CARERS CARELINE

England & Wales · Charity number 1106747

Details

Other names	BROMSGROVE CARERS SUPPORT, REDDITCH CARERS SUPPORT
Status	Registered
Legal form	Charitable company
Company number	04670523
Registered	2004-11-12
Register	View on the Charity Commission register

Contact

Address	Carers Careline Ecumenical Centre Evesham Walk Kingfisher Shopping Centre Redditch B97 4EX
Phone	0152766177
Email	info@carerscareline.co.uk
Website	www.carerscareline.co.uk

Activities

Objects: TO RELIEVE THE SICK, DISABLED, EMOTIONALLY DISTURBED AND ELDERLY IN PARTICULAR BY THE PROVISION OF SUPPORT FOR CARERS, TRANSPORT AND THE OPERATION OF A BEFRIENDING SCHEME.

Activities: Our objectives are:To locate and engage informal unpaid carers in Redditch and promote our support services To provide volunteer and training opportunitiesTo enhance personal value, confidence, positive interaction and hopeTo help remove barriers for unemployed carers to access employmentTo offer a safe environment to provide training to adult carers

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin

Geography

- **Area of benefit:** WORCESTERSHIRE
- Worcestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-06-30	£78,591	£81,773	-	-
2024-06-30	£84,256	£79,360	-	-
2023-06-30	£60,824	£69,088	-	-
2022-06-30	£87,055	£67,130	-	-
2021-06-30	£67,917	£66,506	-	-

Trustees

Name	Role	Appointed
Hilary Kathleen Leedham		2018-03-12
Ross Crawford		2023-03-31
Sarah Louise Leeson		2024-07-17

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CARERS CARELINE

England & Wales - Charity number 1106747

Accounts

Charity registration number 1106747 (England and Wales)

Company registration number 04670523

CARERS CARELINE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2025

CARERS CARELINE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs H K Leedham Mr R Crawford (Chair) Mrs S Leeson	 (Appointed 17 July 2024)
Secretary	Mrs E Gibson Di Meo	
Charity number	1106747	
Company number	04670523	
Registered office	Room 1 Ecumenical Centre 6 Evesham Walk Redditch Worcestershire B97 4EX	
Independent examiner	Garry Rutter The Oakley Kidderminster Road Droitwich Worcestershire WR9 9AY	

CARERS CARELINE

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CARERS CARELINE

REPORT OF THE CHAIR

FOR THE YEAR ENDED 30 JUNE 2025

Overview

Over the past year, limited resources and increasing demands on Statutory Services, have underlined the importance of the role of Carers Careline in our community. It is clear that we are not only essential, but increasingly critical, given the age profile of those we support, and the growing challenges carers face in staying connected to their communities and understanding their rights to support and assistance.

I am pleased to report that Carers Careline has delivered another successful year of impact for carers in our community. Our core services have continued to be well utilised and deeply valued, while the staff team has worked with real dedication to launch new services, strengthen local partnerships, and proactively secure grants and voucher schemes. These efforts have brought meaningful and immediate value to the carers who need it most, delivering practical financial relief, emotional support, and improved wellbeing outcomes at a time when it is needed more than ever.

I would like to take this opportunity to extend my sincere thanks to our exceptional staff team, whose commitment and compassion are at the heart of this organisation. I am equally grateful to our volunteers, who give their time so generously, and to our trustees for their thoughtful governance and unwavering support. We also extend our appreciation to our funders and community partners without whom much of this impact would not have been possible.

Looking ahead, our priorities for the coming year are clear. We will continue to strengthen our reach and accessibility, particularly for those who are digitally excluded or socially isolated. We aim to deepen our partnership work so that we remain agile and ready to connect carers to vital support the moment it becomes available. Securing sustainable funding will continue to be a priority, enabling us not only to maintain but to grow the support we offer in response to increasing need.

Carers Careline remains steadfast in its mission, and as we move forward, we do so with renewed determination - committed to ensuring that no carer in our community is left unseen, unsupported or unheard.

The Board of Trustees

The board of trustees continue to fully support the Chief Officer and her staff. They have confidence in their ability to manage the organisation in a way that will achieve the organisations expected outcomes and are willing to work hard to make sure they have the appropriate knowledge and skills. In November 2024 the board said goodbye to Angela Vaughan who had been a trustee since 2006.

Our trustees bring a wealth of experience in the care and voluntary sector and first-hand experience of caring, which we hope will contribute to the ongoing success of Carers Careline. We are always looking for anyone in the local community who believes they could bring value to our organisation to be a trustee. We would welcome both carers and non-carers, anyone who has a willingness to understand the issues around caring and support the long-term future of Carers Careline.

The Staff

The organisation employs three members of staff on a part-time basis. All the staff are experienced in the sector and bring a huge range of skills, knowledge and understanding to their individual roles and to the team as a whole. We are fortunate to have Erica, Becky and Natalie all working for us.

The Volunteers

The organisation could not survive nor continue to provide the services it does without our volunteers. They support our telephone support service, newsletter and lead in many of our support groups. We continue to see many on a regular basis in the office - some connecting with our carers through telephone support others by hosting our support groups or helping with special projects. We are so grateful for their ongoing work and commitment.

Technology

The use of technology to help manage the organisations' ability to deliver the outcomes that funders expect, and carers benefit from has now become paramount. Using social media; X, Facebook, and Instagram to promote the organisation and the tools available to us through mobile phones such as texts and emails to both promote and communicate with carers and their wider network has become part of the norm. Our priority remains to review our current database to ensure we maintain the highest level of security across our data records and update the phone system as the copper telephone network comes to an end in 2027 and rebuild the website to make it easier to navigate and to find information. These all come at a very high cost for a small organisation like Carers Careline. We will need to investigate in order to understand the costs involved in these projects and apply for specific funding and grants in order to make these changes.

The Finances

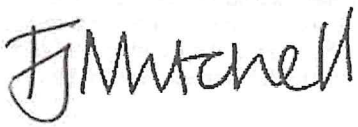
The National Lottery Community Fund Grant has created a great degree of stability over the last five years covering a percentage of our core costs until 2025. From July 2025 we will need to secure much more funding for our long-term future. Typically (and historically) we make numerous applications each year to many grant funding organisations, and although these have tended to be small sums in the past we have been very fortunate to have been successful in securing grants from the People's Postcode Lottery, Redditch Borough Council and Worcestershire County Council Public Health which have enabled us to meet the balance required. This funding along with other small grants, donations and our fundraising efforts allow us to make up the shortfall. Finding these opportunities and securing them for the purposes of our organisation is becoming more and more difficult as competition for funding continues to grow. However, we are able to report that we are continuing to provide support to carers in a focused and prescribed way allowing us to meet our promised objectives putting us in the best position possible.

The Outlook

As an organisation we are well placed to succeed. We have an experienced board of trustees that are focused on good governance. We have staff that are committed to and have adopted the values of the organisation and understand the need for flexibility and a group of committed volunteers that work with the staff and seem always willing to do more. The cost-of-living crisis will undoubtedly continue to stretch us as an organisation but as we have done before, we will meet this by adapting to the environment we work in and flex to new ways of working.

As some of you know, I am stepping down from what was always a temporary role as Chair of Carers Careline. It has been a privilege to be involved with an organisation which makes a real difference to the lives of the people it works with, and with Erica, Becky and Nat who continue to deliver a relevant and timely service. I would like to thank the trustees who so actively support the work of the charity, the staff and volunteers and anyone who contributes to the work of Carers Careline.

I know what an important role this organisation plays in the lives of carers and I wish it, and you, all the best going forward.



Fiona Mitchell
Chair of Trustees

Date: 19 November 2025

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2025

The Trustees present their annual report and financial statements for the year ended 30 June 2025.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association , the Companies Act 2006 and "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 January 2019).

Objectives and activities

Mission statement
To promote the health, mental and emotional wellbeing of adult carers in the local community through the identification of hidden carers, early intervention, preventative action and pastoral care.

Objectives
- To locate and engage carers in Redditch.
- To promote our support services to carers in Redditch.
- To provide volunteer and training opportunities.
- To enhance personal value, confidence, positive interaction and hope.
- To help remove barriers for unemployed carers to access employment.
- To offer a safe environment to provide training to adult carers.

Vision
To achieve continued growth in the number of adult informal carers in the local community for whom we provide support.

Public benefit
The charity acknowledges its requirement to demonstrate clearly that it must have charitable purposes or "aims" that are for the public benefit. The trustees confirm that they have paid due regard to the Charity Commission guidance on public benefit before deciding what activities the charity should undertake.

Achievements and performance

Charitable activities
Carers Careline is a registered charity, established in March 1988, supporting informal and unpaid adult carers in Redditch for over 36 years. Many carers do not identify themselves as such, they are simply caring for a family member or friend and feel that it is their duty to look after them. With an ever-aging population, more and more people find themselves taking on the role of carer and are having to deal with the impact of that on their own lives.

Many carers acknowledge that they often feel stressed, isolated and lonely, exhausted, frustrated, don't know where to go for help and find themselves struggling financially. However, most of these carers would not willingly give up this role but would just like more support. Carers Careline works hard to identify these 'hidden' carers and offers help and support. We also offer support to people who are 'recovering' from the demands of their caring role and seeking to rebuild their lives. The organisation will continue to adapt its services to meet adult unpaid carer needs.

We offer a range of services to Engage, Enrich, Empower and Enable carers.

- We engage with carers through our proactive Telephone Support Service run by staff and volunteers, our monthly Newsletter and daily Drop-In sessions - Monday to Wednesday and our new Service Carers Connect.
- We enrich carers' lives by funding Support Group activities. These include regular Creative Writing sessions and monthly coffee morning get togethers. Every 2 months we hold events where both the carer and 'cared for' can attend. We also run subsidised weekly Gentle Keep Fit sessions. Our groups and events encourage networking and peer support. Our ambition to offer Respite has become a reality through our Community Partnership, another charitable organisation. Through Carefree we are able to provide 2-night hotel breaks for carers to take advantage of and take a break from their caring role.
- We empower and enable carers by offering a Form Filling service to navigate the maze of adult services and benefit applications and we fund counselling for those with immediate need for further support. Working in the community for many years with unpaid carers, understanding the carer's life cycle, we also support those that are recovering from the demands of their caring role, usually "Life after Carers". Those who have lost loved ones they have cared for and who continue to need our support through our funded Bereavement Group led by a qualified counsellor.
- We are local, accessible, and available.

The organisation will continue to adapt its services to respond to and meet carer needs. Just as we have this year by launching Carers Connect, a new WhatsApp group to engage with service users to provide real-time advice, support, signposting and reminders about Carers Careline and other local community events which by extension enriches and enables service users.

Over the years the organisation has adapted and evolved to continue to meet the ever-changing circumstances of its environment, weathering the Pandemic and the ongoing Cost of Living Crisis. As we seek to find new opportunities there will be challenges, some of those known - such as funding and IT, the bigger challenge and unknown will be the continued increase in the cost of living, political instability and external forces that continue to affect and influence the UK economy and the rest of the world.

Confidence to go out for many of our more elderly cohort is still a challenge, many 'cared for' remain vulnerable and due to the demographic of our carers many continue to shield or at the very least consider their actions taking into consideration the news of new covid strains and the flu.

The staff and volunteers have worked hard to maintain connections, build carer confidence and support service users whilst continuing to offer a full programme of service and develop opportunities.

The organisation currently employs 3 part time members of staff. The team of 12 volunteers including trustees continue to support us in many ways including delivering our programme of services and sitting on the board. We have a team of telephone support volunteers, other dedicated volunteers who lead and support our groups and others who offer their support with events and special projects in the office.

The trustees would like to record their thanks to the staff and volunteers for their hard work and commitment.

Operational Challenges
We continue to face IT challenges as technology moves at pace. The issue of restricted server access remains a risk to the organisation. All our other systems are now cloud based however the client database, which is critical to the organisation to continue to provide support to our service users, remains on the server. We have explored new database options and looked at migrating the database in order to provide a more robust solution for access in the office and remotely but this still remains a challenge as it requires time and money to look at options and implement a cut over to a new database. Other challenges are the need for a new website and a new phone system when the analogue switch off takes place and the copper network is retired in 2025.

Funding
Each year Carers Careline relies on grants, donations and fundraising in order to continue the invaluable programme of services offered to carers in the local community. Without this funding the organisation would not exist. It is hoped that our dogged approach to finding funding over the last 36 years is robust enough to support the continuation of the charity for many years to come.

We are at the end of the 5-year National Lottery's Community Fund Grant scheme. This funding has covered approximately 40% of our organisational expenditure this year. Over the year we have managed to find the balance required through grant awards, donations and fundraising. Having funds that are unrestricted allow the organisation to adapt and strengthen according to identified needs.

The Trustees would like to record their gratitude for the continuing support from grants awarded by the National Lottery Community Fund and Redditch Borough Council. Plus their gratitude for support from the People's Postcode Lottery, Worcestershire County Council Public Health, The Worcestershire Community Foundation and the balance of funding from The Eveson Trust that has continued to support our counselling sessions year on year. These grants underpin the organisations core costs in order to ensure we can continue to offer our programme of services. The impact of all these grants on a small organisation should not be underestimated.

The Trustees would also like to record their gratitude to those individuals who have donated this year; Glastonbeoley, Frank Russon, Freemasons and Home Instead Charities and a number of very generous carers and individuals who support us each year and our volunteers who not only donate their time but their expenses back to the organisation.

Special thanks also to Haywood Lodge for hosting our support groups over the year. And to the local supermarkets Asda, Tesco, Morrisons and Farmfoods for their support with donations for raffles and food for events.

As we noted last year, we enter into the new financial year which remains an unknown once more. No one is clear on how the continued energy price rises or the cost-of-living crisis will affect us as an organisation. We know we will continue to face higher costs when it comes to the delivery of our charitable activities and operations, what impact this will have is uncertain. We will need to monitor this carefully and find further to ways to reduce our costs.

We have secured a good percentage of funding for our new financial year and on paper remain in a healthy position to continue to offer our services for the next few months however we will need to continue to secure more funding to ensure we can operate into 2026 and beyond our next financial year.

Special projects

The process to manage future life after carers has worked well in the last 12 months. Our aim is to provide life after carers with support between 6 to 12 months after a bereavement with regular monthly calls, transitioning those who want to have further support to our bereavement group, which is held monthly and which we have secured funding for, for the next two years, through Worcestershire County Council's Stay Connected grant which addresses social isolation and loneliness and is a priority of the grant. We have found in some cases, some service users do not require these calls, in other cases, more support is required. Each individual's circumstances are taken into account when agreeing a support plan with the staff team.

Carers Careline Programme of Services

"Thank you very very much for thinking about me, no one ever has taken such much care and attention to try and help me out."

Our priority is to give our service users support that enables them to keep caring. We do this through our programme of services. What makes Carers Careline special is that some of the services offered are not ones that would routinely be available via other local agencies including proactive telephone support, face to face drop-ins, carer focussed WhatsApp group, practical help with benefit applications, offering fully funded counselling and most importantly, a willingness to listen in a non-judgemental way. We are local, accessible and available. The organisation also supports the full life cycle of being a carer and beyond, offering bereavement support for the loss of a loved one or those cared for. A proportion of those we support are life-after carers recovering from the demands of their caring role who continue to need our care to remain healthy both mentally and physically and, most importantly, independent.

Leveraging our database, we keep up to date records of all our service users, their activity and history, our conversations, the advice we provide, the signposting we use direct clients and the successes we have with benefit applications. This allows us to more personally connect with each individual we speak to and provide a sense of continuity in our communications. Something we really pride ourselves on – making sure the little things are taken care of like sending a "big" birthday card or a simple "thinking of you".

"A big thank you for all your help. Your organisation is wonderful!"

Telephone and Email Support Service

"It is so nice to speak to someone that understands what I am going through."

Telephone Support remains a key service of the organisation and continues to be the charity's main lifeline in keeping connections alive with our service users, many who just find it impossible to realise or allow themselves the time to get away from their caring role outside of the home.

Over the year we made a total of 1381 calls, sent 800 emails and 441 texts to our service users averaging 115 calls, 66 emails and 37 texts per month for those 170+ registered for the service. Typically calls to our service users last anywhere from 10-40 minutes with an average of 25 minutes per call. This equates to 34,525 minutes or 575 hours personally connecting with them through our Telephone Support service. We also sent out 138 letters and cards and received another 263 calls for support, advice and signposting.

This service continues to be invaluable and key, first and foremost in supporting carers who are stuck at home and secondly to provide relevant and up to date information on the organisations own service programme plus local services, signposting and advice.

"Thank you so much for your compassion and for listening to me."

Newsletter

"I love the newsletter.!"

Our newsletter is another lifeline. Its aim is to work in parallel with our telephone support, drop-in service and Carers Connect - to maintain strong connections with our service users and contribute to their health and well-being, reassuring them that we are always here when and if they need us, providing a little emotional security and where possible loads of practical support.

We continue to find and allocate funding to the newsletter to produce and send it out monthly by post and electronically. Included is a calendar of all our groups and events dates which aim to put service users in touch with others and, as importantly, to ensure carers are updated with the latest news and hot topics related to their caring role. Our objective as always is to keep our service users informed, to give them hope and to keep them positive. We continue to finance a 3rd page (sometimes 4th) to not only ensure all of our groups and events are included but also other events in the local community – where further peer and mutual support and emotional and practical support can be derived

As part of our on-going communications with service users we also have tried to encourage as many service users as possible to take our newsletter electronically to save on costs such and printing, paper and postage. We have reduced our postage again to 87 from the 105 per month we sent out last year, reducing our postage costs by costs across the year by £188. We will continue to encourage as many of our service users as possible to take our newsletter by email however many of our services users, by the nature of their role, are elderly and prefer paper-based communications. The newsletter is an essential part of our service, connecting them with our organisation when they find it difficult to get out of the house themselves. We also send our newsletter out by email to our wider network including our funders, organisations we are aligned with and consortiums and groups we are part of.

"The newsletter is my lifeline."

Drop-in Service

"I've had a terrible morning and wanted to call and get some of my problems off my chest. I'm glad I called in, I feel better now, Thank you for listening."

The Drop-In service offers "walk-in" face to face support The main aim of this service is to offer help and information, signpost to aligned organisations or just be available for a chat and a cuppa with a friendly face. Amongst many things the service can provide carers with the reassurance that they are on the right track, a chance to vent their feelings and frustrations in a non-judgmental environment or in some cases simply provide a sympathetic shoulder to cry on. Providing this service allows, on occasion, to capture those carers who are at crisis point and have nowhere else to turn to seek help.

"You're a wonderful group of people, always cheery and so helpful."

Form filling

"Thank you so much for supporting me with the Blue Badge application, there was no way I could have done it myself."

The main aim of this service is to help service users navigate the maze of adult services. The staff team can offer help, advice and assistance to ensure service users get the benefits to which they are entitled and handhold them through the application process.

When we lost the member of staff who had supported this service, we were unsure how we would continue to offer this service however our new Services Administrator has to skill and experience to manage this service and so over the last year we have keep this service in house to support our service users.

The service has supported 35 appointments, 76 hours of staff time. Over the year we have successfully applied for 3 Blue Badge permits and 5 Attendance Allowance benefits on behalf of carers and those they care for.

"I can't believe I got the Attendance Allowance – big thanks to all the team."

Groups and Events

"Absolute lifeline coming to the coffee morning."

The main aim of our Groups and Events is to enable service users to meet each other, build friendships and develop their own supportive networks of people who know and understand the ups and downs and the joys and frustrations of being a carer.

