

Charity registration number 1106747

Company registration number 04670523 (England and Wales)

CARERS CARELINE
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

CARERS CARELINE

LEGAL AND ADMINISTRATIVE INFORMATION

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

CARERS CARELINE

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CARERS CARELINE

REPORT OF THE CHAIR

FOR THE YEAR ENDED 30 JUNE 2024

Overview

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

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

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

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

The Board of Trustees

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

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

The Staff

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

The Volunteers

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

CARERS CARELINE

REPORT OF THE CHAIR (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2024

Technology

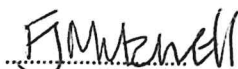
The use of technology to help manage the organisations' ability to deliver the outcomes that funders expect, and carers benefit from has now become paramount. Using social media; X, Facebook, and Instagram to promote the organisation and the tools available to us through mobile phones such as texts and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

The Finances

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

The Outlook

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



Fiona Mitchell
Chair of Trustees

Date: 27/11/2024

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2024

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

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective January 2019).

Objectives and activities

Mission statement

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

Objectives

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

Vision

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

Public benefit

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

Achievements and performance

Charitable activities

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2024

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

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

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

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

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

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

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

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

CARERS CARELINE

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

FOR THE YEAR ENDED 30 JUNE 2024

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

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

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

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

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

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

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

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2024

Special projects

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

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

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

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

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

Carers Careline Programme of Services

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

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

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

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2024

Telephone and Email Support Service

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

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

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

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

Newsletter

"Congratulations great job!"

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

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

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

Drop-in Service

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

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

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2024

Form filling

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

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

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

Support Groups

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

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

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

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

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

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

Counselling

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

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

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

Bereavement Group

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

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

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2024

Respite

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

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

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

Impact and outcomes

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

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

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2024

Data and Statistics

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

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

Financial review

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

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

Reserves policy

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2024

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

Structure, governance and management

Governing document

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

Charity constitution

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

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

Mrs A Vaughan

Mrs H K Leedham

Mr P R Williams

(Resigned 19 April 2024)

Mr R Crawford

Mrs F J Mitchell (Chair)

Mrs S Leeson

(Appointed 17 July 2024)

Recruitment and appointment of new trustees

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

Statement of Trustees' responsibilities

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

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

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

CARERS CARELINE

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

FOR THE YEAR ENDED 30 JUNE 2024

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

.....FJ Mitchell
Mrs F J Mitchell (Chair)
Trustee

Date: 27/11/24

CARERS CARELINE

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CARERS CARELINE

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

Respective responsibilities of Trustees and examiner

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

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

- (i) examine the financial statements under section 145 of the 2011 Act;
- (ii) to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- (iii) to state whether particular matters have come to my attention.

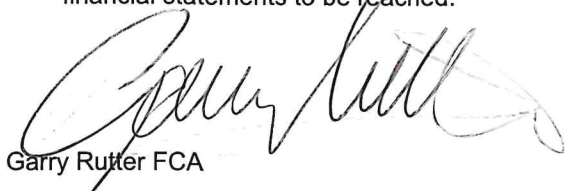
Basis of independent examiner's report

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

Independent examiner's statement

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

- (a) which gives me reasonable cause to believe that in any material respect the requirements:
 - (i) to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - (ii) to prepare financial statements which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities;
 - (iii) which are consistent with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities;have not been met or
- (b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.



Garry Rutter FCA

The Oakley
Kidderminster Road
Droitwich
Worcestershire
WR9 9AY

Dated: 9/12/2024

CARERS CARELINE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 JUNE 2024

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

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

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

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

CARERS CARELINE

BALANCE SHEET

AS AT 30 JUNE 2024

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

The Trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

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

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

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


Mrs F J Mitchell (Chair)
Trustee

Company registration number 04670523 (England and Wales)

CARERS CARELINE

BALANCE SHEET (CONTINUED)

AS AT 30 JUNE 2024

1 Critical accounting estimates and judgements

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

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

2 Accounting policies

Charity information

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

2.1 Accounting convention

The accounts have been prepared in accordance with the charity's memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

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

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

2.2 Charitable funds

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

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

2.3 Incoming resources

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

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2024

2 Accounting policies

(Continued)

2.4 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

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

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

2.5 Tangible fixed assets

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

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

Office equipment	Straight line basis over 3 years
------------------	----------------------------------

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

2.6 Cash and cash equivalents

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

2.7 Financial instruments

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

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

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

2.8 Employee benefits

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

2.9 Retirement benefits

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

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2024

2 Accounting policies

(Continued)

2.10 Fund accounting

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

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

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

3 Income from donations and legacies

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

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2024

4 Charitable activities

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

6 Support costs

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

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

7 Net movement in funds

	2024 £	2023 £
Net movement in funds is stated after charging/(crediting)		
Depreciation of owned tangible fixed assets	<u>169</u>	<u>338</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:	2024 £	2023 £
Independent examination of the annual accounts	<u>522</u>	<u>654</u>

10 Taxation

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

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2024

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Staff	3	3

Employment costs

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

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

12 Tangible fixed assets

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

13 Debtors

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

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2024

14 Creditors: amounts falling due within one year

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

15 Retirement benefit schemes

Defined contribution schemes

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

16 Unrestricted funds

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

	At 1 July 2023 £	Incoming resources £	Resources expended £	At 30 June 2024 £
General funds	<u>70,556</u>	<u>49,256</u>	<u>(42,834)</u>	<u>76,978</u>
Previous year:	At 1 July 2022	Incoming resources £	Resources expended £	At 30 June 2023 £
General funds	<u>77,735</u>	<u>20,824</u>	<u>(28,003)</u>	<u>70,556</u>

17 Restricted funds

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

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

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2024

17 Restricted funds (Continued)

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

The National Lottery Community Fund

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

The Eveson Trust

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

18 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	2024	2024	2024
	£	£	£
At 30 June 2024:			
Tangible assets	4	-	4
Current assets/(liabilities)	76,974	2,023	78,997
	<u>76,978</u>	<u>2,023</u>	<u>79,001</u>
	Unrestricted funds	Restricted funds	Total
	2023	2023	2023
	£	£	£
At 30 June 2023:			
Tangible assets	173	-	173
Current assets/(liabilities)	70,383	3,549	73,932
	<u>70,556</u>	<u>3,549</u>	<u>74,105</u>

19 Related party transactions

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