

ACTION FOR CARERS (SURREY)

England & Wales · Charity number 1116714

Details

Status Registered

Legal form Charitable company

Company number [05939327](#)

Registered 2006-11-09

Register [View on the Charity Commission register](#)

Contact

Address Astolat
Coniers Way
Burpham
Guildford
Surrey
GU4 7HL

Phone 03030401234

Email Info@actionforcarers.org.uk

Website www.actionforcarers.org.uk

Activities

Objects: 1. THE OBJECTS OF THE CHARITY (THE "OBJECTS") ARE:- 1.1 TO PROVIDE RELIEF OF THE NEEDS OF CARERS (AS DEFINED IN 1.8 BELOW); 1.2 TO PROVIDE AND ASSIST IN THE PROVISION OF INFORMATION, ADVICE AND OTHER ASSISTANCE TO CARERS; 1.3 TO ENCOURAGE AND PROVIDE SERVICES FOR THOSE REQUIRING CARE WHICH TAKE ACCOUNT OF THE NEEDS OF CARERS; 1.4 TO RAISE PUBLIC AWARENESS, PRINCIPALLY BUT NOT EXCLUSIVELY IN THE COUNTY OF SURREY, OF CARERS' NEEDS, CONCERNS AND VALUE; 1.5 TO COMMUNICATE BETWEEN CARERS, POLICY MAKERS AND OTHER SERVICES SUPPORTING CARERS, ENABLING CARERS TO HAVE AN EFFECTIVE VOICE AND AN INFORMED REPRESENTATION IN POLICY-MAKING AND SERVICE DEVELOPMENT; 1.6 TO ENCOURAGE THE EXCHANGE BY CARERS, POLICY MAKERS AND OTHER SERVICES OF USEFUL INFORMATION AND BEST PRACTICE IN CARERS' ISSUES AND PROMOTE AND ENCOURAGE SERVICES TO SUPPORT CARERS PRINCIPALLY BUT NOT EXCLUSIVELY IN SURREY; AND 1.7 TO PURSUE ANY OTHER CHARITABLE PURPOSES. 1.8 A "CARER" IS: 1.8.1 SOMEONE WHO PROVIDES REGULAR UNPAID HELP TO A PERSON (OR PERSONS) WHO IS DISABLED, ILL OR INFIRM, OR WHO IS OTHERWISE IN NEED OF CARE, PARTICULARLY BUT NOT EXCLUSIVELY IN THE COUNTY OF SURREY; 1.8.2 PARTICULARLY BUT NOT EXCLUSIVELY SOMEONE WHO LIVES IN THE COUNTY OF SURREY AND PROVIDES REGULAR UNPAID HELP TO A PERSON (OR PERSONS) WHO IS DISABLED, ILL OR INFIRM, OR WHO IS OTHERWISE IN NEED OF CARE, OUTSIDE THE COUNTY OF SURREY; OR 1.8.3 SOMEONE WHO, WITHIN THE LAST FIVE YEARS, HAS FALLEN WITHIN THE DESCRIPTION IN 1.8.1 OR 1.8.2. THE TERM "CARER" ALSO INCLUDES PEOPLE WHO FALL INTO ANY OF THE ABOVE CATEGORIES AND ARE UNDER THE AGE OF EIGHTEEN OR ARE PARENTS CARING FOR THEIR OWN CHILDREN.

Activities: We provide information, advice and support for carers all across Surrey. Including benefits advice, advocacy, guidance on moving and handling, support groups, free resources and more. We also help carers have their say on carer matters in Surrey, and nationally. We have specialist support available for young carers, young adult carers (18-24), and people connected to the Armed Forces

Classification

- **How:** Makes Grants To Individuals, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Other Defined Groups

Geography

- **Area of benefit:** SURREY
- Surrey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,880,304	£2,716,933	£966,289	66
2024-03-31	£2,454,444	£2,297,284	£802,918	62
2023-03-31	£2,192,008	£2,175,050	£645,758	66
2022-03-31	£2,857,081	£3,033,706	£628,800	94
2021-03-31	£2,772,991	£2,743,604	£805,425	92

Trustees

Name	Role	Appointed
Christopher Bovell		2025-03-21
Hollie Margaret Jessica Baker		2020-03-06
Kim Jacobs		2026-06-05
Martin Philip Lawrence Brown		2023-12-01
Michael Corrigan		2026-05-14
Mirjana Fowle		2025-03-21
Rhianna Patricia Williams		2019-12-06
Stephanie Fitzgerald		2024-03-15

ACTION FOR CARERS (SURREY)

England & Wales - Charity number 1116714

Accounts

Company number: 05939327

Charity Number: 1116714

Action for Carers (Surrey)

Report and financial statements

For the year ended 31 March 2025

Action for Carers (Surrey)

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Action for Carers (Surrey)

Reference and administrative information

For the year ended 31 March 2025

Company number 05939327

Charity number 1116714

Registered office and operational address Astolat, Coniers Way
Burpham, Guildford
Surrey, GU4 7HL

Trustees Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Alison Yard	Chair
Henrietta Griffiths	Vice Chair, retired 21/03/25
Nicola Walsh	retired 21/03/25
Simon Denison	resigned 07/06/24
Martin Brown	Treasurer
Rob Young	Vice Chair from 21/03/25
Margaret Hicks	
Rhianna Williams	
Hollie Baker	
Catherine Colvin	
Bim Ewetade	
Stephanie Fitzgerald	
Christopher Bovell	appointed 21/03/25
Mirjana Fowle	appointed 21/03/25

Chief Executive Tim Bevans

Bankers CAF Bank Ltd
Kings Hill, West Malling, Kent ME19 1EP

Solicitors Russell – Cooke LLP
2 Putney Hill, London SW15 2AB

Auditor Sayer Vincent LLP
Chartered Accountants and Statutory Auditor
110 Golden Lane, London EC1Y 0TG

Trustees' annual report

For the year ended 31 March 2025

The trustees present their report and the audited financial statements for the year ended 31 March 2025.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP, applicable to charities preparing their accounts in accordance with FRS 102.

Objectives and activities

Purposes and aims

The trustees regularly review the aims, objectives and activities of the charity. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report on the success of each key activity and the benefits the charity has brought to the groups of people it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remain focused on its stated purposes.

The trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the set aims and objectives.

The organisation's objects are for the relief of the needs of unpaid carers living or caring in Surrey, who provide regular help to adults or children who due to illness, disability, a mental health problem or an addiction could not cope without their support. These objects are met by providing and assisting in the provision of information, advice, guidance, signposting and support to carers. The organisation operates throughout the county of Surrey.

Vision

The vision of Action for Carers (Surrey) (ACS) is ***"That every unpaid Carer in Surrey is heard, valued and supported"***

Mission

Action for Carers (Surrey) commits to:

- Being a Carer led organisation & putting unpaid Carers first
- Delivering high quality & innovative services
- Improving unpaid Carers' wellbeing
- Amplifying the voice of unpaid Carers to influence change
- Supporting unpaid Carers to understand their rights and choices
- Collaborating with professionals and partners to encourage best practice
- Promoting awareness of unpaid Carers & their value in society

Trustees' annual report

For the year ended 31 March 2025

Values

The values of ACS confirm the organisation's commitment to quality and equality. They define the way it conducts itself and help drive excellence throughout the organisation. Our values are:

- Focus – make a difference to our unpaid Carers' lives
- Inclusion – accessible to everyone in the community
- Respect – treat everyone with compassion and understanding
- Excellence – strive for continuous improvement and best practice

The organisation used its staff conference in January 2025 to deep-dive into the values, and developed behaviours for each of the values and are now being embedded into the everyday work.

Strategic Aims

Action for Carers Surrey updated its three-year strategy in 2024 to reflect changes in the financial and operating landscape and continues to make good progress, which is monitored and reviewed regularly by the board. Key highlights include commissioning a new single CRM, investing in IT resources, data security and data cleansing, reviewing staff benefits and rewards and developing our "One ACS" approach to working. Putting the carer at the centre of everything we do remains a priority.

The current strategy has 6 key strategic objectives. These are;

- We provide outstanding carer support
- We are digital and data focused
- We invest in our people for the benefit of carers
- We are influential and out there
- We are financially stable
- We are a safe and inclusive organisation

The board and senior managers are working on a new 5 year strategy to take the organisation through to 2030.

Achievements and performance, and beneficiaries of our services

The charity's main activities and those whom it aims to help are described below, in the major project areas. All its charitable activities focus on carers and are undertaken to further Action for Carers (Surrey)'s charitable purposes for the public benefit.

Adult Carer Support

This vital service provides comprehensive information, expert advice, and tailored guidance to adult carers throughout Surrey, delivered through accessible Carer Hubs, hospitals and through community partnerships as well as online and by phone. Offering essential training, enriching

Trustees' annual report

For the year ended 31 March 2025

wellbeing activities, and valuable peer support networks, the service also now features a specialist team dedicated to those caring for individuals with mental health conditions. Crucially, Adult Carer Support actively forges strong partnerships with social care, health, and voluntary sector organisations to champion the role of carers and advocate for improved services and support, all delivered against four key contracts.

Adult Carer Support has demonstrated significant impact, with more than 5,000 new referrals triaged and supported throughout the year. The service delivered 514 in-person wellbeing, training, and support events, alongside a further 184 online events, extending our reach and accessibility.

Moving & Handling

This crucial service equips carers of both adults and children with the knowledge, skills, and confidence to undertake moving and handling safely. Through individual consultations and group training sessions, the expert team provides essential information, practical advice, and tailored support, including guidance on specialised equipment, to prevent injury and promote the wellbeing of both the carer and the person they care for.

The Moving and Handling Service has ensured prompt response and support, with all referrals contacted within 5 days. During the reporting period, 1,185 carers received a service, and the team delivered 24 group training sessions across the year, enhancing the skills and confidence of carers in safe moving and handling practices.

Surrey Young Carers

Recognising the unique challenges faced by young people with caring responsibilities across Surrey, this essential service offers a diverse range of support. From providing opportunities to connect with peers and enjoy vital respite through engaging activities, to delivering more intensive one-to-one and group support, the service understands and addresses the impact of caring on daily life and education. Working collaboratively with key partners – especially in education and social care – the Young Carers team ensures comprehensive and effective support for young people from all family backgrounds.

The Young Carers service continues to provide a vital lifeline for young people with caring responsibilities. More than 2,200 registered young carers are receiving ongoing support, and 1,000 young carers participated in activities. In addition, a further 1,000 unregistered young carers were reached through our activity programmes. The service delivered 225 support groups and activities, including a residential, offering crucial respite and peer support.

Financial review

Action for Carers Surrey continued to deliver Surrey County Council commissioned contracts during the year ending March 2025, adding additional work supporting carers of people with

Trustees' annual report

For the year ended 31 March 2025

mental health conditions under new contracts with SCC and Surrey & Borders NHS Partnership. Our performance against agreed KPIs remains high, and all contracts will remain in force for the 2025/26 financial year too, giving us excellent short to medium term funding certainty.

Overall we produced a surplus of £163,371 for 2024/25 (2023/24: £157,160 surplus) on an income of £2,880,304 (2023/24: £2,454,444). This was a slightly higher than anticipated surplus as our investment in our IT and database planned for the year will now run into 2025/26, spreading the costs over two years, and as such we anticipate being close to break-even for 2025/26 as we continue to invest in services for the benefit of carers.

Fundraising practice

In March 2025 ACS appointed its first Fundraising Manager. ACS does not use professional external fundraisers or commercial participators. Donations received are often from unsolicited ad hoc fundraising and we have worked with community groups, schools, corporate partners and individuals, as well as using occasional and appropriate Trust grant applications. During the year ACS did not receive any complaints in relation to its fundraising practice.

Surrey Young Carers in particular has received a fantastic number of grants and donations towards our activity budget during the year, and the Adult Carer Support service have received several donations towards groups and activities. The trustees and staff are very grateful for this support, and particular thanks go to the following, for donations and grants of over £1,000:

Berkeley Foundation	Berkeley Group
Evelyn Partners	Azets Guildford
Absolute Insurance Brokers	Luke Simpson
Thames Ditton & Esher Golf Club	Clare Spacie
Community Foundation for Surrey	Enterprise Foundation
Astolat Masonic Lodge	Royal Bank of Canada
Jule Harries	
Bramley, Wonersh & Shamley Green Nursing Association	

ACS has also applied for and been granted funds to make small grants to carers, receiving £96,500 from Surrey County Council for carers in food or fuel poverty from the central government Household Support Fund. These grants have been warmly received by carers.

Huge thanks to the many schools, societies, organisations, churches, businesses and individuals who have raised funds for young carers and the Adult Carers Support service throughout the year, and to those individuals and businesses who provided toiletries and other items for our wellbeing bags, and easter eggs and Christmas presents to distribute to our young carers. Our particular thanks go to Berkeley Group, who have been fantastic corporate partners to our young carers service for several years. The partnership came to an end in April 2025 but their staff have made a material difference to the amount and quality of activities we have been able to provide for

Action for Carers (Surrey) – DRAFT

Trustees' annual report

For the year ended 31 March 2025

young carers, and has also enabled us to work with the Berkeley Foundation too, raising funds and being able to tap into their knowledge bank of resources.

We are also grateful for the support of organisations such as the National Trust and Historic Royal Palaces, who provided carers with free passes to visit their properties, and Surrey Outdoor Learning & Development, ACS International School Cobham and Yvonne Arnaud Theatre, who provided free venues and activities for young carers.

Principal risks and uncertainties

The trustees and senior management maintain a risk register which identifies principal risks, with a view to mitigating those. One of the major uncertainties ACS has is around future levels of funding, and although we have contracts in place for our two largest services (Adult Carers Hubs and the Young Carers service) until at least March 2027, the two smaller contracts (Moving & Handling service and Hospital Carers Support), which were extended by a year in late 2024 to cover April 2025 to March 2026, are due to end at that point. While both contracts are performing well, we don't know commissioners' intentions as to the future commissioning of those services at present, and we have to be aware that with local authority budgets under severe pressure and the uncertainty around the devolution landscape that future funding is not guaranteed.

Reserves policy and going concern

We have updated our reserves policy this year, the updated policy is to maintain sufficient reserves to cover the risk (however unlikely) of a loss of all of the main contracts, the risk of a one-year mismatch between the rate at which inflation increases income and costs, and for certain operational risks. As at the year end, this leads to a minimum reserve requirement of £584,000. Our free reserves at the year-end are £890,000 (2024: £758,000). The trustees consider this adequate for the charity's needs and in line with our reserves policy, and plan to invest some of the surplus reserves during 2025/26 into additional resources in order to further improve services, particularly in updating our database and IT systems. An explanation of the individual funds is provided in note 18. Restricted funds at the reporting date were £38,000 (2024: £45,000).

As detailed above, future funding does remain a major risk, and the trustees believe it is prudent to ensure those risks are covered, whilst believing that there are no short-term material uncertainties relating to going concern.

Plans for the future

As noted above, we have a better than anticipated surplus for 2024/25 despite investment in our infrastructure and staffing progressing during the year in order to reduce our administrative burden and allow for more front line support. This investment will continue into 2025/26 and improved databases and internal IT systems should give us a better understanding of our impact,

Trustees' annual report

For the year ended 31 March 2025

and we are also keen to better ensure the voice of the carer is heard as we progress with delivering our strategy.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated on 19 September 2006 and registered as a charity on 9 November 2006.

The company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its articles of association.

Organisational Structure

The ACS decision making body is the Board of trustees, of which all trustees are members. The Board:

- Maintains a long term overview of the organisation and all its work
- Makes strategic and major decisions about the organisations objectives, policies and procedures
- Ensures adequate resources to carry out its activities
- Takes legal responsibility for the organisation and its actions

The board has a sub-committee covering finance, and has provision for sub-groups as required, which can make recommendations to the Board. The organisation uses a foundation model whereby the only members are trustees; this has proven to be both efficient and cost saving. Being carer-led remains fundamental to our organisation's core values and our Board continues to have a majority of trustees with lived-experience of caring.

The board have commissioned an in-depth external governance review due to be carried out June-September 2025, reflecting the Charity Commission recommendation that large charities should carry out a review every three years.

The Chief Executive Officer is responsible for the day to day operation of the organisation, as delegated by the Board, including the development of policies and procedures, as well as overseeing the management, delivery and monitoring of all services. A new role of COO was identified and appointed in 2024 to lead the service delivery of the organisation, with a view to enabling the CEO to focus more on strategic priorities and developing external relationships. The managers of each service (Moving & Handling, Adult Carer Support and Surrey Young Carers) report to the COO, whilst the centralised functions of Finance, HR, Marketing & Communications and Business Performance report to the CEO. In recognition of the need to diversify income and a challenging funding landscape the board approved the creation of a new role of Fundraising Manager, who was appointed in March 2025 and sits on the senior management team. Managers contribute to the development of policies and procedures and general operational activities

Trustees' annual report

For the year ended 31 March 2025

through regular senior manager meetings, with the involvement of middle managers as appropriate, and conduct regular operational meetings of their services with staff.

Appointment of trustees, trustee induction and training

Trustees are recruited using a number of methods, and are appointed by current Board members taking into account their experience and relevant skills. All new trustees are required to declare their eligibility and to sign and abide by our Code of Conduct for trustees. Trustees undergo an induction, including the issue of policies and procedures, trustee roles and responsibilities, and core training in safeguarding, data protection and equality and diversity. Dependent upon their experience and knowledge, they may attend other relevant training as part of their induction and on an on-going basis for updating. All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 8 to the accounts.

Related parties and relationships with other organisations

The organisation's foremost relationship is with Surrey County Council, the main funder and lead for commissioning of carers' services in Surrey. ACS has continued to develop its relationship with the Integrated Care Systems in Surrey, who are leading the agenda for the integration of Health and Social Care in the county.

ACS is an affiliated Network Partner of Carers Trust, which means it is part of the wider Trust network but still retains its status as an independent charity. ACS has access to specialist information and advice on service provision, a range of resource materials, partnership opportunities with affiliated organisations, grants and other services for carers, research reports and good practise guidance, and national strategic influencing on key issues for carers. ACS is also affiliated to Carers UK, giving further opportunity for strategic influencing and contribution to consultations nationally.

Remuneration policy for key management personnel

Internal and external benchmarking is used to determine remuneration for staff at all levels, including the Chief Executive Officer and other members of the Senior Management team. A significant amount of ACS income is spent on staffing costs and a challenge for the organisation may be managing this cost whilst continuing to attract and retain high quality staff. Further details on the total payments to the senior management team are included in note 8.

Funds held as custodian trustee on behalf of others

Action for Carers (Surrey) continues to access direct payments from SCC allocated funds administered by Surrey Independent Living Council, which awards payments of up to £300 per person for young carers, based on identified need. In addition, we have accessed grants from Carers Trust for adult carers through our Adult Carer Support service. In many cases these grants are paid to ACS, who pass the funds on to the individual or to another organisation such as a

Trustees' annual report

For the year ended 31 March 2025

provider of training or activity. The balance in funds held by ACS on behalf of individual carers and young carers at the year-end date was £4,986 (2024: £3,513).

Statement of responsibilities of the trustees

The trustees (who are also directors of Action for Carers (Surrey) for the purposes of company law) are responsible for preparing the trustees' annual 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members (Trustees) of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2025 was 14 (2024: 12).

Action for Carers (Surrey) – DRAFT

Trustees' annual report

For the year ended 31 March 2025

Auditor

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and have expressed their willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees on 5th September 2025 and signed on their behalf by

Alison Yard
Chair

Independent auditor's report

To the members of

Action for Carers (Surrey)

Opinion

We have audited the financial statements of Action for Carers (Surrey) (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Action for Carers (Surrey)'s ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Independent auditor's report

To the members of

Action for Carers (Surrey)

Other Information

The other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of

Independent auditor's report

To the members of

Action for Carers (Surrey)

company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

Independent auditor's report

To the members of

Action for Carers (Surrey)

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Noelia Serrano (Senior statutory auditor)

DATE

for and on behalf of Sayer Vincent LLP, Statutory Auditor
110 Golden Lane, LONDON, EC1Y 0TG

Action for Carers (Surrey)

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2025

	Note	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Income from:							
Donations	2	76,995	138,219	215,214	62,261	166,276	228,537
Charitable activities							
Moving & Handling	3	300,487	-	300,487	285,364	-	285,364
Surrey Young Carers	3	901,537	25,000	926,537	856,089	-	856,089
Carers Support	3	1,108,101	304,250	1,412,351	1,044,429	23,000	1,067,429
Investments	4	25,715	-	25,715	17,025	-	17,025
Total income		2,412,835	467,469	2,880,304	2,265,168	189,276	2,454,444
Expenditure on:							
Raising funds	5	19,712	-	19,712	14,865	-	14,865
Charitable activities							
Moving & Handling	5	292,076	-	292,076	265,346	-	265,346
Surrey Young Carers	5	789,641	73,344	862,985	701,531	87,411	788,942
Carers Support	5	1,141,410	400,750	1,542,160	1,098,972	129,159	1,228,131
Total expenditure		2,242,839	474,094	2,716,933	2,080,714	216,570	2,297,284
Net income for the year and net movements in funds	7	169,996	(6,625)	163,371	184,454	(27,294)	157,160
Reconciliation of funds:							
Total funds brought forward		758,385	44,533	802,918	573,931	71,827	645,758
Total funds carried forward		928,381	37,908	966,289	758,385	44,533	802,918

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 18 to the financial statements.

Action for Carers (Surrey)**Balance sheet**

Company no. 5939327

As at 31 March 2025

	Note	£	2025 £	£	2024 £
Fixed assets:					
Tangible assets	12a		2,135		3,843
Intangible assets	12b		<u>35,712</u>		<u>-</u>
			37,847		3,843
Current assets:					
Debtors	13	20,878		12,051	
Cash at bank and in hand		<u>1,108,077</u>		<u>925,102</u>	
			1,128,955	937,153	
Liabilities:					
Creditors: amounts falling due within one year	14	<u>200,513</u>		<u>138,078</u>	
Net current assets			928,442		799,075
Total net assets	17		<u>966,289</u>		<u>802,918</u>
The funds of the charity:	18				
Restricted income funds			37,908		44,533
Unrestricted income funds:					
Designated funds		-		277,618	
General funds		<u>928,381</u>		<u>480,767</u>	
Total unrestricted funds			928,381		758,385
Total charity funds			<u>966,289</u>		<u>802,918</u>

Approved by the trustees on 5th September 2025 and signed on their behalf by

Alison Yard
Chair

Action for Carers (Surrey)**Statement of cash flows****For the year ended 31 March 2025**

	2025	2024
	£	£
Net income for the reporting period (as per the statement of financial activities)	163,371	157,160
Depreciation charges	1,708	1,708
Interest received	(25,715)	(17,025)
(Increase)/decrease in debtors	(8,827)	266,001
Increase in creditors	62,435	37,608
	<hr/>	<hr/>
Net cash provided by operating activities	192,972	445,452
Cash flows from investing activities:		
Interest received	25,715	17,025
Purchase of fixed assets	(35,712)	-
	<hr/>	<hr/>
Net cash (used in)/provided by investing activities	(9,997)	17,025
	<hr/>	<hr/>
Change in cash and cash equivalents in the year	182,975	462,477
Cash and cash equivalents at the beginning of the year	925,102	462,625
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	1,108,077	925,102
	<hr/> <hr/>	<hr/> <hr/>

Notes to the financial statements

For the year ended 31 March 2025

1 Accounting policies

a) Statutory information

Action for Carers (Surrey) is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address is Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL.

b) Basis of preparation

The financial statements have been prepared in accordance with 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) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

With all our main contracts continuing across 2025/26 we anticipate approximately breaking even for that financial year. While at the time of approving the accounts there is uncertainty as to whether some of our smaller contracts will continue into 2026/27, we should have enough notice to enable us to adjust our service delivery appropriately if some were not renewed, and with our high level of reserves we would comfortably be able to work through even this worst case scenario.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants or contracts, whether 'capital' or 'revenue', is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income generated from the supply of services is included in the statement of financial activities in the period in which the supply is made.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

f) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Notes to the financial statements

For the year ended 31 March 2025

1 Accounting policies (continued)

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are contract income, donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

i) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of delivering specific projects to further the purposes of the charity and their associated support costs, as described in the trustees' annual report.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity.

Support costs include the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Both support costs and governance costs are apportioned based on direct costs of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Fixed assets

Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £2,500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The useful lives are as follows:

- Photocopier 5 years
- Computer Equipment 3-5 years

Intangible fixed assets

Costs incurred in developing a CRM system from 2024/25 have been capitalised as an intangible asset. The database was not in use before the year end and as such no depreciation has been charged in 2024/25. Development will continue into 2025/26 and useful life will be estimated in order to write the costs off once the asset is in use.

Amortisation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The useful lives are as follows:

- Database 3-5 years

m) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2025

1 Accounting policies (continued)

n) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

p) Pensions

Action for Carers (Surrey) has an auto-enrolment staff pension scheme, paying 3% of gross salaries into the scheme on behalf of eligible employees. The costs are charged to the statement of financial activities for the period to which they relate. The charity has no liability under the scheme other than payments of these contributions.

2 Income from donations

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Gifts	30,495	133,419	163,914	21,261	166,276	187,537
Donated services	46,500	4,800	51,300	41,000	-	41,000
	<u>76,995</u>	<u>138,219</u>	<u>215,214</u>	<u>62,261</u>	<u>166,276</u>	<u>228,537</u>

Donated service includes £43,000 (2024: £41,000) from Surrey County Council, which represents the estimated current annual market rent for the Guildford office, and £8,300 from ACS International School Cobham and Surrey Outdoor Learning & Development, the estimated value of events provided in the year. An equivalent amount has been included in resources expended during the year.