The organisation ran 64 face to face support groups including a monthly creative writing workshop and our coffee shop meeting sponsored by the owner of a local café, Aroma, plus weekly keep fit sessions.

We held events for both the carer and the cared for including the AGM lunch and consultation, our Christmas Coffee afternoon, Winter Warmer, Easter Chocolate Tombola and Summer Cream Tea.

Community collaborations have played a key role in our events where we have invited speakers from local organisations like the council, NHS and other charitable organisations to inform our service users about the support they provide in the local community.

"The Easter event was as usual, eggcellent!!! The team work so hard to entertain us, thank you so much. The hot cross buns were delicious."

Counselling

"Thank you for pushing me to go back to counselling, You rang at just the right time. I was so low. You rang and were there just when I needed someone."

The aim of this service is to further promote the mental health and emotional wellbeing of our carers and life-after carers with the provision of immediate referral for counselling. The organisation works closely with 2 fully qualified counsellors.

This service is key to the mental health of some of our service users and has supported 8 carers and life-after carers over 48 sessions helping them to overcome the challenges they face.

"Having a safe space to unload my feelings and thoughts and to sort through them. I felt that Sarah's empathy helped me to open up."

Bereavement Group

"I'd be lost without it.

The aim of this group is to support anyone who is struggling to cope with loss.

This is another group where developing new friendships and connections can make a big impact on people's lives and some of our members of this group now meet up to go for lunch or coffee and are beginning to see that life goes on. The organisation ran 12 groups, one each month, with 128 attendees over the year. We understand that this service is vital in supporting the "life cycle" of many of our service users, the Bereavement Group provides this continuation. The group is also open to all residents in the local community.

Respite

"I'll be going on my 4th break next year despite my husband saying that I am not to go again...he'll have forgotten by next year!

We have continued to promote our Respite service offering carers 2-night hotel breaks through our Community Partnership and paid membership with Carefree. Carefree are a charitable organisation who have themselves partnered with a number of hotels nationwide to identify some of the 1 million hotel rooms that lie vacant each week across the UK and offer them to unpaid carers for free 2-night hotel breaks away from their caring responsibilities. In this financial year we have made 23 referrals, and 10 carers have taken breaks. Although the break is free, there is a small administration fee of £33 to book the break which Carers Careline covers to provide this wonderful opportunity. Cares Careline also pay at membership fee of £360 to be a community partner. To date we have had breaks gifted to the value of £6600.

We continue to explore how we can find ways of offering Respite to carers and in December we hope to partner with a care provider who will be gifting a number of care at home sessions for carers to trial as part of a larger offering to provide support to carers who need further care provision.

"Everyone caring, you should really take the opportunity to use this wonderful experience that is provided through Carers Careline & Carefree. Thank you to the team for making this a special time for us both."

Carers Connect

"It is just so good to know that you're there. That knowledge alone makes me feel safer and stronger. Thankyou."

Our new service, Carers Connect, was launched in November 2024. Carers Connect is a WhatsApp group is for carers to connect with the organisation, other carers and to receive real time information, advice and signposting to the organisations own news and events and those in the wider community.

Carers join by signing up for the service by agreeing to the organisation's joining rules and disclaimer. 60 individual carers joined over the last 12 months. Leveraging this technology we also send reminders, invites to our events and polls for feedback through this group.

"The group is fantastic – So good to have so much information regularly being shared about what is available in the community. I love it and it has helped me so much."

Impact and outcomes
We are fully focussed on supporting the 187 carers and 13 life after carers who have registered for our service and remain with our organisation. We registered 22 new carers over the year. 13 of our of carers became life afters carers.
We rely heavily on our telephone support service, drop-ins and other face to face communication to gain feedback from our service users. We are very lucky to be in regular contact with many of our carers as we support them throughout the year and are able to capture their responses to our support. Consultation at our AGM with our team is key to understanding how we meet carers needs. Electronic questionnaires and digital surveys are not a suitable option for most of our service users considering 62% of our service users are over 65. Access to these types of technologies remains a challenge.

We have a bespoke database where we capture all our statistics - this allows us to measure and evaluate each of our services. Within this database, we categorise each of our services and are able to understand on a monthly basis, statistics such as who we have called, emailed and texted. Who has attended drop-in, our groups and events. Who has been assisted with form filing and other appointments and who had counselling sessions delivered. Plus who we have enabled to take a respite break with our partner Carefree. We are also able to capture all our referrals to other organisations for further support, grants and other community schemes.

We also capture all our calls in, plus those calls we signpost to other organisations. Our cohort of services users is made up of new carers, carers and "life after carers". As we report on these statistics' year on year we are able to contrast and compare the data, which allows us to evaluate and measure our success and impact with regard to the services we provide. This also allows us to understand better how our services are meeting the needs of our service users based on frequency of attendance and calls and carer activity.

Data and Statistics

		2021-22	2022-23	2023-24	2024-25
Service Users		332	325	251	201
New carers		12	26	22	22
Service					
Telephone support	Telephone calls	2172	2376	2094	1381
	Letters/Cards	165	167	138	203
	Emails	316	330	584	800
	Texts		45	366	441
Carers Connect	WhatsApp joined				59
	WhatsApp signposts				95
	WhatsApp individual texts in				173
	WhatsApp individual texts out				78
Newsletter	By post (carers & LAC)		2024	1650	1044
	Electronically (carers, LAC funders and network)		1860	2400	1956
Drop-in	Number of drop-ins	214	281	218	199
Form Filling	Number of appointments	41	59	74	35
	Blue Badge			6	3
	Attendance Allowance			6	5
	PIP			2	0
Groups & Events	Number of groups	88	89	86	71
	Number of attendees	868	785	758	633
Bereavement Group	Number of groups	12	11	12	12
	Number of attendees	65	87	128	128
Counselling	Number of sessions	30	41	34	48
	Number of carers	8	10	13	8
Respite	Number of referrals	0	10	4	23
	Number of breaks	0	5	8	10
Other Projects					
WCSP	Calls/texts/emails/WhatsApp				303
	Referrals (online application)				105
HSF	Calls				157
	Referrals (email referral)				157

Other Projects

Carers Careline has continued to deliver meaningful and practical support through additional projects. These have been successful due to our strong, trust-based relationships with our carers, our proactive approach to communication and connection to ensure carers are linked to us, to one another, and to the wider community and the strategic local and national partnership working that extends our reach far beyond our limited resources.

Household Support Fund – Cash Voucher Scheme

In June 2024 our small team of three began working closely with Age UK to ensure carers were actively supported to access the Government and local Councils Household Support Fund (HSF) and the cash voucher scheme.

Recognising that many carers would not independently apply, our team formed a partnership with Age UK and gained consent (in line with GDPR) to refer them carers directly to Age UK removing all barriers to access. The team made157 referrals, and according to current feedback 80 carers and those they care for have successfully received more than £14,000 in £75 vouchers to support carers, pensioners and those with lifelong illness and disability. This project has continued into the new financial year under the Household Support Fund 7.

"Thank you so much to the Carers Careline team for continuing to encourage us to apply for the HSF. I am thrilled to bits to receive £225 from the scheme!"

This scheme would almost certainly have gone unused by many of our carers without our practical and personalised intervention.

Launch of Carers Connect – Real-Time Community Connection

Many of our carers are over 65, digitally excluded or disengaged from online platforms leaving them isolated from vital information and community life.

While our monthly newsletter remains a trusted lifeline, we identified the need for real-time communication. In November 2024, we launched Carers Connect, a WhatsApp group providing instant access to information, support, advice and peer connection.

We personally called all of our carers and sent joining forms to those who expressed an interest to join the group with pre-paid envelopes. 60 carers signed up, many of whom rarely leave their homes for anything more than shopping or medical appointments. They now receive daily value from what our team learns through our strong community networks.

"The group is fantastic so good to have so much information regularly being shared about what is available in the community. I love it and it has helped me so much."

For several carers, this group has already become a lifeline.

Worcestershire Carer Support Programme Grant

In March 2025, we were made aware of a new carers' grant programme delivered by the Family Fund. Through connecting and working very closely with the Partnership Manager of the Family Fund, advising them about our experience on how carers react to these types of opportunities – with caution and inaction. We suggested that if we could refer our carers into the Family Fund team, we could really increase the traffic to the grant programme and in turn really help our carers out. For us, it was an amazing opportunity for our carers to have the chance to receive a grant award. Drawing on our proven HSF delivery model, we proposed a referral-based approach to overcome the hesitation many carers feel towards unfamiliar opportunities. The Family Fund team agreed to our proposal to work in a similar way through an online referral form.

We immediately promoted the programme through Carers Connect, text, email and our newsletter followed by proactive outbound calls to those we knew were eligible.

Between June and July 2025, our small team sent 234 messages by WhatsApp, text and email and made over 260 calls, successfully referring 98 carers into a Worcestershire-wide programme of just 170 grants. With each grant totalling £420, we enabled carers to access £41,160 in direct financial support.

"My grant has been gratefully received today. Thank you all so much. I would never have even known about this if it was not for you and this WhatsApp group."

These projects, additional to our own programme of services, bring real, tangible value to unpaid carers who would otherwise go unseen and unheard from. Following on from the success of delivering these projects, we have been invited by the NHS Social Prescribing Team to support and qualify referrals to the new Household Support Fund Warmth on Prescription winter energy initiative, further strengthening cross-sector collaboration and inclusion across Redditch.

Financial review
Total incoming resources for the year were £78,591 and total resources expended were £81,773 The net movement in funds amounted to a deficit of £3,182. The retained reserves at 30 June 2025 were £75,819 made up of £448 in restricted funds, £27,500 designated reserve and £47,871 in unrestricted funds. The £47,871 carried over is made up of £5,000 from Redditch Borough Council VCS paid in May leaving £42,871 carried over from donations, fundraising and small grants we have received throughout previous financial years.

The trustees have reviewed the internal financial controls during the past year.

Reserves policy
The trustees have considered the level of reserves they wish to retain, appropriate to the charity's needs. This is based on the charity's size and the level of financial commitments held. The trustees aim to ensure the charity will be able to continue to fulfil its charitable objectives even if there is a temporary shortfall in income or unexpected expenditure. The trustees will endeavour not to set aside funds unnecessarily.

Structure, governance and management

Governing document
The charity is governed by its Memorandum and Articles of Association as amended on 2nd March 2015, 29th July 2008, 15th January 2008 and 17th January 2007, which establishes the objects and powers of the charity.

Charity constitution
The charity was incorporated as a company limited by guarantee on 19th February 2003.

The Trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs A Vaughan	(Resigned 19 November 2024)
Mrs H K Leedham	
Mr R Crawford (Chair)	
Mrs F J Mitchell (Chair)	(Resigned 19 November 2025)
Mrs S Leeson	(Appointed 17 July 2024)

Recruitment and appointment of new trustees

New trustees are appointed by the existing board based on personal recommendation or expressions of interest.

Statement of Trustees' responsibilities
The Trustees, who are also the directors of Carers Careline for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.
In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

The Trustees' report was approved by the Board of Trustees.

.....

Mr R Crawford (Chair)

Trustee

Date: 15/01/2026

CARERS CARELINE

INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF CARERS CARELINE

I report on the financial statements of the charity for the year ended 30 June 2025, which are set out on pages 16 to 25.

Respective responsibilities of Trustees and examiner

The charity's Trustees, who are also the directors of Carers Careline for the purposes of company law, are responsible for the preparation of the financial statements. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

(i) examine the financial statements under section 145 of the 2011 Act;

(ii) to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and

(iii) to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(a) which gives me reasonable cause to believe that in any material respect the requirements:

  (i) to keep accounting records in accordance with section 386 of the Companies Act 2006; and

  (ii) to prepare financial statements which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities;

  (iii) which are consistent with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities;

  have not been met or

(b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Garry Rutter FCA

The Oakley
Kidderminster Road
Droitwich
Worcestershire
WR9 9AY

Dated: 15/01/2026

CARERS CARELINE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 JUNE 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
Income from:					
Donations and legacies	3	43,591	35,000	78,591	84,256
Expenditure on:					
Charitable activites and support costs	4	45,198	36,575	81,773	79,360
Net income/(expenditure) for the year					
Net movement in funds		(1,607)	(1,575)	(3,182)	4,896
Fund balances at 1 July 2024		76,978	2,023	79,001	74,105
Fund balances at 30 June 2025		75,371	448	75,819	79,001

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

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

CARERS CARELINE

BALANCE SHEET

AS AT 30 JUNE 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	**12**		-		4
Current assets					
Debtors	**13**	915		897	
Cash at bank and in hand		76,265		79,117	
		77,180		80,014	
Creditors: amounts falling due within one year	**14**	(1,361)		(1,017)	
Net current assets			75,819		78,997
Total assets less current liabilities			75,819		79,001
The funds of the charity					
Restricted income funds	**18**		448		2,023
Unrestricted funds	**16**		75,371		76,978
			75,819		79,001

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 June 2025.

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 company as 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 company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on .....

.....

Mr R Crawford (Chair)
Trustee

Company registration number 04670523 (England and Wales)

1 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

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 where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

2 Accounting policies

Charity information

Carers Careline is a private company limited by guarantee incorporated in England and Wales. The registered office is Room 1 Ecumenical Centre, 6 Evesham Walk, Redditch, Worcestershire, B97 4EX.

2.1 Accounting convention

The accounts have been prepared in accordance with the charity's memorandum and Articles of Association, the Companies Act 2006 and "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 from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

2.2 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

2.3 Incoming resources

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.

2 Accounting policies **(Continued)**

2.4 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

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.

2.5 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost of assets less their residual values over their useful lives on the following bases:

Office equipment	Straight line basis over 3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

2.6 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts.

2.7 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

2.8 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

2.9 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Accounting policies

(Continued)

2.10 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.

3 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	4,997	-	4,997	3,879	-	3,879
Legacies	-	-	-	1,000	-	1,000
Grants	36,064	35,000	71,064	44,377	35,000	79,377
Fundraising	2,530	-	2,530	-	-	-
	43,591	35,000	78,591	49,256	35,000	84,256
Grants						
The National Lottery Community Fund	-	35,000	35,000	-	35,000	35,000
Redditch Borough Council - VCS	10,000	-	10,000	10,000	-	10,000
Redditch Borough Council (Social Prescribing)	-	-	-	2,000	-	2,000
Inclusive Communities Fund (HoECF)	-	-	-	26,677	-	26,677
The Grimmitt Trust	-	-	-	1,200	-	1,200
Local Giving	-	-	-	500	-	500
People's Postcode Lottery	20,000	-	20,000	-	-	-
Worcestershire County Council - Public Health	3,000	-	3,000	4,000	-	4,000
Worcestershire Community Foundation	3,064	-	3,064	-	-	-
	36,064	35,000	71,064	44,377	35,000	79,377

4 Charitable activities

	2025	2024
	£	£
Staff costs	43,096	40,439
Telephone support	1,992	2,055
Counselling	1,576	1,526
Support groups	2,955	3,392
Rent and room hire	6,257	6,257
Respite costs	657	620
Newsletter	1,682	1,995
Volunteer expenses	386	187
	58,601	56,471
Share of support costs (see note 6)	22,464	22,367
Share of governance costs (see note 6)	708	522
	81,773	79,360
Analysis by fund		
Unrestricted funds	45,198	42,834
Restricted funds	36,575	36,526
	81,773	79,360

5 Description of charitable activities

To promote the health, mental and emotional wellbeing of adult carers, especially the elderly, in the local community through the identification of hidden carers, early intervention, preventative action and pastoral care.

6 Support costs

	Support costs	Governance costs	2025 Total	Support costs	Governance costs	2024 Total
	£	£	£	£	£	£
Staff costs	19,183	-	19,183	18,054	-	18,054
Depreciation	4	-	4	169	-	169
Insurance	980	-	980	1,177	-	1,177
Travel costs	73	-	73	131	-	131
Sundries	743	-	743	1,087	-	1,087
Subscriptions	277	-	277	265	-	265
Bank charges	104	-	104	105	-	105
Accounting	-	708	708	-	522	522
Computer costs	1,100	-	1,100	1,379	-	1,379
	22,464	708	23,172	22,367	522	22,889
Analysed between						
Charitable activities	22,464	708	23,172	22,367	522	22,889

All support costs have been allocated to the single charitable activity.

7 Net movement in funds

	2025	2024
	£	£
Net movement in funds is stated after charging/(crediting)		
Depreciation of owned tangible fixed assets	4	169

8 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

9 Independent examiner's remuneration

The analysis of independent examiner's remuneration is as follows:

Fees payable to the independent examiner:

	2025	2024
	£	£
Independent examination of the annual accounts	678	654

10 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Staff	3	3

Employment costs	2025 £	2024 £
Wages and salaries	60,999	57,321
Other pension costs	1,280	1,172
	62,279	58,493

There were no employees whose annual remuneration was £60,000 or more.

12 Tangible fixed assets

	Office equipment £
Cost	
At 1 July 2024	6,831
At 30 June 2025	6,831
Depreciation and impairment	
At 1 July 2024	6,827
Depreciation charged in the year	4
At 30 June 2025	6,831
Carrying amount	
At 30 June 2025	-
At 30 June 2024	4

13 Debtors

Amounts falling due within one year:	2025 £	2024 £
Prepayments and accrued income	915	897

14 Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	612	246
Other creditors	42	93
Accruals and deferred income	707	678
	1,361	1,017

15 Retirement benefit schemes

Defined contribution schemes
The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

16 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 July 2024	Incoming resources	Resources expended	At 30 June 2025
	£	£	£	£
General funds	76,978	43,591	(45,198)	75,371

Previous year:

	At 1 July 2023	Incoming resources	Resources expended	At 30 June 2024
	£	£	£	£
General funds	70,556	49,256	(42,834)	76,978

17 Analysis of net assets between funds

	Unrestricted funds 2025	Restricted funds 2025	Total 2025
	£	£	£
At 30 June 2025:			
Current assets/(liabilities)	75,371	448	75,819
	75,371	448	75,819

17 Analysis of net assets between funds

(Continued)

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 30 June 2024:			
Tangible assets	4	-	4
Current assets/(liabilities)	76,974	2,023	78,997
	76,978	2,023	79,001

18 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 July 2024 £	Incoming resources £	Resources expended £	At 30 June 2025 £
The National Lottery Community Fund	-	35,000	(35,000)	-
The Eveson Trust	2,023	-	(1,575)	448
	2,023	35,000	(36,575)	448

Previous year:	At 1 July 2023 £	Incoming resources £	Resources expended £	At 30 June 2024 £
The National Lottery Community Fund	-	35,000	(35,000)	-
The Eveson Trust	3,549	-	(1,526)	2,023
	3,549	35,000	(36,526)	2,023

The National Lottery Community Fund
The National Lottery Community Fund funds are used to run the organisation's programme of services including staff salaries delivering charitable activities and associated support costs.

The Eveson Trust
The Eveson Trust funds are used to provide counselling services for carers.

