347,404
Social security costs	26,684	23,509
Pension costs	7,270	6,139
	468,531	**377,052**

No employee earned £60,000 per annum or more in the current or previous year. The key management personnel of the charity comprise the trustees and the CEO only. The total employee remuneration including benefits of the key management personnel of the charity were £47,415 (2021: £44,847).

The average number of employees during the year was:

	2022 No.	2021 No.
Supporting carers	14	13
Trading activities	6	6
Administration	4	4
	24	23

Notes to the Financial Statements for the year ended 31 March 2022 (continued)

12. Tangible fixed assets

	Computer Equipment £	Office Fittings & Equipment £	Shop Fittings & Equipment £	Total £
COST				
At 1 April 2021	20,293	34,875	14,323	69,491
Additions	-	-	-	-
Disposals			(14,323)	(14,323)
At 31 March 2021	20,293	34,875	-	55,168
DEPRECIATION				
At 1 April 2021	17,673	34,874	14,323	66,870
Charge for the year	2,619	-	-	2,619
Disposals	-	-	(14,323)	(14,323)
At 31 March 2021	20,292	34,874	-	55,166
NET BOOK VALUE				
At 31 March 2022	1	1	-	2
At 31 March 2021	**2,620**	**1**	**-**	**2,621**

13. Debtors

	2022 £	2021 £
Trade debtors	26,618	-
Prepayments and accrued income	5,364	33,346
	31,982	**33,346**

Notes to the Financial Statements
for the year ended 31 March 2022 (continued)

14. Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	5,779	13,501
Accruals & deferred income	4,683	7,530
	10,462	**21,031**

15. Analysis of charitable funds

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Restricted funds					
Containment Fund		90,000	(44,040)		45,960
Winter Resilience Fund		75,887	(26,287)		49,600
Carers Support Fund		70,000	(30,898)		39,102
Wellbeing Fund		30,468	(28,667)		1,801
Trafford Housing Trust		25,506	(500)	-	25,006
Newsletter	928	13,800	(14,728)		
Workforce Retention Fund		11,680	(6,680)		5,000
Street Games	2,000	11,210	(13,210)		
National Lottery Community Fund		9,700	(5,785)	-	3,915
Infection Prevention	8,955		(8,955)	-	
Carers Trust Bereavement Grant		6,093	(3,820)		2,273
Carers Trust Individual Grants		2,100	(1,788)		312
Trafford Community Collective		2,000	(2,000)		
Cash for Kids		1,000	(1,000)		
7 Stars Foundation		750			750
Restricted Funds	11,883	350,194	(188,358)	-	173,719

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
Unrestricted funds					
General	302,128	432,331	(479,123)		255,336
Restricted Funds	11,883	350,194	(188,358)	-	173,719
Total	**314,011**	**782,525**	**(667,481)**	-	**429,055**

Notes to the Financial Statements
for the year ended 31 March 2022 (continued)

Restricted funds

Containment Fund – funding received to create temporary roles to support delivery of digital inclusion, diverse community inclusion and increase capacity to manage referrals as a result of the pandemic.
Winter Resilience Fund – to enhance carer support through volunteer co-ordination, individual grants, events/activities and service accessibility via translation and marketing.
Carers Support Fund - this funding relates to individual grants to carers to prevent carer breakdown.
Trafford Housing Trust – funding received to enhance carer support and engagement
Newsletter – quarterly newsletter available to all Carers.
Workforce Retention Fund – to provide retention bonus scheme to maintain and reward staff through the pandemic, group supervision sessions and access to 1-2-1 counselling.
Street Games – to fund a series of young carer activities.
National Lottery Community fund – funds received to run a citizen reporter project.
Infection prevention – carried forward funds to support costs related to preventing infection.
Carers Trust Bereavement Grant – Funds to run a 16 week bereavement support programme for carers.
Carers Trust Individual Grants – this funding relates to individual grants to carers.
Wellbeing Fund – Funding received to support personalised grants to improve health outcomes and provide a training budget.
Trafford Community Collective – Funds to cover salary and ongoing costs.
Cash for Kids – to fund a series of young carer activities.
7 Stars Foundation – to provide individual grants to young carers.