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2025

3 Income from charitable activities

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Moving & Handling						
Surrey County Council – contract income	300,487	–	300,487	285,364	–	285,364
Sub-total for Moving & Handling	300,487	–	300,487	285,364	–	285,364
Surrey Young Carers						
Surrey County Council – contract income	901,462	–	901,462	856,089	–	856,089
Surrey County Council – grants	–	25,000	25,000	–	–	–
Sale of services	75	–	75	–	–	–
Sub-total for Surrey Young Carers	901,537	25,000	926,537	856,089	–	856,089
Adult Carers Support						
Surrey County Council – contract income	1,099,783	200,000	1,299,783	1,044,429	–	1,044,429
Surrey County Council – grants	–	24,250	24,250	–	23,000	23,000
Surrey & Borders NHS – grants	–	80,000	80,000	–	–	–
Sale of services	8,318	–	8,318	–	–	–
Sub-total for Carers Support	1,108,101	304,250	1,412,351	1,044,429	23,000	1,067,429
Total income from charitable activities	2,310,125	329,250	2,639,375	2,185,882	23,000	2,208,882

4 Income from investments

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Bank interest	25,715	–	25,715	17,025	–	17,025
	25,715	–	25,715	17,025	–	17,025

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2025

5a Analysis of expenditure (current year)

	Charitable activities						2025 Total £	2024 Total £
	Cost of raising funds £	Moving & Handling £	Surrey Young Carers £	Carers Support £	Governance costs £	Support costs £		
Staff costs (Note 8)	9,447	184,382	478,174	790,298	16,675	661,067	2,140,043	1,788,035
Office Costs	3,938	6,293	25,326	34,861	-	119,193	189,611	119,891
Premises	-	5,198	25,755	25,063	-	31,453	87,469	95,220
Direct Activity Costs	-	-	37,617	54,016	-	-	91,633	79,453
Publicity & Promotion	-	325	17,206	42,319	-	10,033	69,883	73,782
Equipment & Furniture	-	312	248	805	-	14,516	15,881	15,683
AGM & Executive Meetings	-	-	-	-	2,285	-	2,285	236
Trustee expenses and training	-	-	-	-	3,814	-	3,814	2,755
Auditor's remuneration	-	-	-	-	12,990	-	12,990	12,758
Grants Payable (Note 6)	-	1,814	1,719	99,791	-	-	103,324	109,470
	13,385	198,324	586,045	1,047,153	35,764	836,262	2,716,933	2,297,284
Support costs	6,067	89,897	265,643	474,655	-	(836,262)	-	
Governance costs	260	3,855	11,297	20,352	(35,764)	-	-	
Total expenditure 2025	19,712	292,076	862,985	1,542,160	-	-	2,716,933	2,297,284

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2025

5b Analysis of expenditure (prior year)

	Charitable activities						2024 Total £
	Cost of raising funds £	Moving & Handling £	Surrey Young Carers £	Carers Support £	Governance costs £	Support costs £	
Staff costs (Note 8)	9,022	168,025	445,593	575,133	14,169	576,091	1,788,035
Office Costs	1,165	6,168	24,467	27,315	-	60,776	119,891
Premises	-	6,029	32,426	25,689	-	31,075	95,220
Direct Activity Costs	-	-	23,491	55,962	-	-	79,453
Publicity & Promotion	-	805	14,282	46,202	-	12,493	73,782
Equipment & Furniture	-	536	463	2,259	-	12,425	15,683
AGM & Executive Meetings	-	-	-	-	236	-	236
Trustee expenses and training	-	-	-	-	2,755	-	2,755
Auditor's remuneration	-	-	-	-	12,758	-	12,758
Grants Payable (Note 6)	-	298	-	109,173	-	-	109,470
	10,188	181,862	540,722	841,732	29,919	692,861	2,297,284
Support costs	4,483	80,028	237,945	370,404	-	(692,861)	0
Governance costs	194	3,456	10,275	15,995	(29,919)	-	
Total expenditure 2024	14,864	265,346	788,942	1,228,132		0	2,297,284

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2025

6 Grant making to individuals	2025	2024
	£	£
Cost		
Adult carers – Moving & Handling equipment fund	1,814	455
Adult carers – other grants	99,791	109,015
Young Carers – Social & Educational	1,719	-
	<u>103,324</u>	<u>109,470</u>

The Surrey Young Carers service, the Moving & Handling service, and the Adult Carer Support service have used donated funds and grants from local authorities to provide grants to specific individuals based on identified need. All grants are approved by the individual service manager.

7 Net income for the year

This is stated after charging

	2025	2024
	£	£
Depreciation	1,708	1,708
Auditor's remuneration (excluding VAT):		
Audit	10,850	10,600
	<u>10,850</u>	<u>10,600</u>

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025	2024
	£	£
Salaries and wages	1,759,879	1,518,828
Social security costs	163,345	139,700
Employer's contribution to defined contribution pension schemes	53,920	45,501
Other staff costs	162,899	84,006
	<u>2,140,043</u>	<u>1,788,035</u>

No employees earned between £60,000 and £70,000 during the year (2024: nil). One employee earned between £70,000 and £80,000 during the year (2024: nil). No employee was paid over £80,000 in the year (2023: nil).

The total employee benefits including employers' NIC and pension contributions of the key management personnel were £463,926 (2024: £394,9671).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2024: £nil). No charity trustee received payment for professional or other services supplied to the charity (2024: nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £439 (2024: £704) incurred by 2 (2024:4) members relating to attendance at meetings of the trustees and training courses for trustees.

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2025

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year and the Full Time equivalents were as follows:

	2025 No.	2024 No.	2025 No. (FTE)	2024 No. (FTE)
Moving & Handling	6.0	6.0	3.8	3.8
Surrey Young Carers	17.7	19.4	11.1	11.2
Carers Support	25.2	20.5	19.0	16.5
Support	17.1	16.3	14.7	14.1
	66.0	62.2	48.6	45.6

10 Related party transactions

There were no related party transactions during the year. (During 2023/24: none).

11 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12a Tangible fixed assets

	Photocopier & computer equipment £	Total £
Cost or valuation		
At the start of the year	23,590	23,590
Additions – CRM system	–	–
At the end of the year	23,590	23,590
Depreciation		
At the start of the year	19,747	19,747
Charge for the year	1,708	1,708
At the end of the year	21,455	21,455
Net book value		
At the end of the year	2,135	2,135
At the start of the year	3,843	3,843

All of the above assets are used for charitable purposes.

Notes to the financial statements

For the year ended 31 March 2025

12b Intangible fixed assets

	CRM system £	Total £
Cost or valuation		
At the start of the year	-	-
Additions – CRM system	35,712	35,712
Disposals – written off equipment	-	-
At the end of the year	<u>35,712</u>	<u>35,712</u>
Depreciation		
At the start of the year	-	-
Charge for the year	-	-
Disposals – written off equipment	-	-
At the end of the year	<u>-</u>	<u>-</u>
Net book value		
At the end of the year	<u>35,712</u>	<u>35,712</u>
At the start of the year	<u>-</u>	<u>-</u>

All of the above assets are used for charitable purposes. The intangible asset relates to costs of the development of a CRM system from October 2024, the asset has not been written down during 2024/25 as it was not yet in use at the year end, with development continuing into 2025/26.

13 Debtors

	2025 £	2024 £
Trade debtors	7,505	1,217
Prepayments	13,373	10,834
	<u>20,878</u>	<u>12,051</u>

14 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	19,008	10,608
Taxation and social security	47,361	41,312
Accruals	102,394	61,158
Deferred income (note 15)	31,750	25,000
	<u>200,513</u>	<u>138,078</u>

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2025

15 Deferred income

Deferred income at 31/03/24 comprised a grant received from Surrey Council to recruit an Education Advisor. This was released in 2024/25. A further grant from SCC to recruit benefits advisors was received in the year, relating to costs from October 2024 to September 2025, and part of this grant income has been deferred to match with the costs into 2025/26. A further grant from SCC for £7,500 to provide transport to carers to SCC events has also been deferred as the events will not start until into the 2025/26 financial year.

	2025	2024
	£	£
Balance at the beginning of the year	25,000	–
Grants from Surrey County Council received in year	56,000	–
Amount released to income in the year	(49,250)	–
Amount deferred in the year	<u>31,750</u>	<u>25,000</u>
Balance at the end of the year	<u><u>31,750</u></u>	<u><u>25,000</u></u>

16 Funds held on behalf of others

Action for Carers (Surrey) continues to access direct payments from SCC allocated funds administered by Surrey Independent Living Council, which awards payments of up to £200 per person for young carers, based on identified need. In addition, we have accessed funds from Carers Trust to provide grants for adult carers through our Adult Carer Support service. In many cases these grants are paid to ACS, who pass the funds on to the individual or to another organisation such as a provider of training or activity. The balance in funds held by ACS on behalf of individual carers and young carers at the year-end date was £4,986 (2024: £3,513).

In accordance with the Charities SORP FRS 102, these transactions are considered to represent conduit funding and, as such, are not included in the charity's statement of financial activities. Equally, amounts still to be disbursed by the charity at the year end are not included in the balance sheet.

17a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Fixed assets	37,847	–	–	37,847
Net current assets	890,534	–	37,908	928,442
Net assets at the end of the year	<u><u>928,381</u></u>	<u><u>–</u></u>	<u><u>37,908</u></u>	<u><u>966,289</u></u>

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2025

17b Analysis of net assets between funds (previous year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Fixed assets	3,843	-	-	3,843
Net current assets	476,924	277,618	44,533	799,075
Net assets at the end of the year	480,767	277,618	44,533	802,918

18a Movements in funds (current year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Surrey Young Carers	44,533	66,719	(73,344)	-	37,908
Carers Support	-	400,750	(400,750)	-	-
Total restricted funds	44,533	467,469	(474,094)	-	37,908
Unrestricted funds:					
Designated funds:					
Redundancy fund	232,618	-	-	(232,618)	-
Premises	10,000	-	-	(10,000)	-
Commitments	35,000	-	-	(35,000)	-
Total designated funds	277,618	-	-	(277,618)	-
General funds	480,767	2,412,835	(2,242,839)	277,618	928,381
Total unrestricted funds	758,385	2,412,835	(2,242,839)	-	928,381
Total funds	802,918	2,880,304	(2,716,933)	-	966,289

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2025

18b Movements in funds (previous year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Surrey Young Carers	64,643	67,301	(87,411)	-	44,533
Carers Support	7,184	121,975	(129,159)	-	-
Total restricted funds	71,827	189,276	(216,570)	-	44,533
Unrestricted funds:					
Designated funds:					
Redundancy fund	218,631	-	-	13,987	232,618
Premises	10,000	-	-	-	10,000
Commitments	35,000	-	-	-	35,000
Total designated funds	263,631	-	-	13,987	277,618
General funds	310,300	2,265,168	(2,080,714)	(13,987)	480,767
Total unrestricted funds	573,931	2,265,168	(2,080,714)	-	758,385
Total funds	645,758	2,454,444	(2,297,284)	-	802,918

Transfers between funds

Included in the transfers above is an amount of £13,987 which has been transferred from the general fund so that the year end balance on our designated redundancy fund represents the liabilities in respect of the staff in the event of having to make redundancies.

18b Movements in funds (continued)

Purposes of restricted funds

Surrey Young Carers

The restricted Surrey Young Carers funds are those funds donated to Action for Carers specifically for young carers work, especially for the costs of events and activities, or for grant income specifically for young carers activities and events costs.

Carers Support

The restricted Carers Support funds are grant pots to provide small grants to carers for time out from their caring roles.

Purposes of designated funds – note, all were released during 2024/25

Redundancy fund

To provide for payment of redundancy in the event of our funding ceasing on all projects.

Premises

To provide for the costs of moving offices, and for any dilapidation and redecorating costs in existing offices at the end of a lease.

Commitments

To set aside costs of fulfilling obligations under leases and contracts in the event of our funding ceasing.

19 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

ACTION FOR CARERS (SURREY)

England & Wales - Charity number 1116714

Accounts

Company number: 05939327

Charity Number: 1116714

Action for Carers (Surrey)

Report and financial statements

For the year ended 31 March 2024

Action for Carers (Surrey)

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For the year ended 31 March 2024

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Action for Carers (Surrey)

Reference and administrative information

For the year ended 31 March 2024

Company number 05939327

Charity number 1116714

Registered office and operational address Astolat, Coniers Way
Burpham, Guildford
Surrey, GU4 7HL

Trustees Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Laura Dennett	Chair – retired 15 Mar 2024
Alison Yard	appointed 02 June 2023, Chair from 15 Mar 2024
Henrietta Griffiths	Vice Chair
David Perry	retired 01 Dec 2023
Nicola Walsh	
Margaret Hicks	
Rhianna Williams	
Simon Denison	resigned 07 June 2024
Hollie Baker	
Catherine Maskery	appointed 02 June 2023
Martin Brown	Treasurer, appointed 01 Dec 2023
Bim Ewetade	appointed 01 Dec 2023
Stephanie Fitzgerald	appointed 15 Mar 2024
Rob Young	appointed 15 Mar 2024

Chief Executive Jamie Gault to 3 November 2023
Tim Bevans from 20 November 2023

Bankers CAF Bank Ltd
Kings Hill, West Malling, Kent ME19 1EP

Solicitors Russell – Cooke LLP
2 Putney Hill, London SW15 2AB

Auditor Sayer Vincent LLP
Chartered Accountants and Statutory Auditor
110 Golden Lane, London EC1Y 0TG

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2024

The trustees present their report and the audited financial statements for the year ended 31 March 2024.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP, applicable to charities preparing their accounts in accordance with FRS 102.

Objectives and activities

Purposes and aims

The trustees regularly review the aims, objectives and activities of the charity. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report on the success of each key activity and the benefits the charity has brought to the groups of people it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remain focused on its stated purposes.

The trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the set aims and objectives.

The organisation's objects are for the relief of the needs of unpaid carers living or caring in Surrey, who provide regular help to adults or children who due to illness, disability, a mental health problem or an addiction could not cope without their support. These objects are met by providing and assisting in the provision of information, advice, guidance, signposting and support to carers. The organisation operates throughout the county of Surrey.

Action for Carers Surrey updated its three-year strategy in 2024 to reflect changes in the financial and operating landscape.

Vision

The vision of Action for Carers (Surrey) (ACS) is ***"That every unpaid Carer in Surrey is heard, valued and supported"***

Mission

Action for Carers (Surrey) commits to:

- Being a Carer led organisation & putting unpaid Carers first
- Delivering high quality & innovative services
- Improving unpaid Carers' wellbeing
- Amplifying the voice of unpaid Carers to influence change
- Supporting unpaid Carers to understand their rights and choices

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2024

- Collaborating with professionals and partners to encourage best practice
- Promoting awareness of unpaid Carers & their value in society

Values

The values of ACS confirm the organisation's commitment to quality and equality. They define the way it conducts itself and help drive excellence throughout the organisation. Our values are:

- Focus – make a difference to our unpaid Carers' lives
- Inclusion – accessible to everyone in the community
- Respect – treat everyone with compassion and understanding
- Excellence – strive for continuous improvement and best practice

Strategic Aims

Our existing strategy was reviewed in January 2024 to take into account changes to the financial and operating landscape. Putting the carer at the centre of everything we do remains a priority.

The refreshed strategy has identified 6 key strategic objectives. These are;

- We provide outstanding carer support
- We are digital and data focused
- We invest in our people for the benefit of carers
- We are influential and out there
- We are financially stable
- We are a safe and inclusive organisation

Achievements and performance, and beneficiaries of our services

The charity's main activities and those whom it aims to help are described below, in the major project areas. All its charitable activities focus on carers and are undertaken to further Action for Carers (Surrey)'s charitable purposes for the public benefit.

Adult Carer Support

Our service for adult carers is delivered under two contracts, one for 'Hubs' for carers in different places across the county to provide advice, information, guidance and advocacy, referrals to other agencies, support groups, training and wellbeing activities, and one for supporting carers in hospital settings, which offers carers support with advocacy at meetings, especially discharge, information about all the hospitals processes, referrals and signposting to other resources, and emotional support, as well as providing carer awareness training for hospital staff.

The Hubs are staffed by Carer Support Advisors assisted by volunteers, and provide a range of groups and events as well as a drop-in service. We also offer online groups and wellbeing events, and our telephone helpline continues to be our 'front door' for new referrals, triaging them for appropriate levels of assistance from CSAs and providing emotional support and signposting. We

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2024

work in partnership with a huge number of other specialist charities and statutory services, and have a variety of resources available, recognising that all carers are unique and have their own caring situation and needs, and often complex situations to navigate.

2023/24 highlights include over 4,000 new referrals in the year, with over 99% being triaged for assessment within five working days of referral, more than 800 activity sessions (groups and other support) being delivered across the year, and over 100 carers rights training sessions being delivered for professionals. Under the hospitals contract we have had over 950 new referrals to the service in the year. Our partnerships with Hampton Court and the National Trust continued to provide carers with free opportunities for time away from their caring roles, and our programme of wellbeing events during Carers Week in June and information fairs during Carers Right Week in November were really well supported and received by carers.

Moving & Handling

Our Moving & Handling service, which will mark its 25th anniversary in 2024, provides personalised one-to-one high level support for carers who help manoeuvre their cared-for, mainly by means of home visits to give training and advice, as well as 'looking after yourself and your back' group sessions run mainly at hubs, and a range of advice and information booklets and videos (several available on our website) as well as emotional telephone support. Working closely with Surrey County Council adult social care teams, and specifically the Occupational Therapy service, we can often offer joint visits where the needs of both the cared-for and the carer are taken into account, and we can prescribe items of equipment that would aid the carer from the SCC Community Equipment & Telecare service.

2023/24 highlights include receiving nearly 900 new referrals to the service, and meeting our Key Performance Indicators by triaging 100% of those referrals to receive appropriate support within five working days, and 100% of urgent cases within two working days. 26 training sessions were offered in group situations. The team also attended the Occupational Therapy Show to ensure we keep up with best practise and new equipment.

Surrey Young Carers

Our young carers service has been supporting carers under the age of 18 since 1996, and we have made it our mission to represent the voice of young carers in all the settings where children and young people matter, including policy, research and networking opportunities. We provide a range of support for young people and their families, in schools and by raising awareness through professionals training, as well as a huge variety of events and activities to enhance learning about the caring role and give young carers time out from caring responsibilities. Much of the events programme is funded through donations from corporates and community groups, as well as targeted grant applications, and this really makes a difference to the amount and quality of events we can provide.

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2024

2023/24 highlights include nearly 950 new referrals to our service, with over 1100 attendees at around 120 different support groups, and over 2000 attendees at our 144 fun days and activity sessions across the year, including two Family Fun Days at Painshill Park and West Horsley Place, which provided a safe space for over 250 people to come together and meet other families in similar situations. We are active on our social media channels (1,304 followers on Instagram, 2,600 followers on X and 2,500 followers on Facebook), raising awareness of issues and sharing relevant posts across the health and social care network, including a big push for Young Carer Action Day in March, when SYC staff and young carers appeared on local on the theme of 'Fairer futures'. During the seasonal periods, we worked with a pool of volunteers and corporate partners such as Berkeley Foundation to deliver more than 300 Christmas presents and over 150 Easter eggs to young carers across the county, and we also ran a series of events at Elysian Therapeutic Farm, who work with children and young people with anxiety and a range of complex emotional and mental health needs.

Financial review

The year ending March 2024 was the second full year of our renewed contracts to deliver services for carers with Surrey County Council. Having embedded the new contracts setup over the previous year, we continued to meet our Key Performance Indicators. During the summer of 2023 Surrey County Council decided to embed the performance payment element of the KPIs into the basic contract payment. This means that while we still have to deliver against the KPIs, our income is no longer dependent on them, which gives us more certainty on income levels in the future. Because contract income was higher than budgeted, we made a higher than anticipated surplus for the year, and would continue to do so for the life of the contracts, and therefore have the confidence to bring forward plans to invest in additional staffing and infrastructure, which will happen over 2024/25.

Overall we produced a surplus of £157,160 for 2023/24 (2022/23: £16,958 surplus) on an income of £2,454,444 (2022/23: £2,192,008). With a yearly inflationary increase built into the contract pricing mitigating inflationary cost pressures, but with additional investment in staffing and databases as noted, we anticipate having a smaller surplus for the next year and across the remainder of the contracts, which run for between three and five years.

Fundraising practice

ACS does not use professional fundraisers or commercial participators. Donations received are often from unsolicited ad hoc fundraising and we have worked with community groups such as Rotary Clubs and Lions Clubs, corporate partners and individuals, as well as using occasional and appropriate Trust grant applications. During the year ACS did not receive any complaints in relation to its fundraising practice.

Surrey Young Carers in particular has received a fantastic number of grants and donations towards our activity budget during the year, and the Adult Carer Support service have received several

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2024

donations towards groups and activities. The trustees and staff are very grateful for this support, and particular thanks go to the following, for donations and grants of over £1,000:

Berkeley Foundation	Berkeley Group
Evelyn Partners	Surrey Choices
Active Surrey	Markel Ltd
Thames Ditton & Esher Golf Club	Horley Lions Club
Community Foundation for Surrey	Enterprise Foundation
The Meeting Place Charity	Royal Bank of Canada
Ben Williams	Jule Harries
Bramley, Wonersh & Shamley Green Nursing Association	

ACS has also applied for and been granted funds to make small grants to carers, receiving £93,000 from Surrey County Council for carers in food or fuel poverty from the central government Household Support Fund. These grants have been warmly received by carers.

Huge thanks to the many schools, societies, organisations, churches, businesses and individuals who have raised funds for young carers and the Adult Carers Support service throughout the year, and to those individuals and businesses who provided toiletries and other items for our wellbeing bags, and easter eggs and Christmas presents to distribute to our young carers.

Principal risks and uncertainties

The trustees and senior management maintain a risk register which identifies principal risks, with a view to mitigating those. One of the major uncertainties ACS has is around future levels of funding, and although we have contracts in place for our two largest services (Adult Carers Hubs and the Young Carers service) until at least March 2027, the two smaller contracts (Moving & Handling service and Hospital Carers Support) have a break point at the end of March 2025. There are possible extensions to these contracts, and we should know by late 2024 whether these will happen, but we have to be aware that with local authority budgets under severe pressure that future funding is not guaranteed. With a new government recently elected, we can't be sure on future policy – for instance we don't know the future of the Better Care Fund, which has provided funding for services such as we deliver in the recent past. However, we are performing well against our current contracts and have more certainty on short term income with the removal during the year of the Cap & Collar approach to payment based on KPI delivery, and have an annual inflationary increase built into our contracts which should mitigate some of those pressures.

Reserves policy and going concern

As detailed above, future funding remains a major potential risk, and in line with Charity Commission guidance, the trustees have designated funds to cover the remote possibility of any unplanned closure of the Charity, and believe all our commitments would be covered by these funds. We also have general, unrestricted reserves from the contracts, which would be used to

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2024

mitigate the risks of unplanned closure for our beneficiaries. While this is undoubtedly a worst-case scenario for ACS, the trustees believe it is prudent to ensure those risks are covered, whilst believing that there are no short term material uncertainties relating to going concern.

With better than budgeted contract income across 2023/24 because of the removal of the Cap & Collar approach, we have a larger than anticipated surplus for the year. Extrapolating this for 2024/25 and beyond, we will invest some of that surplus into additional resources in order to further improve services, but anticipate continuing to at least break-even for 2024/25 and there are no reasons to think we can't continue to operate under the current contract terms even if the two smaller contracts come to an end in March 2025 as described above.

In total, unrestricted funds at the reporting date were £758,000 (2023: £574,000) of which £481,000 is general funds (2023: £310,000) and £278,000 is designated funds (2023: £264,000). Restricted funds at the reporting date were £45,000 (2023: £72,000).

Our reserves policy is to maintain between 2.5 and 4 months of budgeted income for the next financial year, which equates to between £568,750 and £910,000. Our unrestricted reserves of £758,000 at the year end are just over three months total income, which is in the range of 2.5 to 4 months total income the trustees consider adequate for the charity's needs and in line with our reserves policy. An explanation of the individual funds is provided in note 17.

Plans for the future

As noted above, the better than anticipated surplus for 2023/24 has given us the opportunity to invest in our infrastructure across 2024/25 and beyond to reduce our administrative burden and allow for more front line support. This should also give us a better understanding of our impact, and we are also keen to better ensure the voice of the carer is heard as we progress with delivering our strategy.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated on 19 September 2006 and registered as a charity on 9 November 2006.

The company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its articles of association.

Organisational Structure

The ACS decision making body is the Board of trustees, of which all trustees are members. The Board:

- Maintains a long term overview of the organisation and all its work
- Makes strategic and major decisions about the organisations objectives, policies and procedures
- Ensures adequate resources to carry out its activities
- Takes legal responsibility for the organisation and its actions

The organisation has a sub-committee covering finance, and sub-groups for individual operational activities and risk, which make recommendations to the Board. We follow the Charities Governance Code and, undertake regular reviews to ensure our ongoing compliance with the Code. In 2019 the organisation adopted a foundation model whereby the only members are trustees. This model continues to be operated and has proven to be both efficient and cost saving. Being carer-led remains fundamental to our organisation's core values and our Board will continue to have a majority of Carer trustees.

The Chief Executive Officer is responsible for the day to day operation of the organisation, as delegated by the Board, including the development of policies and procedures, as well as overseeing the management, delivery and monitoring of all services. The managers of each service (Moving & Handling, Adult Carer Support and Surrey Young Carers) and the centralised functions of Finance, HR, Marketing & Communications and IT report to the CEO. Our previous CEO, Jamie Gault, moved on to a new role in October 2023 after eight years, and Tim Bevans was appointed to the role shortly after. Managers contribute to the development of policies and procedures and general operational activities through regular senior manager meetings, with the involvement of middle managers as appropriate, and conduct regular operational meetings of their services with staff.

Appointment of trustees, trustee induction and training

Trustees are recruited using a number of methods, and are appointed by current Board members taking into account their experience and relevant skills. All new trustees are required to declare their eligibility and to sign and abide by our Code of Conduct for trustees. Trustees undergo an induction, including the issue of policies and procedures, trustee roles and responsibilities, and core training in safeguarding, data protection and equality and diversity. Dependent upon their experience and knowledge, they may attend other relevant training as part of their induction and

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2024

on an on-going basis for updating. All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 8 to the accounts.