19 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

CARERS CARELINE

England & Wales - Charity number 1106747

Accounts

Charity registration number 1106747

Company registration number 04670523 (England and Wales)

CARERS CARELINE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2024

CARERS CARELINE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs A Vaughan Mrs H K Leedham Mr R Crawford Mrs F J Mitchell (Chair) Mrs S Leeson	 (Appointed 17 July 2024)
Secretary	Mrs E Gibson Di Meo	
Charity number	1106747	
Company number	04670523	
Registered office	Room 1 Ecumenical Centre 6 Evesham Walk Redditch Worcestershire B97 4EX	
Independent examiner	Garry Rutter The Oakley Kidderminster Road Droitwich Worcestershire WR9 9AY	

CARERS CARELINE

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CARERS CARELINE

REPORT OF THE CHAIR

FOR THE YEAR ENDED 30 JUNE 2024

Overview

Another year passes, we have seen so many changes but for a lot of our carers not much has changed and the need for a charity like Carers Careline remains as strong as ever. So. I am pleased to report that the charity has managed yet another successful year supporting carers in the local community through the charity's programme of services. In addition to this, the staff team and volunteers have worked hard to ensure our service users are connected to the community and have access to the information and the advice they need to support them in their caring role.

Our Chief Officer, Erica, has been careful to manage and secure the funding required to continue operations into this financial year and beyond allowing the organisation to deliver its full programme of services and continue to develop new ones to meet our carers needs as we continue to register more new carers year on year.

I am delighted to say we are in a good place to provide our services to unpaid carers across the local community of Redditch for a 37th year. After exploring opportunities, over the year, we have developed a new service which will be launched in November 2024, connecting carers in real-time to information, advice, signposting and events in the local community. This has been made possible through our network and partnerships across the community and will allow us to extend our limited resources providing valuable and additional support.

I would like to thank our dedicated team of staff, volunteers and trustees and the support from our valued carers and funders. By working together we believe we are really making a difference to unpaid carers in our local community and hope to be in a position to do so for many more years to come.

The Board of Trustees

The board of trustees continue to fully support the Chief Officer and her staff. They have confidence in their ability to manage the organisation in a way that will achieve the organisations expected outcomes and are willing to work hard to make sure they have the appropriate knowledge and skills. In March 2024 the board said goodbye to Peter Williams however we expect a new member will join in July 2024.

Our trustees bring a wealth of experience in the care and voluntary sector and first-hand experience of caring, which we hope will contribute to the ongoing success of Carers Careline. We are always looking for anyone in the local community who believes they could bring value to our organisation to be a trustee. We would welcome both carers and non-carers, anyone who has a willingness to understand the issues around caring and support the long-term future of Carers Careline.

The Staff

The organisation employs three members of staff on a part-time basis. All the staff are experienced in the sector and bring a huge range of skills, knowledge and understanding to their individual roles and to the team as a whole. We are fortunate to have Erica, Becky and Natalie all working for us.

The Volunteers

The organisation could not survive nor continue to provide the services it does without our volunteers. They support our telephone support service, newsletter and lead in many of our support groups. We continue to see many on a regular basis in the office - some connecting with our carers through telephone support others by hosting our support groups or helping with special projects. We are so grateful for their ongoing work and commitment.

Technology

The use of technology to help manage the organisations' ability to deliver the outcomes that funders expect, and carers benefit from has now become paramount. Using social media; X, Facebook, and Instagram to promote the organisation and the tools available to us through mobile phones such as texts and emails to both promote and communicate with carers and their wider network has become part of the norm. Our priority remains to replace our current database to provide an improved method of service user management whilst maintaining the highest level of security, update the phone system as the copper telephone network comes to an end in 2025 and rebuild the website to make it easier to navigate and to find information. These all come at a very high cost for a small organisation like Carers Careline. We will need to investigate in order to understand the costs involved in these projects and apply for specific funding and grants in order to make these changes.

The Finances

The National Lottery Community Fund Grant has created a degree of stability over the last four years covering a percentage of our core costs until 2025. As this funding covers approximately 40% of our organisational expenditure we need to find the balance through other grant applications, donations and fundraising. Typically (and historically) we make numerous applications each year to many grant funding organisations, and although these have tended to be small sums in the past we have been very fortunate to have been successful in securing a grant from the Heart Of England Inclusive Communities, one from Redditch Borough Council and another from Worcestershire County Council Public Health which have enabled us to meet the balance required. This funding along with other small grants, donations and our fundraising efforts allow us to make up the shortfall. Finding these opportunities and securing them for the purposes of our organisation is becoming more and more difficult as competition for funding continues to grow. However, we are able to report that we are continuing to provide support to carers in a focused and prescribed way allowing us to meet our promised objectives putting us in the best position possible.

The Outlook

As an organisation we are well placed to succeed. We have an experienced board of trustees that are focused on good governance. We have staff that are committed to and have adopted the values of the organisation and understand the need for flexibility and a group of committed volunteers that work with the staff and seem always willing to do more. The cost-of-living crisis will undoubtedly continue to stretch us as an organisation but as we have done before, we will meet this by adapting to the environment we work in and flex to new ways of working.

F Mitchell

Fiona Mitchell
Chair of Trustees

Date: 27/11/2024

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2024

The Trustees present their annual report and financial statements for the year ended 30 June 2024.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association , the Companies Act 2006 and "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 January 2019).

Objectives and activities

Mission statement

To promote the health, mental and emotional wellbeing of adult carers in the local community through the identification of hidden carers, early intervention, preventative action and pastoral care.

Objectives
- To locate and engage carers in Redditch.
- To promote our support services to carers in Redditch.
- To provide volunteer and training opportunities.
- To enhance personal value, confidence, positive interaction and hope.
- To help remove barriers for unemployed carers to access employment.
- To offer a safe environment to provide training to adult carers.

Vision
To achieve continued growth in the number of adult informal carers in the local community for whom we provide support.

Public benefit
The charity acknowledges its requirement to demonstrate clearly that it must have charitable purposes or "aims" that are for the public benefit. The trustees confirm that they have paid due regard to the Charity Commission guidance on public benefit before deciding what activities the charity should undertake.

Achievements and performance

Charitable activities

Carers Careline is a registered charity, established in March 1988, supporting informal and unpaid adult carers in Redditch for over 36 years. Many carers do not identify themselves as such, they are simply caring for a family member or friend and feel that it is their duty to look after them. With an ever-aging population, more and more people find themselves taking on the role of carer and are having to deal with the impact of that on their own lives. Many carers acknowledge that they often feel stressed, isolated and lonely, exhausted, frustrated, don't know where to go for help and find themselves struggling financially. However, most of these carers would not willingly give up this role but would just like more support. Carers Careline works hard to identify these 'hidden' carers and offers help and support. We also offer support to people who are 'recovering' from the demands of their caring role and seeking to rebuild their lives. The organisation will continue to adapt its services to meet adult unpaid carer needs.

We offer a range of services to Engage, Enrich, Empower and Enable carers.

- We engage with carers through our proactive Telephone Support Service run by staff and volunteers, our monthly Newsletter and daily Drop-In sessions - Monday to Wednesday.
- We enrich carers' lives by funding Support Group activities. These include regular Creative Writing sessions, Craft Groups, and a monthly coffee morning get togethers. Each quarter we hold events where both the carer and 'cared for' can attend. We also run subsidised weekly Gentle Keep Fit sessions and organise breakfasts and lunches to encourage networking and peer support. Our ambition to offer Respite has become a reality through our Community Partnership, another charitable organisation. Through Carefree we are able to provide 2-night hotel breaks for carers to take advantage of and take a break from their caring role.
- We empower and enable carers by offering a Form Filling service to navigate the maze of adult services and benefit applications and we fund counselling for those with immediate need for further support. Working in the community for many years with unpaid carers, understanding the carer's life cycle, we also support those that are recovering from the demands of their caring role, usually "Life after Carers". Those who have lost loved ones they have cared for and who continue to need our support through our funded Bereavement Group led by a qualified counsellor.
- We are local, accessible, and available.

The organisation will continue to adapt its services to respond to and meet carer needs. In November 2024 we will launch Carers Connect, a new WhatsApp group to engage with those service users who register to provide real-time advice, support, signposting and reminders about diarised Carers Careline and local community events.

Over the years the organisation has adapted and evolved to continue to meet the ever-changing circumstances of its environment, weathering the Pandemic and now the Cost of Living Crisis. As we seek to find new opportunities there will be challenges, some of those known - such as funding and IT, the bigger challenge and unknown will be the continued increase in the cost of living, political instability and external forces that continue to affect and influence the UK economy and the rest of the world.

Even after 3 years since lockdown rules were fully lifted the ripple effect from the Pandemic continues. Confidence to go out for many of our more elderly cohort is still a challenge, many 'cared for' remain vulnerable and due to the demographic of our carers many continue to shield or at the very least consider their actions taking into consideration covid and the news of new strains.

The staff and volunteers have worked hard to maintain connections, build carer confidence and support services users whilst continuing to offer a full programme of service and develop opportunities.

The organisation currently employs 3 part time members of staff. The team of 17 volunteers including trustees continue to support us in many ways including delivering our programme of services and sitting on the board. We have a team of telephone support volunteers, other dedicated volunteers who lead and support our support groups and others who offer their support with special projects in the office.

The trustees would like to record their thanks to the staff and volunteers for their hard work and commitment.

We continue to face IT challenges as technology moves at pace. The issue of restricted server access remains a risk to the organisation. All our other systems are now cloud based however the client database, which is critical to the organisation to continue to provide support to our service users, remains on the server. We have explored new database options and looked at migrating the database in order to provide a more robust solution for access in the office and remotely but this still remains a challenge as it requires time and money to look at options and implement a cut over to a new database. Other challenges are the need for a new website and a new phone system when the analogue switch off takes place and the copper network is retired in 2025.

Each year Carers Careline relies on grants, donations and fundraising in order to continue the invaluable programme of services offered to carers in the local community. Without this funding the organisation would not exist. It is hoped that our dogged approach to finding funding over the last 36 years is robust enough to support the continuation of the charity for many years to come.

We are at the end of year 4 of the 5-year National Lottery's Community Fund Grant scheme. This funding has covered approximately 44% of our organisational expenditure this year. As our costs continue to rise this will reduce to around 40% in the next financial year. Over the year we have managed to find the balance required through grant awards, donations and fundraising. Having funds that are unrestricted allow the organisation to adapt and strengthen according to identified needs.

The Trustees would like to record their gratitude for the continuing support from grants awarded by the National Lottery Community Fund and Redditch Borough Council. Plus their gratitude for support from the Heart of England Inclusive Communities and Harry Payne Trust grants, Worcestershire County Council Public Health, The Grimmitt Trust, Magic Little Grants and the balance of funding from The Eveson Trust that continues to support our counselling sessions year on year. These grants underpin the organisations core costs in order to ensure we can continue to offer our programme of services. The impact of all these grants on a small organisation should not be underestimated.

The Trustees would also like to record their gratitude to those individuals who have donated this year; a legacy donation from the late Tricia Pursey, donations from the Redditch Round Table and The Inner Wheel, Redwing Solutions, a number of very generous carers and individuals who support us each year and our volunteers who not only donate their time but their expenses back to the organisation.

Special thanks also to Haywood Lodge and Millcroft care homes and to Alestones Micro pub for hosting events and support groups over the year. And to the local supermarkets Asda, Tesco, Morrisons and Farmfoods for their support with donations for raffles and food for events.

As we noted last year, we enter into the new financial year which remains an unknown once more. No one is clear on how the continued energy price rises or the cost of living crisis will affect us as an organisation. We know we will continue to face higher costs when it comes to the delivery of our charitable activities and operations, what impact this will have is uncertain. We will need to monitor this carefully and find further to ways to reduce our costs.

We have secured funding for our new financial year and on paper remain in a healthy position to continue to offer our services beyond. This is due to the differing financial years and timelines grants are awarded in against our own financial year.

Special projects

The aim of the charity is to provide emotional and practical support to unpaid carers. Over the many years of the charity's existence the population of life after carers has organically grown, resulting in a 60/40 split of carers to life after carers with no agreed process on how to manage this cohort longer term as their needs change or they themselves require care.

The last 6 months one of our projects has been to concentrate our efforts on understanding how we should manage this cohort and agree a process for how the organisation will operate in future to ensure we remain focussed on our aims to support unpaid carers.

Out of the 122 life after carers we have historically supported and who remained on our database at the beginning of the financial year, we found that many that we spoke to did not require our newsletter anymore nor did they require regular calls through our telephone support service which they had requested previously when they were carers. Many said that our service had been extremely valuable to them whilst being a carer, but they had moved on and were happy to take support from other organisations in the community who were more suited to their needs, such as Age UK.

This enabled the organisation to reallocate the time spent providing support to life after carers to further support the unpaid carers who are registered with us. We have also been able to reduce our postage costs significantly by reducing the distribution of those newsletters we sent by post to life after carers who no longer required our newsletter.

Furthermore, the organisation has agreed a process to manage future life after carers. We will provide life after carers with support between 6 to 12 months after a bereavement with regular monthly calls, transitioning those who want to have further support to our bereavement group, which is held monthly and which we have secured funding for, for the next two years, through Worcestershire County Council's Stay Connected grant which addresses social isolation and loneliness and is a priority of the grant.

Carers Careline Programme of Services

"You do such a great job. It's so good to have local support"

Our priority is to give our service users support that enables them to keep caring. We do this through our programme of services. What makes Carers Careline special is that some of the services offered are not ones that would routinely be available via other local agencies including proactive telephone support, face to face drop-ins, practical help with benefit applications, offering fully funded counselling and most importantly, a willingness to listen in a non-judgemental way. We are local, accessible and available. The organisation also supports the full life cycle of being a carer and beyond, offering bereavement support for the loss of a loved one or those cared for. A proportion of those we support are life-after carers recovering from the demands of their caring role who continue to need our care to remain healthy both mentally and physically and, most importantly, independent.

Leveraging our database, we keep up to date records of all our service users, their activity and history, our conversations, the advice we provide, the signposting we use direct clients and the successes we have with benefit applications. This allows us to more personally connect with each individual we speak to and provide a sense of continuity in our communications. Something we really pride ourselves on – making sure the little things are taken care of like sending a "big" birthday card or a simple "thinking of you".

"Thank you for everything and for always thinking about me!"

Telephone and Email Support Service

"Thank you for your call - you are a breath of fresh air!"

Telephone Support remains a key service of the organisation and continues to be the charity's main lifeline in keeping connections alive with our service users, many who just find it impossible to realise or allow themselves the time to get away from their caring role outside of the home.

Over the year we made a total of 2094 calls, sent 584 emails and 366 texts to our service users averaging 174 calls, 48 emails and 30 texts per month for those 170+ registered for the service. Typically calls to our service users last anywhere from 10-40 minutes with an average of 25 minutes per call. This equates to 52,400 minutes or 873 hours personally connecting with them through our Telephone Support service. We also sent out 138 letters and cards.

This service continues to be invaluable and key, first and foremost in supporting carers who are stuck at home and secondly to provide relevant and up to date information on the organisations own service programme plus local services, signposting and advice.

Newsletter

"Congratulations great job!"

Our newsletter is another lifeline. It's aim is s to work in parallel with our telephone support and drop-in services to maintain strong connections with our service users and contribute to their health and well-being, reassuring them that we are always here when and if they need us, providing a little emotional security and where possible loads of practical support..

We continue to find and allocate funding to the newsletter to produce and send it out on a monthly basis by post and electronically. Included is a calendar of all our support group dates and events in the local community which aim to put service users in touch with others and, as importantly, to ensure carers are updated with the latest news and hot topics related to their caring role. Our objective as always is to keep our service users informed, to give them hope and to keep them positive. We added a third page to the newsletter 6 months into the financial year to ensure not only our diary of events is included but also other events in the local community – where further peer and mutual support and emotional and practical support could be derived

As part of our LAC project we also have tried to encourage as many service users as possible to take our newsletter electronically to save on costs such and printing, paper and postage. We successfully reduced our postage of newsletters from 170 to 105 a month, in turn reducing our costs across the year by £780. We will continue to encourage as many of our service users as possible to take our newsletter by email however many of our services users, by the nature of their role, are elderly and cannot use the internet or leave the person they are caring for to get out of the house themselves. The newsletter is a way of connecting them with our organisation. We also send our newsletter out by email to our wider network including our funders, organisations we are aligned with and consortiums and groups we are part of.

Drop-in Service

"Thank you so much, I am so glad I came up, I feel better talking to you"

The Drop-In service offers "walk-in" face to face support The main aim of this service is to offer help and information, signpost to aligned organisations or just be available for a chat and a cuppa with a friendly face. Amongst many things the service can provide carers with the reassurance that they are on the right track, a chance to vent their feelings and frustrations in a non-judgmental environment or in some cases simply provide a sympathetic shoulder to cry on.

In the previous year we had 281 drop-ins, 216 this year. Our Drop-in service has not returned to pre-pandemic figures, and it is our belief as a consequence of the pandemic that the confidence of some service users to get out has been affected as they continue to choose to remain at home. However, providing this service allows, on occasion, to capture those carers who are at crisis point and have nowhere else to turn to seek help.

Form filling

"Many, many thanks for all your support and advice...I wouldn't have been able to get attendance allowance without it."

The main aim of this service is to help service users navigate the maze of adult services. The staff team are able to offers help, advice and assistance to ensure service users get the benefits to which they are entitled and handhold them through the application process.

This service grows from strength to strength and has supported 74 appointments, a 25% increase on last year with over 161 hours of staff time. Over the year the team successfully applied for 6 Blue Badge permits, 6 Attendance Allowance benefits and 2 Personal Independence Payments (PIP).

Support Groups

"Please pass on my thanks to everyone who planned, prepared and cooked our meal. It's always good to meet up with everyone and natter our heads off!!!!"

The main aim of our Support Group service is to enable service users to meet each other, build friendships and develop their own supportive networks of people who know and understand the ups and downs and the joys and frustrations of being a carer.

The organisation ran 86 face to face support groups including a monthly craft group, creative writing workshop and our coffee shop meeting sponsored by the owner of a local café, Aroma, plus weekly keep fit sessions.

We held quarterly events for both the carer and the cared for including this year, our Christmas Coffee afternoon, Winter Warmer hosted by Millcroft Care Home, Easter Chocolate Tombola and Summer Cream Tea hosted by Haywood Lodge.

Community collaborations have played a key role in our events where we have invited speakers from local organisations to inform our service users about the support they provide in the local community.

The Your Health Your Wellbeing (YHYW) NHS Health Van turned out to be a very successful collaboration. We hosted the van at 4 events and support groups over the year. The Health Van allowed our carers, who find it difficult to find the time to access health care for themselves, to take advantage of the their face-to-face service whilst attending one of our events. The Health Van team carried out checks on blood pressure, pre-diabetes and cholesterol. They also listened to any concerns individuals had about their general health and were able to feed back to the carers GP's if they felt certain individuals had issues that required further investigation for early intervention which was the case with some of our carers.

Counselling

"A big thanks to Carers Careline for all the support with the private counselling I had, it was very much appreciated"

The aim of this service is to further promote the mental health and emotional wellbeing of our carers and life-after carers with the provision of immediate referral for counselling. The organisation works closely with 2 fully qualified counsellors.

This service is key to the mental health of some of our service users and has supported 13 carers and life-after carers over 34 sessions helping them to overcome the challenges they face.

Bereavement Group

"Just to say thank you for all your support given to me during the loss of my mum – You all do a wonderful job!"

The aim of this group is to support anyone who is struggling to cope with loss.

This is another group where developing new friendships and connections can make a big impact on people's lives and some of our members of this group now meet up to go for lunch or coffee and are beginning to see that life goes on. The organisation ran 12 groups, one each month, with 128 attendees over the year. We understand that this service is vital in supporting the "life cycle" of many of our service users, the Bereavement Group provides this continuation.

