

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.

CARERS CARELINE

CHAIRMAN'S REPORT (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2021

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

CARERS CARELINE

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2021

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 Writing Group, 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.

CARERS CARELINE

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2021

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.

CARERS CARELINE

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2021

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.

CARERS CARELINE

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2021

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.

CARERS CARELINE

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2021

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.

CARERS CARELINE

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 30 JUNE 2021

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

CARERS CARELINE

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2021

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.

CARERS CARELINE

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2021

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

24/11/2021

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 £
<u>Income from:</u>					
Donations and legacies	3	62,325	5,592	67,917	103,986
<u>Expenditure on:</u>					
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	
		<u>65,282</u>		<u>62,545</u>	
Creditors: amounts falling due within one year	13	<u>(3,638)</u>		<u>(3,064)</u>	
Net current assets			61,644		59,481
Total assets less current liabilities			<u>63,738</u>		<u>62,327</u>
Income funds					
Restricted funds	15		5,928		18,367
Unrestricted funds			57,810		43,960
			<u>63,738</u>		<u>62,327</u>

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

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

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.

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2021

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
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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.

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2021

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.

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2021

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
	<u>62,325</u>	<u>5,592</u>	<u>67,917</u>	<u>103,986</u>
For the year ended 30 June 2020	<u>39,943</u>	<u>64,043</u>		<u>103,986</u>
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
	<u>58,039</u>	<u>5,592</u>	<u>63,631</u>	<u>88,302</u>

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2021

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	-
	<u>41,920</u>	<u>48,594</u>
Share of support costs (see note 6)	24,005	29,769
Share of governance costs (see note 6)	581	577
	<u>66,506</u>	<u>78,940</u>
Analysis by fund		
Unrestricted funds	48,475	14,542
Restricted funds	18,031	64,398
	<u>66,506</u>	<u>78,940</u>
For the year ended 30 June 2020		
Unrestricted funds	14,542	
Restricted funds	64,398	
	<u>78,940</u>	

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.

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2021

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
	<u>24,005</u>	<u>581</u>	<u>24,586</u>	<u>30,346</u>
Analysed between				
Charitable activities	<u>24,005</u>	<u>581</u>	<u>24,586</u>	<u>30,346</u>

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	<u>1,670</u>	<u>1,532</u>

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	<u>581</u>	<u>577</u>

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2021

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

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

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2021

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
	<u>3,638</u>	<u>3,064</u>

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)	-	-	-
	<u>18,722</u>	<u>64,043</u>	<u>(64,398)</u>	<u>18,367</u>	<u>(12,439)</u>	<u>5,928</u>

The Eveson Trust

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

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2021

16 Analysis of net assets between funds

	Unrestricted	Restricted	Total	Total
	2021	2021	2021	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
	<u>57,810</u>	<u>5,928</u>	<u>63,738</u>	<u>62,327</u>

17 Related party transactions

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