Related parties and relationships with other organisations

The organisation's foremost relationship is with Surrey County Council, the main funder and lead for commissioning of carers' services in Surrey. ACS has continued to develop its relationship with the Integrated Care Systems in Surrey, who are leading the agenda for the integration of Health and Social Care in the county.

ACS is an affiliated Network Partner of Carers Trust, which means it is part of the wider Trust network but still retains its status as an independent charity. ACS has access to specialist information and advice on service provision, a range of resource materials, partnership opportunities with affiliated organisations, grants and other services for carers, research reports and good practise guidance, and national strategic influencing on key issues for carers. ACS is also affiliated to Carers UK, giving further opportunity for strategic influencing and contribution to consultations nationally.

Remuneration policy for key management personnel

Internal and external benchmarking is used to determine remuneration for staff at all levels, including the Chief Executive Officer and other members of the Senior Management team. A significant amount of ACS income is spent on staffing costs and a challenge for the organisation may be managing this cost whilst continuing to attract and retain high quality staff. Further details on the total payments to the senior management team are included in note 8.

Funds held as custodian trustee on behalf of others

Action for Carers (Surrey) continues to access direct payments from SCC allocated funds administered by Surrey Independent Living Council, which awards payments of up to £300 per person for young carers, based on identified need. In addition, we have accessed grants from Carers Trust for adult carers through our Adult Carer Support service. In many cases these grants are paid to ACS, who pass the funds on to the individual or to another organisation such as a provider of training or activity. The balance in funds held by ACS on behalf of individual carers and young carers at the year-end date was £3,513 (2023: £3,861).

Statement of responsibilities of the trustees

The trustees (who are also directors of Action for Carers (Surrey) for the purposes of company law) are responsible for preparing the trustees' annual 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2024

- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members (Trustees) of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2024 was 12 (2023: 12).

Auditor

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and have expressed their willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees on 6th September 2024 and signed on their behalf by

Alison Yard
Chair

Independent auditor's report

To the members of

Action for Carers (Surrey)

Opinion

We have audited the financial statements of Action for Carers (Surrey) (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Action for Carers (Surrey)'s ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Independent auditor's report

To the members of

Action for Carers (Surrey)

Other Information

The other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of

Independent auditor's report

To the members of

Action for Carers (Surrey)

company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

Independent auditor's report

To the members of

Action for Carers (Surrey)

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Noelia Serrano (Senior statutory auditor)

24 September 2024

for and on behalf of Sayer Vincent LLP, Statutory Auditor
110 Golden Lane, LONDON, EC1Y 0TG

Action for Carers (Surrey)

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2024

	Note	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Income from:							
Donations	2	62,261	166,276	228,537	47,812	136,554	184,366
Charitable activities							
Moving & Handling	3	285,364	–	285,364	257,327	–	257,327
Surrey Young Carers	3	856,089	–	856,089	778,449	–	778,449
Carers Support	3	1,044,429	23,000	1,067,429	967,186	–	967,186
Investments	4	17,025	–	17,025	4,680	–	4,680
Total income		2,265,168	189,276	2,454,444	2,055,454	136,554	2,192,008
Expenditure on:							
Raising funds	5	14,865	–	14,865	27,363	–	27,363
Charitable activities							
Moving & Handling	5	265,346	–	265,346	305,746	–	305,746
Surrey Young Carers	5	701,531	87,411	788,942	765,812	52,075	817,887
Carers Support	5	1,098,972	129,159	1,228,131	954,480	69,574	1,024,054
Total expenditure		2,080,714	216,570	2,297,284	2,053,401	121,649	2,175,050
Net income for the year and net movements in funds	7	184,454	(27,294)	157,160	2,053	14,905	16,958
Reconciliation of funds:							
Total funds brought forward		573,931	71,827	645,758	571,878	56,922	628,800
Total funds carried forward		758,385	44,533	802,918	573,931	71,827	645,758

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 18 to the financial statements.

Action for Carers (Surrey)

Balance sheet

Company no. 5939327

As at 31 March 2024

	Note	£	2024 £	£	2023 £
Fixed assets:					
Tangible assets	12		<u>3,843</u>		<u>5,551</u>
			3,843		5,551
Current assets:					
Debtors	13	12,051		278,052	
Cash at bank and in hand		<u>925,102</u>		<u>462,625</u>	
		937,153		740,677	
Liabilities:					
Creditors: amounts falling due within one year	14	<u>138,078</u>		<u>100,470</u>	
Net current assets			799,075		640,207
Total net assets	17		<u>802,918</u>		<u>645,758</u>
The funds of the charity:	18				
Restricted income funds			44,533		71,827
Unrestricted income funds:					
Designated funds		277,618		263,631	
General funds		<u>480,767</u>		<u>310,300</u>	
Total unrestricted funds			758,385		573,931
Total charity funds			<u>802,918</u>		<u>645,758</u>

Approved by the trustees on 6 September 2024 and signed on their behalf by

Alison Yard
Chair

Action for Carers (Surrey)**Statement of cash flows****For the year ended 31 March 2024**

	Note	2024	2023
		£	£
Net income for the reporting period (as per the statement of financial activities)		157,160	16,958
Depreciation charges		1,708	1,708
Interest received		(17,025)	(4,680)
Decrease/(increase) in debtors		266,001	(271,935)
Increase/(decrease) in creditors		37,608	(172,435)
		<hr/>	<hr/>
Net cash provided by /(used in) operating activities		445,452	(430,384)
Cash flows from investing activities:			
Interest received		17,025	4,680
		<hr/>	<hr/>
Net cash provided by investing activities		17,025	4,680
		<hr/>	<hr/>
Change in cash and cash equivalents in the year		462,477	(425,704)
Cash and cash equivalents at the beginning of the year		462,625	888,329
		<hr/>	<hr/>
Cash and cash equivalents at the end of the year		925,102	462,625
		<hr/> <hr/>	<hr/> <hr/>

1 Accounting policies

a) Statutory information

Action for Carers (Surrey) is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address is Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL.

b) Basis of preparation

The financial statements have been prepared in accordance with 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) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Having been successful in retendering for our contracts with Surrey County Council, with new contracts commencing in April 2022, and having reduced our staffing levels to reduce our core costs in line with the reduced income offered by these contracts, we believe we are in a strong position to break-even over the course of these contracts and remain a sustainable organisation in the short and medium term.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants or contracts, whether 'capital' or 'revenue', is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income generated from the supply of services is included in the statement of financial activities in the period in which the supply is made.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

f) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1 Accounting policies (continued)

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are contract income, donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

i) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of delivering specific projects to further the purposes of the charity and their associated support costs, as described in the trustees' annual report.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity.

Support costs include the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Both support costs and governance costs are apportioned based on direct costs of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £2,500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The useful lives are as follows:

- Photocopier 5 years
- Computer Equipment 3-5 years

m) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

n) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

p) Pensions

Action for Carers (Surrey) has an auto-enrolment staff pension scheme, paying 3% of gross salaries into the scheme on behalf of eligible employees. The costs are charged to the statement of financial activities for the period to which they relate. The charity has no liability under the scheme other than payments of these contributions.

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2024

2 Income from donations

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Gifts	21,261	166,276	187,537	9,812	136,554	146,366
Donated services	41,000	-	41,000	38,000	-	38,000
	62,261	166,276	228,537	47,812	136,554	184,366

Donated service includes £41,000 from Surrey County Council, which represents the estimated current annual market rent for the Guildford office. An equivalent amount has been included in resources expended during the year.

3 Income from charitable activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Moving & Handling						
Surrey County Council – contract income	285,364	-	285,364	257,327	-	257,327
Sub-total for Moving & Handling	285,364	-	285,364	257,327	-	257,327
Surrey Young Carers						
Surrey County Council – contract income	856,089	-	856,089	778,449	-	778,449
Sub-total for Surrey Young Carers	856,089	-	856,089	778,449	-	778,449
Adult Carers Support						
Surrey County Council – contract income	1,044,429	-	1,044,429	952,045	-	952,045
Surrey County Council – grants	-	23,000	23,000	-	-	-
Consultancy services	-	-	-	15,141	-	15,141
Sub-total for Carers Support	1,044,429	23,000	1,067,429	967,186	-	967,186
Total income from charitable activities	2,185,882	23,000	2,208,882	2,002,962	-	2,002,962

4 Income from investments

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Bank interest	17,025	-	17,025	4,680	-	4,680
	17,025	-	17,025	4,680	-	4,680

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2024

5a Analysis of expenditure (current year)

	Charitable activities						2024 Total £	2023 Total £
	Cost of raising funds £	Moving & Handling £	Surrey Young Carers £	Carers Support £	Governance costs £	Support costs £		
Staff costs (Note 8)	9,022	168,025	445,593	575,133	14,169	576,091	1,788,035	1,697,106
Office Costs	1,165	6,168	24,467	27,315	-	60,776	119,891	151,738
Premises	-	6,029	32,426	25,689	-	31,075	95,220	86,364
Direct Activity Costs	-	-	23,491	55,962	-	-	79,453	73,999
Publicity & Promotion	-	805	14,282	46,202	-	12,493	73,782	64,934
Equipment & Furniture	-	536	463	2,259	-	12,425	15,683	7,447
AGM & Executive Meetings	-	-	-	-	236	-	236	3,674
Trustee expenses and training	-	-	-	-	2,755	-	2,755	1,063
Auditor's remuneration	-	-	-	-	12,758	-	12,758	11,680
Grants Payable (Note 6)	-	298	-	109,173	-	-	109,470	77,045
	10,188	181,862	540,722	841,732	29,919	692,861	2,297,284	2,175,050
Support costs	4,483	80,028	237,945	370,405	-	(692,861)	-	
Governance costs	194	3,456	10,275	15,994	(29,919)	-	-	
Total expenditure 2024	14,865	265,346	788,942	1,228,131	-	-	2,297,284	2,175,050

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2024

5b Analysis of expenditure (prior year)

	Charitable activities						2023 Total £
	Cost of raising funds £	Moving & Handling £	Surrey Young Carers £	Carers Support £	Governance costs £	Support costs £	
Staff costs (Note 8)	17,497	195,874	441,993	504,749	11,053	525,940	1,697,106
Office Costs	1,445	9,212	31,455	32,266	-	77,360	151,738
Premises	-	5,742	32,850	21,578	-	26,194	86,364
Direct Activity Costs	-	-	37,312	36,687	-	-	73,999
Publicity & Promotion	-	690	17,416	40,273	-	6,555	64,934
Equipment & Furniture	-	32	804	796	-	5,815	7,447
AGM & Executive Meetings	-	-	-	-	3,674	-	3,674
Trustee expenses and training	-	-	-	-	1,063	-	1,063
Auditor's remuneration	-	-	-	-	11,680	-	11,680
Grants Payable (Note 6)	-	108	4,366	72,571	-	-	77,045
	<u>18,942</u>	<u>211,658</u>	<u>566,196</u>	<u>708,920</u>	<u>27,470</u>	<u>641,864</u>	<u>2,175,050</u>
Support costs	8,075	90,227	241,361	302,202	-	(641,864)	-
Governance costs	346	3,861	10,330	12,933	(27,470)	-	-
Total expenditure 2023	<u>27,362</u>	<u>305,746</u>	<u>817,886</u>	<u>1,024,055</u>	<u>-</u>	<u>-</u>	<u>2,175,050</u>

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2024

6 Grant making to individuals

	2024	2023
	£	£
Cost		
Adult carers – Moving & Handling equipment fund	455	108
Adult carers – other grants	109,015	72,571
Young Carers – Social & Educational	–	4,366
	<u>109,470</u>	<u>77,045</u>

The Surrey Young Carers service, the Moving & Handling service, and the Adult Carer Support service have used donated funds and grants from local authorities to provide grants to specific individuals based on identified need. All grants are approved by the individual service manager.

7 Net income for the year

This is stated after charging

	2024	2023
	£	£
Depreciation	1,708	1,708
Auditor's remuneration (excluding VAT):		
Audit	10,600	10,000
	<u>12,308</u>	<u>11,708</u>

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024	2023
	£	£
Salaries and wages	1,518,828	1,445,535
Social security costs	139,700	134,865
Employer's contribution to defined contribution pension schemes	45,501	49,092
Other staff costs	84,006	67,614
	<u>1,788,035</u>	<u>1,697,106</u>

No employees earned between £60,000 and £70,000 during the year (2023: one). No employee was paid over £70,000 in the year (2023: nil).

The total employee benefits including employers' NIC and pension contributions of the key management personnel were £394,967 (2023: £378,061).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2023: £nil). No charity trustee received payment for professional or other services supplied to the charity (2023: nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £704 (2023: £184) incurred by 4 (2023:2) members relating to attendance at meetings of the trustees and training courses for trustees.

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2024

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year and the Full Time equivalents were as follows:

	2024 No.	2023 No.	2024 No. (FTE)	2023 No. (FTE)
Moving & Handling	6.0	7.1	3.8	4.4
Surrey Young Carers	19.4	20.9	11.2	10.9
Carers Support	20.5	19.8	16.5	14.5
Support	16.3	18.1	14.1	15.2
	<u>62.2</u>	<u>65.9</u>	<u>45.6</u>	<u>45.0</u>

10 Related party transactions

There were no related party transactions during the year. (During 2022/23, one of our trustees, Nicola Walsh, raised £619 and one of our senior management team members, Joe Edwards, raised £982 by participating in the Great South Run event).

11 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12 Tangible fixed assets

	Photocopier & computer equipment £	Total £
Cost or valuation		
At the start of the year	<u>23,590</u>	<u>23,590</u>
At the end of the year	<u>23,590</u>	<u>23,590</u>
Depreciation		
At the start of the year	18,039	18,039
Charge for the year	1,708	1,708
At the end of the year	<u>19,747</u>	<u>19,747</u>
Net book value		
At the end of the year	<u>3,843</u>	<u>3,843</u>
At the start of the year	<u>5,551</u>	<u>5,551</u>

All of the above assets are used for charitable purposes.

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2024

13 Debtors

	2024 £	2023 £
Trade debtors	1,217	15,141
Prepayments	10,834	10,850
Accrued income	-	252,061
	<u>12,051</u>	<u>278,052</u>

14 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	10,608	9,815
Taxation and social security	41,312	40,392
Accruals	61,158	50,263
Deferred income (note 15)	25,000	-
	<u>138,078</u>	<u>100,470</u>

15 Deferred income

Deferred income comprises a grant received from Surrey Council to recruit an Education Advisor.

	2024 £	2023 £
Balance at the beginning of the year	-	-
Amount released to income in the year	-	-
Amount deferred in the year	<u>25,000</u>	-
Balance at the end of the year	25,000	-

16 Funds held on behalf of others

Action for Carers (Surrey) continues to access direct payments from SCC allocated funds administered by Surrey Independent Living Council, which awards payments of up to £200 per person for young carers, based on identified need. In addition, we have accessed funds from Carers Trust to provide grants for adult carers through our Adult Carer Support service. In many cases these grants are paid to ACS, who pass the funds on to the individual or to another organisation such as a provider of training or activity. The balance in funds held by ACS on behalf of individual carers and young carers at the year-end date was £3,513 (2023: £3,861).

In accordance with the Charities SORP FRS 102, these transactions are considered to represent conduit funding and, as such, are not included in the charity's statement of financial activities. Equally, amounts still to be disbursed by the charity at the year end are not included in the balance sheet.

17a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	3,843	–	–	3,843
Net current assets	476,924	277,618	44,533	799,075
Net assets at the end of the year	480,767	277,618	44,533	802,918

17b Analysis of net assets between funds (previous year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	5,551	–	–	5,551
Net current assets	304,749	263,631	71,827	640,207
Net assets at the end of the year	310,300	263,631	71,827	645,758

18a Movements in funds (current year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Surrey Young Carers	64,643	67,301	(87,411)	–	44,533
Carers Support	7,184	121,975	(129,159)	–	–
Total restricted funds	71,827	189,276	(216,570)	–	44,533
Unrestricted funds:					
Designated funds:					
Redundancy fund	218,631	–	–	13,987	232,618
Premises	10,000	–	–	–	10,000
Commitments	35,000	–	–	–	35,000
Total designated funds	263,631	–	–	13,987	277,618
General funds	310,300	2,265,168	(2,080,714)	(13,987)	480,767
Total unrestricted funds	573,931	2,265,168	(2,080,714)	–	758,385
Total funds	645,758	2,454,444	(2,297,284)	–	802,918

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2024

18b Movements in funds (previous year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Surrey Young Carers	56,922	59,796	(52,075)	-	64,643
Carers Support	-	76,758	(69,574)	-	7,184
Total restricted funds	56,922	136,554	(121,649)	-	71,827
Unrestricted funds:					
Designated funds:					
Redundancy fund	180,816	-	-	37,815	218,631
Premises	10,000	-	-	-	10,000
Commitments	35,000	-	-	-	35,000
Total designated funds	225,816	-	-	37,815	263,631
General funds	346,062	2,055,454	(2,053,401)	(37,815)	310,300
Total unrestricted funds	571,878	2,055,454	(2,053,401)	-	573,931
Total funds	628,800	2,192,008	(2,175,050)	-	645,758

Transfers between funds

Included in the transfers above is an amount of £13,987 which has been transferred from the general fund so that the year end balance on our designated redundancy fund represents the liabilities in respect of the staff in the event of having to make redundancies.

18 Movements in funds (continued)

Purposes of restricted funds

Surrey Young Carers

The restricted Surrey Young Carers funds are those funds donated to Action for Carers specifically for young carers work, especially for the costs of events and activities, or for grant income specifically for young carers activities and events costs.

Carers Support

The restricted Carers Support funds are grant pots to provide small grants to carers for time out from their caring roles.

Purposes of designated funds

Redundancy fund

To provide for payment of redundancy in the event of our funding ceasing on all projects.

Premises

To provide for the costs of moving offices, and for any dilapidation and redecorating costs in existing offices at the end of a lease.

Commitments

To set aside costs of fulfilling obligations under leases and contracts in the event of our funding ceasing.

19 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

ACTION FOR CARERS (SURREY)

England & Wales - Charity number 1116714

Accounts

Company number: 05939327

Charity Number: 1116714

Action for Carers (Surrey)

Report and financial statements

For the year ended 31 March 2023

Action for Carers (Surrey)

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For the year ended 31 March 2023

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Action for Carers (Surrey)

Reference and administrative information

For the year ended 31 March 2023

Company number 05939327

Charity number 1116714

Registered office and operational address Astolat, Coniers Way
Burpham, Guildford
Surrey, GU4 7HL

Trustees Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Patricia Adams	Chair – retired 8 April 2022
Laura Dennett	Vice Chair – Chair from 8 April 2022
Henrietta Griffiths	Vice Chair from 8 April 2022
David Perry	
Leanda Hargreaves	Retired 03 March 2023
Nicola Walsh	
Margaret Hicks	
Zafar Iqbal	Resigned 23 May 2022
Rhianna Williams	
Simon Denison	
Hollie Baker	
Alison Yard	appointed 02 June 2023
Catherine Maskery	appointed 02 June 2023

Chief Executive Jamie Gault

Bankers CAF Bank Ltd
Kings Hill, West Malling, Kent ME19 1EP

Solicitors Russell – Cooke LLP
2 Putney Hill, London SW15 2AB

Auditor Sayer Vincent LLP
Chartered Accountants and Statutory Auditor
Invicta House, 108–114 Golden Lane, London EC1Y 0TL

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2023

The trustees present their report and the audited financial statements for the year ended 31 March 2023.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP, applicable to charities preparing their accounts in accordance with FRS 102.

Objectives and activities

Purposes and aims

The trustees regularly review the aims, objectives and activities of the charity. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report on the success of each key activity and the benefits the charity has brought to the groups of people it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remain focused on its stated purposes.

The trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the set aims and objectives.

The organisation's objects are for the relief of the needs of unpaid carers living or caring in Surrey, who provide regular help to adults or children who due to illness, disability, a mental health problem or an addiction could not cope without their support. These objects are met by providing and assisting in the provision of information, advice, guidance, signposting and support to carers. The organisation operates throughout the county of Surrey.

In 2022 Action for Carers Surrey reviewed its three-year strategy. This included a revision of the organisation's vision, mission and values.

Vision

The vision of Action for Carers (Surrey) (ACS) is ***"That every unpaid Carer in Surrey is heard, valued and supported"***

Mission

Action for Carers (Surrey) commits to:

- Being a Carer led organisation & putting unpaid Carers first
- Delivering high quality & innovative services
- Improving unpaid Carers' wellbeing
- Amplifying the voice of unpaid Carers to influence change

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- Supporting unpaid Carers to understand their rights and choices
- Collaborating with professionals and partners to encourage best practice
- Promoting awareness of unpaid Carers & their value in society

Values

The values of ACS confirm the organisation's commitment to quality and equality. They define the way it conducts itself and help drive excellence throughout the organisation. Our values are:

- Focussed – make a difference to our unpaid Carers' lives
- Inclusion – accessible to everyone in the community
- Respect – treat everyone with compassion and understanding
- Excellence – strive for continuous improvement and best practice

Strategic Aims

Our three-year strategy for 2018 to 2021, which involves putting the carer at the centre of everything we do, was extended to 2022 and was refreshed during 2022 in light of the new contracts to provide services which we recently secured.

The new strategy has identified 4 key strategic objectives. These are;

- To build long term financial stability
- To give targeted support using a 'whole family' approach
- To building capacity
- To raise and maintain our brand

Achievements and performance, and beneficiaries of our services

The charity's main activities and those whom it aims to help are described below, in the major project areas. All its charitable activities focus on carers and are undertaken to further Action for Carers (Surrey)'s charitable purposes for the public benefit.

Adult Carer Support

Following the retender process in late 2021, from April 2022 the Adult Carer Support service is being delivered through two new services, our Hub-based support for adult carers, and our hospital service – a team of advisors supporting carers in Surrey's main hospitals.

The Hub Model

The Hub Model seeks to provide a hub drop in for carers in each of the five Hub Places in Surrey – North West Surrey, Guilford & Waverley, Surrey Heath & Farnham, Surrey Downs and East Surrey. The model delivered provides one weekly Hub and two 'satellite' hubs which run twice a month in each of these five locations. This is to ensure that we are providing support in an accessible manner to carers whilst ensuring consistency in service provision irrespective of where a carer

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lives. The Hubs provide advice, information, guidance, advocacy and referrals to other agencies to support carers in their caring role via:

- Drop in facility, with ACS staff, volunteer support and outside agencies, all providing information and direct carer support
- Support groups
- Carer wellbeing activities
- Carer's rights workshops and events
- Carer training workshops around issues concerning the condition of the cared for (eg caring for someone with Parkinson's disease, or dementia)
- Carers Week and Carers Rights Day themed events

In response to feedback in consultation sessions with carers, we continue to provide an online service for carers to access activities and training alongside the Hub Place model. This is because some carers are not able to leave the person they care for or travel to a Hub.

A significant change in our support to carers is not being recommissioned to provide a form filling service with DWP benefit forms. This has resulted in ACS initiating a new referral pathway to Citizens Advice Bureaus across Surrey in order to ensure carers are able to access support when needed. However, many CABs are not able to provide home visits or support carers due to existing pressures on their own service. Therefore we have escalated carers' concerns at losing this valued support to the commissioners and invited them to meet with groups of carers in order for them to hear first-hand the effect of withdrawing this support on them and their families.

Referrals are received into the central Hub team via:

- Carer Prescriptions (Surrey's carer referral system, from health and social care professionals)
- GP Carer Prescriptions (Surrey's carers referral system for GPs)
- Self-referrals through our website, by phone and email
- Professional referrals through our website
- Self-referrals in person, when someone drops into a Hub

Self-referrals continue to increase. We have also set up a GP Support volunteer scheme, with five volunteers to date visiting GP surgeries to update information folders and increase carer resources in GPs, to help carers realise they are carers, understand the help available, and refer themselves.

Our Helpline looks at all new referrals, triaging carers into 'Low' or 'Moderate' need based on the information given. We acknowledge the referral that same day, to both the carer, and professional referrer (if applicable). The Helpline team prioritise urgent referrals which include end of life caring, carer stress and moving & handling issues. These priority referrals are supported by the Carer Support Advisers in the area teams, who contact the carer within 24 hours. Carers who are triaged as 'low need' will receive a Welcome Pack and letter informing them that they are able to access our Hubs, activities and receive newsletters.

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Those carers triaged as 'moderate need' receive a triage call within three days to explore their caring role using a strength-based triage checklist, identifying all areas of support needed.

The outcome of this triage call will lead to the carer being referred on to one of the Carer Support Advisers for a Support Plan (within 10 days) to identify and address their needs. These Support Plans are delivered within 12 weeks, and then reviewed to establish if the carer needs further support. A carer getting additional support from an advisor will receive that 1-2-1, in the carer's home, a Hub, online, by phone, or in another location.

We also refer on to other sources of support, importantly to Crossroads Surrey for end of life/and general respite support, as well as the Adult Social Care contact centre for Carers Assessments.

As well as referrals, the Helpline also responds to carers' needs for information and signposts carers to partner agencies or other sources of support. The Helpline Advisers receive many calls from distressed carers and also identify safeguarding concerns as they are the first point of contact with a carer.

"I cannot thank you enough for your reassuring advice and your kind words today. It means so much to know how much you care. I honestly didn't know there was anything like this out there. The information you have sent was so helpful and It's given me some guidance as to what steps I need to take from here."

"Thank you for taking the time to speak to me over the telephone. I was very grateful for your assistance and for listening to me. I feel a renewed vigour today to be able to start tackling the challenges that are ahead, which will not be easy by any means. I cannot thank you enough for your help and advice during our call yesterday and will certainly be in touch on the number provided as and when for your calming understanding during such a challenging time. Thank you so much again."

Carers needs remain increasingly complex due to the effects of the pandemic, cuts in funding, cost of living crisis and changes in community services provision.

We continue to recognise that there are many different types of carer, facing diverse challenges and maintain our countywide senior leads as specialists in the fields of Mental Health, End of Life, Former Carers, Parent Carers, Dementia and Learning Disability & Autism.

We get carer feedback via our consultation sessions, online surveys and direct (verbal and written) feedback, helping us ensure we are providing appropriate care and support, across these different areas. Additionally we have champions in each of these areas, as well as BAME and Armed Forces champions in each local team.