Respite

"The break gave me the chance to totally relax with a friend and enjoy time for myself without anyone relying on me. I came home feeling more positive and ready to resume my caring role"

We have continued to promote our Respite service offering carers 2-night hotel breaks through our Community Partnership and paid membership with Carefree. Carefree are a charitable organisation who have themselves partnered with a number of hotels nationwide to identify some of the 1 million hotel rooms that lie vacant each week across the UK and offer them to unpaid carers for free 2-night hotel breaks away from their caring responsibilities. In this financial year we have made 3 referrals, and 8 carers have taken breaks. Although the break is free, there is a small administration fee of £33 to book the break which Carers Careline covers to provide this wonderful opportunity. Cares Careline also pay at membership fee of £360 to be a community partner. To date we have had breaks gifted to the value of £3850.

We continue to explore how we can find ways of offering Respite to carers and in December we hope to partner with a care provider who will be gifting a number of care at home sessions for carers to trial as part of a larger offering to provide support to carers who need further care provision.

Impact and outcomes

At the end of last year, we reported a client list of 325 service users. We mentioned in our report last year that our life after carer population has significantly increased through the evolution of the caring role and that we would need to find aligned organisations to signpost these service users to in order to concentrate our efforts back on our charity's aims.

Since then we have completed our life after carer project and now support 251 service users made up of 213 carers and 38 life after carers. We registered 22 new carers over the year.

We rely heavily on our telephone support service, drop-ins and other face to face communication to gain feedback from our service users. We are very lucky to be in regular contact with many of our carers as we support them throughout the year and are able to capture their responses to our support. Consultation at our AGM with our team is key to understanding how we meet carers needs. Electronic questionnaires and digital surveys are not a suitable option for most of our service users considering 62% of our service users are over 65. Access to these types of technologies remains a challenge.

Data and Statistics

		2021-2022	2022-2023	2023-2024
Service Users		332	325	251
New carers		12	26	22
Service				
Telephone support	Telephone calls	2172	2376	2094
	Number of mins/hours	54,300/905	59,400/990	52,400/873
	Letters/Cards	165	167	138
	Emails	316	330	584
	Texts		45	366
Newsletter	By post (carers & LAC) electronically (carers, LAC funders and network)		2024 1860	1650 2400
Drop-in	Number of drop-ins	214	281	218
Form Filling	Number of appointments	41	59	74
	Blue Badge			6
	Attendance Allowance			6
	PIP			2
Support Groups & Events	Number of groups	88	89	86
	Number of attendees	868	785	758
Bereavement Group	Number of groups	12	11	12
	Number of attendees	65	87	128
Counselling	Number of sessions	30	41	34
	Number of carers	8	10	13
Respite	Number of referrals	0	10	4
	Number of breaks	0	5	8

In addition to our usual services, the organisation seized on an opportunity to work with Age UK and Citizens Advice. As part of the Worcestershire Advice Network (WAN), Age UK were delegated the responsibility to manage part of the household support fund WAN voucher scheme for carers, state pensioners and those living with long term illness and/or disability. Age UK agreed to work with Carers Careline to allow our organisation to send carer referrals directly into them (once permission to share details had been given the by the carer). Age UK then contacted our carers and by the end of the financial year we had successfully referred 20 carers who were awarded a total of £3600 in cash vouchers with many more referrals in the pipeline into the new financial year.

Financial review

Total incoming resources for the year were £84,256 and total resources expended were £79,360 The net movement in funds amounted to a surplus of £5028. The retained reserves at 30 June 2024 were £79,001 made up of £2023 in restricted funds, £22,000 designated reserve and £55,110 in unrestricted funds. The £55,110 carried over is made up of £26,677 from the Heart of England Inclusive Communities grant and £5000 from Redditch Borough Council VCS paid in May leaving £23,433 carried over from donations, fundraising and small grants we have received throughout the previous financial years.

The trustees have reviewed the internal financial controls during the past year.

Reserves policy

The trustees have considered the level of reserves they wish to retain, appropriate to the charity's needs. This is based on the charity's size and the level of financial commitments held. The trustees aim to ensure the charity will be able to continue to fulfil its charitable objectives even if there is a temporary shortfall in income or unexpected expenditure. The trustees will endeavour not to set aside funds unnecessarily.

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

Governing document
The charity is governed by its Memorandum and Articles of Association as amended on 2nd March 2015, 29th July 2008, 15th January 2008 and 17th January 2007, which establishes the objects and powers of the charity.

Charity constitution
The charity was incorporated as a company limited by guarantee on 19th February 2003.

The Trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs A Vaughan	
Mrs H K Leedham	
Mr P R Williams	(Resigned 19 April 2024)
Mr R Crawford	
Mrs F J Mitchell (Chair)	
Mrs S Leeson	(Appointed 17 July 2024)

Recruitment and appointment of new trustees

New trustees are appointed by the existing board based on personal recommendation or expressions of interest.

Statement of Trustees' responsibilities
The Trustees, who are also the directors of Carers Careline for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.
In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

The Trustees' report was approved by the Board of Trustees.

F J Mitchell

Mrs F J Mitchell (Chair)
Trustee

Date: 27/11/24

CARERS CARELINE

INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF CARERS CARELINE

I report on the financial statements of the charity for the year ended 30 June 2024, which are set out on pages 14 to 23.

Respective responsibilities of Trustees and examiner

The charity's Trustees, who are also the directors of Carers Careline for the purposes of company law, are responsible for the preparation of the financial statements. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

(i) examine the financial statements under section 145 of the 2011 Act;

(ii) to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and

(iii) to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(a) which gives me reasonable cause to believe that in any material respect the requirements:

  (i) to keep accounting records in accordance with section 386 of the Companies Act 2006; and

  (ii) to prepare financial statements which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities;

  (iii) which are consistent with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities;

  have not been met or

(b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Garry Rutter FCA

The Oakley
Kidderminster Road
Droitwich
Worcestershire
WR9 9AY

Dated: 9/12/2024

CARERS CARELINE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 JUNE 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
Income from:					
Donations and legacies	3	49,256	35,000	84,256	60,824
Expenditure on:					
Charitable activites and support costs	4	42,834	36,526	79,360	69,088
Net income/(expenditure) for the year					
Net movement in funds		6,422	(1,526)	4,896	(8,264)
Fund balances at 1 July 2023		70,556	3,549	74,105	82,369
Fund balances at 30 June 2024		76,978	2,023	79,001	74,105

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

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

CARERS CARELINE

BALANCE SHEET

AS AT 30 JUNE 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Tangible assets	12		4		173
Current assets					
Debtors	13	897		1,096	
Cash at bank and in hand		79,117		73,772	
		80,014		74,868	
Creditors: amounts falling due within one year	14	(1,017)		(936)	
Net current assets			78,997		73,932
Total assets less current liabilities			79,001		74,105
The funds of the charity					
Restricted income funds	17		2,023		3,549
Unrestricted funds	16		76,978		70,556
			79,001		74,105

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 June 2024.

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 company as 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 company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on ..27/11/2024

F J Mitchell

Mrs F J Mitchell (Chair)
Trustee

Company registration number 04670523 (England and Wales)

1 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

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 where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

2 Accounting policies

Charity information

Carers Careline is a private company limited by guarantee incorporated in England and Wales. The registered office is Room 1 Ecumenical Centre, 6 Evesham Walk, Redditch, Worcestershire, B97 4EX.

2.1 Accounting convention

The accounts have been prepared in accordance with the charity's memorandum and Articles of Association, the Companies Act 2006 and "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 from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

2.2 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

2.3 Incoming resources

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.

2 Accounting policies **(Continued)**

2.4 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

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.

2.5 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost of assets less their residual values over their useful lives on the following bases:

Office equipment	Straight line basis over 3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

2.6 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts.

2.7 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

2.8 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

2.9 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Accounting policies **(Continued)**

2.10 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.

3 Income from donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Donations and gifts	3,879	-	3,879	3,155	-	3,155
Legacies	1,000	-	1,000	2,591	-	2,591
Grants	44,377	35,000	79,377	15,078	40,000	55,078
	49,256	35,000	84,256	20,824	40,000	60,824
Grants						
The National Lottery Community Fund	-	35,000	35,000	-	40,000	40,000
Redditch Borough Council - VCS	10,000	-	10,000	10,000	-	10,000
Redditch Borough Council (Social Prescribing)	-	-	-	2,117	-	2,117
The Harry Payne Trust (HoECF)	2,000	-	2,000	-	-	-
Inclusive Communities Fund (HoECF)	26,677	-	26,677	-	-	-
The Grimmitt Trust	1,200	-	1,200	-	-	-
Local Giving	500	-	500	-	-	-
Co-op Local Community Fund	-	-	-	2,461	-	2,461
Worcestershire County Council - Public Health Grant	4,000	-	4,000	-	-	-
Other	-	-	-	500	-	500
	44,377	35,000	**79377**	**15078**	**40000**	**55078**

4 Charitable activities

	2024	2023
	£	£
Staff costs	40,439	31,684
Telephone support	2,055	2,338
Counselling	1,526	1,085
Support groups	3,392	4,593
Rent and room hire	6,257	5,972
Respite costs	620	-
Newsletter	1,995	1,832
Volunteer expenses	187	-
	56,471	47,504
Share of support costs (see note 6)	22,367	20,930
Share of governance costs (see note 6)	522	654
	79,360	69,088
Analysis by fund		
Unrestricted funds	42,834	28,003
Restricted funds	36,526	41,085
	79,360	69,088

5 Description of charitable activities

To promote the health, mental and emotional wellbeing of adult carers, especially the elderly, in the local community through the identification of hidden carers, early intervention, preventative action and pastoral care.

6 Support costs

	Support costs	Governance costs	2024 Total	Support costs	Governance costs	2023 Total
	£	£	£	£	£	£
Staff costs	18,054	-	18,054	17,512	-	17,512
Depreciation	169	-	169	338	-	338
Insurance	1,177	-	1,177	905	-	905
Travel costs	131	-	131	66	-	66
Sundries	1,087	-	1,087	658	-	658
Subscriptions	265	-	265	181	-	181
Bank charges	105	-	105	206	-	206
Accounting	-	522	522	-	654	654
Computer costs	1,379	-	1,379	1,064	-	1,064
	22,367	522	22,889	20,930	654	21,584
Analysed between						
Charitable activities	22,367	522	22,889	20,930	654	21,584

All support costs have been allocated to the single charitable activity.

7 Net movement in funds

	2024	2023
	£	£
Net movement in funds is stated after charging/(crediting)		
Depreciation of owned tangible fixed assets	169	338

8 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

9 Independent examiner's remuneration

The analysis of independent examiner's remuneration is as follows:

Fees payable to the independent examiner:	2024	2023
	£	£
Independent examination of the annual accounts	522	654

10 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Staff	3	3

Employment costs	2024 £	2023 £
Wages and salaries	57,321	48,398
Other pension costs	1,172	798
	58,493	49,196

There were no employees whose annual remuneration was £60,000 or more.

12 Tangible fixed assets

	Office equipment £
Cost	
At 1 July 2023	6,831
At 30 June 2024	6,831
Depreciation and impairment	
At 1 July 2023	6,658
Depreciation charged in the year	169
At 30 June 2024	6,827
Carrying amount	
At 30 June 2024	4
At 30 June 2023	173

13 Debtors

Amounts falling due within one year:	2024 £	2023 £
Prepayments and accrued income	897	1,096

14 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	246	-
Other creditors	93	281
Accruals and deferred income	678	655
	1,017	936

15 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

16 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 July 2023	Incoming resources	Resources expended	At 30 June 2024
	£	£	£	£
General funds	70,556	49,256	(42,834)	76,978

Previous year:	At 1 July 2022	Incoming resources	Resources expended	At 30 June 2023
	£	£	£	£
General funds	77,735	20,824	(28,003)	70,556

17 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 July 2023	Incoming resources	Resources expended	At 30 June 2024
	£	£	£	£
The National Lottery Community Fund	-	35,000	(35,000)	-
The Eveson Trust	3,549	-	(1,526)	2,023
	3,549	35,000	(36,526)	2,023

17 Restricted funds (Continued)

Previous year:	At 1 July 2022	Incoming resources	Resources expended	At 30 June 2023
	£	£	£	£
The National Lottery Community Fund	-	40,000	(40,000)	-
The Eveson Trust	4,634	-	(1,085)	3,549
	4,634	40,000	41,085	3,549

The National Lottery Community Fund
The National Lottery Community Fund funds are used to run the organisation's programme of services including staff salaries delivering charitable activities and associated support costs.

The Eveson Trust
The Eveson Trust funds are used to provide counselling services for carers.

18 Analysis of net assets between funds

	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£
At 30 June 2024:			
Tangible assets	4	-	4
Current assets/(liabilities)	76,974	2,023	78,997
	76,978	2,023	79,001

	Unrestricted funds 2023	Restricted funds 2023	Total 2023
	£	£	£
At 30 June 2023:			
Tangible assets	173	-	173
Current assets/(liabilities)	70,383	3,549	73,932
	70,556	3,549	74,105

19 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

CARERS CARELINE

England & Wales - Charity number 1106747

Accounts

Charity Registration No. 1106747

Company Registration No. 04670523 (England and Wales)

CARERS CARELINE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2023

CARERS CARELINE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs A Vaughan	
	Mrs H K Leedham	
	Mr P R Williams	
	Mr R Crawford	(Appointed 31 March 2023)
	Mrs F J Mitchell	(Appointed 12 January 2023)
Secretary	E Gibson Di Meo	
Charity number	1106747	
Company number	04670523	
Registered office	Room 1 Ecumenical Centre 6 Evesham Walk Redditch Worcestershire B97 4EX	
Independent examiner	Garry Rutter The Oakley Kidderminster Road Droitwich Worcestershire WR9 9AY	

CARERS CARELINE

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CARERS CARELINE

REPORT OF THE CHAIR

FOR THE YEAR ENDED 30 JUNE 2023

Overview

I'm sure many of you reading this will share the shock I felt on hearing of the sad and unexpected death of the previous Chair person, Michel Hopper last December. Michael was a passionate advocate of Carers Careline, supporting the organisation as a telephone support volunteer and as Chair towards the end of his 9-year term as Trustee. Many of you will have known him and enjoyed telephone support conversations with him on a whole variety of subjects not least his knowledge of how things worked as a both a carer and a person being cared for. I will miss him, the staff, volunteers and carers will miss him and so will the wider community he was part of. We remember Sylvia and the rest of the family as they are still getting used to a different life without him.

I joined the board as Chairperson following Michael's death. As most of you know, I was Chief Officer of the organisation for a number of years and know what a difference this organisation makes to people's lives.

Up until this point the organisation had a very settled year following the pandemic and, after saying our goodbyes to Michael, the team continued to deliver on its mission obligations: to promote the health, mental and emotional wellbeing of adult carers.

Our Chief Officer, Erica, has been careful to manage and secure the funding required to continue operations into this financial year and beyond allowing the organisation to deliver its full programme of services and continue to develop new ones to meet our carers needs. In the last year we have had a 100% increase on the previous year's registration of new service users.

I am delighted to say we are in a good place to maintain our position and explore new opportunities thanks to our dedicated team of staff, volunteers and trustees and the support from our valued carers and funders.

The Board of Trustees

The board of trustees continue to fully support the Chief Officer and her staff. They have confidence in their ability to manage the organisation in a way that will achieve the organisations expected outcomes and are willing to work hard to make sure they have the appropriate knowledge and skills. At the AGM in November the board said goodbye to a long-standing trustee and welcomed me and another trustee, Ross Crawford, early in 2023. Both of us bring a wealth of experience in the care sector and first-hand experience of caring, which we hope will contribute to the ongoing success of Carers Careline. We are always looking for anyone in the local community who believes they could bring value to our organisation to be a trustee. We would welcome both carers and non-carers, anyone who has a willingness to understand the issues around caring and support the long-term future of Carers Careline.

The Staff

The organisation employs three members of staff on a part-time basis. All the staff are experienced in the sector and bring a huge range of skills, knowledge and understanding to their individual roles and to the team as a whole. We are fortunate to have Erica, Becky and Natalie all working for us.

The Volunteers

The organisation could not survive nor continue to provide the services it does without our volunteers. They underpin the telephone support service, newsletter and lead in many of our support groups. We continue to see many on a regular basis in the office - some connecting with our carers through telephone support others by hosting our support groups or helping with special projects. We are so grateful for their ongoing work and commitment.

Technology.

The use of technology to help manage the organisations' ability to deliver the outcomes that funders expect, and carers benefit from has now become paramount. Using social media; X (formerly Twitter), Facebook, and Instagram to both promote and communicate with carers and their wider network has become part of the norm. Our priorities are to replace our current database to provide an improved method of access whilst maintaining the highest level of security, update the phone system as the copper telephone network comes to an end and rebuild the website to make it easier to navigate and to find information. These all come at a very high cost for a small organisation like Carers Careline so we will have to be careful to manage these projects and plan how we will fund them in the next year.

The Finances

The National Lottery Community Fund Grant has created a degree of stability over the last three years covering a good percentage of our core costs until 2025. As this funding covers approximately 40-45% of our organisational expenditure we will need to find the balance through other grant applications, donations and fundraising. Typically (and historically) we make numerous applications each year to many grant funding organisations, these tend to be small sums - £500, £1000, £2500 - these funds along with small donations and our fundraising efforts allow for us to make up the shortfall although finding these opportunities and being successful is becoming more and more difficult as competition for funding continues to grow. However, we are able to report that we are continuing to provide support to carers in a focused and prescribed way allowing us to meet our promised objectives putting us in the best position possible.

The Outlook

As an organisation we are well placed to succeed. We have an experienced board of trustees that are focused on good governance. We have staff that are committed to and have adopted the values of the organisation and understand the need for flexibility and a growing group of committed volunteers that work with the staff and seem always willing to do more. The cost-of-living crisis will undoubtedly continue to stretch us as an organisation but as we have done before, we will meet this by adapting to the environment we work in and flex to new ways of working.

F J Mitchell

Fiona Mitchell
Chair of Trustees

Date: 22/11/23

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2023

The Trustees present their annual report and financial statements for the year ended 30 June 2023.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association , the Companies Act 2006 and "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 January 2019).

Objectives and activities

Mission statement

To promote the health, mental and emotional wellbeing of adult carers in the local community through the identification of hidden carers, early intervention, preventative action and pastoral care.

Objectives
- To locate and engage carers in Redditch.
- To promote our support services to carers in Redditch.
- To provide volunteer and training opportunities.
- To enhance personal value, confidence, positive interaction and hope.
- To help remove barriers for unemployed carers to access employment.
- To offer a safe environment to provide training to adult carers.

Vision
To achieve continued growth in the number of adult informal carers in the local community for whom we provide support.

Public benefit
The charity acknowledges its requirement to demonstrate clearly that it must have charitable purposes or "aims" that are for the public benefit. The trustees confirm that they have paid due regard to the Charity Commission guidance on public benefit before deciding what activities the charity should undertake.

Achievements and performance

Charitable activities

Carers Careline is a registered charity, established in March 1988, supporting informal and unpaid adult carers in Redditch for over 35 years. Many carers do not identify themselves as such, they are simply caring for a family member or friend and feel that it is their duty to look after them. With an ever-aging population, more and more people find themselves taking on the role of carer and are having to deal with the impact of that on their own lives. Many carers acknowledge that they often feel stressed, isolated and lonely, exhausted, frustrated, don't know where to go for help and find themselves struggling financially. However, most of these carers would not willingly give up this role but would just like more support. Carers Careline works hard to identify these 'hidden' carers and offers help and support. We also offer support to people who are 'recovering' from the demands of their caring role and seeking to rebuild their lives. The organisation will continue to adapt its services to meet adult unpaid carer needs.