16. Analysis of net assets between funds

	Restricted funds £	General unrestricted funds £	Designated unrestricted funds £	2022 Total £
Tangible fixed assets	-	2	-	2
Net current assets	173,719	255,334	-	429,053
	173,719	**255,336**	**-**	**429,055**

17. Analysis of net assets between funds

	Restricted funds £	General unrestricted funds £	Designated unrestricted funds £	2021 Total £
Tangible fixed assets	-	2,621	-	2,621
Net current assets	11,883	299,507	-	311,390
	11,883	**302,128**	**-**	**314,011**

Notes to the Financial Statements
for the year ended 31 March 2020 (continued)

18. Financial commitments

At 31 March 2022 the company had commitments under non-cancellable operating leases as follows:

	Land and buildings		Other	
	2022	2021	2022	2021
	£	£	£	£
- One Year	12,000	15,810	1,625	1,619
- 2 – 5 Years	48,000	-	-	761
	60,000	15,810	1,625	2,380

19. Pension commitments

The Company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. Contributions totaling £7,270 (2021: £6,139) were paid in the year.

20. Status of the company

The Company is limited by guarantee and does not have a share capital. In the event of the winding up or dissolution of the company, the members are liable to contribute an amount not exceeding £10 towards the debts and liabilities of the company.

Notes to the Financial Statements
for the year ended 31 March 2020 (continued)

21. Prior year comparative SOFA

	Unrestricted	Restricted	Total Funds
	2021	2021	2021
	£	£	£
Income			
Donations and gifts	6,353	95,268	101,621
Income from charitable activities	390,001	3,540	393,541
Investment income	73		73
Other trading activities	118,244	20,876	139,120
Total income	514,671	119,684	634,355
Expenditure			
Costs of raising funds	76,531	-	76,531
Expenditure on charitable activities	409,586	121,547	531,133
Total expenditure	486,117	121,547	607,664
Net expenditure	28,554	(1,863)	26,691
Transfers between funds	-	-	-
Net movement in funds	28,554	(1,863)	26,691
Total funds brought forward	273,574	13,746	287,320
Total funds carried forward	302,128	11,883	314,011

TRAFFORD CARERS CENTRE

England & Wales - Charity number 1102075

Accounts

TRAFFORD Carers

PIONEERING SUPPORT, IMPROVING LIVES

CARERS TRUST NETWORK PARTNER



Annual Report & Accounts

1st April 2020 - 31st March 2021

Charitable Company Limited by Guarantee,
Company 04695523, Registered Charity 1102075

Trafford Carers Centre Annual Report & Accounts

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Legal and Administrative Information

Trafford Carers Centre is a company limited by guarantee, number 04695523, and a registered charity, number 1102075.

The principal office address and registered office is First Floor, 19b School Road, Sale, M33 7XX.

GOVERNING DOCUMENT	Memorandum and Articles of Association
THE COMMITTEE AND TRUSTEES:	
Chairman	Malcolm Cunningham
Other Trustees	Kerry Blackhurst from 4th April 2019 Deanna Spencer from 4th April 2018 Ruth Margaret Mannell resigned 1st June 2020 Derick J Barrett from 15th December 2020 Rachel Cossey from 15th December 2020 Catrina Walker-Jones retired from 15th December 2020
COMPANY SECRETARY	Gavin Williams resigned 1st June 2020 Susan Sandiford from 1st June 2020
SENIOR MANAGEMENT TEAM	Michelle Grogan - Chief Executive Officer from 1st April 2020 Andrea Fawcett - Health & Wellbeing Manager Shay Garry – Senior Young Carer Officer Jules Kennedy – Senior Young Carer Officer Simon Locke - Business Development Manager from 8th February 2020
INDEPENDENT EXAMINER	WR Partners Drake House, Gadbrook Way, Gadbrook Park, Northwich, Cheshire CW9 7RA
BANKERS	The Royal Bank of Scotland Plc 464 Wilbraham Road Chorlton-cum-Hardy Manchester M21 1AR

Objectives and activities

Our objective is to promote any charitable purposes for the benefit of carers, former carers and those working with and for carers in or around the Metropolitan Borough of Trafford and, in particular, the advancement of education and furtherance of health and the relief of poverty, distress and sickness.

Three in five of us will be a carer at some point in our lives.

In Trafford alone there are over 24,000 carers (based on the 2011 census). Anyone could be a carer – from young people helping with siblings or supporting parents; parents of children with additional needs; couples experiencing the effects of a chronic illness; through to those caring for parents in old age. Caring can be very rewarding and fulfilling, but it can also affect nearly every aspect of someone's life. It can be hard to keep up with work or school commitments. It can get lonely, as free time for socialising reduces and it gets harder to leave the house. There can be pressures on budgets and difficulties navigating the welfare system.

Trafford Carers Centre believes all carers have the right to be recognised, valued and able to do things they enjoy.