Our two senior leads, and champions attend specialist forums and events, representing Action for Carers and the voice of carers.

We also now attend the 5 Hub Place carer forums to implement the new Carer Strategy alongside other statutory and community agencies.

The adult service continues our popular online events alongside the face to face events and support groups in each Hub. We have been working in partnership with other statutory and voluntary services providing online and face to face events, for example, Dementia Navigator monthly sessions for those caring for someone with dementia and Parkinson's UK delivering an Understanding Parkinson's workshop along with our Moving & Handling service providing advice for carers on supporting someone with Parkinson's mobility. We also have run multiple Carers Rights workshops and worked in cooperation with the Carer Practice Advisers in the Social Care teams, facilitating 'Understanding Carer Assessments' sessions. We have also continued our regular weekly events which carers have found beneficial to their wellbeing, for example, yoga and mindfulness. Carers told us:

"They are all such valuable groups and I can't thank AFC enough! You provide the most amazing service and are such a positive and caring group of people. Suzette who runs the Mindfulness and Saara who runs Yoga are both amazing and really take the time to 'care' about us Carers. I most value attending mindfulness and the session I attended on Caring for someone with a mental health condition was very interesting, giving me some useful tips."

"I wanted to say a big thank you for the continuation of the Action for Carers Zoom Yoga class with Saara who is a wonderful teacher."

"I don't think I can adequately express how much these classes mean to me. They make such a positive difference to my life. My life has become so small being a full-time carer but also its just taken up with my mum, how she is and all the things that come along with Alzheimer's that have changed her life. It's easy to let it take over."

"The Monday morning class gives me a new start to the week, it reminds me I have a body that needs looking after and they push me to try. I do struggle with motivation to exercise, but I would never miss the yoga class because even though I'm at home, I'm with all the other class members on the Zoom session and it's a lovely weekly reminder that I am not alone."

"I no longer feel confident leaving my mum on her own for too long which means I am not able to attend the Action for Carers Hubs and this exercise class helps give me a focal point in the week, encourage me to do more movement and just helps my mental health. I love it!"

Our monthly online collaborative workshops with Space 2 B You focus on carers managing their own wellbeing. Carers have valued learning and further developing techniques to help with issues (prioritized by the participating carers) including co-dependency, validation, managing anxiety and depression, coping with communication issues and lack of motivation and psychosis.

"The groups have provided me with useful suggestions and tips to help me in my caring role and to enhance my well-being."

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Time out from caring

We have continued to seek opportunities for carers to have time away from caring. One of our most popular opportunities has come from Hampton Court Palace's Community Scheme, which has given us monthly visits for 30 carers. We have had amazing help from volunteers who accompany our Carer Support Advisors on these visits, and four volunteers have attended the Community Access Training Scheme for Hampton Court. Carer feedback:

"Just to say thank you to Action for Carers for the wonderful opportunities that take our thoughts away from our challenges with caring ;)"

"At Hampton Court the gardens were beautiful and calming"

"Thank you for providing these visits and valuing the role of the Carer".

Our partnership with the National Trust has also been highly valued by carers. Following a successful pilot in 2021–2, the National Trust agreed to support a free annual pass for carers with a +1 and free car parking, with us launching this new scheme in Carers Week 2022. They gave us 1000 passes which were very quickly distributed to carers across Surrey. Now, in 2023, we will once more be running this wonderful scheme, with 1,500 passes and even more properties participating.

The feedback we've received to date has been overwhelming

"I really loved being able to take a respite break in nature, the parks are so calming and having a few days out really helped my mental health and wellbeing which in turn allowed me to be a better carer"

"Please continue this, it is so important to carers to have the chance to clear our heads in the glory of the nature. PLEASE continue."

"What a great scheme and something that I have been able to use both as a broader family but also with my son who is the young carer to just spend a couple of hours away from home without worrying about the cost. This has given us all a bit of well-needed space! Thank you!"

"This pass has been a godsend this year. I have used it so much both with my daughter and alone for some much needed 'me time'. I really appreciated being able to go into the houses and look about without a pram, extra equipment needed for her. It was so nice to also chat to the lovely staff for adult (non carer) chats and feel like a normal person for a few hours separate from life as a carer. It really makes all the difference because it helps me to recharge and feel stronger for time with her, the endless paperwork and mental, physical and emotional demands that comes with life as a carer."

"Also was so nice to have the option to take a guest. I used this also as time to catch up with friends and together admire the beautiful settings of the National Trust."

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Core support

The core support offered by Carer Support Advisers includes helping carers with benefits checks and advice, Blue Badge applications, council tax discount applications, EHCPs, carer break payments for respite, referrals and signposting to other community resources and emotional support.

Carer Support Advisers also manage the Hubs with volunteers, running the carer wellbeing and training events and support groups. Carer Support Advisers continued to offer the full range of support with more complex issues, emergency food applications and cost of living financial assistance. We have been able to secure extra respite funding in Shepperton, Waverley and East Surrey.

We also refer carers caring for someone with mental illness to the online service providing solution focused therapy, Space 2B You. Our mental health support groups, which include caring for a partner with a mental illness, caring for a young person under 25 with a mental illness and caring for an adult with Autism, have continued to be oversubscribed with waiting lists and an average of over 20 attendees for monthly sessions.

The joint Space 2B You 'Coping with Caring' workshops focusing on sharing skills carers are able to use in caring situations for people with mental health problems and for adults on the autistic spectrum, have also been well attended by carers and topics covered are carer led. This helps support carers who were waiting for a referral for one-to-one support and offers them a chance to maintain their skills after any one-to-one Space 2B You intervention.

Young adult carers

In the new contracts, the previous specialist Young Adult Carer Service was discontinued, which has resulted in a lack of support for this important group of carers who have very specific age-related needs. However, we organised a work opportunity event with Nando's in Carers Week, maintained our relationship with the Water Project offering small grants for educational equipment or fees, and worked with Brooklands College and Guildford College in identifying young adult carers and attended the colleges to offer support. More young adult carers have been attending our online events and support groups.

In November for Carer's Rights week, we held Carer Fairs across Surrey inviting a wide range of organisations to attend so that support and services could be easily accessible to carers. The Fairs were a great success both for agencies offering support and with the identification of new unsupported carers.

Throughout the year we have sought carer's feedback through:

- Hub feedback boxes in the Hubs
- Online monthly feedback sessions
- SurveyMonkey questionnaires
- Event forms

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- And our annual survey, which included the response that 94.51% of our carers were happy to recommend Action for Carers to another carer.

We also had the opportunity to present at the State of Caring conference this year on the subject of our new Hubs.

Supporting carers in a hospital setting

The new commissioning approach created a separate tender for supporting carers in a hospital setting. This continues the support we have offered in the Surrey Heartlands hospitals (Royal Surrey, Ashford & St Peters, Epsom & St Helier and East Surrey). We have a separate model of carer support in Frimley Park Hospital as this is part of Frimley ICS. The support there is based on training staff and volunteers in Frimley Park and Wexham hospitals through an online workshop created cooperatively by Action for Carers and Princess Royal Trust for Carers.

The new model in Surrey Heartlands has led to an increase in the hours and posts in this team. Our Hospital Carers Support Advisors (HCSAs) working in each of the hospitals, offer carers support with advocacy at meetings, especially discharge, information about all the hospital's processes, referrals and signposting to other resources, and emotional support. They use the new support plan approach.

The HCSAs have worked in partnership with Dementia nurses and other leads in providing Dementia support groups / cafes and workshops in the hospital or community settings. They attend the Hubs to make carers aware of the service, as well as provide support for any carers whose loved ones are in hospital. The HCSAs also facilitate an online session 'How the HCSAs can support you in hospital' and our Former Carer support group. They introduce other speakers in sessions according to carer feedback and needs.

ACS has also developed booklets which HCSAs share with carers to provide information on processes and rights as a carer, on issues such as:

- Discharge Checklist
- End of Life Checklist
- Carer Checklist

HCSAs also provide carer awareness training for hospital staff via induction training, presentations at hospital events, and ward and department training sessions, as well as discussing with the carer leads and training departments in each hospital trust the embedding of carer awareness training as part of staff CPD training. This will allow them to access all staff throughout the hospital system.

The team also focus on identifying and supporting hospital staff who are carers themselves by holding information stands, staff support groups and staff drop-in sessions, and are creating newsletters for staff who are carers to ensure they are aware of the support and Hub events.

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The team attend carer forums in the hospitals for:

- related issues eg frailty, neurodiversity, dementia, cancer
- developing carer passports
- new discharge processes in each hospital trust due to the end of D2A.
- carer experience feedback

The HCSAs are encountering more complex caring situations around end of life (EOL) care, general discharge and lack of communication with carers. They have increased their reach of support onto wards and areas of treatment. The main area is pediatrics where the team has now trained and supported staff in identifying parent carers and young carers. In extending their reach they now identify more safeguarding situations and work with staff and Social Care teams to address those issues.

The HCSAs celebrated Young Carer Awareness day, Carer Rights and Carers Week with information stands in multiple places within each of the hospital sites, in partnership with the ACS Young Carers team and Moving and Handling service, Healthwatch, Brigitte Trust, local hospices and other community services.

The team send out a feedback questionnaire after a carer has finished needing the support from a HCSA. The feedback looks at issues of identification, inclusion in the care plan and general issues. Some feedback:

"ACS were and are a good support role in our times of need"

"Katie was very caring and supportive and kept in touch with me"

"Michele was fantastic. She is very informative and supportive. Thank you!"

"My family and I were going through such an emotionally painful experience but Katie was amazing so thank you so much for being supportive, thoughtful and caring in your approach with us, you helped so much x"

"As a new carer it has helped massively to know which avenues to go down for help and support"

"Katie was absolutely brilliant. She listened to my concerns and queries and followed up with them and updated me as soon as she had made progress. She was so kind and reassuring. I am not sure how the process for getting my dad home would have worked without her input. I am very grateful."

"It concerns an outstanding level of support that I am receiving from Sam – I say "I" but it's my whole family that is being supported. We are involved in a 'complex discharge from hospital' situation with many layers of complexity – and it's still ongoing. It is such a huge relief to have someone like Sam in our corner, with her level of expertise and seemingly endless contacts within the hospital. To cap it all, Sam possesses all the positive human qualities one would wish to see in this situation (mind you, if she didn't possess them she's in the wrong job!). Thank you, Action for Carers. I shudder to think how we would have coped without Sam's support."

Moving & Handling

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Our new contract to deliver services commenced in April 2022. It took approximately five months to get the new service fully up and running, including adjusting our database to allow for improved triage of all referrals and creating and setting up of our groups offer.

The new team of one Manager, five Moving and Handling Advisors and 1 part time Senior Administrator, have adjusted well to the new systems and ways of working, despite the challenges of fewer people, covering a larger geographical area, as well as undertaking regular face to face groups and monthly groups on Zoom. Our specialist, free service remains available to any carer over the age of 18 years old and living in any borough of Surrey (or with a GP within Surrey boundary).

The database has been updated to now allow us to triage every new referral in a more timely and effective manner. The Moving and Handling Service Manager works closely with the Helpline and administration team to highlight urgent referrals who are often contacted within two working days of the referral being received, and with the senior administrator to deal with new referrals efficiently and action 'to do's' that are generated from the triage phone call. Overall, the triage process is working well and means we are operating a more efficient system, compared to the old model.

Following the triage phone calls, carer referrals are placed in different priority levels and receive an offer appropriate to their current caring and moving and handling situation. Level 3s are our lowest need carers and they receive information by post, email or digital such as videos, signposting and advice via phone or email.

Level 2's are our moderate need carers and these carers can access information and support in a group setting. We offer 2 formats currently but are looking to expand our group offer in the coming year further. The first group we offer is a face-to-face group called "looking after yourself and your back". It is run from our adult carer hubs and is open to any adult carer registered with us. We cover back care, how to look after your back, the concepts of basic moving and handling and good postures and small aids or equipment that can help in a caring situation. We run one per month and they are rotated around each of the Hubs (3 per quarter). The second group we offer covers the topic of car transfers. This presentation is delivered over Zoom, once per month, and is scheduled for a Saturday morning to reach out to carers who can't access our offer during core working hours. We are in the process of putting together a recorded version of this presentation so that it can be emailed to carers, to view at a time to suit themselves. A planned follow up phone call will then be scheduled to answer any questions or queries. This will further reach out to working carers or those who struggle to access our offer during core working hours. The number of groups during the year 2022-23 was:

- Face to face Looking after yourself and your back: 11 groups; 66 carers attended
- Zoom Car Transfers: 10 groups; 30 carers attended

Level 1s are our highest need carers. These are carers doing high levels of moving and handling in their caring role. They could be sole carers or working alongside a care agency. They could have

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health complaints themselves, which are being exacerbated by the physical demands of the caring role. They could be moving the person they care for manually or using a piece of equipment to do so. Our team of Moving and Handling Advisors provide a fully personalised service to these carers, providing as many home visits as required but ideally starting and completing the intervention within 12 weeks where possible.

We offer back care advice, training on correct techniques and use of equipment such as hoists. We support carers fully with their caring situation, signposting them to other organisations for advice, assessment or support where identified. Urgent referrals (where identified at point of triage) are often allocated and then visited within one to two weeks of being referred to us. All other referrals often have their first home visit within approximately six weeks of referral being received, but additionally they are often sent information already (as part of the triage process) and are already supported by our adult service alongside.

Each of our level 1s has a support plan which provides clear evidence of what the issues are, what the carers' goals are and how they will be achieved through our intervention. Case notes are written alongside, to add detail to the carers' record.

Promotion and wider reach

The Moving and Handling Service Manager continues to promote the service to health and social care professionals across Surrey to raise carer awareness, inform them about our services and specifically the moving and handling offer and to let them know how they can refer carers to us.

We are a very experienced team of moving and handling advisors who are trained to the highest level. The whole team undertook our bi-yearly moving and handling 'train the trainer' update in November 2022. This 2-day course was single handed care focussed, which is very important in our role supporting family carers, who are often caring on their own most of the time. It taught us specialised skills as well as renewing our general knowledge on the standard moving and handling techniques and equipment. It was an opportunity to learn new skills which have since been used to support carers from all backgrounds, across Surrey.

We continue to work closely with our partners in health and social care, to find positive and safe moving and handling solutions for carers often undertaking joint visits with the statutory service involved or liaising with them to ensure carers needs are also considered and met, alongside those needs of the cared for person.

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Surrey Young Carers

Surrey Young Carers (SYC) has been supporting young carers under the age of 18 across Surrey since 1996, offering free impartial information and support to young carers and their families on minimising the impact of their caring role. It has developed robust systems that enable Action for Carers Surrey to provide a seamless service for carers from the age of five until they no longer have a caring role. We have built robust transition support for young carers aged 16+ who are transitioning to the Adult Service and requiring ongoing support in their caring role. Our aim is to continue to build and strengthen the whole family approach in the offer and support we provide to young carers and their families.

Raising awareness of the needs of young carers has been critical to the identification and support of vulnerable families and children. To ensure referrals have remained steady it has required networking, promotion and understanding of our new model of delivery across the whole system. This year has seen operational developments that have responded to feedback and the needs of young carers and their families. A survey to families and young carers concluded there were barriers to engaging with our events. Through continual review, reflection and implementing change, we have seen a significant improvement to our offer to young carers.

During a challenging period of change, our key areas of identification and improvement have been:

- Creating a Forum Lead Worker to ensure the voice of young carers is heard.
- Noted and raised with Surrey County Council our concern that fewer safeguarding issues were being identified
- Established a plan for a new ACS Volunteer Driver scheme to help young carers attend events
- Developed opportunities to build trust and engagement with parents/guardians.
- Completed assessments for low need young carers.
- Increased our media communications.
- Developed a range of Support Packs to meet need.
- Identified a significant number of young carers are presenting with their own disabilities.

We offer a blended approach to the events, through online and face to face contact. This approach has enabled us to increase our reach and impact by offering accessible and flexible opportunities for young carers to have a break from their caring role and meet others in similar situations. This has enabled the team to reach young carers living in remote areas of the county and those who are not confident in attending events.

All young carers are triaged as low or moderate need. We complete an assessment with the child and offer a tailored package of support based on the identification of need. Our tiered service enables the individual to be moved up or down the levels according to the need at that particular time in their caring journey.

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Moderate need young carers are met within 7 days of receipt of referral and are offered a personalised support plan of 12 sessions based on Surrey's 'Time for Kids' framework. Seven sessions are delivered in group settings, online or on a 1:1 basis with a member of staff. Low need young carers meet with a member of staff to discuss the impact of their caring role and are offered Saturday clubs, drop-in sessions and age-appropriate events, this also includes a variety of active, creative and fun on-line sessions. All young carers receive a minimum of two years support and those identified at moderate need will move into the low level offer on completion of the 12 week support plan. If their caring role changes during that period, we offer timely reviews to reassess and consider what support is required. Our aim is to equip the young carer with skills, confidence and knowledge regarding their caring role, to move into universal services and reach their aspirations as a young person, without the young carer label.

Staff connected with families and young carers by delivering a variety of events, including three Family Fun Days at Hampton Court Palace for 104 families (389 individuals). For those unable to make the dates an additional 524 tickets were sent to families to use at their leisure. One parent said *'We normally don't have opportunities to enjoy together as a family. But today was such a brilliant day. Everyone was happy.'*

In addition to our core offer, SYC have offered a weekly session over the year on Mindfulness Boxing funded by the Community Foundation for Surrey, in partnership with Mindful Peak Performance to increase confidence and learn new skills, and our ongoing relationship with the HoneyPot charity enabled 13 young carers to attend a three-day residential break. Surrey University continue to provide support for young carers through use of their campus for group sessions.

We have also been fortunate to benefit from engineering opportunities from the GASP Project and 12 skateboards donated from 03elements. One parent said *'Thanks you so much, J had a lovely time, he hadn't been off the skateboard! That was so kind and really made his day!'*

We provided hygiene products and items that young carers can take for free from our events, increasing self-esteem and providing essential toiletries for those who might be unable to afford them. We're hugely grateful for the support of many companies and individuals to enable us to provide these essential products and gifts to young carers. A parent said *'I just wanted to say K has just opened all the Goodies and personal care items and I have one very happy daughter who has been made to feel special and appreciated!!'* We're also grateful for the support of those companies and community groups that provided Christmas gifts for young carers, as well as the four volunteer drivers who delivered those gifts.

Building on our resources for young carers, we have developed several information packs to support young carers in their understanding of the conditions the person they care for has, and the impact caring can have on their lives and aspirations. Additionally, to enhance the 12-week offer, we created support plan packs that cover the five themes of the Time for Kids principles – Hope, Belong, Believe, Connect and Trust. In addition, we have packs on Building Resilience, A Life Beyond Caring and Wellbeing. We aim to enable young carers to access the information on the topics covered in the face-to-face group session at a greater depth and in their own time. We

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further developed packs covering Mental Illness, Neurological Illness, Physical Disabilities and Autism, these are designed for young carers and accessible to anyone that would benefit.

A critical time for young carers is when they transition from primary to secondary school and then from secondary school on to Further Education. Two packs aimed at year 6 and year 11 students provide useful information and signposting that support young carers in these transitions.

This year, we continued to offer Young Carers' Forums to both Junior and senior age groups and are building on the young carers confidence to represent the voice of young carers in other participation forums locally and nationally. SYC ran a host of events through Young Carers Awareness Day 2023, all focusing on the theme of 'Making Time for Young Carers'. SYC presented at a seminar hosted by NHS Heartlands and Surrey County Council around the local support in Surrey for young carers and the Angel Award. We also raised awareness of the needs of young carers on BBC Radio Surrey and Surrey Hills Radio, alongside local events in schools, hospitals and young carer events.

Active in schools

Surrey Young Carers have been highly successful in progressing the Angel Award for Primary and Secondary Schools across the county. The award is presented to schools who demonstrate they are young carer friendly in their practice. Young carers attending the school monitor standards that are set and report back to the service to ensure they are maintained. Schools have achieved the award by leading on delivering the criteria through digital resources and completing virtual training delivered by SYC. Schools can display the award and certificate to highlight to students they are aware of the needs of young carers in the learning environment and have systems to identify and support them in education.

The Surrey Young Carers team continued to raise awareness of young carers' issues with staff working in statutory and other agencies, delivering awareness-raising sessions and network meetings for professionals in social care teams, health and education, promoting use of the e-learning training programme on young carers. We have a programme of dates offering twilight, bite size and bespoke training sessions to meet the needs of the teams we are delivering to.

To supplement the core funding from our contract with Surrey County Council, SYC has fundraised for the budget for the fun and time out activities and are hugely grateful for the many grants and donations we have received throughout the year.

Young carers are actively involved in our recruitment process and contribute as part of the panel when interviewing for new staff, ensuring Action for Carers Surrey remains a carer led organisation, inclusive of the voice of young carers and young adult carers. We have Junior and Senior forums across the county that ensure the wider voice of young carers is captured.

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2023

Financial review

With previous contracts with Surrey County Council to deliver services for Adult Carers Support, Surrey Young Carers, Moving & Handling and Giving Carers a Voice expiring at the end of March 2022, we retendered for our work in late 2021 and were awarded contracts to continue all those services apart from Giving Carers A Voice, where the Council had a requirement for that to be delivered by an independent provider (ie, one who did not deliver other carers services). The new contracts commenced at the start of April 2022, but at a reduced sum from the previous contracts, and with a different payment model which included part of the payment being dependent on performance against agreed Key Performance Indicators. We had to reduce our staffing levels to ensure we remained sustainable on the reduced overall funding, and went through an extensive staff consultation process in the early part of 2022, which sadly led to several redundancies across our teams as we restructured the organisation. This led to a deficit for the year ended March 2022, but has meant that financially we were in good shape to commence the new contracts, and across the first year of those contracts our performance against the parameters set by the Council have been excellent, so our contract income has been at the higher end of expectations.

Overall we produced a surplus of £16,958 for 2022/23 (2021/22: deficit of £176,625) on an income of £2,192,008 (2021/22: £2,857,081). With a yearly inflationary increase built into the contract pricing mitigating inflationary cost pressures, we anticipate breaking even for the next year and across the remainder of the contracts, which run for between three and five years.

Fundraising practice

ACS does not use professional fundraisers or commercial participators. Donations received are often from unsolicited ad hoc fundraising and we have worked with community groups such as Rotary Clubs and Lions Clubs, corporate partners and individuals, as well as using occasional and appropriate Trust grant applications. During the year ACS did not receive any complaints in relation to its fundraising practice.

Surrey Young Carers in particular has received a fantastic number of grants and donations towards our activity budget during the year, and the Adult Carer Support service have received several donations towards groups and activities. The trustees and staff are very grateful for this support, and particular thanks go to the following, for donations and grants of over £1,000:

Berkeley Foundation

Berkeley Homes Ltd

Markel Ltd

Waitrose Community Matters

Titsey Rotary Club

Erach & Roshan Sadri Foundation

Co-Op Community Fund

Spirit Energy

Woking Lions Club

Leatherhead Rotary Club

Thames Ditton & Esher Golf Club

Enterprise RAC Foundation

Active Surrey

Evelyn Partners

The Family Building Society

Community Foundation for Surrey

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2023

Bramley, Wonersh & Shamley Green Nursing Association

ACS has also applied for and been granted funds to make small grants to carers, receiving £48,000 from Surrey County Council for carers in food or fuel poverty, plus £20,000 from Waverley Borough Council and £5,000 from Reigate & Banstead Borough Council for our 'A Little Time For Me' fund to give carers a break or provide some form of respite. These grants have been warmly received by carers.

Huge thanks to the many schools, societies, organisations, churches, businesses and individuals who have raised funds for SYC and the Adult Carers Support service throughout the year, and to those individuals and businesses who provided toiletries and other items for our wellbeing bags.

Principal risks and uncertainties

The trustees and senior management maintain a risk register which identifies principal risks, with a view to mitigating those. One of the major uncertainties ACS has encountered was around future levels of funding. As noted above, in Q3 2021, we retendered for the Adult Carers Support, Hospital Carers Support, Young Carers Support and the Moving & Handling Service, and in January 2022 we received formal notification that we had resecured the four contracts we tendered for. However, the respective tender specifications and the funding available were significantly different to the previous procurement period with an average cut in funding of 30%, and coupled with this, the way in which we are remunerated has changed, with a 'CAP' & 'COLLAR' approach being adopted i.e. we receive 75% of our funding in advance of each quarter (the COLLAR) with up to an additional 25% (the CAP) paid in arrears based on the organisations performance against Key Performance Indicators. While the new contracts are for a minimum of three years, there remain risks to our organisation around these contracts in that we will now be paid against specific performance indicators, which require significant changes in processes and delivery as we embed the new service specifications. Management time on the detail of the new KPIs has been considerable during the first year of the new contracts, and whilst our performance against those KPIs has been excellent, we are aware that our future funding remains dependent on continuing that performance. We reduced our staffing levels in the first months of 2022 in order to remain sustainable against the reduced funding available, and will need to be conscious of the reputational risks to ACS of a different service, as well as the risks to carers in Surrey around the changes to service specifications. A further risk in the current climate is inflation, with our costs expected to rise over the coming months. However, Surrey County Council have agreed that inflation will be built into our contract income for the contracts beginning in April 2022, which mitigates much of that risk against the previous contracts, which were for a fixed price for the duration of the contracts.

Reserves policy and going concern

As detailed above, future funding remains a major potential risk, and in line with Charity Commission guidance, the trustees have considered designating reserves to cover any unplanned closure of the Charity. We have a designated fund to cover redundancy payments to staff

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2023

(£219,000) and a further fund to cover liabilities such as commitments on leases and other contracts (£35,000), and believe all our commitments would be covered by these funds. We also have general, unrestricted reserves from the contracts, which would be used to mitigate the risks of unplanned closure for our beneficiaries. While this is undoubtedly a worst-case scenario for ACS, the trustees believe it is prudent to ensure those risks are covered, whilst believing that there are no short term material uncertainties relating to going concern.

