

Charity registration number 1106747 (England and Wales)

Company registration number 04670523

CARERS CARELINE
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

CARERS CARELINE

LEGAL AND ADMINISTRATIVE INFORMATION

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

CARERS CARELINE

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CARERS CARELINE

REPORT OF THE CHAIR

FOR THE YEAR ENDED 30 JUNE 2025

Overview

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

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

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

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

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

The Board of Trustees

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

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

The Staff

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

The Volunteers

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

CARERS CARELINE

REPORT OF THE CHAIR (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2025

Technology

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

The Finances

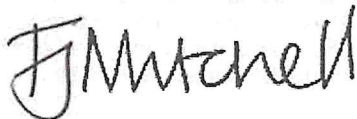
The National Lottery Community Fund Grant has created a great degree of stability over the last five years covering a percentage of our core costs until 2025. From July 2025 we will need to secure much more funding for our long-term future. Typically (and historically) we make numerous applications each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

The Outlook

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

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

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



Fiona Mitchell
Chair of Trustees

Date: 19 November 2025

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 30 JUNE 2025

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

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

Objectives and activities

Mission statement

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

Objectives

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

Vision

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

Public benefit

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

Achievements and performance

Charitable activities

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

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2025

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

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

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

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

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

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

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

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

CARERS CARELINE

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

FOR THE YEAR ENDED 30 JUNE 2025

Operational Challenges

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

Funding

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

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

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

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

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

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

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

CARERS CARELINE

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

FOR THE YEAR ENDED 30 JUNE 2025

Special projects

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

Carers Careline Programme of Services

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

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

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

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

Telephone and Email Support Service

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

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

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

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

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2025

Newsletter

"I love the newsletter!"

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

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

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

"The newsletter is my lifeline."

Drop-in Service

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

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

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2025

Form filling

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

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

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

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

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

Groups and Events

"Absolute lifeline coming to the coffee morning."

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

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

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

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

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

Counselling

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

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

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

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2025

Bereavement Group

"I'd be lost without it."

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

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

Respite

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

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

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

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

Carers Connect

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

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

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

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2025

Impact and outcomes

We are fully focussed on supporting the 187 carers and 13 life after carers who have registered for our service and remain with our organisation. We registered 22 new carers over the year. 13 of our of carers became life afters carers.

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

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

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2025

Data and Statistics

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

Other Projects

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2025

Household Support Fund – Cash Voucher Scheme

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

Recognising that many carers would not independently apply, our team formed a partnership with Age UK and gained consent (in line with GDPR) to refer them carers directly to Age UK removing all barriers to access. The team made 157 referrals, and according to current feedback 80 carers and those they care for have successfully received more than £14,000 in £75 vouchers to support carers, pensioners and those with lifelong illness and disability. This project has continued into the new financial year under the Household Support Fund 7.

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

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

Launch of Carers Connect – Real-Time Community Connection

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

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

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

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

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

Worcestershire Carer Support Programme Grant

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

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

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

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

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

CARERS CARELINE

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

FOR THE YEAR ENDED 30 JUNE 2025

Financial review

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

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

Reserves policy

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

Structure, governance and management

Governing document

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

Charity constitution

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

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

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

Recruitment and appointment of new trustees

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

Statement of Trustees' responsibilities

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

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

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


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

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

CARERS CARELINE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2025

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



Mr R Crawford (Chair)
Trustee

Date: 15/01/2026

CARERS CARELINE

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CARERS CARELINE

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

Respective responsibilities of Trustees and examiner

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

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

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

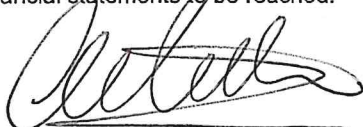
Basis of independent examiner's report

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

Independent examiner's statement

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

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



Garry Rutter FCA

The Oakley
Kidderminster Road
Droitwich
Worcestershire
WR9 9AY

Dated: 15/01/2026

CARERS CARELINE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 30 JUNE 2025

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

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

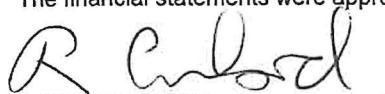
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 June 2025.

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

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

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

The financial statements were approved by the Trustees on



Mr R Crawford (Chair)
Trustee

Company registration number 04670523 (England and Wales)

CARERS CARELINE

BALANCE SHEET (CONTINUED)

AS AT 30 JUNE 2025

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 2025

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 2025

2 Accounting policies

(Continued)

2.10 Fund accounting

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

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

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

3 Income from donations and legacies

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

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2025

4 Charitable activities

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

6 Support costs

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

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

7 Net movement in funds

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

	2025	2024
	£	£
Independent examination of the annual accounts	<u>678</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 2025

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Staff	3	3
Employment costs	2025 £	2024 £
Wages and salaries	60,999	57,321
Other pension costs	1,280	1,172
	<u>62,279</u>	<u>58,493</u>

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

12 Tangible fixed assets

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

13 Debtors

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

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2025

14 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	612	246
Other creditors	42	93
Accruals and deferred income	707	678
	<u>1,361</u>	<u>1,017</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 2024 £	Incoming resources £	Resources expended £	At 30 June 2025 £
General funds	76,978	43,591	(45,198)	75,371
	<u>76,978</u>	<u>43,591</u>	<u>(45,198)</u>	<u>75,371</u>
Previous year:				
	At 1 July 2023 £	Incoming resources £	Resources expended £	At 30 June 2024 £
General funds	70,556	49,256	(42,834)	76,978
	<u>70,556</u>	<u>49,256</u>	<u>(42,834)</u>	<u>76,978</u>

17 Analysis of net assets between funds

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

CARERS CARELINE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2025

17 Analysis of net assets between funds

(Continued)

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

18 Restricted funds

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

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

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

19 Related party transactions

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