We offer a range of services to Engage, Enrich, Empower and Enable carers.

- We engage with carers through our proactive Telephone Support Service run by staff and volunteers, our monthly Newsletter and daily Drop-In sessions, Monday to Wednesday.
- We enrich carers' lives by funding Support Group activities. These include regular Creative Writing sessions, Craft Groups, and a monthly coffee morning. Each quarter we hold events where both the carer and 'cared for' can attend. We also run subsidised weekly Gentle Keep Fit sessions, day trips and entertainment and organise breakfasts and lunches to encourage networking and peer support.
- We empower and enable carers by offering a Form Filling service to navigate the maze of adult services and benefit applications and we fund counselling for those with immediate need for further support. Working in the community for many years with unpaid carers, understanding the carer's life cycle, we also support those that are recovering from the demands of their caring role, usually "Life after Carers". Those who have lost loved ones they have cared for and who continue to need our support through our funded Bereavement Group led by a qualified counsellor.
- We are local, accessible, and available.

Our ambition to offer a Respite Service has become a reality. To allow carers we support some time for themselves. The organisation will continue to adapt its services to respond to and meet carer needs.

Over the years the organisation has adapted and evolved to continue to meet the ever-changing circumstances of its environment, weathering the Pandemic and now the Cost of Living Crisis. As we seek to find new opportunities there will be challenges, some of those known - such as funding and IT, the bigger challenge and unknown will be the continued increase in the cost of living, political instability and external forces that continue to affect and influence the UK economy and the rest of the world.

The ripple effect from the Pandemic continues. Confidence to go out for many is still a challenge, many 'cared for' remain vulnerable and due to the demographic of our carers many continue to shield or at the very least consider their actions taking into consideration covid and the news of new strains.

The staff and volunteers have worked hard to maintain connections, build carer confidence and support services users whilst continuing to offer a full programme of service and develop opportunities.

Following a restructure, the organisation currently employs 3 part time members of staff. The team of 18 volunteers continue to support us in many ways including delivering our programme of services and sitting on the board. Sadly Michael Hopper, the organisations Chair, who was very much involved in supporting the board and the telephone support service, passed away in December. Our current team of telephone support volunteers totals 6 - 4 working in the office on rota and 2 working from home. We have other dedicated volunteers who lead and support our support groups and who offer their support with special projects in the office.

The trustees would like to record their thanks to the staff and volunteers for their hard work and commitment. Without this, the organisation would have been unable to deliver its services at all.

We continue to face IT challenges as technology moves at pace. The issue of restricted server access remains a risk to the organisation. All our other systems are now cloud based however the client database, which is critical to the organisation to continue to provide support to our service users, remains on the server. We will need to explore new database options and migrate the database in order to provide a more robust solution for access in the office and remotely. This will cost time and money to look at options and implement a cut over to a new database. Other challenges are the need for a new website and a new phone system when the analogue switch off takes place and the copper network is retired.

Each year Carers Careline relies on grants, donations and fundraising in order to continue the invaluable programme of services offered to carers in the local community. Without this funding the organisation would not exist. It is hoped that our dogged approach to finding funding over the last 35 years is robust enough to support the continuation of the charity for many years to come.

We are at the end of year 3 of the 5 year National Lottery's Community Fund Grant scheme. This funding covers approximately 45% of our organisational expenditure although as our costs rise this will reduce to around 40% in the next 2 financial years. We will need to find the balance year on year through grant awards, donations and fundraising. Having funds that are unrestricted allow the organisation to adapt and strengthen according to identified needs.

The Trustees would also like to record their gratitude for the continuing support from the National Lottery Community Fund, Redditch Borough Council, Co-op Local Community Fund and Magic Little Grants underpinning the organisations core costs in order to continue to offer their programme of services. The impact of all these grants on a small organisation should not be underestimated.

At the end of our financial year we enter into the unknown once more. No one is clear on how the energy price rises or the cost of living crisis will continue to affect us as an organisation. We know we will continue to face higher costs when it comes to the delivery of our charitable activities and operations, what impact this will have is uncertain. We will need to monitor this carefully.

Carers Careline Programme of Services

"Thank you for all your support over the years, you mean all mean the world to me. You've been such a support!"

Our priority is to give our service users support that enables them to keep caring. We do this through our programme of services. What makes Carers Careline special is that some of the services offered are not ones that would routinely be available via other local agencies including proactive telephone support and practical help with benefit applications, offering fully funded counselling and most importantly, a willingness to listen in a non-judgemental way. We are local, accessible and available. The organisation also supports the full life cycle of being a carer and beyond, offering bereavement support for the loss of a loved one or those cared for. A third of those we support are life-after carers recovering from the demands of their caring role who continue to need our care to remain healthy both mentally and physically and, most importantly, independent.

Leveraging our database we keep up to date records of all our service users, their activity and history and our conversations. This allows us to more personally connect with each individual we speak to and provide a sense of continuity in our communications. Something we really pride ourselves on – making sure the little things are taken care of like sending a "big " birthday card or a simple "thinking of you".

In the last year we have developed Respite Service further to partnering with another charitable organisation, Carefree, who provide free 1-2 night breaks in hotels across the UK to eligible unpaid carers.

Telephone and Email Support Service

"Thanks to Carers Careline – so grateful for help and chats. God bless Carers Careline."

Telephone Support remains a key service of the organisation and continues to be the charity's main lifeline in keeping connections alive with our service users, many who just find it impossible to realise or allow themselves the time to get away from their caring role outside of the home.

Over the year we made a total of 2376 calls and sent 373 emails and texts to our service users averaging 198 calls and 31 emails per month for those 170+ registered for the service. Typically calls to our service users last anywhere from 10-40 minutes with an average of 25 minutes per call. This equates to 59,400 minutes or 990 hours personally connecting with them through our Telephone Support service. We also sent out 167 letters and cards.

This service continues to be invaluable and key, first and foremost in supporting carers who are stuck at home and secondly to provide relevant and up to date information on the organisations own service programme plus local services, signposting and advice.

Newsletter

"Newsletter is brilliant - please thank the staff for all the good work."

The aim of our newsletter is to work in parallel with our telephone service to maintain strong connections with our service users and contribute to their health and well-being, reassuring them that we are always here when and if they need us, providing a little emotional security.

We continue to find and allocate funding to the newsletter to produce and send it out on a monthly basis. It has a rolling calendar of all our support group dates and events which aim to put service users in touch with others and, most of all, to keep in touch with them with up-beat news and discussion. Our objective as always is to keep our service users informed, to give them hope and to keep them positive.

We continue to encourage as many of our service users as possible to take it by email however we print and distribute by post around 170 each month. Many of our services users, by the nature of their role, are elderly and cannot use the internet or leave the person they are caring for to get out of the house themselves. The newsletter is a way of connecting them with our organisation. We also send our newsletter out by email to our wider network including our funders, organisations we are aligned with and consortiums and groups we are part of.

Drop-in Service

"Many thanks for looking after us throughout the year."

The Drop-In service offers "walk-in" face to face support The main aim of this service is to offer help and information, signpost to aligned organisations or just be available for a chat and a cuppa with a friendly face. Amongst many things the service can provide carers with the reassurance that they are on the right track, a chance to vent their feelings and frustrations in a non-judgmental environment or in some cases simply provides a sympathetic shoulder to cry on.

In the previous year we had 214 attendances, 281 this year. Our Drop-in service has not returned to pre-pandemic figures, and it is our belief as a consequence of the pandemic that the confidence of some service users to get out has been affected as they continue to choose to remain at home. However, providing this service allows, on occasion, to capture those carers who are at crisis point and have nowhere else to turn to seek help. This shows in the 108% increase in new carers registered with the organisation over last financial year.

Form filling

"Many, many thanks for all your support and advice...I wouldn't have been able to get attendance allowance without it."

The main aim of this service is to help service users navigate the maze of adult services. Our Carer Services Manager, who has a profound understanding of the benefits system along with the other staff members, offers help, advice and assistance to ensure service users get the benefits to which they are entitled.

This service grows from strength to strength and has supported 59 appointments, a 43% increase on last year with over 135 hours of staff time.

Support Groups

"Please pass on my thanks to everyone who planned, prepared and cooked our meal. It's always good to meet up with everyone and natter our heads off!!!!"

The main aim of our Support Group service is to enable service users to meet each other, build friendships and develop their own supportive networks of people who know and understand the ups and downs and the joys and frustrations of being a carer.

The organisation ran 89 face to face support group including a monthly craft group, creative writing workshop and our coffee shop meeting sponsored by the owner of a local café, Aroma, plus weekly keep fit sessions.

We hold quarterly events for both the carer and the cared for. After the success and positive feedback of the hot lunch provided at the AGM, we planned a Winter Warmer in February, cooking and feeding all those service users who attended. Other events included our Christmas coffee morning and Easter chocolate tombola and a "Coronation Cream Tea" hosted by a new partner, Haywood Lodge who are part of the Ideal Care Home Group. Other organised events included breakfasts and lunches at various venues in the local community and day trips across the county including our June outing on Cecilia the canalboat.

Counselling Support

"Thank you for all your support given to me during the loss of my mum."

The aim of this service is to further promote the mental health and emotional wellbeing of our carers and life-after carers with the provision of immediate referral for counselling. The organisation works closely with 2 fully qualified counsellors, one male and one female.

This service is key to the mental health of some of our service users and has supported 10 carers and life-after carers over 41 sessions helping them to overcome the challenges they face.

Bereavement Group

"I find this group extremely good as listening to other people, I realise they are experiencing the same as me."

The aim of this group is to support anyone who is struggling to cope with loss.

This is another group where developing new friendships and connections can make a big impact on people's lives and some of our members of this group now meet up to go for lunch or coffee and are beginning to see that life goes on. The organisation ran 11 groups, one each month, with 81 attendees over the year. We understand that this service is vital in supporting the "life cycle" of many of our service users, the Bereavement Group provides this continuation.

Respite

Carer H texted whilst away on their hotel break...

Carer H: ***Thank you (Carers Careline) for organising this break. It's great AND I'm on the Baileys***

Carers Careline: ***Baileys yum? Thought you didn't drink?***

Carer H: ***Not a carer for 2 days!***

In July 2022 we became a Community Partner of Carefree. Carefree are a charitable organisation who have themselves partnered with a number of hotels nationwide to identify some of the 1 million hotel rooms that lie vacant each week and offer them to unpaid carers for a 1-2 night break, away from their caring responsibilities. In this year we have made 9 referrals and 5 carers have now taken breaks. Although the break is free, there is a small administration fee to book the break which Carers Careline covers to provide this wonderful opportunity.

Impact and outcomes

At the end of last year, we reported a client list of 332 active service users. We now have 325. We registered 26 new carers over the year and lost 33 – some service users request to end their support after the loss of the person they have been caring for, for most the organisation has historically continued to support these individuals until there comes a time when the carer themselves find they need care or through their own passing. As our life after carer population increases through the evolution of the caring role, we must seek to find aligned organisations to sign post these service users to in order to concentrate our efforts on our charity's aims.

We rely heavily on paper-based questionnaires to capture feedback requiring face to face or physical contact to record responses and evaluate. Electronic questionnaires and digital surveys are not a suitable option for most of our service users considering the demographic trend is towards an older population.

Data and Statistics

		2021-2022	2022-2023
Carers registered		332	325
New carers		12	26
Service			
Telephone support	Telephone calls	2172	2376
	Number of minutes/hours	54,300/905	59,400/990
	Letters/Cards	165	167
Email support	Emails	316	373
Drop-in	Number of drop-ins	214	281
Form Filling	Number of appointments	41	59
Support Groups	Number of groups	88	89
	Number of attendees	933	872
Bereavement Group	Number of groups	12	11
	Number of attendees	65	87
Counselling service	Number of sessions	30	41
	Number of carers	8	10

Financial review

Total incoming resources for the year were £60,824 and total resources expended were £69,088. The net movement in funds amounted to a deficit of £8,264 The retained reserves at 30 June 2022 were £74,105 made up of £3,549 in restricted funds and £70,556 in unrestricted funds. The current and reserve bank accounts were amalgamated part way through the year to reduce bank charges incurred on both accounts.

The trustees have reviewed the internal financial controls during the past year.

Reserves policy

The trustees have considered the level of reserves they wish to retain, appropriate to the charity's needs. This is based on the charity's size and the level of financial commitments held. The trustees aim to ensure the charity will be able to continue to fulfil its charitable objectives even if there is a temporary shortfall in income or unexpected expenditure. The trustees will endeavour not to set aside funds unnecessarily.

The Trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

Governing document
The charity is governed by its Memorandum and Articles of Association as amended on 2nd March 2015, 29th July 2008, 15th January 2008 and 17th January 2007, which establishes the objects and powers of the charity.

Charity constitution
The charity was incorporated as a company limited by guarantee on 19th February 2003.

The Trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs A Vaughan	
Mr M Hopper MBE	(Deceased 12 December 2022)
Mrs H K Leedham	
Mr P R Williams	
Mrs R Seaton Smith	(Resigned 23 November 2022)
Mr R Crawford	(Appointed 31 March 2023)
Mrs F J Mitchell	(Appointed 12 January 2023)

Recruitment and appointment of new trustees

New trustees are appointed by the existing board based on personal recommendation or expressions of interest.

Statement of Trustees' responsibilities
The Trustees, who are also the directors of Carers Careline for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.
In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

The Trustees' report was approved by the Board of Trustees.

F J Mitchell

Mrs F J Mitchell
Trustee

Date: 22/11/23

CARERS CARELINE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CARERS CARELINE

I report on the financial statements of the charity for the year ended 30 June 2023, which are set out on pages 13 to 22.

Respective responsibilities of Trustees and examiner

The charity's Trustees, who are also the directors of Carers Careline for the purposes of company law, are responsible for the preparation of the financial statements. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

(i) examine the financial statements under section 145 of the 2011 Act;

(ii) to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and

(iii) to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(a) which gives me reasonable cause to believe that in any material respect the requirements:

  (i) to keep accounting records in accordance with section 386 of the Companies Act 2006; and

  (ii) to prepare financial statements which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities;

  have not been met or

(b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Garry Rutter FCA

Dated: 23/11/23

CARERS CARELINE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 JUNE 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
Income from:					
Donations and legacies	3	20,824	40,000	60,824	87,055
Expenditure on:					
Charitable activites and support costs	4	28,003	41,085	69,088	68,424
Net income/(expenditure) for the year					
Net movement in funds		(7,179)	(1,085)	(8,264)	18,631
Fund balances at 1 July 2022		77,735	4,634	82,369	63,738
Fund balances at 30 June 2023		70,556	3,549	74,105	82,369

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

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

CARERS CARELINE

BALANCE SHEET

AS AT 30 JUNE 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Tangible assets	11		173		511
Current assets					
Debtors	12	1,096		327	
Cash at bank and in hand		73,772		82,514	
		74,868		82,841	
Creditors: amounts falling due within one year	13	(936)		(983)	
Net current assets			73,932		81,858
Total assets less current liabilities			74,105		82,369
Income funds					
Restricted funds	15		3,549		4,634
Unrestricted funds			70,556		77,735
			74,105		82,369

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 June 2023.

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 company as 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 company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 22/11/2023

F J Mitchell

Mrs F J Mitchell
Trustee

Company Registration No. 04670523

1 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

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 where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

2 Accounting policies

Charity information

Carers Careline is a private company limited by guarantee incorporated in England and Wales. The registered office is Room 1 Ecumenical Centre, 6 Evesham Walk, Redditch, Worcestershire, B97 4EX.

2.1 Accounting convention

The accounts have been prepared in accordance with the charity's memorandum and Articles of Association, the Companies Act 2006 and "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 from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

2.2 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

2.3 Incoming resources

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.

2 Accounting policies **(Continued)**

2.4 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

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.

2.5 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost of assets less their residual values over their useful lives on the following bases:

Office equipment	Straight line basis over 3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

2.6 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts.

2.7 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

2.8 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

2.9 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Accounting policies **(Continued)**

2.10 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.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2023	2023	2023	2022	2022	2022
	£	£	£	£	£	£
Donations and gifts	3,155	-	3,155	2,554	-	2,554
Legacies receivable	2,591	-	2,591	4,406	-	4,406
Grants	15,078	40,000	55,078	40,095	40,000	80,095
	20,824	40,000	60,824	47,055	40,000	87,055
Grants receivable for core activities						
Community Fund	-	40,000	40,000	-	40,000	40,000
Redditch Borough Council - VCS	10,000	-	10,000	12,500	-	12,500
Redditch Borough Council (Social Prescribing)	2,117	-	2,117	-	-	-
Tesco Groundworks	-	-	-	1,000	-	1,000
The Grimmitt Trust	-	-	-	1,000	-	1,000
Harry Payne Trust	-	-	-	1,500	-	1,500
Co-op Local Community Fund	2,461	-	2,461	3,095	-	3,095
Worcestershire Community Foundation	-	-	-	10,000	-	10,000
Worcestershire City Council - Councillor Grants	-	-	-	1,000	-	1,000
Bromsgrove and Redditch Partnership	-	-	-	10,000	-	10,000
Other	500	-	500	-	-	-
	15,078	40,000	55,078	40,095	40,000	80,095

4 Charitable activities

	2023	2022
	£	£
Staff costs	31,684	30,440
Telephone support	2,338	1,627
Counselling	1,085	1,295
Support groups	4,593	3,840
Rent and room hire	5,972	5,688
Form filling	-	256
Newsletter	1,832	1,580
	47,504	44,726
Share of support costs (see note 6)	20,930	23,104
Share of governance costs (see note 6)	654	594
	69,088	68,424
Analysis by fund		
Unrestricted funds	28,003	27,130
Restricted funds	41,085	41,294
	69,088	68,424

5 Description of charitable activities

To promote the health, mental and emotional wellbeing of adult carers, especially the elderly, in the local community through the identification of hidden carers, early intervention, preventative action and pastoral care.

6 Support costs

	Support costs	Governance costs	2023 Total	Support costs	Governance costs	2022 Total
	£	£	£	£	£	£
Staff costs	17,512	-	17,512	17,834	-	17,834
Depreciation	338	-	338	1,583	-	1,583
Office costs	-	-	-	286	-	286
Insurance	905	-	905	1,099	-	1,099
Travel costs	66	-	66	341	-	341
Sundries	658	-	658	355	-	355
Subscriptions	181	-	181	181	-	181
Bank charges	206	-	206	132	-	132
Accounting	-	654	654	526	594	1,120
Computer costs	1,064	-	1,064	767	-	767
	20,930	654	21,584	23,104	594	23,698
Analysed between						
Charitable activities	20,930	654	21,584	23,104	594	23,698

All support costs have been allocated to the single charitable activity.

7 Net movement in funds

	2023	2022
	£	£
Net movement in funds is stated after charging/(crediting)		
Depreciation of owned tangible fixed assets	338	1,583

8 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

9 Independent examiner's remuneration

The analysis of independent examiner's remuneration is as follows:

Fees payable to the independent examiner:	2023	2022
	£	£
Independent examination of the annual accounts	654	594

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
Staff	3	4

Employment costs	2023 £	2022 £
Wages and salaries	48,398	47,293
Other pension costs	798	981
	49,196	48,274

There were no employees whose annual remuneration was £60,000 or more.