Having been successful in retendering for our contracts with Surrey County Council, with the new contracts commencing in April 2022, and having reduced our staffing levels to reduce our core costs in line with the reduced income offered by those contracts, we believe we are in a strong position to break-even over the course of those contracts, and remain a sustainable organisation. During 2021/22 we incurred substantial costs of redundancies which reduced our reserves, but our full year results for 2022/23 and budgets for 2023/24 onwards suggest we can operate successfully under the new contract terms.

In total, unrestricted funds at the reporting date were £574,000 (2022: £572,000) of which £310,000 is general funds (2022: £346,000) and £264,000 is designated funds (2022: £226,000). Restricted funds at the reporting date were £72,000 (2022: £57,000).

Our reserves policy is to maintain between 2.5 and 4 months of budgeted income for the next financial year, which equates to between £462,500 and £740,000. Our free reserves of £568,000 at the year end are just over three months total income, which is in the range of 2.5 to 4 months total income the trustees consider adequate for the charity's needs and in line with our reserves policy. An explanation of the individual funds is provided in note 17.

Plans for the future

Aligned to the new service specifications, the organisation's focus is on delivery of the new models of service delivery and the implementation of the new 3 year strategy previously referenced.

No single organisation can deliver improved outcomes for carers in isolation and we will continue our partnership working with both Statutory Services and the wider Voluntary, Community and Faith Sector.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated on 19 September 2006 and registered as a charity on 9 November 2006.

The company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its articles of association.

Organisational Structure

The ACS decision making body is the Board of trustees, of which all trustees are members. The Board:

- Maintains a long term overview of the organisation and all its work
- Makes strategic and major decisions about the organisations objectives, policies and procedures
- Ensures adequate resources to carry out its activities
- Takes legal responsibility for the organisation and its actions

The organisation has a sub-committee covering finance, and sub-groups for individual operational activities, risk, and quality assurance which make recommendations to the Board. We follow the Charities Governance Code and, in line with regulations, undertake an annual review to ensure our ongoing compliance with the Code. This year the Board undertook a Governance Review /Training Session in December 2022 facilitated by our legal advisors Russell Cooke LLC. In 2019 the organisation adopted a foundation model whereby the only members are trustees. This model continues to be operated and has proven to be both efficient and cost saving. Carer engagement on issues that are important to them are achieved via our Carer Parliaments and Councils and enables us to respond to these in a more focused manner with reporting at each Board Meeting. Being carer-led remains fundamental to our organisation's core values and our Board will continue to have a majority of Carer trustees.

The Chief Executive Officer is responsible for the day to day operation of the organisation, as delegated by the Board, including the development of policies and procedures, as well as overseeing the management, delivery and monitoring of all services. The managers of each service (Moving & Handling, Adult Carer Support and Surrey Young Carers) and the centralised functions of Finance, HR, Marketing & Communications and IT report to the CEO. Managers contribute to the development of policies and procedures and general operational activities through monthly senior staff team meetings, and conduct regular operational meetings of their services with staff.

Appointment of trustees, trustee induction and training

Trustees are recruited using a number of methods, and are appointed by current Board members taking into account their experience and relevant skills. All new trustees are required to declare their eligibility and to sign and abide by our Code of Conduct for trustees. Trustees undergo an

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2023

induction, including the issue of policies and procedures, trustee roles and responsibilities, and core training in safeguarding, data protection and equality and diversity. Dependent upon their experience and knowledge, they may attend other relevant training as part of their induction and on an on-going basis for updating. All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 8 to the accounts.

Related parties and relationships with other organisations

The organisation's foremost relationship is with Surrey County Council, the main funder and lead for commissioning of carers' services in Surrey. ACS has continued to develop its relationship with the Integrated Care Systems in Surrey, who are leading the agenda for the integration of Health and Social Care in the county.

ACS is an affiliated Network Partner of Carers Trust, which means it is part of the wider Trust network but still retains its status as an independent charity. ACS has access to specialist information and advice on service provision, a range of resource materials, partnership opportunities with affiliated organisations, grants and other services for carers, research reports and good practise guidance, and national strategic influencing on key issues for carers, which contributes to the Giving Carers a Voice service. ACS is also affiliated to Carers UK, giving further opportunity for strategic influencing and contribution to consultations nationally.

Remuneration policy for key management personnel

Internal and external benchmarking is used to determine remuneration for staff at all levels, including the Chief Executive Officer and other members of the Senior Management team. A significant amount of ACS income is spent on staffing costs and as we move into a high inflation period, a challenge for the organisation may be managing this cost whilst continuing to attract and retain high quality staff. Further details on the total payments to the senior management team are included in note 8.

Funds held as custodian trustee on behalf of others

Action for Carers (Surrey) continues to access direct payments from SCC allocated funds administered by Surrey Independent Living Council, which awards payments of up to £300 per person for young carers, based on identified need. In addition, we have accessed grants from Carers Trust for adult carers through our Adult Carer Support service. In many cases these grants are paid to ACS, who pass the funds on to the individual or to another organisation such as a provider of training or activity. The balance in funds held by ACS on behalf of individual carers and young carers at the year-end date was £3,861 (2022: £2,739).

Statement of responsibilities of the trustees

The trustees (who are also directors of Action for Carers (Surrey) for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2023

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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members (Trustees) of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2023 was 12 (2022: 11).

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2023

Auditor

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and have expressed their willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees on 30th August 2023 and signed on their behalf by

Laura Dennett
Chair

Independent auditor's report

To the members of

Action for Carers (Surrey)

Opinion

We have audited the financial statements of Action for Carers (Surrey) (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Action for Carers (Surrey)'s ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Independent auditor's report

To the members of

Action for Carers (Surrey)

Other Information

The other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of

Independent auditor's report

To the members of

Action for Carers (Surrey)

company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

Independent auditor's report

To the members of

Action for Carers (Surrey)

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Noelia Serrano (Senior statutory auditor)

31 August 2023

for and on behalf of Sayer Vincent LLP, Statutory Auditor
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Action for Carers (Surrey)

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

	Note	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Income from:							
Donations	2	47,812	136,554	184,366	81,335	112,755	194,090
Charitable activities							
Giving Carers A Voice	3	-	-	-	115,770	-	115,770
Moving & Handling	3	257,327	-	257,327	277,440	-	277,440
Surrey Young Carers	3	778,449	-	778,449	1,043,460	6,400	1,049,860
Carers Support	3	967,186	-	967,186	1,193,830	25,000	1,218,830
Investments	4	4,680	-	4,680	1,091	-	1,091
Total income		2,055,454	136,554	2,192,008	2,712,926	144,155	2,857,081
Expenditure on:							
Raising funds	5	27,363	-	27,363	35,760	-	35,760
Charitable activities							
Giving Carers A Voice	5	-	-	-	134,718	-	134,718
Moving & Handling	5	305,746	-	305,746	340,731	4,241	344,972
Surrey Young Carers	5	765,812	52,075	817,887	1,130,090	80,016	1,210,106
Carers Support	5	954,480	69,574	1,024,054	1,244,060	64,090	1,308,150
Total expenditure		2,053,401	121,649	2,175,050	2,885,359	148,347	3,033,706
Net income/(expenditure) for the year and net movements in funds	7	2,053	14,905	16,958	(172,433)	(4,192)	(176,625)
Reconciliation of funds:							
Total funds brought forward		571,878	56,922	628,800	744,311	61,114	805,425
Total funds carried forward		573,931	71,827	645,758	571,878	56,922	628,800

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17 to the financial statements.

Action for Carers (Surrey)

Balance sheet

Company no. 5939327

As at 31 March 2023

	Note	£	2023 £	£	2022 £
Fixed assets:					
Tangible assets	12		<u>5,551</u>		<u>7,259</u>
			5,551		7,259
Current assets:					
Debtors	13	278,052		6,117	
Cash at bank and in hand		462,625		888,329	
		<u>740,677</u>		<u>894,446</u>	
Liabilities:					
Creditors: amounts falling due within one year	14	100,470		<u>272,905</u>	
Net current assets			640,207		621,541
Total net assets	16		<u>645,758</u>		<u>628,800</u>
The funds of the charity:	17				
Restricted income funds			71,827		56,922
Unrestricted income funds:					
Designated funds		263,631		225,816	
General funds		310,300		346,062	
		<u>573,931</u>		<u>571,878</u>	
Total unrestricted funds			573,931		571,878
Total charity funds			<u>645,758</u>		<u>628,800</u>

Approved by the trustees on 30 August 2023 and signed on their behalf by

Laura Dennett
Chair

Action for Carers (Surrey)

Statement of cash flows

For the year ended 31 March 2023

	Note	2023	2022
		£	£
Net income/(expenditure) for the reporting period (as per the statement of financial activities)		16,958	(176,625)
Depreciation charges		1,708	1,729
Loss on the disposal of fixed assets		-	2,538
Interest received		(4,680)	(1,091)
(Increase)/decrease in debtors		(271,935)	26,795
(Decrease)/increase in creditors		(172,435)	147,029
Net cash provided by /(used in) operating activities		(430,384)	375
Cash flows from investing activities:			
Interest received		4,680	1,091
Purchase of fixed assets		-	(8,540)
Transfer from / (to) short term deposits		-	202,679
Net cash provided by investing activities		4,680	195,230
Change in cash and cash equivalents in the year		(425,704)	195,605
Cash and cash equivalents at the beginning of the year		888,329	692,724
Cash and cash equivalents at the end of the year		462,625	888,329

1 Accounting policies

a) Statutory information

Action for Carers (Surrey) is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address is Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL.

b) Basis of preparation

The financial statements have been prepared in accordance with 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) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Having been successful in retendering for our contracts with Surrey County Council, with new contracts commencing in April 2022, and having reduced our staffing levels to reduce our core costs in line with the reduced income offered by these contracts, we believe we are in a strong position to break-even over the course of these contracts and remain a sustainable organisation in the short and medium term.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants or contracts, whether 'capital' or 'revenue', is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income generated from the supply of services is included in the statement of financial activities in the period in which the supply is made.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

f) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1 Accounting policies (continued)

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are contract income, donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

i) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of delivering specific projects to further the purposes of the charity and their associated support costs, as described in the trustees' annual report.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity.

Support costs include the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Both support costs and governance costs are apportioned based on direct costs of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £2,500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The useful lives are as follows:

- Photocopier 5 years
- Computer Equipment 3-5 years

m) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

n) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

p) Pensions

Action for Carers (Surrey) has an auto-enrolment staff pension scheme, paying 3% of gross salaries into the scheme on behalf of eligible employees. The costs are charged to the statement of financial activities for the period to which they relate. The charity has no liability under the scheme other than payments of these contributions.

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2023

2 Income from donations

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Gifts	9,812	136,554	146,366	43,335	112,755	156,090
Donated services	38,000	-	38,000	38,000	-	38,000
	47,812	136,554	184,366	81,335	112,755	194,090

Donated service includes £38,000 from Surrey County Council, which represents the estimated current annual market rent for the Guildford office. An equivalent amount has been included in resources expended during the year.

3 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Giving Carers A Voice						
Surrey County Council – contract income	-	-	-	115,770	-	115,770
Sub-total for Giving Carers A Voice	-	-	-	115,770	-	115,770
Moving & Handling						
Surrey County Council – contract income	257,327	-	257,327	277,440	-	277,440
Sub-total for Moving & Handling	257,327	-	257,327	277,440	-	277,440
Surrey Young Carers						
Surrey County Council – grants	-	-	-	-	6,400	6,400
Surrey County Council – contract income	778,449	-	778,449	1,043,460	-	1,043,460
Sub-total for Surrey Young Carers	778,449	-	778,449	1,043,460	6,400	1,049,860
Adult Carers Support						
Surrey County Council – contract income	952,045	-	952,045	1,193,830	-	1,193,830
Surrey County Council – grants	-	-	-	-	25,000	25,000
Consultancy services	15,141	-	15,141	-	-	-
Sub-total for Carers Support	967,186	-	967,186	1,193,830	25,000	1,218,830
Total income from charitable activities	2,002,962	-	2,002,962	2,630,500	31,400	2,661,900

4 Income from investments

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Bank interest	4,680	-	4,680	1,091	-	1,091
	4,680	-	4,680	1,091	-	1,091

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2023

5a Analysis of expenditure (current year)

	Cost of raising funds £	Giving Carers A Voice £	Charitable activities Moving & Handling £	Surrey Young Carers £	Carers Support £	Governance costs £	Support costs £	2023 Total £	2022 Total £
Staff costs (Note 8)	17,497	-	195,874	441,993	504,749	11,053	525,940	1,697,106	2,374,344
Office Costs	1,445	-	9,212	31,455	32,266	-	77,360	151,738	177,636
Premises	-	-	5,742	32,850	21,578	-	26,194	86,364	89,949
Direct Activity Costs	-	-	-	37,312	36,687	-	-	73,999	244,679
Publicity & Promotion	-	-	690	17,416	40,273	-	6,555	64,934	60,103
Equipment & Furniture	-	-	32	804	796	-	5,815	7,447	12,534
AGM & Executive Meetings	-	-	-	-	-	3,674	-	3,674	644
Trustee expenses and training	-	-	-	-	-	1,063	-	1,063	2,484
Auditor's remuneration	-	-	-	-	-	11,680	-	11,680	10,000
Grants Payable (Note 6)	-	-	108	4,366	72,571	-	-	77,045	61,333
	18,942	-	211,658	566,196	708,920	27,470	641,864	2,175,050	3,033,706
Support costs	8,075	-	90,227	241,361	302,201	-	(641,864)	-	
Governance costs	346	-	3,861	10,330	12,933	(27,470)	-	-	
Total expenditure 2023	27,363	-	305,746	817,887	1,024,054	-	-	2,175,050	3,033,706

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2023

5b Analysis of expenditure (prior year)

	Charitable activities							2022 Total £
	Cost of raising funds £	Giving Carers A Voice £	Moving & Handling £	Surrey Young Carers £	Carers Support £	Governance costs £	Support costs £	
Staff costs (Note 8)	28,577	82,022	155,972	902,561	964,864	11,209	229,139	2,374,344
Office Costs	3,165	7,500	7,215	50,674	57,949	-	51,133	177,636
Premises	-	5,791	5,159	35,238	24,642	-	19,119	89,949
Direct Activity Costs	-	21,868	132,600	72,573	17,638	-	-	244,679
Publicity & Promotion	-	2,400	488	11,032	37,188	-	8,995	60,103
Equipment & Furniture	-	-	535	1,543	2,305	-	8,151	12,534
AGM & Executive Meetings	-	-	-	-	-	644	-	644
Trustee expenses and training	-	-	-	-	-	2,484	-	2,484
Auditor's remuneration	-	-	-	-	-	10,000	-	10,000
Grants Payable (Note 6)	-	-	4,241	515	56,577	-	-	61,333
	31,742	119,581	306,210	1,074,136	1,161,163	24,337	316,537	3,033,706
Support costs	3,731	14,057	35,994	126,263	136,492	-	(316,537)	-
Governance costs	287	1,081	2,767	9,708	10,494	(24,337)	-	-
Total expenditure 2022	35,760	134,718	344,972	1,210,106	1,308,150	-	-	3,033,706

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2023

6 Grant making to individuals

	2023 £	2022 £
Cost		
Adult carers – Moving & Handling equipment fund	108	4,241
Adult carers – other grants	72,571	56,577
Young Carers – Social & Educational	4,366	515
	<u>77,045</u>	<u>61,333</u>

The Surrey Young Carers service, the Moving & Handling service, and the Adult Carer Support service have used donated funds to provide grants to specific individuals based on identified need. All grants are approved by the individual service manager.

7 Net income / (expenditure) for the year

This is stated after charging

	2023 £	2022 £
Depreciation	1,708	1,729
Auditor's remuneration (excluding VAT): Audit	<u>10,000</u>	<u>8,400</u>

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	1,445,535	1,962,353
Redundancy and termination costs	–	111,157
Social security costs	134,865	165,520
Employer's contribution to defined contribution pension schemes	49,092	55,887
Other staff costs	67,614	79,427
	<u>1,697,106</u>	<u>2,374,344</u>

One employee earned between £60,000 and £70,000 during the year (2022: one). No employee was paid over £70,000 in the year (2022: nil).

The total employee benefits including employers' NIC and pension contributions of the key management personnel were £378,061 (2022: £371,364).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £184 (2022: £110) incurred by 2 (2022:1) members relating to attendance at meetings of the trustees and training courses for trustees.

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2023

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year and the Full Time equivalents were as follows:

	2023 No.	2022 No.	2023 No. (FTE)	2022 No. (FTE)
Giving Carers A Voice	–	3.6	–	2.7
Moving & Handling	7.1	6.0	4.4	4.1
Surrey Young Carers	20.9	39.2	10.9	23.1
Carers Support	19.8	39.3	14.5	30.3
Support	18.1	6.0	15.2	5.0
	<u>65.9</u>	<u>94.1</u>	<u>45.0</u>	<u>65.2</u>

10 Related party transactions

During 2022/23, one of our trustees, Nicola Walsh, raised £619 and one of our senior management team members, Joe Edwards, raised £982 by participating in the Great South Run event. (During 2021/22, the son of one trustee raised £3,398 for ACS running the London Marathon)

11 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12 Tangible fixed assets

	Photocopier & computer equipment £	Total £
Cost or valuation		
At the start of the year	23,590	23,590
Disposals – written off equipment	–	–
At the end of the year	<u>23,590</u>	<u>23,590</u>
Depreciation		
At the start of the year	16,331	16,331
Charge for the year	1,708	1,708
At the end of the year	<u>18,039</u>	<u>18,039</u>
Net book value		
At the end of the year	<u>5,551</u>	<u>5,551</u>
At the start of the year	<u>7,259</u>	<u>7,259</u>

All of the above assets are used for charitable purposes.

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2023

13 Debtors

	2023 £	2022 £
Trade debtors	15,141	39
Prepayments	10,850	6,078
Accrued income	252,061	-
	<u>278,052</u>	<u>6,117</u>

14 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	9,815	27,754
Taxation and social security	40,392	52,326
Accruals	50,263	192,825
	<u>100,470</u>	<u>272,905</u>

15 Funds held on behalf of others

Action for Carers (Surrey) continues to access direct payments from SCC allocated funds administered by Surrey Independent Living Council, which awards payments of up to £300 per person for young carers, based on identified need. In addition, we have accessed funds from Carers Trust to provide grants for adult carers through our Adult Carer Support service. In many cases these grants are paid to ACS, who pass the funds on to the individual or to another organisation such as a provider of training or activity. The balance in funds held by ACS on behalf of individual carers and young carers at the year-end date was £3,861 (2022: £2,739).

In accordance with the Charities SORP FRS 102, these transactions are considered to represent conduit funding and, as such, are not included in the charity's statement of financial activities. Equally, amounts still to be disbursed by the charity at the year end are not included in the balance sheet.

16a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	5,551	-	-	5,551
Net current assets	304,749	263,631	71,827	640,207
Net assets at the end of the year	<u>310,300</u>	<u>263,631</u>	<u>71,827</u>	<u>645,758</u>

16b Analysis of net assets between funds (previous year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	7,259	–	–	7,259
Net current assets	338,803	225,816	56,922	621,541
Net assets at the end of the year	346,062	225,816	56,922	628,800

17a Movements in funds (current year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Surrey Young Carers	56,922	59,796	(52,075)	–	64,643
Carers Support	–	76,758	(69,574)	–	7,184
Total restricted funds	56,922	136,554	(121,649)	–	71,827
Unrestricted funds:					
Designated funds:					
Redundancy fund	180,816	–	–	37,815	218,631
Premises	10,000	–	–	–	10,000
Commitments	35,000	–	–	–	35,000
Total designated funds	225,816	–	–	37,815	263,631
General funds	346,062	2,055,454	(2,053,401)	(37,815)	310,300
Total unrestricted funds	571,878	2,055,454	(2,053,401)	–	573,931
Total funds	628,800	2,192,008	(2,175,050)	–	645,758

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2023

17b Movements in funds (previous year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Moving & Handling	4,241	-	(4,241)	-	-
Surrey Young Carers	56,873	80,065	(80,016)	-	56,922
Carers Support	-	64,090	(64,090)	-	-
Total restricted funds	61,114	144,155	(148,347)	-	56,922
Unrestricted funds:					
Designated funds:					
Redundancy fund	240,061	-	(111,157)	51,912	180,816
Premises	10,000	-	-	-	10,000
Commitments	35,000	-	-	-	35,000
Total designated funds	285,061	-	(111,157)	51,912	225,816
General funds	459,250	2,712,926	(2,774,202)	(51,912)	346,062
Total unrestricted funds	744,311	2,712,926	(2,885,359)	-	571,878
Total funds	805,425	2,857,081	(3,033,706)	-	628,800

Transfers between funds

Included in the transfers above is an amount of £37,815 which has been transferred from the general fund so that the year end balance on our designated redundancy fund represents the liabilities in respect of the staff in the event of having to make redundancies.

17 Movements in funds (continued)

Purposes of restricted funds

Moving & Handling

The restricted Moving & Handling fund is a grant pot to provide small grants to carers for items of equipment to aid their caring situation.

Surrey Young Carers

The restricted Surrey Young Carers funds are those funds donated to Action for Carers specifically for young carers work, especially for the costs of events and activities, or for grant income specifically for young carers activities and events costs.

Carers Support

The restricted Carers Support funds are grant pots to provide small grants to carers for time out from their caring roles.

Purposes of designated funds

Redundancy fund

To provide for payment of redundancy in the event of our funding ceasing on all projects.

Premises

To provide for the costs of moving offices, and for any dilapidation and redecorating costs in existing offices at the end of a lease.

Commitments

To set aside costs of fulfilling obligations under leases and contracts in the event of our funding ceasing.

18 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

ACTION FOR CARERS (SURREY)

England & Wales - Charity number 1116714

Accounts

Company number: 05939327

Charity Number: 1116714

Action for Carers (Surrey)

Report and financial statements
For the year ended 31 March 2022

Action for Carers (Surrey)

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Action for Carers (Surrey)

Reference and administrative information

For the year ended 31 March 2022

Company number 05939327

Charity number 1116714

Registered office and operational address Astolat, Coniers Way
Burpham, Guildford
Surrey, GU4 7HL

Trustees Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Patricia Adams	Chair – retired 8 April 2022
Laura Dennett	Vice Chair – Chair from 8 April 2022
Henrietta Griffiths	Vice Chair from 8 April 2022
David Perry	Treasurer & Co Secretary
Leanda Hargreaves	
Nicola Walsh	
Margaret Hicks	
Zafar Iqbal	Resigned 23 May 2022
Rhianna Williams	
Simon Denison	
Hollie Baker	

Chief Executive Jamie Gault

Bankers CAF Bank Ltd
Kings Hill, West Malling, Kent ME19 1EP

Solicitors Russell – Cooke LLP
2 Putney Hill, London SW15 2AB

Auditor Sayer Vincent LLP
Chartered Accountants and Statutory Auditor
Invicta House, 108–114 Golden Lane, London EC1Y 0TL

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2022

The trustees present their report and the audited financial statements for the year ended 31 March 2022.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP, applicable to charities preparing their accounts in accordance with FRS 102.

Objectives and activities

Purposes and aims

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report on the success of each key activity and the benefits the charity has brought to the groups of people it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remain focused on its stated purposes.

The trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the set aims and objectives.

The organisation's objects are for the relief of the needs of unpaid carers living or caring in Surrey, who provide regular help to adults or children who due to illness, disability, a mental health problem or an addiction could not cope without their support. These objects are met by providing and assisting in the provision of information, advice, guidance, signposting and support to carers. The organisation operates throughout the county of Surrey.

Vision

The vision of Action for Carers (Surrey) (ACS) is ***'To enable unpaid carers of all ages to have a voice and access support to improve their quality of life and wellbeing.'***

Mission

Action for Carers (Surrey) commits to:

- giving carers a voice
- being a carer led organisation
- delivering innovative carers services to the highest standard
- supporting carers to understand their rights and choices
- working in collaboration with statutory and voluntary partners

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2022

Values

The values of ACS confirm the organisation's commitment to quality and equality. They define the way it conducts itself and help drive excellence throughout the organisation. ACS believes in:

Commitment – strive for excellence, continued improvement and best value

Accessible – reach out to carers and embrace differences

Respect – treat people with dignity and understanding

Empathy – communicate sensitively with people and in a way which empowers them

Recognition – value people's strengths, knowledge, potential and support their rights

Service – be of benefit to carers, our partners and each other

Strategic Aims

Our three-year strategy for 2018 to 2021, which involves putting the carer at the centre of everything we do, was extended to 2022 and will be refreshed during 2022 in light of the new contracts to provide services which we recently secured. The original strategy has four separate areas of focus:

CARER

We will stay carer-led and carer-focused by:

- putting the carer at the centre of all we do
- introducing a robust carer engagement model/external communications programme reflecting our vision/mission
- developing complementary partnerships to improve outcomes for carers
- Giving Carers a Voice & influencing policy both locally and nationally

FINANCIAL

We will ensure long-term sustainability by:

- achieving a more equitably balanced funding portfolio
- retaining and developing current contracts and services and achieving best value
- evaluating new opportunities & submitting competitive bids

INTERNAL

We will adopt best internal practice standards by:

- ensuring a 'fit for purpose' and future-proof operational infrastructure, service delivery and governance models
- developing a diverse range of effective internal staff & stakeholder communications

LEARNING AND GROWTH

We will create a dynamic organisation by:

- attracting, equipping and retaining the right people to meet the changing needs of the organisation and the external environment
- creating opportunities for individuals to develop and thrive

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2022

- translating our values into organisational culture and practice

Achievements and performance, and beneficiaries of our services

The charity's main activities and those whom it tries to help are described below, in the major project areas. All its charitable activities focus on carers and are undertaken to further Action for Carers (Surrey)'s charitable purposes for the public benefit.

Giving Carers a Voice & Carer Awareness Training

The Giving Carers a Voice programme commits ACS to multi-agency working and participation in the development of joint strategies, providing informed carer opinion on the statutory duties Surrey County Council must undertake in supporting carers. The CEO of ACS, as a key stakeholder, continues to be a member of the Surrey Carers Partnership Group. This allows ACS to have a comprehensive overview of the strategic and service changes taking place in the local authority, as well as continuing to challenge and provide feedback on the Council's own performance in relation to support for carers.