Over the course of the last financial year we have seen the number of carers on our database increase by 14% to 5134 and although the pandemic impacted how services were delivered we continued to work towards our core objective through:

- Carer assessments and reviews completed using the '3 Conversations Model' to uncover the individual needs of carers and develop a support plan. Undertaken either by phone, through risk assessed home visits or via zoom.
- Managing the Carers Support Fund to help with a range of respite activities for carer wellbeing and the Crisis Fund for essential repairs
- Health checks completed over the phone with a qualified nurse to manage health problems associated with their caring role, such as poor sleep; back problems; stress related illnesses and depression
- Emotional support and advocacy from our team who provide a listening ear and help them navigate the often overwhelming health and social care system
- Benefits advice to help carers identify and understand any payments, including covid related grants, they are entitled to; along with support and advice through the claims and appeals process
- Counselling sessions to give carers a safe place to talk about the impact of their caring role
- Regular online groups and activities where carers can meet other people who understand their experiences
- Workshops to support carer resilience
- Emergency card scheme to give carers peace of mind, knowing that the person they care for will be looked after if they can't be there
- Outreach and partnership development with organisations across Trafford to raise awareness of the issues carers face and the support that's available
- Quarterly newsletter with advice and information on services for carers

The trustees confirm that they have had due regard to the Charity Commission's public benefit guidance when exercising powers or duties to which the guidance is relevant.

Longer term objectives

The ongoing coronavirus pandemic led to a dynamic change to service delivery as the organisation adapted the support offer to be predominantly online. While this was challenging it provided opportunity to review long-term operations to enable a hybrid model of place based face-to-face support across the borough and a digital offer to increase reach. This objective works in-line with our overarching aim to provide information, advice and support to unpaid carers in Trafford. Our ambition is to support 25% of carers in Trafford, and over the last 12 months, despite the challenges we faced we have moved closer to our goal, now supporting over 21% of carers in Trafford.

Measuring success

The operational team collect data about their interactions with carers to get a record of the number and nature of those interactions. The trustees receive regular reports which summarise the activity and quarterly reports are also returned to Trafford Borough Council. An investment has been made to transfer to a new data recording system to enhance reporting.

Staffing

At the start of the financial year Michelle Grogan, who has been with Trafford Carers Centre since April 2014 took up her new post as Chief Executive Officer. Michelle immediately developed a strategy to manage and support the staff team to operate services remotely. Denise Jeffers was promoted to Adult Casework Team Manager, to support and guide caseworkers. Simon Locke joined the team as Business Development Manager to support the ongoing sustainability of the organisation. Recruitment for a Deputy Chief Executive Officer will take place between April 2021 – July 2021.

Grant making policy

Trafford Carers Centre administers the Carer Support Fund and Crisis Fund as part of the contract with Trafford Council and Trafford Clinical Commissioning Group. Following a Carers Assessment or Review Carers can apply to support their health and wellbeing needs and this may be up to £300. Carers are encouraged to use this fund and an appeals process is in place if they disagree with a decision.



We are incredibly grateful to the ongoing support of volunteers who make our work possible. We have 47 volunteers who deliver an estimated social value of £153,738.

This includes:

- **Counsellors in training**
- **Carers and former carers who run our activity groups**
- **Admin support**
- **Charity shop assistants**
- **Board of trustees**

Achievements and performance

Statutory services delivered on behalf of Trafford Council:

- 1316 carers received direct support
- Over 350 wellbeing checks to our most vulnerable carers
- 764 adult carer assessments and reviews
- 190 young carer assessments and reviews
- £33,231 allocated to 153 carers through the carer support fund
- £5,526 awarded to 35 carers through the crisis fund

Activity and support groups for adult carers:

- Wellbeing Wednesday led by Nurse Rebecca
- Creative relationships group therapy and support
- Online bingo, yoga, art and meditation groups delivered through Zoom
- Gardening group
- Creative workshops with MancSpirit

Events arranged for adult carers:

- Carers Week afternoon tea
- Christmas Extravaganza

Key outputs from the adult carers service:

- 83 health checks
- 219 emotional support and advocacy interactions
- 353 carers supported to claim benefits worth £946,958 per annum
- 694 counselling sessions
- 711 referrals from partners
- Carer pamper packs provided to 100 carers

Key outputs from the young carers service:

- 530 registered young carers
- 898 places were filled to access online group sessions which included:
  - After school socials
  - Singing
  - School holiday programme
  - Online Christmas Extravaganza
  - Wellbeing & Skills sessions
  - Bingo
- 32 emotional support and advocacy interactions
- Advocacy provided for 91 young carers
- 139 referrals from partners

Achievement against objectives

With over 5,000 carers registered on our database and able to access our services, we are currently reaching in the region of 21% of carers. This is an increase on the previous year of 600 carers and a reflection of the hardwork and dedication of our caseworkers and support staff. The team embraced home-working and adapting to digital means of delivery to continue to provide information, advice and support to carers.