11 Tangible fixed assets

	Office equipment £
Cost	
At 1 July 2022	6,831
At 30 June 2023	6,831
Depreciation and impairment	
At 1 July 2022	6,320
Depreciation charged in the year	338
At 30 June 2023	6,658
Carrying amount	
At 30 June 2023	173
At 30 June 2022	511

12 Debtors

Amounts falling due within one year:	2023 £	2022 £
Other debtors	-	327
Prepayments and accrued income	1,096	-
	1,096	327

13 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	-	81
Other creditors	281	308
Accruals and deferred income	655	594
	936	983

14 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

15 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds			Movement in funds		
	Balance at 1 July 2021	Incoming resources	Resources expended	Balance at 1 July 2022	Incoming resources	Resources expended	Balance at 30 June 2023
	£	£	£	£	£	£	£
The National Lottery Community Fund	-	40,000	(40,000)	-	40,000	(40,000)	-
The Eveson Trust	5,928	-	(1,294)	4,634	-	(1,085)	3,549
	5,928	40,000	(41,294)	4,634	40,000	(41,085)	3,549

The National Lottery Community Fund

The National Lottery Community Fund funds are used to run the organisation's programme of services including staff salaries delivering charitable activities and associated support costs.

The Eveson Trust

The Eveson Trust funds are used to provide counselling services for carers.

16 Analysis of net assets between funds

	Unrestricted 2023 £	Restricted 2023 £	Total 2023 £	Total 2022 £
Fund balances at 30 June 2023 are represented by:				
Tangible assets	173	-	173	511
Current assets/(liabilities)	70,383	3,549	73,932	81,858
	70,556	3,549	74,105	82,369

17 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

CARERS CARELINE

England & Wales - Charity number 1106747

Accounts

Charity Registration No. 1106747

Company Registration No. 04670523 (England and Wales)

CARERS CARELINE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

CARERS CARELINE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs A Vaughan Mr M Hopper MBE Mrs H K Leedham Mrs R Seaton Smith Mr P R Williams	 (Appointed 7 July 2021)
Charity number	1106747	
Company number	04670523	
Registered office	Room 1 Ecumenical Centre 6 Evesham Walk Redditch Worcestershire B97 4EX	
Independent examiner	Garry Rutter The Oakley Kidderminster Road Droitwich Worcestershire WR9 9AY	

CARERS CARELINE

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CARERS CARELINE

CHAIRMAN'S REPORT

FOR THE YEAR ENDED 30 JUNE 2022

Overview

Last year I talked about taking the organisation forward, something I was keen for everyone to engage with. After a difficult 2 years and despite the legacy of the pandemic, the organisation continues to deliver on its mission obligations.to promote the health, mental and emotional wellbeing of adult carers. The programme of services the organisation offered prior to Covid is fully operational once more and available face to face.

Our new Chief Officer, Erica, secured the balance of funding required to continue operations into this financial year and beyond allowing us to focus, as I had hoped, on developing new services to meet our carers needs with respite being our ambition.

I am delighted to say we are in a good place to maintain our position and grow thanks to our dedicated team of staff, volunteers and trustees and the support from our valued carers and funders. We will continue to seek out new opportunities to further meet our aims.

The Board of Trustees

The board of trustees continue to fully support the Chief Officer and her staff. They have confidence in their ability to manage the organisation in a way that will achieve the organisations expected outcomes and are willing to work hard to make sure they have the appropriate knowledge and skills. During the year we have had to say both 'goodbye' to a trustees and welcome a new member. The board are very lucky in that our new member who we have co-opted onto the board is an experienced charity trustee already in the Care Sector and brings valuable knowledge to the Board. The Board are always looking for anyone in the local community who believes they could bring value to our organisation to be a trustee. We would welcome both carers and non-carers as there is no requirement to having experience of being a carer, just a willingness to support the long term future of Carers Careline.

The Staff

The organisation now employs three members of staff on a part-time basis them after the fourth member retired in January. The staff bring a wealth of knowledge and understanding to the organisation with over 20 years combined experience in the care sector.

The Volunteers

The organisation could not survive nor continue to provide the services it does without our volunteers. They underpin the telephone support service, newsletter and lead in many of our support groups. We have welcomed back many to the office over the last year as confidence to return has grown.

Technology.

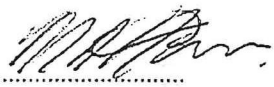
The use of technology to help manage the organisations' ability to deliver the outcomes that funders expect, and carers benefit from has now become paramount. Using social media; Twitter, Facebook, and Instagram to both promote and communicate with carers has become part of the norm. Our strategy now includes rebuilding the website to make it easier to navigate and to find information. The organisation is also exploring ways to develop the database to provide a platform for easier data analysis, data entry and improve the method of access whilst maintaining the highest level of security.

The Finances

The successful National Lottery application with their Community Fund has created stability for 50% of our core costs until years to 2025. As this funding covers approximately 50% of our organisational expenditure we will need to find the other 50%+ year on year through grants, donations and fundraising. Typically (and historically) we make numerous applications each year to many grant funding organisations, these tend to be small sums - £500, £1000, £2500 - these funds along with small donations and our fundraising efforts allow for us to make up the shortfall although finding these opportunities and being successful is becoming more and more difficult post pandemic as competition for funding grows. However, we are able to report that we are continuing to provide support to carers in a focused and prescribed way allowing us to meet our promised objectives putting us in the best position possible.

The Outlook

As an organisation we are well placed to succeed. We have an experienced board of trustees that are focused on good governance. We have staff that are committed to and have adopted the values of the organisation and understand the need for flexibility and a growing group of committed volunteers that work with the staff and are always willing to do more. The cost-of-living crisis will undoubtedly stretch us as an organisation but as we have done before, we will meet this by adapting to the environment we work in and flex to new ways of working.



.....

Michael Hopper MBE
Chair of Trustees

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2022

The Trustees present their annual report and financial statements for the year ended 30 June 2022.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association , the Companies Act 2006 and "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 January 2019).

Objectives and activities

Mission statement

To promote the health, mental and emotional wellbeing of adult carers in the local community through the identification of hidden carers, early intervention, preventative action and pastoral care.

Objectives
- To locate and engage carers in Redditch.
- To promote our support services to carers in Redditch.
- To provide volunteer and training opportunities.
- To enhance personal value, confidence, positive interaction and hope.
- To help remove barriers for unemployed carers to access employment.
- To offer a safe environment to provide training to adult carers.

Vision
To achieve continued growth in the number of adult informal carers in the local community for whom we provide support.

Public benefit
The charity acknowledges its requirement to demonstrate clearly that it must have charitable purposes or "aims" that are for the public benefit. The trustees confirm that they have paid due regard to the Charity Commission guidance on public benefit before deciding what activities the charity should undertake.

Achievements and performance

Charitable activities

Carers Careline is a registered charity, established in March 1988, supporting informal and unpaid adult carers in Redditch for over 34 years. Many carers do not identify themselves as such, they are simply caring for a family member or friend and feel that it is their duty to look after them. With an ever-aging population, more and more people find themselves taking on the role of carer and are having to deal with the impact of that on their own lives. Many carers acknowledge that they often feel stressed, isolated and lonely, exhausted, frustrated, don't know where to go for help and find themselves struggling financially. However, most of these carers would not willingly give up this role but would just like more support. Carers Careline works hard to identify these 'hidden' carers and offers help and support. We also offer support to people who are 'recovering' from the demands of their caring role and seeking to rebuild their lives. The organisation will continue to adapt its services to meet carer needs

We offer a range of services to Engage, Enrich, Empower and Enable carers.

We engage with carers through our proactive Telephone Support Service run by staff and volunteers, our monthly Newsletter and daily Drop-In sessions, Monday to Wednesday.

We enrich carers' lives by funding Support Group activities. These include regular Creative Writing sessions, Craft Groups, Aromatherapy - stress and relaxation workshops and a monthly coffee morning. Each quarter we hold events where both the carer and, new for this year, 'cared for' can attend. We also run subsidised weekly Gentle Keep Fit sessions, day trips and entertainment and organise breakfasts and lunches to encourage networking and peer support.

We empower and enable carers by offering a Form Filling service to navigate the maze of adult services and benefit applications and we fund counselling for those with immediate need for further support. Working in the community for many years with unpaid carers, understanding the carer's life cycle, we also support those that are recovering from the demands of their caring role, usually "Life after Carers". Those who have lost loved ones they have cared for and who continue to need our support through our funded Bereavement Group led by a qualified counsellor.

We are local, accessible, and available.

Our ambition is to offer a Respite Service to allow carers we support some time for themselves. The organisation will continue to adapt its services to respond to and meet carer needs.

Over the years the organisation has adapted and evolved to continue to meet the ever-changing circumstances of it's environment. Weathering the Pandemic is testament to this. As we seek to find new opportunities there will be challenges, some of those are known - such as funding and IT, the bigger challenge and unknown will be the cost of living crisis and how this will affect our own operations and the carers we support.

The ripple effect from the Pandemic is still being felt. Our new financial year started in the month where most restrictions were lifted, and everything went back to normal or a "new" normal. Covid has not magically gone away. Herd immunity prevails but this is not a catch all solution. Confidence to go out has been lost, many 'cared for' remain vulnerable and due to the demographic of our carers many continue to shield or at the very least consider their actions with regard to the outside world, minimising contact.

The staff and volunteers have worked hard to maintain connections and support, continuing to offer a full programme of services, and developing opportunities.

By the October all the staff had returned to working from the office. At the end of January 2022, our Carers Services worker, supporting the team, retired. Throughout the rest of the year, we have been very fortunate to leverage the support of trustees and volunteers who agreed to assist the staff team giving the organisation time to review its structure and the job roles and responsibilities.

The team of 22 volunteers continue to support us in many ways. Slowly our volunteers have returned to the office, this transition has not been easy for everyone. We have an 8 strong team of telephone support volunteers 5 working in the office on rota and 3 working from home. We have a volunteer dedicated to our Drop-In service and other specialised volunteers who lead our support groups.

The trustees would like to record their thanks to the staff and volunteers for their hard work and commitment. Without this, the organisation would have been unable to deliver its services at all.

As restrictions were lifted in July the organisation started to build and promote face to face services once more. Uptake was initially low however as the year progressed more and more of our carers have realised the support they can get from these services and uptake has increased.

Unlike how we worked over the pandemic calling each one of our carers, we reverted to calling only those who registered for Telephone support and Emails – this however has increased due to the positive response the organisation had for the service over the pandemic.

We continue to face IT challenges. The issue of restricted server access experienced by the team when home working was eliminated when all the staff team returned back to the office in October giving them direct access to the server. This remains a risk to the organisation as the IT solution is not as robust as we would like it to be. Our client database, which is critical to the organisation in allowing us to ensure continuity of the support we provide our carers, needs updating to a cloud-based system. This will cost time and money to look at options and implement a cut over to a new database.

Each year Carers Careline relies on grants, donations and fundraising in order to continue the invaluable programme of services offered to carers in the local community. Without this funding the organisation would not exist. It is hoped that our dogged approach to finding funding over the last 34 years is robust enough to support the continuation of the charity for many years to come.

We are currently in year 2 of the 5 year the National Lottery's Community Fund Grant scheme. This funding covers approximately 50% of our organisational expenditure and will do for a further 3 financial years. We will need to find the other 50% year on year through grant awards, donations and fundraising.

Having funds that are unrestricted allow the organisation to adapt and strengthen according to identified needs.

The Trustees would also like to record their gratitude for the continuing support from the Community Fund, Redditch Borough Council and from other grant awarding organisations who have facilitated the changes necessary for Carers Careline to adapt to the challenges of the Pandemic and beyond, underpinning their core costs in order to continue to offer their programme or services. The impact of all these grants on a small organisation should not be underestimated.

At the end of our financial year we enter into the unknown, no one is clear on how the energy price rises or the cost of living crisis will fully affect us as an organisation. We know we will face higher costs when it comes to the delivery of our charitable activities and operations, what impact this will have is uncertain. We will need to monitor this carefully.

Carers Careline Programme of Services

"Keep fighting for us, you're doing a great job!"

Our priority is to give our carers support that enables them to keep caring. We do this through our programme of services. What makes Carers Careline special is that some of the services offered are not ones that would routinely be available via other local agencies including proactive telephone support and practical help with benefit applications, offering fully funded counselling and most importantly, a willingness to listen in a non-judgemental way. We are local, accessible and available. The organisation also supports the full life cycle of being a carer and beyond, offering bereavement support for the loss of a loved one or those cared for. A third of those we support are life-after carers recovering from the demands of their caring role who continue to need our care to remain healthy both mentally and physically and, most importantly, independent.

Leveraging our database we keep up to date records of all our carers, their activity and history and our conversations. This allows us to more personally connect with each individual we speak to and provide a sense of continuity in our communications. Something we really pride ourselves on – making sure the little things are taken care of like sending a "big " birthday card or a simple "thinking of you".

Telephone and Email Support Service

"Thank you for your telephone support which has been very valuable over lockdown and continues to make a difference in offering reassurance and regular contact."

Telephone Support remains a key service of the organisation and continues to be the charity's main lifeline in keeping connections alive with our carers, many who just find it impossible to realise or allow themselves the time to get away from their caring role outside of the home.

The organisation reverted to calling only those who had registered for the service once the restrictions of the pandemic were lifted and we were able, once more, to deliver the full programme of services face to face.

Over the year we made a total of 2172 calls and sent 316 emails to our carers, averaging 181 calls and 26 emails per month for those 170+ registered for the service. Typically calls to our carers last anywhere from 10-40 minutes with an average of 25 minutes per call. This equates to 54,300 minutes or 905 hours personally connecting with our carers through our Telephone Support service.

This service continues to be invaluable and key, first and foremost in supporting carers who are stuck at home and secondly to provide relevant and up to date information on the organisations own service plus local services, signposting and advice.

Newsletter

"Telephone support and newsletter were my lifeline."

The aim of our newsletter is to work in parallel with our telephone service to maintain strong connections with our carers and contribute to their health and well-being, reassuring them that we are always here when and if they need us, providing a little emotional security.

A decision was made to in January further to funding to continue to send this out to our carers on a monthly basis rather than reverting back to bi-monthly distribution. The newsletter has a rolling calendar of all our support group dates and events which aim to put carers in touch with other carers and, most of all, to keep in touch with them with up-beat news and discussion. Our objective as always is to keep our carers informed, to give them hope and to keep them positive.

We continue to encourage as many of our carers as possible to take it by email however we print and distribute around 170 each month. Many of our carers, by the nature of their role, are elderly and cannot use the internet or leave the person they are caring for to get out of the house themselves. The newsletter is a way of connecting with our organisation. We also send our newsletter out by email to our wider network including our funders, organisations we are aligned with and consortiums and groups we are part of.

Drop-in Service

Every time I come into the office I see a happy atmosphere and team work."

The Drop-In service offers "walk-in" face to face support The main aim of this service is to offer help and information, signpost to aligned organisations or just be available for a chat and a cuppa with a friendly face. Amongst many things the service can provide carers with the reassurance that they are on the right track, a chance to vent their feelings and frustrations in a non-judgmental environment or in some cases simply provides a sympathetic shoulder to cry on.

We increased the daily hours of this service to 2, offering Drop-In Monday to Wednesday.

In the previous years we had 499 attendances in 2019-20, and 0 in 2020-21. We are encouraged that we have had 214 attendances this year although it is clear the pandemic has affected the confidence of some carers as they continue to choose to remain home.

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Form filling:

"So much is online now, I can go to Carers Careline for any form filling needed as I don't have a computer."

The main aim of this service is to help carers navigate the maze of adult services. Our Carer Services Manager, who has a profound understanding of the benefits system, offers help, advice and assistance to ensure carers get the benefits to which they are entitled.

This service grows from strength to strength and has supported 41 Carers, 30 more than the previous year with 51 appointments and over 118 hours of staff time.

Support Groups

" Companionship. So helpful to meet up and chat over problems and everything going on in the world."

"I enjoyed the coffee afternoon and am looking forward to the next. I am finding it difficult looking after my husband so found talking to other carers in the same situation helpful."

The main aim of our Support Group service is to enable carers to meet each other, build friendships and develop their own supportive networks of people who know and understand the ups and downs and the joys and frustrations of being a carer.

With restrictions easing the organisation ran 85 face to face supports group. Building on the virtual provision of a coffee shop in the pandemic we introduced a monthly coffee shop meeting sponsored by the owner of a local café, Aroma. Other support groups included weekly keep fit sessions, creative writing workshops, aromatherapy and relaxation, craft groups, plus we introduced quarterly events for both the carer and the cared for including our Christmas coffee morning, Easter chocolate tombola and Jubilee cream tea. Other organised events included, breakfasts and lunches at various venues in the local community and day trips across the county.

Counselling Support

"I am most grateful to Carers Careline for organising the counselling sessions for me. I found then helpful and a platform for organising my thoughts and emotions."

The aim of this service is to further promote the mental health and emotional wellbeing of our carers and life-after carers with the provision of immediate referral for counselling. The organisation works closely with 2 fully qualified counsellors, one male and one female.

This service is key to the mental health of some of our carers and has supported 8 carers and life-after carers over 32 sessions helping them to overcome the challenges they face.

Bereavement Group

"Meeting other people has helped me to cope."

The aim of this group is to support anyone who is struggling to cope with loss.

This is another group where developing new friendships and connections can make a big impact on people's lives and some of our members of this group now meet up to go for lunch or coffee and are beginning to see that life goes on. The organisation ran 12 groups, one each month, with 65 attendees over the year. We understand that this service is vital in supporting the "life cycle" of many of our carers, the Bereavement Group provides this continuation.

Impact and outcomes:

At the end of last year, we reported a client list of approximately 325 active carers. We now have 332. We registered 12 new carers over the year and lost 5.

We rely heavily on paper-based questionnaires to capture feedback requiring face to face or physical contact to record responses and evaluate. Electronic questionnaires and digital surveys are not a suitable option for most of our carers considering the demographic trend is towards an older population.

Data and Statistics:

		2020-2021	2021-2022
Carers registered		325	332
Service			
Telephone support	Telephone calls	2276	2172
	Number of minutes/hours	91,020/1517	54,300/905
Email support	Emails	555	316
Drop-in	Number of drop-ins	0	214
Form Filling	Number of appointments	11	41
Support Groups	Number of groups	53	88
	Number of attendees	223	933
Bereavement Group	Number of groups	1	12
	Number of attendees	12	65
Counselling service	Number of sessions	21	30

Financial review

Total incoming resources for the year were £87,055 and total resources expended were £68, 424. The net movement in funds amounted to a surplus of £18,631. The retained reserves at 30 June 2022 were £82,369 made up of £4,634 in restricted funds and £77,735 in unrestricted funds.

The trustees have reviewed the internal financial controls during the past year.

Reserves policy
The trustees have considered the level of reserves they wish to retain, appropriate to the charity's needs. This is based on the charity's size and the level of financial commitments held. The trustees aim to ensure the charity will be able to continue to fulfil its charitable objectives even if there is a temporary shortfall in income or unexpected expenditure. The trustees will endeavour not to set aside funds unnecessarily.

The Trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

Governing document
The charity is governed by its Memorandum and Articles of Association as amended on 2nd March 2015, 29th July 2008, 15th January 2008 and 17th January 2007, which establishes the objects and powers of the charity.

Charity constitution
The charity was incorporated as a company limited by guarantee on 19th February 2003.

The Trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs A Vaughan	
Mr M Hopper MBE	
Mrs H K Leedham	
Mrs P Dunstone	(Resigned 5 May 2022)
Mrs R Seaton Smith	
Mr P R Williams	(Appointed 7 July 2021)

Recruitment and appointment of new trustees

New trustees are appointed by the existing board based on personal recommendation or expressions of interest.

Statement of Trustees' responsibilities

The Trustees, who are also the directors of Carers Careline for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.
In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

The Trustees' report was approved by the Board of Trustees.

.....

Mr M Hopper MBE
Chair and Trustee

CARERS CARELINE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CARERS CARELINE

I report on the financial statements of the charity for the year ended 30 June 2022, which are set out on pages 12 to 21.

Respective responsibilities of Trustees and examiner

The charity's Trustees, who are also the directors of Carers Careline for the purposes of company law, are responsible for the preparation of the financial statements. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

(i) examine the financial statements under section 145 of the 2011 Act;

(ii) to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and

(iii) to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(a) which gives me reasonable cause to believe that in any material respect the requirements:

  (i) to keep accounting records in accordance with section 386 of the Companies Act 2006; and

  (ii) to prepare financial statements which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities;

  have not been met or

(b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Garry Rutter

FCA
The Oakley
Kidderminster Road
Droitwich
Worcestershire
WR9 9AY

Dated: 6 FEBRUARY 2023

CARERS CARELINE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 JUNE 2022

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
Income from:					
Donations and legacies	3	87,055	-	87,055	67,917
Expenditure on:					
Charitable activites and support costs	4	67,130	1,294	68,424	66,506
Net income/(expenditure) for the year					
Net movement in funds		19,925	(1,294)	18,631	1,411
Fund balances at 1 July 2021		57,810	5,928	63,738	62,327
Fund balances at 30 June 2022		77,735	4,634	82,369	63,738

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

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

CARERS CARELINE

BALANCE SHEET

AS AT 30 JUNE 2022

	Notes	2022 £	£	2021 £	£
Fixed assets					
Tangible assets	11		511		2,094
Current assets					
Debtors	12	327		-	
Cash at bank and in hand		82,514		65,282	
		82,841		65,282	
Creditors: amounts falling due within one year	13	(983)		(3,638)	
Net current assets			81,858		61,644
Total assets less current liabilities			82,369		63,738
Income funds					
Restricted funds	15		4,634		5,928
Unrestricted funds			77,735		57,810
			82,369		63,738

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 June 2022.

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 company as 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 company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on .....

.....

Mr M Hopper MBE
Trustee

Company Registration No. 04670523

1 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

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 where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

2 Accounting policies

Charity information

Carers Careline is a private company limited by guarantee incorporated in England and Wales. The registered office is Room 1 Ecumenical Centre, 6 Evesham Walk, Redditch, Worcestershire, B97 4EX.

2.1 Accounting convention

The accounts have been prepared in accordance with the charity's memorandum and Articles of Association, the Companies Act 2006 and "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 from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

2.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

2.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

2.4 Incoming resources

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.

2.5 Resources expended

2 Accounting policies **(Continued)**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

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.

2.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost of assets less their residual values over their useful lives on the following bases:

Office equipment	Straight line basis over 3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

2.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts.

2.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

2.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

2.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Accounting policies **(Continued)**

2.11 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.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Total
	2022	2022	2022	2021
	£	£	£	£
Donations and gifts	2,554	-	2,554	4,286
Legacies receivable	4,406	-	4,406	-
Grants	80,095	-	80,095	63,631
	87,055	-	87,055	67,917
For the year ended 30 June 2021	62,325	5,592		67,917
Grants receivable				
Community Fund	40,000	-	40,000	40,000
Harry Payne Trust	1,500	-	1,500	-
Redditch Borough Council - VCS	12,500	-	12,500	2,000
The Eveson Trust	-	-	-	5,592
Tesco Groundworks	1,000	-	1,000	-
Worcestershire Community Foundation	10,000	-	10,000	5,000
Worcestershire City Council - Councillor Grants	1,000	-	1,000	1,200
Bromsgrove and Redditch Partnership	10,000	-	10,000	-
The National Lottery Coronavirus Community Support Fund	-	-	-	7,800
The Co-operative Local Community Fund	3,095	-	3,095	1,139
The Grimmitt Trust	1,000	-	1,000	500
The Frank Russon Trust	-	-	-	700
The Grantham Yorke Trust - grant repayment	-	-	-	(300)
	80,095	-	80,095	63,631

4 Charitable activities

	2022	2021
	£	£
Staff costs	30,439	29,723
Telephone support	1,627	1,215
Counselling	1,295	3,034
Support groups	3,840	294
Rent and room hire	5,688	5,713
Form filling	256	256
Newsletter	1,580	1,685
	44,725	41,920
Share of support costs (see note 6)	23,105	24,005
Share of governance costs (see note 6)	594	581
	68,424	66,506
Analysis by fund		
Unrestricted funds	67,130	48,475
Restricted funds	1,294	18,031
	68,424	66,506
For the year ended 30 June 2021		
Unrestricted funds	48,475	
Restricted funds	18,031	
	66,506	

5 Description of charitable activities

To promote the health, mental and emotional wellbeing of adult carers, especially the elderly, in the local community through the identification of hidden carers, early intervention, preventative action and pastoral care.

6 Support costs

	Support costs	Governance costs	2022	2021
	£	£	£	£
Staff costs	17,835	-	17,835	16,311
Depreciation	1,583	-	1,583	1,670
Office costs	286	-	286	594
Insurance	1,099	-	1,099	1,238
Staff training and recruitment	-	-	-	1,189
Travel costs	341	-	341	196
Sundries	355	-	355	1,078
Subscriptions	181	-	181	161
Bank charges	132	-	132	223
Accounting	526	594	1,120	1,159
Computer costs	767	-	767	767
	23,105	594	23,699	24,586
Analysed between				
Charitable activities	23,105	594	23,699	24,586

All support costs have been allocated to the single charitable activity.

7 Net movement in funds

	2022	2021
	£	£
Net movement in funds is stated after charging/(crediting)		
Depreciation of owned tangible fixed assets	1,583	1,670

8 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

9 Independent examiner's remuneration

The analysis of independent examiner's remuneration is as follows:

Fees payable to the independent examiner:	2022	2021
	£	£
Independent examination of the annual accounts	594	581

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
Staff	4	4

Employment costs	2022 £	2021 £
Wages and salaries	47,293	45,675
Other pension costs	981	359
	48,274	46,034

There were no employees whose annual remuneration was £60,000 or more.

11 Tangible fixed assets

	Office equipment £
Cost	
At 1 July 2021	6,831
At 30 June 2022	6,831
Depreciation and impairment	
At 1 July 2021	4,737
Depreciation charged in the year	1,583
At 30 June 2022	6,320
Carrying amount	
At 30 June 2022	511
At 30 June 2021	2,094

12 Debtors

Amounts falling due within one year:	2022 £	2021 £
Other debtors	327	-

13 Creditors: amounts falling due within one year

	2022	2021
	£	£
Other taxation and social security	-	193
Trade creditors	81	255
Other creditors	308	692
Accruals and deferred income	594	2,498
	983	3,638

14 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

15 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 July 2020	Movement in funds: Incoming resources	Balance at 1 July 2021	Resources expended	Balance at 30 June 2022
	£	£	£	£	£
The Eveson Trust	3,370	2,558	5,928	(1,294)	4,634

The Eveson Trust

The Eveson Trust funds are used to provide counselling services for carers.

16 Analysis of net assets between funds

	Unrestricted 2022	Restricted 2022	Total 2022	Total 2021
	£	£	£	£
Fund balances at 30 June 2022 are represented by:				
Tangible assets	511	-	511	2,094
Current assets/(liabilities)	81,858	-	81,858	61,644
	82,369	-	82,369	63,738

17 Related party transactions

There were no disclosable related party transactions during the year (2021 - none).

CARERS CARELINE

England & Wales - Charity number 1106747

Accounts

Charity Registration No. 1106747

Company Registration No. 04670523 (England and Wales)

CARERS CARELINE

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

CARERS CARELINE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs A Vaughan Mr M Hopper MBE Mrs H K Leedham Mrs P Dunstone Mrs R Seaton Smith Mr P R Williams	 (Appointed 7 July 2021)
Charity number	1106747	
Company number	04670523	
Registered office	Room 1 Ecumenical Centre 6 Evesham Walk Redditch Worcestershire B97 4EX	
Independent examiner	Garry Rutter The Oakley Kidderminster Road Droitwich Worcestershire WR9 9AY	

CARERS CARELINE

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CARERS CARELINE

CHAIRMAN'S REPORT

FOR THE YEAR ENDED 30 JUNE 2021

Overview

I'm privileged to be Chair of Carers Careline after working with and supporting the charity for over 10 years. As for everyone, the last 2 years have been very difficult, compounded by the departure of Fiona, our Chief Officer and Alex, our Chair. We owe both a great deal of gratitude guiding Carers Careline through the early stages of the pandemic and giving us the platform on which to build and take Carers Careline forward.

As an organisation we had prepared for the departure of Fiona and recruited a new Chief Officer who sadly, after a month, decided the job was not for them. Subsequently we went back into the market and recruited Erica who I may say has made a great progress. We are lucky to have her as she is already doing an excellent job in taking Carers Careline forward despite the legacy of the pandemic.

The words here are taking the organisation forward, something we can all be a part of together, especially our carers whose input is vital in shaping the organisation to ensure it continues to meet their needs.

The challenges of losing key members of the team and the time it takes to recruit plus the constant struggle to maintain a balanced, healthy financial position are already enough for a small organisation like Carers Careline. Coupled with the pandemic, they have understandably put a strain on the whole organisation. That said, I am very glad to say there now seems to be a very positive light at the end of the tunnel, with the support and hard work from our dedicated staff, volunteers and trustees the early signs of regeneration are apparent.

Together with help and support from our valued carers I feel we have a good future in which we can all see, and all be part of.

The Board of Trustees

The board of trustees acknowledge the loss of knowledge and experience from the organisation of 2 key members of the Board. Fiona Mitchell, Chief Officer, who had worked for the organisation for many years retired in December 2020. Alex Cameron, Chair of the Board of Trustees resigned in April 2021. The appointment of the new Chief Officer, Erica Gibson Di Meo brings new knowledge, experience and ways of working as she continues to challenge and shape our strategic thinking in our efforts to take the charity forward. The board of trustees continue to fully support the Chief Officer and her staff. They have confidence in their ability to manage the organisation in a way that will achieve the organisations expected outcomes and are willing to work hard to make sure they have the appropriate knowledge and skills. During the year we have also had to say both 'goodbye' to some of our trustees however have welcome another. The board are very lucky in that our new member is an experienced charity trustee. The Board are always looking for anyone in the local community who believes they could bring value to our organisation to be a trustee. There is no requirement to having experience of being a carer, just a willingness to support the long term future of Carers Careline.

The Staff

The organisation continues to employ four members of staff on a part-time basis although the organisation had to weather a period without a Chief Officer from late December 2020 to early May 2021. This period of uncertainty coupled with the second wave of the pandemic restrictions reminds us how lucky the organisation is to have such a loyal team of staff. Fortuitously the purchase of laptops and phones for each of the staff in the previous financial year allowed the staff to follow government instructions to continue working from home and adapt where possible the charity's programme of services to maintain contact with our carers. With 2 of our members of staff having children of school age the organisation also made allowances with regard to them supporting home schooling whilst continuing to work for the charity, stretching both our team and their time.

The Volunteers

The pandemic lockdowns and restrictions have made it very difficult for our volunteers to support. Being carers or shielding themselves many of our volunteers were not able to return to the office to offer the level of support they had generously provided the organisation in the previous year. However, those that were able to work from home supported the telephone support service with their time on calls and emails, others ran support groups virtually to offer an alternative to face to face provision for those carers who had the ability to connect through technology The organisation could not survive and continue to provide the services it does without our volunteers. Like the staff they have had to adapt the way they work to suit the new circumstances.

Technology

The use of technology to help manage the organisations' ability to deliver the outcomes that funders expect, and carers benefit from has now become paramount. Using social media; Twitter, Facebook, and Instagram to both promote and communicate with carers has become part of the norm. Our strategy now includes rebuilding the website to make it easier to navigate and to find information. The organisation is also exploring ways to develop the database to provide a platform for easier data analysis, data entry and improve the method of access whilst maintaining the highest level of security.

The Finances

The successful lottery application with the Community Lottery has created stability for 50% of our core costs for the next five years to 2025. As this funding covers approximately 50% of our organisational expenditure we will need to find the other 50%+ year on year through grants, donations and fundraising. Typically (and historically) we make numerous applications each year to many grant funding organisations, these tend to be small sums - £500, £1000, £2500 - these funds along with small donations and our fundraising efforts allow for us to make up the shortfall although finding these opportunities and being successful is becoming more and more difficult post pandemic as competition for funding grows. However, we are able to report that we are continuing to provide support to carers in a focused and prescribed way allowing us to meet our promised objectives putting us in the best position possible.

The Outlook

As an organisation we are well placed to prevail; We have an experienced board of trustees that are focused on good governance; We have staff that are committed to and have adopted the values of the organisation and understand the need for flexibility; We have a growing group of committed volunteers that work with the staff and are always willing to do more. The main risk will be losing a member of staff and that we should consider mitigating the risk through role analysis, staff development and progression plans.

Michael Hopper MBE
Chair of Trustees

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2021

The Trustees present their annual report and financial statements for the year ended 30 June 2021.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association , the Companies Act 2006 and "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 January 2019).

Objectives and activities

Mission statement

To promote the health, mental and emotional wellbeing of adult carers in the local community through the identification of hidden carers, early intervention, preventative action and pastoral care.

Objectives
- To locate and engage carers in Redditch.
- To promote our support services to carers in Redditch.
- To provide volunteer and training opportunities.
- To enhance personal value, confidence, positive interaction and hope.
- To help remove barriers for unemployed carers to access employment.
- To offer a safe environment to provide training to adult carers.

Vision
To achieve continued growth in the number of adult informal carers in the local community for whom we provide support.

Public benefit
The charity acknowledges its requirement to demonstrate clearly that it must have charitable purposes or "aims" that are for the public benefit. The trustees confirm that they have paid due regard to the Charity Commission guidance on public benefit before deciding what activities the charity should undertake.

Achievements and performance

Charitable activities

Carers Careline is a registered charity, established in March 1988, supporting informal and unpaid adult carers in Redditch for over 33 years. Many carers do not identify themselves as such, they are simply caring for a family member or friend and feel that it is their duty to look after them. With an everaging population, more and more people find themselves taking on the role of Carer and are having to deal with the impact of that on their own lives. Many carers acknowledge that they often feel stressed, isolated and lonely, exhausted, frustrated, don't know where to go for help and find themselves struggling financially. However, most of these carers would not willingly give up this role but would just like more support. Carers Careline works hard to identify these 'hidden' carers and offer help and support. We also offer support to people who are 'recovering' from the demands of their caring role and seeking to rebuild their lives. The organisation will continue to adapt its services to meet carer needs

We offer a range of services to Engage, Enrich, Empower and Enable carers to promote the health, mental and emotional wellbeing of adult carers in the local community

- We engage with carers through our proactive Telephone Support Service run by staff and volunteers, our bi-monthly Newsletter and daily Drop-In sessions.
- We enrich carers lives by funding Support Group activities.These include a Book Club, Creative WritingGroup, Coffee Shop, Craft Group and Gentle Keep Fit plus subsidised organised trips and outings.
- We empower and enable carers by offering a Form Filling service, to navigate the maze of adult services and benefit applications and fund counselling for those with immediate need for further support. Working in the community for many years, understanding the carers life cycle we also support "Life after Carers", those who have lost loved ones, who continue to need our support through our funded Bereavement Group lead by a qualified counsellor.
- We are local, accessible and available.

During 2020 – 2021 Carers Careline has worked with approximately 325 carers, all aged over 18, the majority aged over 60. Carers registered with us face a range of circumstances, some care for their spouse, others for ageing parents or other relatives and some for children facing a range of challenges and conditions. We know that many of our carers deal with serious health issues themselves, often putting this to one side for the sake of the person they care for.

This financial year has seen unprecedented challenges with the Covid 19 Pandemic. As with many organisations who have struggled throughout the pandemic, Carers Careline was no exception. The organisation started its new financial year part way through the Covid 19 Pandemic. The staff, volunteers and trustees were hopeful as we moved into the autumn and as lockdown restrictions ended that life as we knew it would return to normal however this was not to be. The second wave of restrictions and subsequent lockdowns in November followed by a third lockdown, January to March, made it even more difficult for the organisation to provide its usual programme of services and for our carers to access them. Additional restrictions over the period have added to the isolation and loneliness our carers and life-after carers experience and has made them more cautious than ever of leaving the house in case they or those they care for would be put at risk.

This period of uncertainty was doubly impacted by the organisation's Chief Officer, Fiona Mitchell, retiring in December 2020. The organisation weathered a period without a Chief Officer until Erica Gibson Di Meo was recruited to the post in May 2021.The Chair of the Board of the Trustees, Alex Cameron who had been closely overseeing the organisation in the absence of a Chief Officer resigned in April 2021 and Michael Hopper stepped in as caretaker to the role until the Board could formally elect a Chair. Michael Hopper has subsequently taken up the post of Chair after being elected in. With 2 of our members of staff having children of school age the organisation also made allowances with regard to them supporting home schooling whilst continuing to work for the charity, stretching both our team and their time.

With a team of 22 volunteers averaging 12 volunteers supporting each month prior to the pandemic, this average dropped to 4. Being carers or shielding themselves many of our volunteers were not able to return to the office to offer the level of support they had generously provided the organisation in the previous year. Those that were able to work from home supported the telephone support service with their time on calls and emails, others ran support groups virtually to offer an alternative to face to face provision for those carers who had the ability to connect through technology.

Most of the organisation's services are provided on a personal, face to face level with the exception of our Telephone and Email Support Service. As a result of the pandemic, the second wave restrictions and enforced lockdowns, the organisation's programme of services was heavily impacted. With the closure of the Ecumenical Centre where the office is based, the team of staff had no option but to work remotely longer term. This was not something the organisation was set up for or had the finances to fund however remote provision became a requirement if the organisation was to continue offering any kind of support or connection to our carers. With Covid 19 response funding from a number of organisations including the National Lottery, Independent Age and the Worcestershire Community Foundation from the prior year our organisation was able to address this need and provide each member of with the equipment they needed to work from home although this way of working long term was an unknown to both the staff and the organisation. Staff and volunteers adopted to their new way of working and adapted the organisation's service programme to provide the best continuity for our clients possible.

The government guidelines to work and remain working from home where possible came with its own challenges. Having never tested or had the resources to test this, the organisation was unaware that access to the server was limited to 2 licences or users at any one time. This issue was not discovered until many months later by which time the staff had struggled on, believing that it was their connection into the server rather than an IT limitation creating a barrier to accessing the organisation's database. This database holds all our clients' details and is used to record all client calls and activity. Not being able to access the database created a backlog of work which took valuable staff time to catch up on.

With all the challenges faced within this period, Alex Cameron's words from his previous Chairman's report at the end of the 2019-2020 financial year,"In today's society organisations must evolve and adapt in order to meet the everchanging circumstances," have never been more relevant or applicable.

The trustees would like to record their thanks to the staff and volunteers for their hard work, commitment and effort during the pandemic. Without this, the organisation would have been unable to deliver its services at all.