We are an active member of other strategic networks such as the Surrey Adult Safeguarding Board and now sit on the Surrey Safeguarding Children Partnership.

As part of the wider change agenda, ACS has contributed to the development of Surrey County Council's 2030 Vision. In addition, we have worked closely with the NHS and Social Care's Integrated Care System in Surrey to influence their emerging priorities to ensure carers are recognised and supported fully, as well as contributing a carers' perspective to all their strategic and operational plans. The Surrey Carers Partnership Group, of which Surrey County Council is the lead agency, oversees the development and implementation of the Surrey Carers Strategy, including the prospectus for the delivery of carers' services in Surrey.

In addition, our CEO has been collaborating with national organisations such as Carers UK to influence amendments to the Health and Social Care Bill. This has included conversations with Senior Government Ministers and Jeremy Hunt MP in his remit as Chair of the Health & Social Care Select Committee.

The CEO of ACS also chairs the Surrey Carers Equalities Steering Group. There are approximately 20,000 carers from minority ethnic communities in Surrey, many of whom are hidden carers, and the steering group exists to reach them. One example of how we try to do this is by engagement events for carers from a range of communities to provide information, advice and guidance on the available services to support them in their caring role.

ACS has provided regular opportunities for carers to express their views on support and services and to hear about improvements to these from a variety of partners, particularly around the changes to carer support for carers of someone with mental health issues.

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2022

The Giving Carers a Voice programme has encouraged and enabled carers to participate in national and local co-design and consultation events, using a variety of different communication methods to ensure broad participation. ACS continues to handle enquiries from carers about services that may be available and provides information and advice as well as referring carers on to internal ACS services or other agencies. ACS carried out consultation events with carers over the year, and developed a Carers Parliament to review the outputs from those consultations and agree key areas to be taken forward within our services.

The Carer Awareness Training we deliver was impacted by the pandemic and only 7 sessions of "Because Carers Count" multi agency awareness training sessions to 72 professional staff were undertaken. Furthermore, and for the same reason, no "Think Carer, Think Family" sessions were delivered.

Giving Carers a Voice service Future Plans 2022/23

- With effect from 1st April 2022, ACS no longer hold the contract for delivery of GCaV, with the new provider being Healthwatch Surrey. The change in provision of this service is driven by changes to the service specification, specifically, Surrey County Council structured the tender process so that if a provider were to tender for the GCaV contract, they would be excluded from bidding for any other contract, on the basis that they required an independent voice for carers, that did not deliver any other services for carers. The GCaV contract covers carers over the age of 18, and as such, a provision for young carers will continue. This is detailed below.

Adult Carer Support

The service provides support to unpaid adult carers across Surrey. Whilst county-wide, it is underpinned by local delivery, ensuring consistency in service provision irrespective of the borough in which a carer lives, and provides advice, information, guidance, advocacy and referrals to other agencies to support carers in their caring role.

Self-referrals are made into our Carers Helpline by phone, email and through the website which has seen an increase in the number of carers who use this means to self-refer. Carers are referred by professionals using the Carer Prescription or online professional form. The Carer Helpline will prioritise any urgent referrals which include end of life caring, carer stress and moving and handling issues. These priority referrals are supported by the Carer Support Advisers in the area teams and contact made with the carer within 24 hours. Carers who are not priority referrals will receive a triage call within 2 weeks to determine the level of support required and an appropriate welcome pack of information will be sent to them.

The Carer Helpline responds to carers' needs for information and makes any referrals or signposting possible at this point which is usually to Crossroads and Adult Social Care Contact Centre for a Carers Assessment. This enables our teams of Carer Support Advisers based in the community across the county to focus on higher need cases – this will often be on a one-to-one

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basis in the client's home or another agreed location. Carers needs have continued to be increasingly complex due to the pandemic, cuts in funding and changes in community services provision. We continue to recognise that there are many different types of carer facing diverse challenges and maintain our countywide senior leads as specialists in the fields of Mental Health, End of Life, Former Carers, Parent Carers, Dementia and Learning Disability & Autism. These specialist fields have strategies for providing carer focused events which are linked to carer feedback through GCAV consultations, event feedback on SurveyMonkey and carers directly giving us verbal and written views. There are champions in each of these fields, as well as BAME and Armed Forces champions in each local team. Both senior leads and team-based champions attend specialist forums to represent Action for Carers and the voice of carers.

As well as telephone or online support, Carer Support Advisers offer one-to-one home visits or meetings where the need is identified and we continue to risk assess and wear appropriate PPE for visits where needed. This year we made 24,850 calls to carers who had contacted us for support and our Carer Support Advisers supported 6,820 carers on a 1:1 basis. This does not include the contact we have through email with carers by our Admin team, Helpline and Carer Support Advisers.

The adult service continued the popular online events alongside the re-emergence of face to face events and support groups in each team area. The online programme of events focused on carer training and support in differing issues related to caring, specialist support groups and carer wellbeing events which are time away from caring. The face-to-face events included 'All carer' support groups and events which provide a safe environment for carers, such as picnics in the park, tai chi in the park. The events programme is supported by Events Advisers for each of the local teams. Where appropriate we work in partnership with other statutory and voluntary services providing online and face to face events, for example, Dementia Navigator monthly sessions for carers caring for someone with dementia. To support carers who experience long term depression, vicarious trauma and the effects of covid and lockdown isolation we worked alongside Mindful Music to provide an 8 week course of mindful art and music. The outcomes were very powerful with carers reporting a change in their mood and mental health. We also worked with Centre for Psychology, an IAPT provider who ran several Stress management courses for carers online.

The online events have enabled carers to continue to meet up and have also included carers who previously were not able to leave the person they care for and attend face to face events or support groups. In 2021-22 we provided 242 support groups with 1260 carers attending, and 379 events with 5745 carers attending. In future we will continue to hold events and support groups both face to face and online. We have also continued regular weekly events which carers have found beneficial to their wellbeing, for example, yoga and mindfulness.. Carers told us:

'Zoom Tuesdays has been a lifeline, learning techniques that help me during a stressful week. Just very grateful for informative and helpful Zoom sessions'

'Thank you for providing these events the mindfulness in particular was a life saver during lockdown when my son decided he couldn't cope on his own and had to come and live with us for

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a while it has changed my outlook and I am less reactive to situations. It would not be the same if we had to attend in person because of the extra stress of travelling.'

'Just to say a huge 'thank you' for keeping the events running during the past year over zoom, you're all fabulous :).'

We have continued the valuable Community Scheme visits to Hampton Court with monthly visits for 30 carers each visit. Carer feedback:

'Hi, just wanted to say big thank you for today. I don't get out much and I'm not usually brave enough to register my interest but I'm so glad I did. We had a lovely day at Hampton court palace. Thank you '

'I would just like to express my sincere thank you to Action for Carers and to yourself and your team for giving us this wonderful opportunity to visit Hampton Court Palace. It was a great day out for me and enjoyed it thoroughly. The palace tour was very good using the Audio expert help! And the garden despite the rain, it was such a joy to admire the different colours. I feel like my brain got a bit of respite from day to day unnecessary chatter! I was totally immersed in the moment of history and found it extremely beneficial. Mindfulness, yoga and this visit are all helping me to deal with day to day problems and challenges faced in a much calmer way. So thank you to all involved.'

The core support offered by Carer Support Advisers includes helping carers with form filling, benefits checks, preparation for appeals and referrals to statutory agencies to uphold carers rights. Carer Support Advisers also offer carers emotional support, and facilitate the carer wellbeing and training events and support groups. We also refer and signpost carers to appropriate agencies for support. This is complemented by a range of digitally based resources. Carer Support Advisers continued to offer the full range of support with more complex issues around benefits, emergency food applications, financial assistance, respite breaks and also referral to other agencies for practical help. We also refer carers caring for someone with mental illness to the online service providing solution focused therapy, Space 2 B You. The mental health support groups including, Eating Disorders, caring for a partner with a mental illness, caring for a young person under 25 with a mental illness and caring for an adult with Autism have continued to be oversubscribed with waiting lists and an average of 22 attenders for monthly sessions. The joint Space 2B You 'Coping with Caring' workshops focusing on sharing skills carers are able to use in caring situations for people with mental health problems and for adults on the autistic spectrum, have also been well attended by carers and also CPAs. This helped support carers who were waiting for a referral for one-to-one support and also offered them a chance to maintain their skills after any one-to-one Space 2 B You intervention.

To celebrate Carers Rights week, we held Carer Fairs across Surrey inviting partner organisations to attend so that support and services could be easily accessible to carers. The Fairs were a great success both for agencies offering support and with identification of new unsupported carers.

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In partnership with The National Trust we piloted the free Carer Pass for 500 carers to be able to access a select number of National Trust properties in Surrey for 3 months. This was a huge success with very valuable and moving feedback:

"Prior to my visit, I felt quite low and frustrated due to being stuck at home. I felt elated after my visit! It really lifted me and was definitely one of the highlights of my year! It was a special day for me!"

"Depending on how much time I have for a break, having this card meant so much. When your mind and body is go, go, go it is a great way to step out for a while. Being on my own I felt safe in these strange times."

"I think this was a brilliant idea and if it can be developed to enlarge the number of properties welcoming carers that would be a great improvement, particularly for working age carers who do not have time during working hours."

"The scheme is so important for people like me who may find it hard to get out very often. The National Trust properties are such wonderful and beautiful places to visit. It's so uplifting and a real treat to visit them. It can be quite expensive visiting these properties, so having a pass means that carers who are on low incomes, can go somewhere special and feel like they've had a really special day out! Without the pass, some carers may not be able to afford to visit these splendid places."

We have, through a carer who is a volunteer with the National Trust, been offered free use of Polesden Lacey for Saturday morning carer workshops. The Young Adult Team held a Being Well, Doing Well workshop in November and the Adult Service has run several Mindfulness and Being Well, Doing Well workshops which have been well received and attended.

During this year we have developed due to carer feedback several booklets to help carers access the support they need. The Carer Checklist outlines the support on offer to them as a carer in Surrey and is part of the welcome pack to new carers. The End-of-Life and Discharge Checklists are widely used and especially during and following a hospital admission. The Discharge Checklist developed out of a major project around discharge from hospital to improve the experience of both patient and carer in collaboration with Healthwatch.

Our Hospital Carer Support Advisors in the county's five main acute hospitals (East Surrey, Epsom, Royal Surrey County, Frimley Park and St Peters) continue to provide support when it is needed, often around discharge of the cared for person to carers. Due to the pandemic it was not possible for them to work on site which reduced the opportunities of identifying and supporting carers. They have developed online information for both staff and carers which has maintained their contact with carers who need help when the person they care for is in hospital. The hospital advisers have developed a 'tea trolley' video to be used on the wards to increase carer awareness amongst the hospital staff. The Hospital Carer Support Advisers have been able to return to working on site in limited circumstances due to the levels of covid across Surrey at present.

The ACS Armed Forces Coordinator has specialist advice and knowledge around veterans and serving carers and supported the wider Adult and Young Carer services. The co-ordinator

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continued holding a monthly online support group for Armed Forces carers which have speakers or themes of support. In order to identify and support veterans and service members of the armed forces as soon as possible the coordinator also worked alongside the Carer Information Centre on a weekly basis. When safe there were visits to memorial sites, the military museum in Aldershot and Brookwood cemetery on 11th November.

This model is underpinned by the strong partnerships we have with our health, social care and voluntary sector partners, who work collaboratively to ensure improved outcomes are delivered to carers. We worked with Active Surrey piloting their falls prevention programme of Otago classes across Surrey following the success of our online Otago sessions. We have also been instrumental in rolling out the NHS Carer Health Checks programme offering 900 phone checks and full face to face NHS checks across Surrey.

We were again grateful to receive a grant from the Community Foundation for Surrey for a new 'A Little time for me' fund which enabled the Carer Support Advisers to fund a respite activity for a carer which may not be possible through any other fund or grant body. In addition to this we were offered the opportunity by Waverley Borough Council for respite funding for adult carers and awarded £12,000 Respite break funding for carers and 15 National Trust family memberships worth £1,890. This was used and further funding of £20,000 was offered to continue providing respite opportunities for carers. We also have needed to heavily rely on the Household fund through Surrey County Council to help carers with paying household bills due to financial issues related to caring.

The adult service carer advisers continue to receive training on benefits and related disability benefits from Surrey Welfare Rights. Other staff training this year included:

- Mental Health First Aid training
- Understanding cancer and services available in Surrey
- Management training for senior advisers
- Updates on Universal credit and PIP

Our Giving Carers a Voice programme commits ACS to multi-agency working and participation in the development of joint strategies, providing informed carer opinion on the statutory duties the local authority must undertake in supporting carers, as well as advocating for improved support and services for carers within the health service. There is also an Adult Parliament held twice a year to develop the service based on direct carer consultation and feedback, led by the Giving Carers A Voice Coordinator and the Manager of the Adult Service, as well as two consultations a month held at present online during the evening. These consultation sessions have resulted in carer-led service developments like our Carer and End of Life Checklists and responses to the Carer Strategy. The programme has encouraged and enabled carers to participate in national and local co-design and consultation events, using a variety of different communication methods to ensure broad participation.

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Communication with all adult carers is through a quarterly newsletter which is sent out by email or in printed format. There is also an email sent out every 2 weeks to promote the events coming up and any information around consultations and activities organized by community partners. We also produced a Carers Week and Carers Rights week supplementary newsletter to publicise all the events we were organizing and other partnership work.

Adult Carer Support Service Future Plans 2022/23

Due to the retender of the Carers Support service in Surrey based on the Carer Strategy for 2022–25 we will be providing carer support through the new Hub based model of service from April 2022

- Continue both online and face to face events
- Provide hubs in each of the Hub place areas for drop in, support group and event-based activities on a weekly basis
- Provision of a 12-week Support plan for carers in moderate level of need
- Increased partnership working with local and countywide services and with external partners such as National Trust and Hampton Court for time away from caring
- Condition based carer workshops to improve understanding of specific conditions and how to manage issues faced by carers. This will include partnership working with our Moving and Handling service. Current workshops include CrISP course with Alzheimers UK offered both online and face to face through our hubs.
- Development of a free annual National Trust pass for carers with a plus 1 and free car parking to most properties and gardens in Surrey and some in neighboring counties

Moving & Handling

During 2021–22 the Moving and Handling Service continued to operate in a successful partnership with White Lodge Centre, with Action for Carers (ACS) operating the service in the south of the county and White Lodge Centre in the north. We have continued to work closely and effectively with the White Lodge team to ensure the service we provide to carers is the same, regardless of which borough of Surrey they live. Our service returned to almost normal operating levels over the course of the year, as the pandemic eased. However, we have continued to run some groups online via zoom and we continue to wear masks and gloves for all home visits.

The topics for the online groups were falls prevention, bed manoeuvres, sit to stand transfers and car transfers. During the 2021–22 year we completed 7 zoom groups attended by 26 carers. The popularity of these groups fell since they began during the peak of the pandemic. However, we continue to receive very positive feedback about their content and we plan to publish them more widely with the aim of increasing the numbers again, especially for carers who can't physically attend a face to face group.

In November 2021, the procurement process started, however, the overall budget for the service was to be cut by approximately 33%, and White Lodge Centre took the decision to withdraw from the partnership. ACS submitted a bid to run the service across all of Surrey's 11 boroughs and

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districts. However, with the budget set lower, the ways in which the service was to be run, would need to change to accommodate the reduced staff numbers and the fact that the team would be covering larger geographical areas as travel time would be higher in order to cover the whole of Surrey.

Having won the new contract from April 2022, staff previously working for White Lodge transferred to ACS. The team for the new model includes 1 service manager, 5 moving and handling advisors and 1 senior administrator (case coordinator) who will support with the lower need carers and arrange and coordinate the group sessions. The 5 moving and handling advisors will continue to work from home and cover the whole of Surrey.

The new model will be different to how it used to operate, although the aims and objectives of the service will remain broadly the same. We will continue to be a preventative service, supporting carers with advice and training and signposting on to other organisations or working jointly with statutory services to achieve the best outcomes. All referrals will be triaged by telephone in a timely manner, within 5 working days for the majority, or 1–2 working days for those indicated as urgent, in line with our new key performance indicators. The triage will be completed by the moving and handling service manager or a moving and handling advisor. Once triaged, the referrals will be placed in different tiers according to need, low, medium or high. The lowest need carers will receive information over the phone, by email or post, signposting to other organisations or advised to access information on the ACS website. The medium need carers will be invited to a group session, either face to face or online. The groups will cover a range of different topics and carers will be invited to ones that suit their caring situation best. The highest need carers will be allocated a moving and handling advisor so that a home visit can take place, for the advice and training to be given in their own home. We anticipate that at least 50% of the referrals will still be high need and require a home visit. The lower need carers will be a more light touch offer, and this is necessary unfortunately because of the reduction in staff levels.

We are planning to work closely with the adult carers support hubs and will run most of our group sessions from these locations. It is hoped by using these same venues, more carers will be able to attend these group sessions and we will reach out to carers who are already visiting the hubs.

The moving and handling service manager will carry out partnership working and build relationships across health and social care and the third sector, to share our service with others, how we can support carers and how to refer to us. It is planned to reach out to more staff groups around Surrey, to help them to identify carers so that they can then refer them on to us, for our specialist support.

Surrey Young Carers

Surrey Young Carers (SYC) has been supporting young carers under the age of 18 across Surrey since 1996, offering free impartial information and support to young carers and their families on minimising the impact of their caring role. It has developed robust systems that enable Action for

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Carers Surrey to provide a seamless service for carers from the age of five until they no longer have a caring role. Our aim is to continue to build and strengthen the relationships with and the transition process to Adult Carers Support.

Raising awareness of the needs of young carers, which have been compounded by the pandemic, has been critical to the identification and support of vulnerable families and children. Referrals are now back to pre-pandemic levels, as we targeted schools and professionals that support young carers and their families at the early part of the year. Surrey Young Carers delivery has evolved, working within the youth work framework of government guidance and the National Youth Agency. We have rebuilt our face-to-face contact and kept a mixture of both on-line and in person events. This blended approach has enabled us to increase our reach and impact by offering accessible and flexible opportunities for young carers to have a break from their caring role and meet others in similar situations, either virtually or locally in person. The young carers service received 812 (2021: 723) newly referred young carers, while our Young Adult Carer service (aged 18-24) has received 140 (2021: 133) new referrals. Caseloads remained consistent with an average of 2,780 young carers and 460 young adult carers being supported by our teams.

Under the new model from April 2022 Young Adult Carers (18-24) will be supported by the adult carers support service and will continue to receive a flexible range of countywide support by telephone, face-to-face meetings where needed, local carers support groups and events complemented by a range of digital resources and paper based information.

Implementing a triaged and low and moderate level of support has ensured those most in need have received timely, appropriate and targeted support. Our package of support within the two levels enables the individual to be moved up or down the levels according to the identified need at that particular time in their caring journey. To manage moderate needs, we will meet with young carers within 7 days of receipt of referral and offer a personalised support plan of 12 sessions based on Surrey's 'Time for Kids' framework. This encourages young carers to access a countywide offer of bespoke sessions, delivered in group settings, or 1:1 with a member of staff and in addition there will be on-line sessions delivered. Low need young carers will be offered Saturday clubs, drop-in sessions and age-appropriate events, this will also include a variety of active, creative and fun on-line sessions. Under the new service model, we will offer all young carers a minimum of two years support and those identified at moderate need will move into the low level offer on completion of the support plan. If their caring role changes during that period, we can offer timely reviews to reassess and consider what support is required. Our aim is to equip the young carer with skills, confidence and knowledge regarding their caring role, to move into universal services and reach their aspirations as a young person, without the young carer label.

With continuous review, we have reverted to providing support in group settings, as the isolation and mental health impacts for young carers was evident. The time out opportunities increased every quarter, as partnership working and opportunities to support young carers were provided. Staff connected with families and young carers by delivering a variety of events, including 6 Family Fun Days, mindfulness boxing and partnership working with Hampton Court, Wisley and Surrey University for transition support for Year 6 students. -We provided hygiene products and items

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that young carers can take for free from our events, increasing self-esteem and providing essential toiletries for those who might be unable to afford them. All items were given as donations to the charity to share with Surrey's young carers and young adult carers – we're hugely grateful for the support of many companies and individuals to enable us to provide these essential products.

Building on our resources for professionals, we have created a primary school assembly, that teaching staff can play to their students at timely intervals throughout the year. This has enabled our reach and impact to increase in schools, as it is more accessible and widely available for Surrey schools.

This year, the team delivered 216 time-out opportunities (2021: 187), with 2,063 (2021: 1,087) young carers attending. We continued to offer Young Carers' Forums and a group of young carers worked collaboratively with University of Creative Arts to produce an animated film to promote the work they have been involved in and to encourage others to join the Forum. SYC staff also ran groups in partnership with other stakeholders, welcome activities, and one-to-one support sessions online. Also on offer for young carers were "under 8's" activities and transition support targeted at year 6 primary pupils moving into secondary school. SYC ran a host of events through Young Carers Awareness Day 2022, all focusing on the theme of 'taking action on isolation'. There were events for professionals and young carers, including an employment partnership event with Nando's and events across the schools in Surrey.

Surrey Young Carers have developed a range of resources during the pandemic that enabled young carers and professionals to access support and advice without having to meet face to face. We are continuing to build on this by developing a secondary school assembly that is being co-designed with young carers and the company Kartoffel.

In line with support plan, we have updated our assessment tools to capture the voice of young carers and the 'Hear My Voice' and 'Support Planning' tool are now being used for new young carers joining the service.–Surrey Young Carers also hosted the Your Life, Your Choice event for 100 young carers in March 2022.

Surrey Young Carers have been highly successful in progressing the Angel Award for Primary and Secondary Schools across the county. The award is presented to schools who demonstrate they are young carer friendly in their practice. Young carers attending the school monitor standards that are set and report back to the service to ensure they are maintained. Since the pandemic and to support the restructure, we have reviewed the criteria set and modified our resources to allow access by schools to take the lead on delivering elements, with support from SYC staff and digital resources. Schools can display the award and certificate to highlight to students they are aware of the needs of young carers in the learning environment and have systems to identify and support them in education.

The Surrey Young Carers team continued to raise awareness of young carers' issues with staff working in statutory and other agencies, delivering awareness-raising sessions and network

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meetings for professionals in social care teams, health and education, promoting use of the e-learning training programme on young carers, and developing training jointly with the child & adolescent mental health teams on young carer awareness.

To supplement the core funding from our contract with Surrey County Council, SYC has fundraised for the budget for the fun and time out activities, and are hugely grateful for the many grants and donations we have received throughout the year.

This year, the Young Adult Carer (YAC) team has sought to increase referrals and raise the recognition and understanding of carers aged 18–24 across Surrey. With this aim, the team re-invigorated their approach by developing new and innovative materials and increasing their activity, to inform, identify, support and encourage referrals in all settings. A great example can be found in the College Tutorial Pack and supporting presentation. College tutors are able to raise awareness of the educational attainment and social impacts that caring can have on this age group. The pack was designed collaboratively with Young Adult Carers to ensure the messaging was representative of their experiences in further education. Our aim is to roll this out across the county to all colleges and Further Education establishments in Surrey.

YAC support moved to align with our other services by offering a blended approach to the provision delivered. During the year, the YAC team have provided young adults with 27 (22 last year) opportunities for time out and support, attended by 187 (160 last year) young adult carers in total. The team have also worked closely with the young carer teams in the delivery 'YC Chat' zoom events, to build relationships and support a smooth transition for those 'moving up' at 18 years. In addition, young adult carers were offered needs led 1:1 sessions with staff that cover employability, housing, benefits and education support that meets the specific needs of that young person.

Young adult carers have been involved with an online support session delivered via Even Keel around mental health and wellbeing. The objective of the project is to give young adult carers the tools to help recognise and address issues that arise because of their caring role. The project aimed for them to understand the importance of giving themselves time out, while increasing their confidence and self-esteem.

Young carers are actively involved in our recruitment process and contribute as part of the panel when interviewing for new staff, ensuring Action for Carers Surrey remains a carer led organisation, inclusive of the voice of young carers and young adult carers. We have Junior and Senior forums across the county that ensure the wider voice of young carers is captured.

Surrey Young Carers Service Future Plans 2022/23

- Support the aims of the Young Carers Interagency Strategy for 2022–2025
- Embed and review the new SYC model for delivery across Surrey.
- Continue to improve all areas of SYC communications, including website and database.
- Update and refresh the Angel Award across Surrey for schools.
- Develop opportunities for Volunteers and sessional workers to increase SYC reach and impact.

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- Enhance our activities and time out offer by increasing fundraising income.

Financial review

The Action for Carers contracts with Surrey County Council to deliver services for Adult Carers Support, Surrey Young Carers, Moving & Handling and Giving Carers a Voice were extended to cover 2021/22 to make a fifth year for these contracts, with a small inflationary uplift included, and with additional income from external funders to make grants for carers our income for the year increased slightly on last year. However, with the reduced overall funding available on the new contracts from April 2022, we have had to reduce our staffing levels to ensure we remain sustainable. We followed a staff consultation process in the early part of 2022 which has led to several redundancies amongst our team as we go about restructuring our organisation to meet the demands of the new contract and the new funding levels. The majority of the redundancy costs were incurred during 2021/22, which has led to an overall deficit for that year of £176,625 (2021/21: surplus of £29,387). This has led us to a break-even position over the now five year contract cycle.

Having gone through the restructure process, we believe we are in a good position to break-even across 2022/23 and beyond under the new contracts, and while ACS will necessarily be a smaller organisation in terms of income and staff numbers, we will remain sustainable going forward.

Fundraising practice

ACS does not use professional fundraisers or commercial participators. Donations received are often from unsolicited ad hoc fundraising and we have worked with community groups such as Rotary Clubs and Lions Clubs, corporate partners and individuals, as well as using occasional and appropriate Trust grant applications. During the year ACS did not receive any complaints in relation to its fundraising practice.