Fundraising performance

Whilst the pandemic caused a review of the fundraising strategy and an expectation of limited funds being available it also presented a number of opportunities through a number of covid related grants. Through these grants the organisation was in a position to improve staff resource, enhance carer support and replace equipment to enable efficiency and to work towards future plans to deliver services from localities of the borough.

Following a commercial review of commercial activity in December 2019 and the impact of the pandemic a strategic decision was made to close the Sale branch of Re:love & Care in February 2021. The downsizing and reduction in staff hours will support increased profit margins.

Covid-19

From the beginning of the financial year the country was under instruction to stay at home help control the spread of Coronavirus. The immediate impact on carers was the reduction of face-to-face support, which increased isolation, anxiety and depression. A plan was implemented to adapt services to be delivered over the phone, online or through risk assessed home visits.

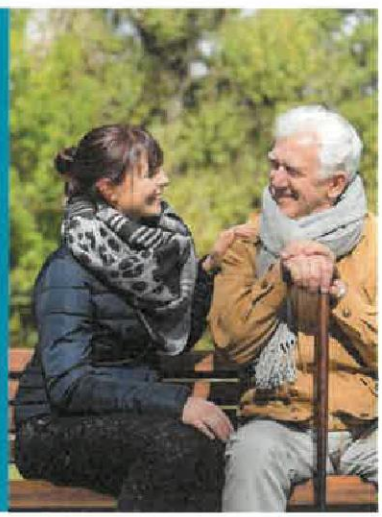
Due to the pandemic the statutory contract was extended for a further 12 months to allow greater opportunity to consult with carers and key stakeholders about the future of carers services. It was also felt that by extending the contract Trafford Council and Trafford CCG will be able to assess the impact of Covid-19 to further shape support. The contract is now due to end at the end of March 2022.

want to thank you so much for the lovely surprise I had on Friday when a lady rought me a 'Mary Poppins' bag of 'goodies'!

care for my husband (91) & my son who has mental health issues who lives with s now so I am mad busy, but I sat down when I got the bag, with a cup of (your) ea & opened it up.

What a cleverly made assortment! I normally do keep fit; so the exercises were deal & recipes and crosswords.....later I enjoyed a hot bath with salts & read the nfo - all very useful.

Thank you again for "making my day"



Financial review

Funding sources

Our main source of funding continues to come from Trafford Borough Council and Trafford Clinical Commissioning Group. This covers the statutory duty delegated to Trafford Carers Centre and provides funding towards other services to support carer health and wellbeing. Statutory services will enter a procurement phase during the next 12 months with a tender being published in November 2021.

Investments

The trustees have power to invest surplus funds in investments, securities and property as they think fit. The current policy is to follow a prudent "no risk" policy of investment – cash can be invested only through a recognised clearing bank, provided that such accounts have a competitive rate of interest.

Reserves

The reserves policy is to hold three months running costs. Based on forecast expenditure (revised in lieu of the coronavirus pandemic) for 2020/21, this should equate to £150,000. As at 31 March 2021, there is £302,128 unrestricted, undesignated reserves. The additional amount will be utilised to support the stability and future development of the organisation in these uncertain times.

Future plans

As the pandemic continues to be a challenge and carers continue to experience increased isolation, financial instability and anxiety we expect a stronger emphasis on supporting carers health and wellbeing while also being digitally inclusive and to strengthen support for diverse communities.

The next 12 months will focus on working towards a place-based model, building partnerships with key organisations to deliver face-to-face services across the localities of the Borough and raising awareness.

The organisation will be relocating to more cost effective premises and encouraging a hybrid model for staff to work from satellite outreach posts, home and hot desking.

Volunteer support, partnership working and carer involvement will remain at the heart of service development. The business planning process will incorporate these principles to help us to continue to meet our three core objectives: delivering value for money, investing in our staff and doing more for carers.

Structure, governance and management

Organisational structure

Trafford Carers Centre is a company limited by guarantee and a registered charity. We are governed by our memorandum and articles of association. The governing documents instruct the trustees to act in a way to promote the objects of the charity.

Decision making

The board of trustees delegate the day-to-day operational running of Trafford Carers Centre to the chief executive officer, supported by their senior management team.

Trustee recruitment

Trustee vacancies are advertised publicly and applicants are invited to contact the chair of trustees for an informal conversation before applying. Once an application is submitted, following a meeting with the chair and approval from the board they will be invited to attend a meeting. Their appointment as either a trustee or co-opted member will be voted on at the next trustee meeting. Those appointed as a trustee will have to stand down at the AGM and be formally appointed by members.

Trustee induction and training

Once appointed, trustees will be issued with a welcome pack including their responsibilities as a company director and a role description. They will get a tour of the organisation; an overview of services delivered and meet the staff team. They will be allocated a 'buddy' trustee who will oversee their induction. The chief executive officer will make arrangements to support any identified training needs and will be available to discuss the role as required.