Each year Carers Careline relies on grants, donations and fundraising in order to continue the invaluable programme of services offered to carers in the local community. Without this funding the organisation would not exist. It is hoped that our dogged approach to finding funding over the last 33 years is robust enough to support the continuation of the charity for many years to come. Last year we were successful in our bid with the Community Lottery Grant scheme, this funding covers approximately 50% of our organisational expenditure and will do for the next 4 years. We will need to find the other 50% year on year through grant awards, donations and fundraising.

The Trustees would also like to record their gratitude for the continuing support from the Community Lottery and from other grant awarding organisations who have facilitated the changes necessary for Carers Careline to adapt to the challenges of the Pandemic and for underpinning their core costs in order to continue to offer their programme or services. The impact of all these grants on a small organisation should not be underestimated.

Carers Careline Programme of Services

Our priority is to give our carers the support that enables them to keep caring. We do this through our programme of services. What is unique to Carers Careline is that some of the services offered are not ones that would routinely be available via other agencies such as proactive telephone support, practical help with benefit applications, support with finding help in the home such as paid carers and, most importantly, a willingness to listen in a non-judgemental way. The organisation also supports the full life cycle of being a carer and beyond, offering counselling throughout and bereavement support for the loss of a loved one or those cared for. A third of those we support are life-after carers who continue to need our care to remain healthy both mentally and physically and, most importantly, independent.

Telephone and Email Support Service

"Your (people) have been like little angels. They have made me laugh made, me cry. They are the most incredible people. Your gang have kept me going."

Telephone Support remains a key service of the organisation and has been the charity's main lifeline in keeping connections alive with our carers with calls and emails throughout pandemic. Working from remotely, leveraging both staff and volunteers' time, the organisation took the decision to connect with all 370 of our carers, not just the 162 who had registered for our Telephone Support service.The increase in calls required the organisation to switch from a monthly call rate to 6 weekly with the Telephone Support and Volunteer Manager generating a rota for staff and volunteers to follow. This enabled the team to remain closely connected to all our carers whilst in lockdown and to provide early intervention for any of our carers in need.

Over the year we made a total of 2276 calls and sent 555 emails to our carers, averaging 190 calls and 46 emails per month . Typically calls to our carers would last anywhere from 10-40 minutes with an average of 20 minutes per call. Over lockdown and whilst restrictions remained in place the staff and volunteers concentrated on this service allowing more time for each call and on average spent 40 minutes per call. This equates to 91,020 minutes or 1517 hours personally connecting with our carers through our Telephone Support service. Although our call rate is slightly lower than the previous year (2691) the majority of the conversations were even more needed and meaningful, addressing the sense of compounded isolation our carers have experienced throughout the pandemic.

This service proved invaluable throughout the pandemic as the organisation was able to provide relevant and up to date information on local services, helping carers, many of whom were shielding access food, medication, cash, face masks as well as providing a listening ear, someone to talk to and, in a few cases, a visit to check up on some of our more vulnerable carers who couldn't be contacted any other way.

Newsletter

"Your newsletter kept us all going."

The aim of our newsletter is to maintain connection with our carers and contributes to their health and well-being, reassuring them that we are always here when and if they need us, providing a little emotional security.

The newsletter has always been produced and sent out bi-monthly however, over the pandemic, the organisation realised the need to increase the frequency of our communications and made the decision to send this out each month. Through it we were able to up-date carers, many of whom were shielding, with how they could get help in the local community with basics such as food and medication, with helping to put them in touch with other carers they had met at our events for mutual support, to give them a calendar of the regular Zoom events we had organised – and, most of all, to keep in touch with them with up-beat news and discussion. Our mission was to keep them informed, to give them hope and to keep them positive.

Our newsletter goes from strength to strength and has been invaluable to carers during the lockdowns. They have regularly told us how much they look forward to receiving it. We encourage as many of our carers as possible to take it by email however we print around 250 each month to send out. Many of our carers, by the nature of their role, are elderly and cannot use the internet or leave the person they are caring for to get out of the house themselves. The newsletter is a way of connecting with our organisation. We also send our newsletter out by email to our wider network including our funders, organisations we are aligned with and consortiums and groups we are part of.

Drop-in Service

"It makes me feel human again even if only for a while, but you know you can always feel like that in this place with those people so you'll come back."

The main aim of this service is to offer help and information, signpost to aligned organisations or just be available for a chat and a cuppa with a friendly face. The service provides carers with the reassurance that they are on the right track, a chance to vent their feelings and frustrations in a non-judgmental environment or in some cases simply provides a sympathetic shoulder to cry on.

Our Drop-In service Monday to Thursday offering "walk-in" face to face support was put on hold due to the closure of the centre where the organisation is based, making it even more critical for us to connect with our carers through our other services where we could.

In the year prior we reported 499 attendances with 134 carers using this service for support. Sadly as a result of the pandemic, with staff working from home for much of this period and carer caution to emerge there is no data to report on for this year.

Form filling

"I couldn't have done it without Carers Careline. Getting help looks easy on paper but it turns out to be so complicated and difficult – you helped me through all of that."

The main aim of this service is to help carers navigate the maze of adult services.

Although this had not been formalised as a service in the previous financial year's data the organisation had started to offer a form filling service by appointment. This service was born out of our daily Drop-In sessions where this need was identified. Our Carer Services Manager, who has profound understanding of the benefits system, offers help, advice and assistance to ensure carers get the benefits to which they are entitled.

This demonstrates the organisation's willingness to flex and adapt the services we provide to meet the needs of our carers although being a predominantly face to face service; this too was heavily impacted by the Covid pandemic. However, the organisation managed to support 11 carers and life-after carers throughout this period.

Support Groups

"One thing I found extremely helpful and heartening was the first time I came to something , you stopped and said "does everyone know everyone else in the room?" – We went round the room and everyone said who they were and it made me feel less anonymous and broke that barrier of no one knowing (and caring) who I was."

The main aim of our Support Group service is to enable carers to meet each other, build friendships and develop their own supportive networks of people who know and understand the ups and downs and the joys and frustrations of being a carer.

Even without the ability to meet face to face the organisation ran 53 groups with 223 attendees – the majority of these were virtual as the organisation turned to technology to overcome the barriers created by Covid lockdowns and movement restrictions. Some were held outdoors where, and when, possible.

That we have kept these support group connections alive is testament to the staff and volunteers who have worked tirelessly to adapt and flex to the conditions and limitations the Covid 19 pandemic has presented.

We continued with the virtual provision of our creative writing group, coffee morning and craft group and introduced 2 new support groups – a book club and coffee shop. We found ways in which to animate and bring to life our virtual meetings with quizzes, virtual walks round cities and readings from carers' own thoughts and stories. A special mention to Annette and her stories from "the Ladies at Table Number 1 – the Naughty Table", which kept everyone well entertained. Restrictions allowing, we arranged picnics in parks and walks in the countryside. What we couldn't do any more face to face we made up for by increasing the number of support groups we offered each month, adapting them to suit our audience and the specific support group.

Bereavement Group

"I find this group extremely good, as listening to other people, I realise they are experiencing the same as me."

The aim of this group is to support anyone who is struggling to cope with loss, and unlike the other services which provide support for carers registered with Carers Careline, this group is open to anyone in the Redditch community.

This is another group where developing new friendships and connections can make a big impact on people's lives and some of our members of this group now meet up to go for lunch or coffee and are beginning to see that life goes on. Covid restrictions meant that the group, which has always been face to face, was only able to meet once. The group was well attended with 12 attendees in October although we were unable to offer further face to face support in the following months whilst lockdowns and restrictions prevailed.

Counselling Support

"The counselling has been extremely beneficial and continues to be so in a time when my "life" has gone."

The aim of this service is to further promote the mental health and emotional wellbeing of our carers and life-after carers with the provision of immediate referral for counselling. The organisation works closely with 2 fully qualified counsellors, one male and one female.

This service is key to the mental health of some of our carers. Unfortunately, Covid also impacted this service. We managed to offer alternative sessions over the telephone, then by Zoom and eventually face to face at a distance once restrictions were eased however the sessions we delivered were 75% lower this year as a direct effect of Covid restrictions and the preference of our carers to be counselled face to face.

Impact and outcomes

At the end of last year we reported a client list of approximately 370 active carers, however, due to a number of factors we now have 325.

When we went into lockdown some of the organisation's efforts were concentrated on a data cleanse in order to ensure the information on our database was up to date. As it was agreed that the staff and volunteers would call all the carers registered with the organisation (not just those who had registered for our telephone support service) we were able to gain clarity on who was using our service and who wanted to continue to do so.

It was expected that most, if not all of our carers would be home at some point throughout the period and that we would be able to connect with them over the year.

Further to this, after making numerous calls, we learnt the following:

1. 2 registered carers had died
2. 11 "cared for" had passed away with some carers no longer requiring our support
3. 46 registered carers were unresponsive to our contact and have since been made "inactive".

With all the challenges the organisation has faced over the last year with staff changes, IT issues and the Covid pandemic restrictions, reporting on feedback from our clients and evaluation of our services has not been possible. We rely heavily on paper based questionnaires to capture feedback requiring face to face or physical contact to record responses and evaluate. Electronic questionnaires and digital surveys are not a suitable option for the majority of our carers.

Data and Statistics

		2019-2020	2020-2021
Carers registered		370	325
Service			
Telephone support	Telephone calls	2,691	2,276
	Number of minutes/hours	53,820/897	91,020/1,517
Email support	Emails	507	555
Drop-in	Number of drop-ins	499	0
Form Filling	Number of appointments	No data	11
Support Groups	Number of groups	35	53
	Number of attendees	441	223
Bereavement Group	Number of groups	9	1
	Number of attendees	89	12
Counselling service	Number of appointments	48	12
	Number of sessions	82	21

Financial review

Total incoming resources for the year were £67,917 and total resources expended were £66,506. The net movement in funds amounted to a surplus of £1,411. The retained reserves at 30 June 2021 were £63,738, made up of £5,928 in restricted funds and £57,810 in unrestricted funds.

The trustees have reviewed the internal financial controls during the past year.

Reserves policy

The Trustees have considered the level of reserves they wish to retain, appropriate to the charity's needs. This is based on the charity's size and the level of financial commitments held. The trustees aim to ensure the charity will be able to continue to fulfil its charitable objectives even if there is a temporary shortfall in income or unexpected expenditure. The trustees will endeavour not to set aside funds unnecessarily.

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

Governing document
The charity is governed by its Memorandum and Articles of Association as amended on 2nd March 2015, 29th July 2008, 15th January 2008 and 17th January 2007, which establishes the objects and powers of the charity.

Charity constitution
The charity was incorporated as a company limited by guarantee on 19th February 2003.

The Trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mrs A Vaughan	
Mr M Hopper MBE	
Mrs H K Leedham	
Mrs P Dunstone	
Mr A J Cameron	(Resigned 26 April 2021)
Mrs R Seaton Smith	
Ms S E P Moonan	(Resigned 11 August 2021)
Mrs N J Farnes	(Resigned 7 July 2021)
Mrs R L Matthews	(Appointed 7 July 2021 and resigned 15 November 2021)
Mr P R Williams	(Appointed 7 July 2021)

Recruitment and appointment of new trustees

New trustees are appointed by the existing board based on personal recommendation or expressions of interest.

Statement of Trustees' responsibilities

The Trustees, who are also the directors of Carers Careline for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.
In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

The Trustees' report was approved by the Board of Trustees.

24/11/2021

Mr M Hopper MBE
Chair and Trustee

CARERS CARELINE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CARERS CARELINE

I report on the financial statements of the charity for the year ended 30 June 2021, which are set out on pages 13 to 23.

Respective responsibilities of Trustees and examiner

The charity's Trustees, who are also the directors of Carers Careline for the purposes of company law, are responsible for the preparation of the financial statements. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

(i) examine the financial statements under section 145 of the 2011 Act;

(ii) to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and

(iii) to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(a) which gives me reasonable cause to believe that in any material respect the requirements:

  (i) to keep accounting records in accordance with section 386 of the Companies Act 2006; and

  (ii) to prepare financial statements which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities;

  have not been met or

(b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Garry Rutter

FCA
The Oakley
Kidderminster Road
Droitwich
Worcestershire
WR9 9AY

Dated: 6/12/2021

CARERS CARELINE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 JUNE 2021

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
Income from:					
Donations and legacies	3	62,325	5,592	67,917	103,986
Expenditure on:					
Charitable activities	4	48,475	18,031	66,506	78,940
Net income/(expenditure) for the year					
Net movement in funds		13,850	(12,439)	1,411	25,046
Fund balances at 1 July 2020		43,960	18,367	62,327	37,281
Fund balances at 30 June 2021		57,810	5,928	63,738	62,327

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

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

CARERS CARELINE

BALANCE SHEET

AS AT 30 JUNE 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	11		2,094		2,846
Current assets					
Debtors	12	-		757	
Cash at bank and in hand		65,282		61,788	
		65,282		62,545	
Creditors: amounts falling due within one year	13	(3,638)		(3,064)	
Net current assets			61,644		59,481
Total assets less current liabilities			63,738		62,327
Income funds					
Restricted funds	15		5,928		18,367
Unrestricted funds			57,810		43,960
			63,738		62,327

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 June 2021.

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 company as 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 company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 24 November 2021

Mr M Hopper MBE
Trustee

Company Registration No. 04670523

1 Accounting policies

Charity information

Carers Careline is a private company limited by guarantee incorporated in England and Wales. The registered office is Room 1 Ecumenical Centre, 6 Evesham Walk, Redditch, Worcestershire, B97 4EX.

1.1 Accounting convention

The accounts have been prepared in accordance with the charity's memorandum and Articles of Association, the Companies Act 2006 and "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 from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

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.

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1 **Accounting policies** **(Continued)**

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.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost of assets less their residual values over their useful lives on the following bases:

Office equipment	Straight line basis over 3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.11 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.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

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 where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Total
	2021	2021	2021	2020
	£	£	£	£
Donations and gifts	4,286	-	4,286	15,684
Grants	58,039	5,592	63,631	88,302
	62,325	5,592	67,917	103,986
For the year ended 30 June 2020	39,943	64,043		103,986
Grants receivable				
The Community Lottery	40,000	-	40,000	52,891
The National Community Lottery - Covid19	-	-	-	3,665
Redditch Borough Council - VCS	2,000	-	2,000	2,000
Redditch Borough Council - councillor grants	-	-	-	4,690
Worcestershire County Council - Councillor Divisional Fund	1,200	-	1,200	1,000
The Eveson Trust	-	5,592	5,592	5,420
People's Health Trust	-	-	-	732
Morrisons Foundation	-	-	-	3,000
The R & D Turner Charitable Trust	-	-	-	2,000
WCC - Community Solutions	-	-	-	3,000
Harry Payne Trust	-	-	-	1,000
The National Lottery Coronavirus Community Support Fund	7,800	-	7,800	-
Worcestershire Community Foundation - Covid 19				2,500
Independent Age	5,000	-	5,000	-
The Co-operative Local Community Fund	1,139	-	1,139	3,604
The Grimmitt Trust	500	-	500	500
The Frank Russon Trust	700	-	700	600
Baron Davenport's Charity	-	-	-	400
The Grantham Yorke Trust - grant repayment	(300)	-	(300)	-
Magic Little Grants				500
Other smaller grants	-	-	-	800
	58,039	5,592	63,631	88,302

4 Charitable activities

	2021	2020
	£	£
Staff costs	29,723	30,606
Telephone costs	1,215	-
Counselling fees	3,034	4,463
Groups and activity costs	294	6,935
Rent and room hire	5,713	6,590
Computer costs	256	-
Newsletter costs	1,685	-
	41,920	48,594
Share of support costs (see note 6)	24,005	29,769
Share of governance costs (see note 6)	581	577
	66,506	78,940
Analysis by fund		
Unrestricted funds	48,475	14,542
Restricted funds	18,031	64,398
	66,506	78,940
For the year ended 30 June 2020		
Unrestricted funds	14,542	
Restricted funds	64,398	
	78,940	

5 Description of charitable activities

To promote the health, mental and emotional wellbeing of adult carers, especially the elderly, in the local community through the identification of hidden carers, early intervention, preventative action and pastoral care.

6 Support costs

	Support costs	Governance costs	2021	2020
	£	£	£	£
Staff costs	16,311	-	16,311	16,708
Depreciation	1,670	-	1,670	1,532
Office costs	594	-	594	4,356
Insurance	1,238	-	1,238	1,195
Staff training and recruitment	1,189	-	1,189	620
Travel costs	196	-	196	1,360
Advertising	-	-	-	72
Sundries	1,078	-	1,078	1,123
Subscriptions	161	-	161	181
Bank charges	223	-	223	150
Accounting	578	581	1,159	1,211
Computer costs	767	-	767	1,838
	24,005	581	24,586	30,346
Analysed between				
Charitable activities	24,005	581	24,586	30,346

All support costs have been allocated to the single charitable activity.

7 Net movement in funds

	2021	2020
	£	£
Net movement in funds is stated after charging/(crediting)		
Depreciation of owned tangible fixed assets	1,670	1,532

8 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

Trustees received reimbursement of expenses amounting to £6 for parking and Trustees received mileage claims amounting to £18.

9 Independent examiner's remuneration

The analysis of independent examiner's remuneration is as follows:

Fees payable to the independent examiner:	2021	2020
	£	£
Independent examination of the annual accounts	581	577

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Staff	4	4

Employment costs	2021 £	2020 £
Wages and salaries	45,675	46,832
Other pension costs	359	482
	46,034	47,314

There were no employees whose annual remuneration was £60,000 or more.

11 Tangible fixed assets

	Office equipment £
Cost	
At 1 July 2020	5,913
Additions	918
At 30 June 2021	6,831
Depreciation and impairment	
At 1 July 2020	3,067
Depreciation charged in the year	1,670
At 30 June 2021	4,737
Carrying amount	
At 30 June 2021	2,094
At 30 June 2020	2,846

12 Debtors

Amounts falling due within one year:	2021 £	2020 £
Other debtors	-	757

13 Creditors: amounts falling due within one year

	2021	2020
	£	£
Other taxation and social security	193	309
Trade creditors	255	2,195
Other creditors	692	-
Accruals and deferred income	2,498	560
	3,638	3,064

14 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

15 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds		
	Balance at 1 July 2019	Incoming resources	Resources expended	Balance at 1 July 2020	Incoming resources	Balance at 30 June 2021
	£	£	£	£	£	£
The Community Lottery	15,338	52,891	(53,232)	14,997	(14,997)	-
The Eveson Trust	1,814	5,420	(3,864)	3,370	2,558	5,928
The R & D Turner Charitable Trust	-	2,000	(2,000)	-	-	-
Peoples Health Trust	1,570	732	(2,302)	-	-	-
Morrisons Foundation	-	3,000	(3,000)	-	-	-
	18,722	64,043	(64,398)	18,367	(12,439)	5,928

The Eveson Trust

The Eveson Trust funds are used to provide counselling services for carers.

16 Analysis of net assets between funds

	Unrestricted 2021 £	Restricted 2021 £	Total 2021 £	Total 2020 £
Fund balances at 30 June 2021 are represented by:				
Tangible assets	2,094	-	2,094	2,846
Current assets/(liabilities)	55,716	5,928	61,644	59,481
	57,810	5,928	63,738	62,327

17 Related party transactions

There were no disclosable related party transactions during the year (2020 - none).