Surrey Young Carers in particular has received a fantastic number of grants and donations towards our activity budget during the year, and the Adult Carer Support service have received several donations towards groups and activities. The trustees and staff are very grateful for this support, and particular thanks go to the following, for donations and grants of over £1,000:

Berkeley Foundation

Berkeley Homes Ltd

Markel Ltd

Waitrose Community Matters

Waverley Borough Council

David Williamson Trust

Co-Op Community Fund

The Family Building Society

The High Sherriff Youth Awards

Co-Masonic Benevolent Fund

Farnham Rotary Club

Leatherhead Rotary Club

Paul Malloy

Tom Griffiths

Active Surrey

Reigate Rotary Club

BUPA Foundation

Robin Garms

Effingham Golf Club

Community Foundation for Surrey

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Bramley, Wonersh & Shamley Green Nursing Association
Bookham, Fetcham & Effingham Nursing Association

ACS has also applied for and been granted funds to make small grants to carers, receiving £25,000 from Surrey County Council for carers in food or fuel poverty, plus £14,090 from Waverley Borough Council and £5,000 from the Community Foundation for Surrey for our 'A Little Time For Me' fund to give carers a break or provide some form of respite. These grants have been warmly received by carers.

Included in the above, we were fortunate to be chosen as the captains charity of the year by Effingham Golf Club, who raised just over £44,000 for us during 2021/22, which was a fantastic effort – we are very grateful to Sue Akers and David Cox, the ladies and men's captains, and the rest of the team at Effingham. The Community Foundation for Surrey have been a long-term funder of young carers activities, and this year granted us £20,000 to expand our adult carer support mental health work, which enabled us to increase the number of mental health groups and events for carers. The Community Foundation also granted us nearly £10,000 to provide Boxing & Mindfulness events for young carers, to start in June 2022. The 'Your Life Your Choice' event for around 100 young carers in March 2022, providing advice and information on crime prevention, was enabled by a grant of £5,000 from the High Sherriff of Surrey Youth Awards and by a donation of over £4,000 from the Co-Op Community Fund.

Huge thanks to the many schools, societies, organisations, churches, businesses and individuals who have raised funds for SYC and the Adult Carers Support service throughout the year, and to those individuals and businesses that donated used laptops for our laptops for young carers appeal, as well as those who provided toiletries and other items for our wellbeing bags.

Principal risks and uncertainties

The trustees and senior management maintain a risk register which identifies principal risks, with a view to mitigating those. One of the major uncertainties was around future levels of funding. In Q3 2021, we retendered for the Adult Carers Support, Hospital Carers Support, Young Carers Support and the Moving & Handling Service. In January 2022, we received formal notification that we had resecured the four contracts we tendered for. However, the respective tender specifications and the funding available were significantly different to the previous procurement period with an average cut in funding of 30%. Coupled with this, the way in which we are remunerated has changed, with a 'CAP' & 'COLLAR' approach being adopted i.e. we receive 75% of our funding in advance of each quarter (the COLLAR) with 25% (the CAP) paid in arrears based on the organisations performance against Key Performance Indicators. While the new contracts are for a minimum of three years, there remain risks to our organisation around these contracts in that we will now be paid against specific performance indicators, which require significant changes in processes and delivery as we embed the new service specifications. We have also had to reduce our staffing levels in the first months of 2022 in order to remain sustainable against the reduced funding available, and will need to be conscious of the reputational risks to ACS of a different service, as well as the risks to carers in Surrey around the changes to service specifications. A

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further risk in the current climate is inflation, with our costs expected to rise over the coming months. However, Surrey County Council have agreed that inflation will be built into our contract income for the contracts beginning in April 2022, which mitigates much of that risk against the previous contracts, which were for a fixed price for the duration of the contracts.

Coronavirus

As with many organisations, we had to react to the COVID-19 outbreak from February 2020 and make changes to the way we deliver our services. In 2020-2021, we worked hard to adapt our services incorporating a comprehensive digital offer, both in terms of resources for carers and providing opportunities for carers to meet virtually. In the year 2021/2022, we have been able to provide carers a more varied offer by meeting young and adult carers both in person and virtually. This has strengthened our services and made them more accessible to carers who find it difficult to meet in person. Coronavirus remains a Health and Safety risk and forms part of our general Health and Safety risk assessment and is part of our overall risk register. We continue to encourage our staff to follow PHE/government guidance in relation to coronavirus.

Reserves policy and going concern

As detailed above, future funding remains a major potential risk, and in line with Charity Commission guidance, the trustees have considered designating reserves to cover any unplanned closure of the Charity. We have a designated fund to cover redundancy payments to staff (£180,000) and a further fund to cover liabilities such as commitments on leases and other contracts (£35,000), and believe all our commitments would be covered by these funds. We also have general, unrestricted reserves from the contracts, which would be used to mitigate the risks of unplanned closure for our beneficiaries. While this is undoubtedly a worst-case scenario for ACS, the trustees believe it is prudent to ensure those risks are covered, whilst believing that there are no short term material uncertainties relating to going concern.

Having been successful in retendering for our contracts with Surrey County Council, with the new contracts commencing in April 2022, and having reduced our staffing levels to reduce our core costs in line with the reduced income offered by those contracts, we believe we are in a strong position to break-even over the course of those contracts, and remain a sustainable organisation. We have incurred substantial costs of redundancies which has reduced our reserves, but our budget for 2022/23 and onwards suggests we can operate successfully under the new contract terms.

In total, unrestricted funds at the reporting date were £572,000 (2021: £744,000) of which £346,000 is general funds (2021: £459,000) and £226,000 is designated funds (2021: £285,000). Restricted funds at the reporting date were £57,000 (2021: £61,000).

Our reserves policy is to maintain between 2.5 and 4 months of budgeted income for the next financial year, which equates to between £434,000 and £695,000. Our free reserves of £564,000 at the year end are just over three months total income, which is in the range of 2.5 to 4 months

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2022

total income the trustees consider adequate for the charity's needs and in line with our reserves policy. The change from restricted income grant funding to unrestricted contract income during the 2017/18 year has meant that most of our funds are now unrestricted. An explanation of the individual funds is provided in note 18.

Plans for the future

Aligned to the new service specifications and available funding, the organisation's immediate focus is on implementing new models of service delivery. As previously referenced, concurrently a new 3 year strategy will also be developed by the Trustees and the Senior Management Team. No single organisation can deliver improved outcomes for carers in isolation and, as such, the strategy will be underpinned by continued partnership working with both Statutory Services and the wider Voluntary, Community and Faith Sector. Coupled with this, there will also be a volunteer strategy.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated on 19 September 2006 and registered as a charity on 9 November 2006.

The company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its articles of association.

Organisational Structure

The ACS decision making body is the Board of trustees, of which all trustees are members. The Board:

- Maintains a long term overview of the organisation and all its work
- Makes strategic and major decisions about the organisations objectives, policies and procedures
- Ensures adequate resources to carry out its activities
- Takes legal responsibility for the organisation and its actions

The organisation has a sub-committee covering finance, and sub-groups for individual operational activities, risk, and quality assurance which make recommendations to the Board. We follow the Charities Governance Code and, in line with regulations, undertake an annual review to ensure our ongoing compliance with the Code. In 2019 the organisation adopted a foundation model whereby the only members are trustees. This model continues to be operated and has proven to be both efficient and cost saving. Carer engagement on issues that are important to them are achieved via our Carer Parliaments and Councils and enables us to respond to these in a more focused manner with reporting at each Board Meeting. Being carer-led remains fundamental to our organisation's core values and our Board will continue to have a majority of Carer trustees.

The Chief Executive Officer is responsible for the day to day operation of the organisation, as delegated by the Board, including the development of policies and procedures, as well as overseeing the management, delivery and monitoring of all services. The managers of each service (Moving & Handling, Adult Carer Support and Surrey Young Carers) and the centralised functions of Finance, HR, Marketing & Communications, Operations and IT report to the CEO, who also has direct responsibility for the Giving Carers a Voice service. Managers contribute to the development of policies and procedures and general operational activities through monthly senior staff team meetings, and conduct regular operational meetings of their services with staff.

Appointment of trustees, trustee induction and training

Trustees are recruited using a number of methods, and are appointed by current Board members taking into account their experience and relevant skills. All new trustees are required to declare their eligibility and to sign and abide by our Code of Conduct for trustees. Trustees undergo an induction, including the issue of policies and procedures, trustee roles and responsibilities, and core training in safeguarding, data protection and equality and diversity. Dependent upon their experience and knowledge, they may attend other relevant training as part of their induction and

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2022

on an on-going basis for updating. All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 8 to the accounts.

Related parties and relationships with other organisations

The organisation's foremost relationship is with Surrey County Council, the main funder and lead for commissioning of carers' services in Surrey. ACS has continued to develop its relationship with the Integrated Care Systems in Surrey, who are leading the agenda for the integration of Health and Social Care in the county.

ACS is an affiliated Network Partner of Carers Trust, which means it is part of the wider Trust network but still retains its status as an independent charity. ACS has access to specialist information and advice on service provision, a range of resource materials, partnership opportunities with affiliated organisations, grants and other services for carers, research reports and good practise guidance, and national strategic influencing on key issues for carers, which contributes to the Giving Carers a Voice service. ACS is also affiliated to Carers UK, giving further opportunity for strategic influencing and contribution to consultations nationally.

Remuneration policy for key management personnel

Internal and external benchmarking is used to determine remuneration for staff at all levels, including the Chief Executive Officer and other members of the Senior Management team. A significant amount of ACS income is spent on staffing costs and as we move into a high inflation period, a challenge for the organisation may be managing this cost whilst continuing to attract and retain high quality staff. Further details on the total payments to the senior management team are included in note 9.

Funds held as custodian trustee on behalf of others

Action for Carers (Surrey) continues to access direct payments from SCC allocated funds administered by Surrey Independent Living Council, which awards payments of up to £300 per person for young carers, based on identified need. In addition, we have accessed grants from Carers Trust for adult carers through our Adult Carer Support service. In many cases these grants are paid to ACS, who pass the funds on to the individual or to another organisation such as a provider of training or activity. The balance in funds held by ACS on behalf of individual carers and young carers at the year-end date was £2,739 (2021: £3,897).

Statement of responsibilities of the trustees

The trustees (who are also directors of Action for Carers (Surrey) for the purposes of company law) are responsible for preparing the trustees' annual 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2022

- 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members (Trustees) of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2022 was 11 (2021: 12).

Auditor

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and have expressed their willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees on 9 September 2022 and signed on their behalf by

Laura Dennett
Chair

Independent auditor's report

To the members of

Action for Carers (Surrey)

Opinion

We have audited the financial statements of Action for Carers (Surrey) (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Action for Carers (Surrey)'s ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Independent auditor's report

To the members of

Action for Carers (Surrey)

Other Information

The other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of

Independent auditor's report

To the members of

Action for Carers (Surrey)

company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

Independent auditor's report

To the members of

Action for Carers (Surrey)

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Noelia Serrano (Senior statutory auditor)

13 September 2022

for and on behalf of Sayer Vincent LLP, Statutory Auditor
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Action for Carers (Surrey)

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2022

	Note	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Income from:							
Donations	2	81,335	112,755	194,090	38,000	104,650	142,650
Charitable activities							
Giving Carers A Voice	3	115,770	-	115,770	122,104	-	122,104
Moving & Handling	3	277,440	-	277,440	278,800	-	278,800
Surrey Young Carers	3	1,043,460	6,400	1,049,860	1,048,575	6,400	1,054,975
Carers Support	3	1,193,830	25,000	1,218,830	1,170,550	-	1,170,550
Investments	4	1,091	-	1,091	3,912	-	3,912
Total income		2,712,926	144,155	2,857,081	2,661,941	111,050	2,772,991
Expenditure on:							
Raising funds	5	35,760	-	35,760	29,220	-	29,220
Charitable activities							
Giving Carers A Voice	5	134,718	-	134,718	137,089	-	137,089
Moving & Handling	5	340,731	4,241	344,972	304,198	1,762	305,960
Surrey Young Carers	5	1,130,090	80,016	1,210,106	1,058,112	31,458	1,089,570
Carers Support	5	1,244,060	64,090	1,308,150	1,141,499	40,266	1,181,765
Total expenditure		2,885,359	148,347	3,033,706	2,670,118	73,486	2,743,604
Net (expenditure)/income for the year and net movements in funds	7	(172,433)	(4,192)	(176,625)	(8,177)	37,564	29,387
Reconciliation of funds:							
Total funds brought forward		744,311	61,114	805,425	752,488	23,550	776,038
Total funds carried forward		571,878	56,922	628,800	744,311	61,114	805,425

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17 to the financial statements.

Action for Carers (Surrey)

Balance sheet

Company no. 5939327

As at 31 March 2022

	Note	£	2022 £	£	2021 £
Fixed assets:					
Tangible assets	12		<u>7,259</u>		<u>2,986</u>
			7,259		2,986
Current assets:					
Debtors	13	6,117		32,912	
Short term deposits		-		202,679	
Cash at bank and in hand		<u>888,329</u>		<u>692,724</u>	
		894,446		928,315	
Liabilities:					
Creditors: amounts falling due within one year	14	<u>272,905</u>		<u>125,876</u>	
Net current assets			621,541		802,439
Total net assets	16		<u>628,800</u>		<u>805,425</u>
The funds of the charity:	17				
Restricted income funds			56,922		61,114
Unrestricted income funds:					
Designated funds		<u>225,816</u>		<u>285,061</u>	
General funds		<u>346,062</u>		<u>459,250</u>	
Total unrestricted funds			<u>571,878</u>		<u>744,311</u>
Total charity funds			<u>628,800</u>		<u>805,425</u>

Approved by the trustees on 9 September 2022 and signed on their behalf by

Laura Dennett
Chair

David Perry
Treasurer

Action for Carers (Surrey)

Statement of cash flows

For the year ended 31 March 2022

	Note	2022	2021
		£	£
Net (expenditure)/income for the reporting period (as per the statement of financial activities)		(176,625)	29,387
Depreciation charges		1,729	1,792
(Profit)/loss on the disposal of fixed assets		2,538	-
Interest received		(1,091)	(3,912)
Decrease/(increase) in debtors		26,795	(11,263)
Increase/(decrease) in creditors		147,029	11,359
		<hr/>	<hr/>
Net cash provided by /(used in) operating activities		375	27,363
Cash flows from investing activities:			
Interest received		1,091	3,912
Purchase of fixed assets		(8,540)	-
Transfer from / (to) short term deposits		202,679	(2,679)
		<hr/>	<hr/>
Net cash provided by/(used in) investing activities		195,230	1,233
		<hr/>	<hr/>
Change in cash and cash equivalents in the year		195,605	28,596
Cash and cash equivalents at the beginning of the year		692,724	664,128
		<hr/>	<hr/>
Cash and cash equivalents at the end of the year		888,329	692,724
		<hr/> <hr/>	<hr/> <hr/>

1 Accounting policies

a) Statutory information

Action for Carers (Surrey) is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address is Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL.

b) Basis of preparation

The financial statements have been prepared in accordance with 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) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

During autumn 2021 we retendered for contracts with Surrey County Council to provide services to carers, and in January 2022 we were informed that we had secured those contracts, which are for periods of between three and five years. While the amount of funding under the new contracts is significantly reduced from the previous five year contracts, we have rapidly reduced our staffing levels in order to match future costs against future income in line with the new service specifications, and as such believe we will be able to approximately break-even over the course of the new contracts, and therefore remain a going concern in the short and medium term.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants or contracts, whether 'capital' or 'revenue', is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income generated from the supply of services is included in the statement of financial activities in the period in which the supply is made.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

f) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are contract income, donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

1 Accounting policies (continued)

i) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of delivering specific projects to further the purposes of the charity and their associated support costs, as described in the trustees' annual report.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity.

Support costs include the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Both support costs and governance costs are apportioned based on direct costs of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £2,500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The useful lives are as follows:

- Photocopier 5 years
- Computer Equipment 3–5 years

m) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

n) Short term deposits

Short term deposits includes cash balances that are invested in accounts with a maturity date of between 3 and 12 months.

o) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

p) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

q) Pensions

Action for Carers (Surrey) has an auto-enrolment staff pension scheme, paying 3% of gross salaries into the scheme on behalf of eligible employees. The costs are charged to the statement of financial activities for the period to which they relate. The charity has no liability under the scheme other than payments of these contributions.

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2022

2 Income from donations

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Gifts	43,335	112,755	156,090	-	104,650	104,650
Donated services	38,000	-	38,000	38,000	-	38,000
	<u>81,335</u>	<u>112,755</u>	<u>194,090</u>	<u>38,000</u>	<u>104,650</u>	<u>142,650</u>

Donated service includes £38,000 from Surrey County Council, which represents the estimated current annual market rent for the Guildford office. An equivalent amount has been included in resources expended during the year.

3 Income from charitable activities

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Giving Carers A Voice						
Surrey County Council – grants	-	-	-	3,075	-	3,075
Surrey County Council – contract income	115,770	-	115,770	113,500	-	113,500
Surrey County Council – Other	-	-	-	5,529	-	5,529
Sub-total for Giving Carers A Voice	<u>115,770</u>	<u>-</u>	<u>115,770</u>	<u>122,104</u>	<u>-</u>	<u>122,104</u>
Moving & Handling						
Surrey County Council – grants	-	-	-	6,800	-	6,800
Surrey County Council – contract income	277,440	-	277,440	272,000	-	272,000
Sub-total for Moving & Handling	<u>277,440</u>	<u>-</u>	<u>277,440</u>	<u>278,800</u>	<u>-</u>	<u>278,800</u>
Surrey Young Carers						
Surrey County Council – grants	-	6,400	6,400	25,575	6,400	31,975
Surrey County Council – contract income	1,043,460	-	1,043,460	1,023,000	-	1,023,000
Sub-total for Surrey Young Carers	<u>1,043,460</u>	<u>6,400</u>	<u>1,049,860</u>	<u>1,048,575</u>	<u>6,400</u>	<u>1,054,975</u>
Adult Carers Support						
Surrey County Council – contract income	1,193,830	-	1,193,830	1,142,000	-	1,142,000
Surrey County Council – grants	-	25,000	25,000	28,550	-	28,550
Sub-total for Carers Support	<u>1,193,830</u>	<u>25,000</u>	<u>1,218,830</u>	<u>1,170,550</u>	<u>-</u>	<u>1,170,550</u>
Total income from charitable activities	<u>2,630,500</u>	<u>31,400</u>	<u>2,661,900</u>	<u>2,620,029</u>	<u>6,400</u>	<u>2,626,429</u>

4 Income from investments

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Bank interest	1,091	-	1,091	3,912	-	3,912
	<u>1,091</u>	<u>-</u>	<u>1,091</u>	<u>3,912</u>	<u>-</u>	<u>3,912</u>

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2022

5a Analysis of expenditure (current year)

	Cost of raising funds £	Giving Carers A Voice £	Charitable activities				Governance costs £	Support costs £	2022 Total £	2021 Total £
			Moving & Handling £	Surrey Young Carers £	Carers Support £					
Staff costs (Note 8)	28,577	82,022	155,972	902,561	964,864	11,209	229,139	2,374,344	2,200,708	
Office Costs	3,165	7,500	7,215	50,674	57,949	-	51,133	177,636	191,821	
Premises	-	5,791	5,159	35,238	24,642	-	19,119	89,949	74,336	
Direct Activity Costs	-	21,868	132,600	72,573	17,638	-	-	244,679	194,038	
Publicity & Promotion	-	2,400	488	11,032	37,188	-	8,995	60,103	47,844	
Equipment & Furniture	-	-	535	1,543	2,305	-	8,151	12,534	18,543	
AGM & Executive Meetings	-	-	-	-	-	644	-	644	-	
Trustee expenses and training	-	-	-	-	-	2,484	-	2,484	10	
Auditor's remuneration	-	-	-	-	-	10,000	-	10,000	9,020	
Grants Payable (Note 6)	-	-	4,241	515	56,577	-	-	61,333	7,284	
	31,742	119,581	306,210	1,074,136	1,161,163	24,337	316,537	3,033,706	2,743,604	
Support costs	3,731	14,057	35,994	126,263	136,492	-	(316,537)	-	-	
Governance costs	287	1,081	2,767	9,708	10,494	(24,337)	-	-	-	
Total expenditure 2022	35,760	134,718	344,972	1,210,106	1,308,150	-	-	3,033,706	2,743,604	

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2022

5b Analysis of expenditure (prior year)

	Charitable activities							2021 Total £
	Cost of raising funds £	Giving Carers A Voice £	Moving & Handling £	Surrey Young Carers £	Carers Support £	Governance costs £	Support costs £	
Staff costs (Note 8)	24,767	86,703	122,799	808,420	914,270	13,054	230,695	2,200,708
Office Costs	1,000	10,300	9,354	62,937	66,142	-	42,088	191,821
Premises	-	4,894	4,824	29,399	19,617	-	15,602	74,336
Direct Activity Costs	-	16,990	130,000	36,833	10,215	-	-	194,038
Publicity & Promotion	-	2,000	175	12,893	26,652	-	6,124	47,844
Equipment & Furniture	-	-	884	6,359	3,623	-	7,677	18,543
AGM & Executive Meetings	-	-	-	-	-	-	-	-
Trustee expenses and training	-	-	-	-	-	10	-	10
Auditor's remuneration	-	-	-	-	-	9,020	-	9,020
Grants Payable (Note 6)	-	-	1,762	3,952	1,570	-	-	7,284
	25,767	120,887	269,798	960,793	1,042,089	22,084	302,186	2,743,604
Support costs	3,218	15,099	33,699	120,007	130,163	-	(302,186)	-
Governance costs	235	1,103	2,463	8,770	9,513	(22,084)	-	-
Total expenditure 2021	29,220	137,089	305,960	1,089,570	1,181,765	-	-	2,743,604

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2022

6 Grant making to individuals

	2022 £	2021 £
Cost		
Adult carers – Moving & Handling equipment fund	4,241	1,762
Adult carers – other grants	56,577	1,570
Young Carers – Social & Educational	515	3,952
Total for the year	<u>61,333</u>	<u>7,284</u>

The Surrey Young Carers service, the Moving & Handling service, and the Adult Carer Support service have used donated funds to provide grants to specific individuals based on identified need. All grants are approved by the individual service manager.

7 Net (expenditure)/ income for the year

This is stated after charging

	2022 £	2021 £
Depreciation	1,729	1,792
Auditor's remuneration (excluding VAT): Audit	<u>8,400</u>	<u>8,000</u>

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2022 £	2021 £
Salaries and wages	1,962,353	1,937,993
Redundancy and termination costs	111,157	–
Social security costs	165,520	161,616
Employer's contribution to defined contribution pension schemes	55,887	56,001
Other staff costs	79,427	45,098
	<u>2,374,344</u>	<u>2,200,708</u>

One employee earned between £60,000 and £70,000 during the year (2021: one). No employee was paid over £70,000 in the year (2021: nil).

The total employee benefits including employers' NIC and pension contributions of the key management personnel were £371,364 (2021: £390,204).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2021: £nil). No charity trustee received payment for professional or other services supplied to the charity (2021: nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £110 (2021: £10) incurred by 1 (2021:1) members relating to attendance at meetings of the trustees and training courses for trustees.

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2022

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year and the Full Time equivalents were as follows:

	2022 No.	2021 No.	2022 No. (FTE)	2021 No. (FTE)
Giving Carers A Voice	3.6	4.0	2.7	2.8
Moving & Handling	6.0	6.3	4.1	3.9
Surrey Young Carers	39.2	36.3	23.1	23.8
Carers Support	39.3	39.5	30.3	31.5
Support	6.0	6.0	5.0	4.9
	<u>94.1</u>	<u>92.1</u>	<u>65.2</u>	<u>66.9</u>

10 Related party transactions

During 2021/22, the son of one trustee raised £3,398 for ACS running the London Marathon. No such donations were raised in 2020/21

11 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12 Tangible fixed assets

	Photocopier & computer equipment £	Total £
Cost or valuation		
At the start of the year	24,008	24,008
Additions – photocopier	8,540	8,540
Disposals – written off equipment	(8,958)	(8,958)
At the end of the year	<u>23,590</u>	<u>23,590</u>
Depreciation		
At the start of the year	21,022	21,022
Charge for the year	1,729	1,729
Disposals – written off equipment	(6,420)	(6,420)
At the end of the year	<u>16,331</u>	<u>16,331</u>
Net book value		
At the end of the year	<u>7,259</u>	<u>7,259</u>
At the start of the year	<u>2,986</u>	<u>2,986</u>

All of the above assets are used for charitable purposes.

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2022

13 Debtors

	2022 £	2021 £
Trade debtors	39	14
Prepayments	6,078	32,898
	<u>6,117</u>	<u>32,912</u>

14 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	27,754	24,951
Taxation and social security	52,326	53,922
Accruals	192,825	47,003
	<u>272,905</u>	<u>125,876</u>

15 Funds held on behalf of others

Action for Carers (Surrey) continues to access direct payments from SCC allocated funds administered by Surrey Independent Living Council, which awards payments of up to £300 per person for young carers, based on identified need. In addition, we have accessed funds from Carers Trust to provide grants for adult carers through our Adult Carer Support service. In many cases these grants are paid to ACS, who pass the funds on to the individual or to another organisation such as a provider of training or activity. The balance in funds held by ACS on behalf of individual carers and young carers at the year-end date was £2,739 (2021: £3,897).

In accordance with the Charities SORP FRS 102, these transactions are considered to represent conduit funding and, as such, are not included in the charity's statement of financial activities. Equally, amounts still to be disbursed by the charity at the year end are not included in the balance sheet.