Remuneration

The board of trustees are the directors of the charity and, along with the chief executive officer, are responsible for directing, controlling, running and operating the charity on a daily basis. All directors give their time freely, any expenses related to the duties carried out by directors and related party transactions are listed in the notes to the accounts. In this reporting period, no director received remuneration, there were no director expenses or related party transactions. Staff pay is set and reviewed in line with the National Joint Council for Local Government Services.

Carers Trust membership

As a Network Partner of Carers Trust, we have access to their branding, resources and advice, publications and we are able to apply for grant funding. This does not impact on the operational policies adopted by Trafford Carers Centre.

Risk Management

The Trustees are responsible for ensuring effective risk management and ensuring that appropriate measures are in place to manage risks. On an ongoing basis risks are reported to every main board meeting (twelve per year) to keep them abreast and up to date with the main current issues and the actions being taken to mitigate these risks.

Risk	Consequence	Actions taken
Covid-19 adding pressure on service delivery and staff	Increased numbers of carers needing support, emotional wellbeing of staff effected	Hybrid model of working adapted to provide flexibility of home working & place based working Mental wellbeing sessions & access to online resource Funding to improve equipment and provide extra resource
Lack of strategic direction	Underperforming Charity lacking direction, risk of failure of contract delivery	Regular reporting to Chairman and Board of Trustees Strategies developed for key areas of focus
Ensure a high calibre of Trustees and ensure quality and consistent performance	Effective board to govern the organisation, steer strategic direction and protect assets	Development plan for Trustee support, including shadowing in key business areas, development and sign off of strategic plan and formation of task and finish roles to support the improvement of the organisation as a whole.
Poor attraction and retention of staff	Inability to deliver service	1. All service delivery staff with 2 years service in receipt of pay increase to match market value 2. All staff provided with access to online suite of training courses. 3. Accommodation strategy in place to relocate.
Retaining the statutory contract funding	Financial impact would lead to closing down the Organisation	1. Procurement strategy in place and monitored 2. Building relationships with key partners 3. Formation of Carers Reference Group 4. Formation of Carers Forums
Bringing commercial enterprise of Relove and Care Charity Shop into profitability.	Cash drain on the Charity	Closure of Sale shop Control of expenditure Business Development strategy.

Trustees' responsibilities in relation to the financial statements

The charity Trustees (who are also directors for the purposes of company law) are responsible for preparing a Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period. In preparing the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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 charity will continue in business.

The Trustees are responsible for providing oversight of proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and the group and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement as to disclosure to our independent examiner:

In so far as the Trustees are aware at the time of approving our Trustees' annual report:

- there is no relevant information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware, and

- the Trustees, having made enquiries of fellow directors and the charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

By order of the board of Trustees

Signature

Malcolm Cunningham (Chair) **Date: 3rd December 2021**

Independent Examiners Report

Independent examiner's report to the trustees of Trafford Carers Centre ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

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 the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, 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.

Signed:

Name: Fran Johnson BSc BFP FCA

Address WR Partners, Drake House, Gadbrook Way, Gadbrook Park, Northwich, Cheshire CW9 7RA

Financial statements

Statement of Financial Activities (including an Income and Expenditure account)
For the year ended 31 March 2021

		Unrestricted 2021	Restricted 2021	Total Funds 2021	Total Funds 2020
	Notes	£	£	£	£
Income					
Donations and gifts	3	6,353	95,268	101,621	66,364
Income from charitable activities	4	390,001	3,540	393,541	393,356
Other trading activities	5	118,244	20,876	139,120	115,877
Investment income	6	73	-	73	452
Total income		**514,671**	**119,684**	**634,355**	**576,049**
Expenditure					
Costs of raising funds		76,531	-	76,531	109,704
Expenditure on charitable activities	7	409,586	121,547	531,133	534,813
Total expenditure		**486,117**	**121,547**	**607,664**	**644,517**
Net expenditure		28,554	(1,863)	26,691	(68,468)
Transfers between funds					-
Net movement in funds		**28,554**	**(1,863)**	**26,691**	**(68,468)**
Total funds brought forward		273,574	13,746	287,320	355,788
Total funds carried forward	15	**302,128**	**11,883**	**314,011**	**287,320**

The Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The notes on pages 14 to 24 form an integral part of these accounts.

