

**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

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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	

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# CARERS CARELINE

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# **CARERS CARELINE**

## **CHAIRMAN'S REPORT**

**FOR THE YEAR ENDED 30 JUNE 2022**

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### **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 then 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.



# CARERS CARELINE

## CHAIRMAN'S REPORT (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2022

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### 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**

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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

## CARERS CARELINE

### TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 30 JUNE 2022

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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 its 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.



## CARERS CARELINE

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

FOR THE YEAR ENDED 30 JUNE 2022

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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".

## CARERS CARELINE

### TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 30 JUNE 2022

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#### 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.

## CARERS CARELINE

### TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 30 JUNE 2022

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#### 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.

#### 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 support groups. 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.



## CARERS CARELINE

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

#### FOR THE YEAR ENDED 30 JUNE 2022

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##### Counselling Support

*"I am most grateful to Carers Careline for organising the counselling sessions for me. I found them 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

## **CARERS CARELINE**

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

**FOR THE YEAR ENDED 30 JUNE 2022**

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#### **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 2<sup>nd</sup> March 2015, 29<sup>th</sup> July 2008, 15<sup>th</sup> January 2008 and 17<sup>th</sup> 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.



## CARERS CARELINE

### TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 30 JUNE 2022

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#### 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

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

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

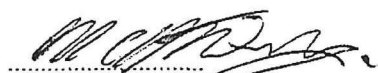
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 June 2022.

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

# CARERS CARELINE

## BALANCE SHEET (CONTINUED)

AS AT 30 JUNE 2022

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### 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



# CARERS CARELINE

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

### 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
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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.

#### 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.

## CARERS CARELINE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

*FOR THE YEAR ENDED 30 JUNE 2022*

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#### 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.

## CARERS CARELINE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2022

#### 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
	<u>87,055</u>	<u>-</u>	<u>87,055</u>	<u>67,917</u>
<b>For the year ended 30 June 2021</b>	<u>62,325</u>	<u>5,592</u>		<u>67,917</u>
<b>Grants receivable</b>				
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)
	<u>80,095</u>	<u>-</u>	<u>80,095</u>	<u>63,631</u>



# CARERS CARELINE

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2022

### 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
	<u>44,725</u>	<u>41,920</u>
Share of support costs (see note 6)	23,105	24,005
Share of governance costs (see note 6)	594	581
	<u>68,424</u>	<u>66,506</u>
<b>Analysis by fund</b>		
Unrestricted funds	67,130	48,475
Restricted funds	1,294	18,031
	<u>68,424</u>	<u>66,506</u>
<b>For the year ended 30 June 2021</b>		
Unrestricted funds	48,475	
Restricted funds	18,031	
	<u>66,506</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 2022

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
		<u>23,105</u>	<u>594</u>	<u>23,699</u>	<u>24,586</u>
	Analysed between Charitable activities	<u>23,105</u>	<u>594</u>	<u>23,699</u>	<u>24,586</u>

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	<u>1,583</u>	<u>1,670</u>

#### 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	<u>594</u>	<u>581</u>

## CARERS CARELINE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2022

#### 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

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

## CARERS CARELINE

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 JUNE 2022

#### 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
	<u>983</u>	<u>3,638</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			
	Balance at 1 July 2020 £	Incoming resources £	Balance at 1 July 2021 £	Resources expended £
The Eveson Trust	3,370	2,558	5,928	(1,294)
	<u>3,370</u>	<u>2,558</u>	<u>5,928</u>	<u>(1,294)</u>

##### 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
	<u>82,369</u>	<u>-</u>	<u>82,369</u>	<u>63,738</u>

#### 17 Related party transactions

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