Balance sheet

Company registration number: 04695523

Balance Sheet
As at 31 March 2021

	Notes	2021	2020
		£	£
Fixed Assets			
Tangible Assets	12	2,621	8,964
Current Assets			
Debtors	13	33,346	16,931
Cash at bank and in hand		299,075	287,965
		332,421	304,896
Creditors, amounts falling due within one year	14	(21,031)	(26,540)
Net Current Assets		311,390	278,356
Net Assets		314,011	287,320
Financed by			
Accumulated Funds			
Unrestricted funds - General	15	302,128	269,605
Unrestricted funds - Designated	15	-	3,969
Net Unrestricted Funds		302,128	273,574
Restricted Funds	15	11,883	13,746
		314,011	287,320

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies' subject to the small companies' regime and in accordance with FRS102 SORP.

The financial statements on pages 12 to 24 were approved by the board of trustees on Friday 3rd December 2021 and signed on its behalf by:

Malcolm Cunningham

Chair of Trustees

Date 3rd December 2021

Notes to the financial statements

for the year ended 31 March 2021

1. Principal accounting policies

The principal accounting policies are summarised below:

a) Basis of preparation

The financial statements have been prepared in accordance with 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 2015) - (Charities SORP (FRS 102)), and the Companies Act 2006.

Trafford Carers Centre meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

General Information

Trafford Carers Centre is a private company limited by guarantee and is non-profit making. Trafford Carers Centre is incorporated in England and Wales.

Principal Activity

The principal activity is to promote any charitable purposes for the benefit of carers, former carers and those working with and for carers in and around the Metropolitan Borough of Trafford and, in particular, the advancement of education and furtherance of health and the relief of poverty, distress and sickness.

b) Fund accounting

a. Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

b. Designated funds are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

c. Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

c) Preparation of the accounts on a going concern basis

The financial statements have been prepared under the going concern basis. The trustees have carried out a review of the charity's cash flow and resources and are confident that the charity is able to meet its liabilities as they fall due for a period of at least one year from the date of approval of the financial statements.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

e) Expenditure

All expenditure other than that capitalised has been reflected in the Statement of Financial Activities on an accrual's basis.

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise fundraising expenses and the costs of operating wholly owned charity shops.

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

- Joint venture costs comprised the 50% share of the operating costs incurred by the charity in operating the Sale charity shop joint venture with Manchester Carers Centre up to the dissolution of the partnership on 25 August 2016.

f) Allocation of support and governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal and professional fees together and are included within charitable expenditure.

g) Valuation and depreciation of fixed assets

Fixed assets are included in the financial statements at net book value. From 1 April 2016 fixed assets are capitalised when purchased by the charity over £250. Smaller assets and equipment are expensed in the Statement of Financial Activities in the year of acquisition.

Depreciation is provided to write off the cost less the estimated residual value of tangible fixed assets over their estimated useful lives on a straight-line basis at the following annual rates:

Computer Equipment	25% straight line
Office Fittings & Equipment	25% straight line
Shop Fittings & Equipment	25% straight line

h) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

i) 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.

j) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

k) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

l) Taxation

The company is a registered charity whose charitable activities are fully exempt from United Kingdom corporation tax and capital gains tax.

m) Operating leases

Rentals payable under operating leases are charged on a straight-line basis over the term of the lease.

n) Pensions

The charity operates a defined contribution pension scheme. The pension costs charged in the financial statements represent the contributions payable by the company during the year ended 31 March 2021.

o) Donated goods and services

- Donated items to retail outlets do not have any financial value attributed.

- Financial donations are accepted in line with our gift and donation acceptance policies, and recorded when received.

- Gifts in kind, including retail premises, are not included in the financial statements, but where appropriate are mentioned in the Annual Report

Notes to the Financial Statements
for the year ended 31 March 2021 (continued)

2. Critical accounting judgements and key sources of estimation uncertainty

In applying the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions in determining the carrying amounts of assets and liabilities. The trustees' judgements, estimates and assumptions are based on the best and most reliable evidence available at the time when the decisions are made, and are based on historical experience and other factors that are considered to be applicable. Due to the inherent subjectivity involved in making such judgements, estimates and assumptions, the actual results and outcomes may differ.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods, if the revision affects both current and future periods.

Critical accounting judgements

The critical accounting judgements that the trustees have made in the process of applying the charity's accounting policies that have the most significant effect on the amounts recognised in the statutory financial statements are discussed below.

- Assessing indicators of impairment

In assessing whether there have been any indicators of impairment in relation to assets, the trustees have considered both external and internal sources of information such as market conditions and experience of recoverability.

Key sources of estimation uncertainty

The key assumptions concerning the future, and other key sources of estimation uncertainty, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

- Recoverability of receivables

The charity establishes a provision for receivables that are estimated not to be recoverable. When assessing recoverability, the trustees consider factors such as the ageing of the receivables, past experience of recoverability, and the credit profile of individual or groups of customers.

- Determining residual values and useful economic lives of property, plant and equipment

The charity depreciates tangible assets over their estimated useful lives. The

Notes to the Financial Statements for the year ended 31 March 2021 (continued)

estimation of the useful lives of assets is based on historic performance as well as expectations about future use and therefore requires estimates and assumptions to be applied by management.

3. Donation and gifts income

This represents income from fundraising events and other donations received.

	Unrestricted	Restricted	2021	2020
	£	£	£	£
Trafford MBC Infection Control		50,000	50,000	-
Workforce Capacity Fund		17,496	17,496	-
National Lottery Community Fund		13,972	13,972	-
Newsletter		13,800	13,800	13,000
Carers Trust Grant		-	-	31,231
Young Carers Transport		-	-	6,500
UK Fast		-	-	3,020
Peter Kershaw Trust		-	-	3,000
Other		-	-	1,078
Fundraising & Donations received	6,353	-	6,353	8,535
Total Donations & Gifts	**6,353**	**95,268**	**101,621**	**66,364**

Trafford Carers receives a gift in kind of £44,500 rateable rent on the Stretford shop for which service charges only are paid.

4. Income from charitable activities

	Unrestricted	Restricted	2021	2020
	£	£	£	£
Main Carers Centre Funding	**390,001**		**390,001**	**390,000**
Student placements		**1,890**	**1,890**	**2,930**
Covid Grants		**1,650**	**1,650**	**426**
	390,001	**3,540**	**393,541**	**393,356**

5. Other trading activities

	Unrestricted	Restricted	2021	2020
	£	£	£	£
Retail and on-line trading	38,566	-	38,566	114,485
Trafford MBC Retail Support	35,000	--	35,000	-
Covid Support	1,088		1,088	-
Room hire income	-	-	-	1,292
Other Grant Income	43,590	-	43,590	-
Furlough Funding	-	14,376	14,376	-
Young Carers Transport	-	6,500	6,500	-
Total Other trading activities	**118,244**	**20,876**	**139,120**	**115,877**

6. Investment income

	2021	2020
	£	£
Bank interest receivable	73	452

Notes to the Financial Statements for the year ended 31 March 2021 (continued)

7. Analysis of expenditure on charitable activities

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Carers Grants	9,969	20,200	30,169	32,916
Staff costs	300,300	31,469	331,769	365,552
Building running costs	87,135	18,785	105,920	98,712
Newsletter	-	15,925	15,925	6,971
Support costs	(411)	35,168	34,757	21,287
Governance costs	12,593	-	12,593	9,375
Total	**409,586**	**121,547**	**531,133**	**534,813**

8. Net expenditure

Net expenditure is stated after charging/(crediting) the following:

	2021	2020
	£	£
Depreciation of owned tangible fixed assets	6,343	10,989
Operating lease costs	45,024	47,508

9. Trustees' emoluments

None of the trustees received any emoluments in connection with their duties as trustees during the year (2020: nil). No trustee received reimbursed out-of-pocket expenses £0 (2020: £355).

10. Related party transactions

No trustees received any carers' grants (2020: nil).
There were no related party transactions in the year.

11. Staff costs

	2021	2020
	£	£
Wages and salaries	347,404	384,806
Social security costs	23,509	24,723
Pension costs	6,139	7,114
	377,052	**416,643**

No employee earned £60,000 per annum or more in the current or previous year. The key management personnel of the charity comprise the trustees and the CEO only. The total employee benefits of the key management personnel of the charity were £44,847 (2020: £56,132).

Notes to the Financial Statements for the year ended 31 March 2021 (continued)

11. The average number of employees during the year was:

	2021 No.	2020 No.
Supporting carers	13	13
Trading activities	6	6
Administration	4	4
	23	23

12. Tangible fixed assets

	Computer Equipment £	Office Fittings & Equipment £	Shop Fittings & Equipment £	Total £
COST				
At 1 April 2020	20,293	34,875	14,323	69,491
Additions				
Disposals				
At 31 March 2021	20,293	34,875	14,323	69,491
DEPRECIATION				
At 1 April 2020	12,604	33,600	14,323	60,527
Charge for the year	5,069	1,274	-	6,343
At 31 March 2021	17,673	34,874	14,323	66,870
NET BOOK VALUE				
At 31 March 2021	2,620	1	-	2,621
At 31 March 2020	**7,689**	**1,275**	**-**	**8,964**

13. Debtors

	2021 £	2020 £
Trade debtors	-	-
Prepayments and accrued income	33,346	16,931
	33,346	**16,931**

Notes to the Financial Statements for the year ended 31 March 2021 (continued)

14. Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	13,501	23,261
Accruals & deferred income	7,530	279
	21,031	**26,540**

15. Analysis of charitable funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Restricted funds					
Workforce Capacity Fund		17,496	(17,496)	-	-
National Lottery Community Fund		13,972	(13,972)	-	-
Young Carers	5,451	10,040	(13,491)	-	2,000
Infection Prevention		50,000	(41,045)	-	8,955
Furlough Funding		14,376	(14,376)	-	-
Newsletter	6,582	13,800	(19,454)	-	928
Peter Kershaw trust	1,713	-	(1,713)	-	-
Restricted Funds	13,746	119,684	(121,547)	-	11,883

	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
Unrestricted funds					
General	269,605	514,671	(486,117)	3.969	302,128
Designated – Carer Wellbeing and Support Services	3,969	-	-	(3,969)	-
	273,574	514,671	(486,117)	-	302,128
Restricted Funds	13,746	119,684	(121,547)	-	11,883
Total	**287,320**	**634,355**	**(607,664)**	**-**	**314,011**

Notes to the Financial Statements for the year ended 31 March 2021 (continued)

Restricted funds

Young Carer donations – Urmston & Altrincham District Scout Groups – donations to support Young Carer activities.
Explore More! Support Fund – this funding is to support young carers to access activities and reduce isolation
Choir Group – this relates to the running of choir sessions for the carers to attend.
Gardening Group – this relates to the running of the gardening group for the carers to attend.
Young Carer donations – donations to support Young Carer activities.
Co-op Local Community Fund – provide activities for young carers
Manchester Pride – funding received to support establishment and operation of an LGBT carer group.
Cash for Kids – this is funding for the benefit of children living in the Greater Manchester area.
Art Group – this relates to the running of the art group for the carers to attend.
Take Action and Support Fund – this funding is to support young carers aged 14-18 to address and overcome personal barriers to engaging with education, employment and training via tailored and structured support.
Carers Trust – this funding relates to individual grants to carers.
Carers Getting Together - funding received to support the Carers Christmas party 2017.
Carers Yoga - Carer contributory donations to be used towards the hire of the hall for yoga.
Time to Find me (I am more project) - funding received to support a series of specific workshops focusing on improving Young Carers self-esteem and body image.
Newsletter – quarterly newsletter available to all Carers.
YC Altrincham Community panel - funding received to support Young Carers activities.
YC Mental Health and Wellbeing Fund - funding received to support the decoration of the young carer rooms at the carers centre.

Designated funds

Carer Wellbeing and Support Services – provision of services to support Carers' physical and emotional wellbeing.

Notes to the Financial Statements for the year ended 31 March 2021 (continued)

16. Analysis of net assets between funds

	Restricted funds £	General unrestricted funds £	Designated unrestricted funds £	2021 Total £
Tangible fixed assets	-	2,621	-	2,621
Net current assets	11,883	299,507	-	311,390
	11,883	**302,128**	**-**	**314,011**

16. Analysis of net assets between funds

	Restricted funds £	General unrestricted funds £	Designated unrestricted funds £	2020 Total £
Tangible fixed assets	-	8,964	-	8,964
Net current assets	13,746	260,641	3,969	278,356
	13,746	**269,605**	**3,969**	**287,320**

17. Financial commitments

At 31 March 2021 the company had commitments under non-cancellable operating leases as follows:

	Land and buildings		Other	
	2021 £	2020 £	2021 £	2020 £
- One Year	15,810	35,278	1,619	2,380
- 2 – 5 Years	0	15,838	761	761
	15,810	51,116	2,380	3,141

18. Pension commitments

The Company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. Contributions totaling £6,139 (2020: £7,114) were paid in the year.

Notes to the Financial Statements for the year ended 31 March 2020 (continued)

19. Status of the company

The Company is limited by guarantee and does not have a share capital. In the event of the winding up or dissolution of the company, the members are liable to contribute an amount not exceeding £10 towards the debts and liabilities of the company.

20. Prior year comparative SOFA

	Unrestricted	Restricted	Total Funds
	2020	2020	2020
	£	£	£
Income			
Donations and gifts	8,535	57,829	66,364
Income from charitable activities	393,356	-	393,356
Investment income	452	-	452
Other trading activities	115,877	-	115,877
Total income	518,220	57,829	576,049
Expenditure			
Costs of raising funds	109,704	-	109,704
Expenditure on charitable activities	482,467	52,346	534,813
Total expenditure	592,171	52,346	644,517
Net expenditure	(73,951)	5,483	(68,468)
Transfers between funds	-	-	-
Net movement in funds	(73,951)	5,483	(68,468)
Total funds brought forward	347,525	8,263	355,788
Total funds carried forward	273,574	13,746	287,320