16a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	7,259	–	–	7,259
Net current assets	338,803	225,816	56,922	621,541
Net assets at the end of the year	<u>346,062</u>	<u>225,816</u>	<u>56,922</u>	<u>628,800</u>

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2022

16b Analysis of net assets between funds (previous year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	2,986	-	-	2,986
Net current assets	456,264	285,061	61,114	802,439
Net assets at the end of the year	459,250	285,061	61,114	805,425

17a Movements in funds (current year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Moving & Handling	4,241	-	(4,241)	-	-
Surrey Young Carers	56,873	80,065	(80,016)	-	56,922
Carers Support	-	64,090	(64,090)	-	-
Total restricted funds	61,114	144,155	(148,347)	-	56,922
Unrestricted funds:					
Designated funds:					
Redundancy fund	240,061	-	(111,157)	51,912	180,816
Premises	10,000	-	-	-	10,000
Commitments	35,000	-	-	-	35,000
Total designated funds	285,061	-	(111,157)	51,912	225,816
General funds	459,250	2,712,926	(2,774,202)	(51,912)	346,062
Total unrestricted funds	744,311	2,712,926	(2,885,359)	-	571,878
Total funds	805,425	2,857,081	(3,033,706)	-	628,800

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2022

17b Movements in funds (previous year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Moving & Handling	6,003	-	(1,762)	-	4,241
Surrey Young Carers	17,547	70,784	(31,458)	-	56,873
Carers Support	-	40,266	(40,266)	-	-
Total restricted funds	23,550	111,050	(73,486)	-	61,114
Unrestricted funds:					
Designated funds:					
Redundancy fund	196,064	-	-	43,997	240,061
Premises	10,000	-	-	-	10,000
Commitments	35,000	-	-	-	35,000
Total designated funds	241,064	-	-	43,997	285,061
General funds	511,424	2,661,941	(2,670,118)	(43,997)	459,250
Total unrestricted funds	752,488	2,661,941	(2,670,118)	-	744,311
Total funds	776,038	2,772,991	(2,743,604)	-	805,425

Transfers between funds

Included in the transfers above is an amount of £51,912 which has been transferred to the general fund so that the year end balance on our designated redundancy fund represents the liabilities in respect of the staff in the event of having to make redundancies.

17 Movements in funds (continued)

Purposes of restricted funds

Moving & Handling

The restricted Moving & Handling fund is a grant pot to provide small grants to carers for items of equipment to aid their caring situation.

Surrey Young Carers

The restricted Surrey Young Carers funds are those funds donated to Action for Carers specifically for young carers work, especially for the costs of events and activities, or for grant income specifically for young carers activities and events costs.

Carers Support

The restricted Carers Support funds are grant pots to provide small grants to carers for time out from their caring roles.

Purposes of designated funds

Redundancy fund

To provide for payment of redundancy in the event of our funding ceasing on all projects.

Premises

To provide for the costs of moving offices, and for any dilapidation and redecorating costs in existing offices at the end of a lease.

Commitments

To set aside costs of fulfilling obligations under leases and contracts in the event of our funding ceasing.

18 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

ACTION FOR CARERS (SURREY)

England & Wales - Charity number 1116714

Accounts

Company number: 05939327

Charity Number: 1116714

Action for Carers (Surrey)

Report and financial statements

For the year ended 31 March 2021

Action for Carers (Surrey)

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Action for Carers (Surrey)

Reference and administrative information

For the year ended 31 March 2021

Company number 05939327

Charity number 1116714

Registered office and operational address Astolat, Coniers Way
Burpham, Guildford
Surrey, GU4 7HL

Trustees Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Patricia Adams	Chair
Laura Dennett	Vice Chair
Geoff Martin	Retired 4 December 2020
David Perry	Treasurer & Co Secretary
Leanda Hargreaves	
Henrietta Griffiths	
Nicola Walsh	
Margaret Hicks	
Zafar Iqbal	
Rhianna Williams	
Simon Denison	
Hollie Baker	

Chief Executive Jamie Gault

Bankers CAF Bank Ltd
Kings Hill, West Malling, Kent ME19 1EP

Solicitors Russell – Cooke LLP
2 Putney Hill, London SW15 2AB

Auditor Sayer Vincent LLP
Chartered Accountants and Statutory Auditor
Invicta House, 108–114 Golden Lane, London EC1Y 0TL

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2021

The trustees present their report and the audited financial statements for the year ended 31 March 2021.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP, applicable to charities preparing their accounts in accordance with FRS 102.

Objectives and activities

Purposes and aims

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report on the success of each key activity and the benefits the charity has brought to the groups of people it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remain focused on its stated purposes.

The trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the set aims and objectives.

The organisation's objects are for the relief of the needs of unpaid carers living or caring in Surrey, who provide regular help to adults or children who due to illness, disability, a mental health problem or an addiction could not cope without their support. These objects are met by providing and assisting in the provision of information, advice, guidance, signposting and support to carers. The organisation operates throughout the county of Surrey.

Vision

The vision of Action for Carers (Surrey) (ACS) is ***'To enable unpaid carers of all ages to have a voice and access support to improve their quality of life and wellbeing.'***

Mission

Action for Carers (Surrey) commits to:

- giving carers a voice
- being a carer led organisation
- delivering innovative carers services to the highest standard
- supporting carers to understand their rights and choices
- working in collaboration with statutory and voluntary partners

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2021

Values

The values of ACS confirm the organisation's commitment to quality and equality. They define the way it conducts itself and help drive excellence throughout the organisation. ACS believes in:

Commitment – strive for excellence, continued improvement and best value

Accessible – reach out to carers and embrace differences

Respect – treat people with dignity and understanding

Empathy – communicate sensitively with people and in a way which empowers them

Recognition – value people's strengths, knowledge, potential and support their rights

Service – be of benefit to carers, our partners and each other

Strategic Aims

Our three-year strategy for 2018 to 2021 involves putting the carer at the centre of everything we do, and has four separate areas of focus:

CARER

We will stay carer-led and carer-focused by:

- putting the carer at the centre of all we do
- introducing a robust carer engagement model/external communications programme reflecting our vision/mission
- developing complementary partnerships to improve outcomes for carers
- Giving Carers a Voice & influencing policy both locally and nationally

FINANCIAL

We will ensure long-term sustainability by:

- achieving a more equitably balanced funding portfolio
- retaining and developing current contracts and services and achieving best value
- evaluating new opportunities & submitting competitive bids

INTERNAL

We will adopt best internal practice standards by:

- ensuring a 'fit for purpose' and future-proof operational infrastructure, service delivery and governance models
- developing a diverse range of effective internal staff & stakeholder communications

LEARNING AND GROWTH

We will create a dynamic organisation by:

- attracting, equipping and retaining the right people to meet the changing needs of the organisation and the external environment
- creating opportunities for individuals to develop and thrive
- translating our values into organisational culture and practice

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2021

Achievements and performance, and beneficiaries of our services

The charity's main activities and those whom it tries to help are described below, in the major project areas. All its charitable activities focus on carers and are undertaken to further Action for Carers (Surrey)'s charitable purposes for the public benefit.

Giving Carers a Voice & Carer Awareness Training

The Giving Carers a Voice programme commits ACS to multi-agency working and participation in the development of joint strategies, providing informed carer opinion on the statutory duties Surrey County Council must undertake in supporting carers. The CEO of ACS, as a key stakeholder, continues to be a member of the Surrey Carers Partnership Group. This allows ACS to have a comprehensive overview of the strategic and service changes taking place in the local authority, as well as continuing to challenge and provide feedback on the Council's own performance in relation to support for carers.

We are an active member of other strategic networks such as the Surrey Adult Safeguarding Board and now sit on the Surrey Safeguarding Children Partnership.

As part of the wider change agenda, ACS has contributed to the development of Surrey County Council's 2030 Vision. In addition, we have worked closely with the NHS and Social Care's Integrated Care System in Surrey to influence their emerging priorities to ensure carers are recognised and supported fully, as well as contributing a carers' perspective to all their strategic and operational plans. The Surrey Carers Partnership Group, of which Surrey County Council is the lead agency, oversees the development and implementation of the Surrey Carers Strategy, including the prospectus for the delivery of carers' services in Surrey.

The CEO of ACS also chairs the Surrey Carers Equalities Steering Group. There are approximately 20,000 carers from minority ethnic communities in Surrey, many of whom are hidden carers, and the steering group exists to reach them. One example of how we try to do this is by engagement events for carers from a range of communities to provide information, advice and guidance on the available services to support them in their caring role.

ACS has provided regular opportunities for carers to express their views on support and services and to hear about improvements to these from a variety of partners, particularly around the changes to carer support for carers of someone with mental health issues.

The Giving Carers a Voice programme has encouraged and enabled carers to participate in national and local co-design and consultation events, using a variety of different communication methods to ensure broad participation. ACS continues to handle enquiries from carers about services that may be available and provides information and advice as well as referring carers on to internal ACS services or other agencies. ACS carried out consultation events with carers over the year, and developed a Carers Parliament to review the outputs from those consultations and agree key areas to be taken forward within our services.

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2021

The Carer Awareness Training we deliver was impacted by the pandemic and only 7 sessions of "Because Carers Count" multi agency awareness training sessions to 72 professional staff were undertaken. Furthermore, and for the same reason, no "Think Carer, Think Family" sessions were delivered.

Giving Carers a Voice service Future Plans 2021/22

- ACS will continue the use of social media alongside the redevelopment of our website to reach more carers and will look at other ways of ensuring as many carers as possible have an opportunity to share their views and be kept updated on issues of importance for them.
- ACS will continue to employ a range of media to reach carers to capture their voice including carers' forums. This includes the Adult Carers Parliament, the Young Adult Carers Council and the Surrey Young Carers Forum and Strategy groups.
- ACS will continue to develop its relationships with the Integrated Care Systems and NHS providers in Surrey to ensure their commitment to and support for carers in line with NHS England's Memorandum of Understanding and 10 Year Plan.
- ACS will continue to work with colleagues at Surrey County Council and in Health to ensure the newly expanded rights for carers under the Care Act are fully implemented, and will deliver a joint consultation with SCC and the NHS to gather carer's views on a revised Surrey Carers Commissioning Strategy.
- The Young Carers service will continue to monitor the action plans from the Young Carers Strategy 2020 strategy refresh and to press for key partners such as Education to be more actively involved.
- ACS will continue to work with Surrey and Borders Trust to ensure issues raised by carers in relation to staff training, recognition and support for carers and confidentiality are addressed as part of this.
- Along with other user-led organisations in the county, ACS will continue to press for greater and earlier involvement of carers and service users in co-design and monitoring of services.

Adult Carer Support

The service provides support to unpaid adult carers across Surrey. Whilst county-wide, it is underpinned by local delivery, ensuring consistency in service provision irrespective of the borough in which a carer lives, and provides advice, information, guidance, advocacy and referrals to other agencies to support carers in their caring role.

Self-referrals are made into our Carers Information Centre by phone, email and through the website which has seen an increase in the number of carers who use this means to self-refer. Carers are referred by professionals using the Carer Prescription or online professional form. The Carer Information Centre will prioritise any urgent referrals which include end of life caring, carer stress and moving and handling issues. These priority referrals are supported by the Carer Support Advisers in the area team and contact made with the carer within 24 hours. Carers who are not priority referrals will receive a triage call within 2 weeks to determine the level of support required and an appropriate welcome pack of information will be sent to them.

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2021

The Carer Information Centre responds to carers' needs for information and makes any referrals or signposting possible at this point. This enables our teams of Carer Support Advisors based in the community across the county to focus on higher need cases – this will often be on a one-to-one basis in the client's home or other agreed location. Carers' needs have become increasingly complex before and during the last year. We recognise that there are many different types of carers facing diverse challenges; we have appointed countywide senior leads as specialists in the fields of Mental Health, End of Life, Former Carers, Parent Carers, Dementia and Learning Disability and Autism. These specialist fields have strategies for providing carer focused events which are linked to carer feedback through GCAV consultations, event feedback on SurveyMonkey and carers directly giving us verbal and written views. There are champions in each of these fields, as well as BAME and Armed Forces champions in each local team.

As well as telephone or online support Carer Support Advisors offer one-to-one home visits or meetings where the need is identified. During the pandemic contact with carers did not cease and was adapted towards phone or online contact. We made 26,276 calls throughout the year to carers who had contacted us for support, and importantly to those carers on the lower need level 'white' tier who we were in less frequent contact with prior to the first lockdown. These calls were to find out how carers were managing due to the lockdown, and were well received by carers, leading to a 'keeping in touch' service which we continue to provide. Carers told us:

"An out of the blue phone call from you made me feel that I wasn't alone, that my caring role is important, and reassured me that you are there to help. Thank you."

"Until I received a call from you I didn't realise how much I needed help and that I didn't have to do this on my own."

"So I want to say thank you so much for not leaving us feeling forgotten or unsupported for even one minute. So incredibly important, the work that you do for us, and by consequence, those we care for."

"I just want to thank you all for ensuring we are not alone."

"Thank you to all involved at Action for Carers. Before joining AFC I felt so lonely with no support. Did not know who to turn to have a bit of support, now I feel I can talk to someone if it gets a bit too much. I really do appreciate all your good work and supporting people like myself and many others."

Any emergency requiring more face-to-face contact was risk assessed and provided where appropriate to meet the needs of the carer. Carer Support Advisors offered doorstep drop off services, garden or outside space meeting, online and telephone support. The adult service organised and ran programmes of online and face to face events and support groups, focused on carer training and support in differing issues related to caring, and carer wellbeing events which are time away from caring. The events programme is supported by Events Advisers for each of the local teams. Where appropriate we work in partnership with other statutory and voluntary services providing online and face to face events, for example, Dementia Navigator monthly sessions for carers caring for someone with dementia. The online events have enabled carers to continue to meet up and have also included carers who previously were not able to leave the person they care

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for and attend face to face events or support groups. Since the first lockdown in March 2020 we have provided 156 support groups with 921 carers attending, and 287 events with 4,270 carers attending. In future we will be holding events and support groups both face to face and online and where possible including remote access to face to face events to enable accessibility to all carers. Carers told us:

"The Zoom events, which were scary at first because of the technology aspect, allow a chance to 'escape' from everyday life without having to plan as much as actually leaving the home environment, such as requirement for alternative care provision, co-ordinating distraction or acceptance of absence from view or active interaction, and a greater time commitment of travel to a venue. This makes participating in events easier than 'face to face reality' attendance. I was usually unable to go to events because I could not leave my cared-for people. I am surprised to find that, thanks to the email links to the Zoom events which simplify the technical process, I am now getting comfortable with this medium of socialising and participation. Thank you."

"Please keep zoom events going after lockdown it is very difficult for me to get to things physically so these are a lifeline"

The core support offered by Carer Support Advisers includes helping carers with form filling, benefits checks, preparation for appeals and referrals to statutory agencies to uphold carers rights. Carer Support Advisers also offer carers emotional support, and facilitate the carer wellbeing and training events and support groups. We also refer and signpost carers to appropriate agencies for support. This is complemented by a range of digitally based resources. During the pandemic all Carer Support Advisers continued to offer the full range of support with more complex issues around benefits, emergency food applications, financial assistance, respite breaks and also referral to other agencies for practical help. We also refer carers caring for someone with mental illness to an online service providing solution focused therapy. This has led to further development of our internal support and events for carers who care for someone with a mental illness. This year we have expanded the mental health support groups from one generic online group to five, to cover Eating Disorders, caring for a partner with a mental illness, caring for a young person under 25 with a mental illness and caring for an adult with Autism. We are also holding online sessions run by therapists from Space 2B You called 'Coping with Caring' focusing on sharing skills carers are able to use in caring situations not only for people with mental health problems but also for adults on the autistic spectrum. This will help support carers who are waiting for a referral for one-to-one support and also offer them a chance to maintain their skills after any one-to-one Space 2 B You intervention.

During the pandemic we have continued to respond to carers requests for help with coping in a difficult situation. We created the Carer Identification letter for shopping which then developed to cover extra walks for those caring for someone with autism, hospital visits, and work related issues due to shielding. It was renamed 'Someone depends on me' which then covered all scenarios including carers who were stopped by police when travelling to actively care. This letter was then taken up by NHS England to be a nationally issued Covid Identification letter for carers. The Emergency Care Plan was issued before the start of the pandemic and then improved to allow

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carers to detail the care they give daily in so many ways with other agencies, GPs and family just in case they are unwell or hospitalized. We have reviewed it through online events to guide carers through how to complete a plan – best practice that has been acknowledged by Carers Trust and many other carer support services across the UK.

The service has also developed our support for former carers with a booklet which is sent out to the carer explaining the support, workshops, and volunteer opportunities we offer and other related topics. This was funded by Carers Trust who are interested in integrating parts of the Former Carer service provided by Action for Carers into their new national former carer format.

"I have lost my mother whom I cared for during the latest lockdown, and once the funeral is over I welcome the opportunity to join a group of other former carers. It is great that I can still continue with the Action for Carers group for the next 12 months."

Our Hospital Carer Support Advisors in the county's five main acute hospitals (East Surrey, Epsom, Royal Surrey County, Frimley Park and St Peters) continue to provide support when it is needed, often around discharge of the cared for person to carers. Due to the pandemic it was not possible for them to work on site which reduced the opportunities of identifying and supporting carers, but opened up other areas of work. They have developed online information for both staff and carers which has maintained their contact with carers who need help when the person they care for is in hospital. The hospital advisers have developed a 'tea trolley' video to be used on the wards to increase carer awareness amongst the hospital staff. We are also participating in a major survey around discharge from hospital to improve the experience of both patient and carer.

ACS has an Armed Forces Coordinator who has specialist advice and knowledge around veterans and serving carers. The Coordinator supports the wider Adult and Young Carer services. Again due to the pandemic, face to face work was not possible so the co-ordinator started a monthly online support group for Armed Forces carers which have speakers or themes of support. In order to identify and support veterans and service members of the armed forces as soon as possible the coordinator also works alongside the Carer Information Centre on a weekly basis.

This model is underpinned by the strong partnerships we have with our health, social care and voluntary sector partners, who work collaboratively to ensure improved outcomes are delivered to carers. Examples include ACS being invited to be part of a respite project with Claridge House and Crossroads UK offering funded and reduced cost respite breaks. We also worked in partnership with Active Surrey providing Yoga, Tai Chi and Pilates to look after carers' health during lockdown via online groups, and will be working with Active Surrey piloting their falls prevention programme of Otago classes following the success of our online Otago sessions. We were grateful to receive a grant from the Community Foundation for Surrey for a new 'A Little time for me' fund which enables the Carer Support Advisers to fund a respite activity for a carer which may not be possible through any other fund or grant body.

"Life for carers is complicated and this initiative has been a real life saver. Although things in lockdown for some carers, like myself, are not that different from "normal", my health, mental and

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physical, has suffered as a consequence. I have stiffened up a lot, which does impair my ability to move and carry out caring. These classes have helped ease the stiffness and pain which has made my life considerably better. My sleep is a bit better, my posture is straighter and I breathe better. These small improvements may seem minor to the average person, but to a carer, it is massive. I fear that if these classes stop, my health will regress and that my weight gain will spiral out of control. If I do not keep building my flexibility and strengthen myself, I will never be able to engage in any other form of exercise to support my general fitness. The classic vicious circle.

In addition, the classes are so much more accessible. No travelling time, parking, driving worries are absolutely great. In addition, it makes the change that because it is a scheduled Zoom class, the people being cared for are more likely to respect the time away from them and not make demands that will not let you out of the door. Obviously, the added bonus is that one is nearby in case of a crisis occurring for the people being cared for.

Psychologically, it has been lovely to have someone who cares for the carer to allow these classes to happen. It gave me the space to centre myself a little bit and re-focus. I find that my life is so focused on others that I no longer exist. For example, today, I was totally stressed out and very depressed but after the class I do feel more positive. I cannot thank you enough for these classes."

We also were awarded funding through Carers Trust for creative activities provided by a nationally acknowledged charity Create for photography, music and zine making. Carers were inspired by these courses and we now have our own photography club and Carer Support Advisers able to facilitate sessions around music and zine making. To support carers who experience long term depression or vicarious trauma we worked alongside Mindful Music to provide an 8 week course of mindful art and music. The outcomes were very powerful with carers reporting a change in their mood and mental health so we will be providing another course which will be even more needed due to the effects of covid and lockdown isolation.

The adult service carer advisers continue to receive training on benefits and related disability benefits from Surrey Welfare Rights. Other staff training this year included:

- Mental Health First Aid training
- Samaritans Holding a difficult conversation
- Safeguarding and related topics, eg County lines, Domestic violence
- Understanding Bereavement
- Building Emotional Resilience
- Suicide Prevention training

Our Giving Carers a Voice programme commits ACS to multi-agency working and participation in the development of joint strategies, providing informed carer opinion on the statutory duties the local authority must undertake in supporting carers, as well as advocating for improved support and services for carers within the health service. There is also an Adult Parliament held twice a year to develop the service based on direct carer consultation and feedback, led by the Giving Carers A Voice Coordinator and the Manager of the Adult Service, as well as two consultations a

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month held at present online during the evening. These consultation sessions have resulted in carer-led service developments like our Carer Checklist and responses to the Carer Strategy. The programme has encouraged and enabled carers to participate in national and local co-design and consultation events, using a variety of different communication methods to ensure broad participation.

Communication with all adult carers is through a quarterly newsletter which is sent out by email or in printed format. There is also an email sent out every 2 weeks to promote the events coming up and any information around consultations and activities organized by community partners. During the pandemic we initially produced a monthly newsletter for April, May, June and July 2020 to keep carers informed and aware that we are still there for them. We also issued our annual survey in autumn 2020 which had over 1,200 responses and showed that 92.6% of carers would recommend our service to a friend, a slight improvement on the previous year of 92.1%.

Adult Carer Support Service Future Plans 2021/22

- Continue both online and face to face events, and work to increase remote access to face-to-face events
- Increase support for carers caring for someone with a mental health problem, and add an online autism support group and themed workshops for carers caring for an adult with autism
- Continuation of the former carer services
- Increased partnership working with local and countywide services and with external partners such as Wisley Gardens, National Trust and Hampton Court for respite breaks
- CrISP course with Alzheimers UK
- Caring Fairs across Surrey

Moving & Handling

The Moving and Handling service operates a successful partnership with White Lodge Centre, who continue to provide the service to those carers living in the north of the county, with Action for Carers (Surrey) (ACS) providing the service to those living in the south of the county. The districts and boroughs covered by ACS are Waverley, Guildford, Mole Valley, Reigate & Banstead and Tandridge. We continue to work closely and effectively with the White Lodge team to ensure the service we provide to carers is the same, regardless of which borough of Surrey they live.

When the pandemic started, we had to stop doing all face-to-face visits and had to adapt to providing support to the best of our ability over the phone or a zoom video call. Given the practical nature of our service, this was not always easy to do. The team kept in regular contact with our carers over the phone and where needed, referred them on to statutory services for further assessment or intervention. We would send carers information specific to their caring role by email or post, to help them to continue caring as safely as possible.

As the first lockdown started to ease in summer 2020, risk assessments were written and personal protective equipment was ordered. It was decided, that for carers most at risk from an injury from partaking in moving and handling, face to face visits could resume. The risk assessment was very

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thorough and included sending out a pre visit letter to reassure the carer what ACS had put in place, to limit the risk of transmission of coronavirus. It also included a telephone screen before the visit to ensure everyone who was due to be present was well and had not come in to contact with anyone who had tested positive with the virus. The White Lodge team also put in place a similar risk assessment in order to resume face to face visits for those carers most in need. As the year progressed, more and more visits took place. Even during lockdown 3 during Winter 2021, we continued to visit the highest need carers, those in need of essential equipment training, such as use of hoists, to allow them to carry on caring safely. From the start of the pandemic up to the end of March 2021, the ACS Moving and Handling team carried out 71 home visits supplemented with ongoing phone and email support. The White Lodge team carried out a similar number of face-to-face visits.

Additionally, we also had to adapt and find new ways of educating carers about how to move and handle their loved one safely, given we were conducting far fewer face-to-face home visits. The team developed 4 presentations that comprised of power point slides and demonstration videos. The topics were falls prevention, bed manoeuvres, sit to stand transfers and car transfers. These presentations were given by our moving and handling advisors to groups of carers over zoom for approximately 60 – 90 minutes with the opportunity for carers to ask questions or speak about their specific situation, if needed, at the end. These proved very popular and since starting them in May 2020 up to end of March 2021, we completed 13 presentations reaching out to 102 carers in total. These zoom presentations are continuing this year as the feedback received about the content and delivery, overall, has been positive.

In early 2020 a Moving and Handling fund was launched, intended to support Carers in purchasing equipment where provision is not available from other sources. Although applications have been made since its launch, our reduction in face-to-face visits with carers meant that few applications were made during 2020. Since our visits have become more frequent and we are now seeing carers for the whole range of moving and handling needs, rather than just completing equipment training, the number of applications we are making are on the rise. As 2021 progresses, we will work with the fundraising team to plan how to maintain this fund as it is proving to be gratefully received by the carers. We have examples of funds being supplied for carers for small aids for car transfers amounting to no more than £75 but making a huge difference to getting the person they care for in and out of the car more safely with less strain on the carer, to larger applications of up to £300 for an adapted bed for a child with additional needs which meant he could sleep independently from his mother, allowing her to sleep in her own bed. Overall, the grant for this item of furniture has made a huge difference to this whole family, as everyone is now getting a better night's sleep and this in turn has resulted in improved wellbeing for everyone.

Moving & Handling Service Future Plans 2021/22

- The county-wide service is working to convert the service evaluation form from a paper version to an electronic survey which will be sent and returned via email. The new form will be generated on Survey Monkey and will be sent to all carers we visit. A paper version will be kept and sent via post for those carers who do not have access to IT or who prefer not to use email communication.

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- We will continue to develop our own training materials and paperwork to ensure they reflect the needs of the carers we see. This will include the team attending professional meetings to keep up-to-date with best practice and techniques in the field of moving and handling and taking note of any new equipment available.
- The team will again start to attend professional meetings and carer groups to provide education and promote our services. We can offer to join team meetings via zoom, as we already do for groups of professionals, such as the falls steering group in Surrey.
- The team will work closely with colleagues in adult social care to speed up access to equipment and ensure that the carers' needs are also assessed and met.
- We will identify young carers where required and with the necessary consent, refer these young people to our young carers service for specialist support. We will also hold young carer workshop sessions, once restrictions allow.
- The Moving and Handling Service manager will work closely with the marketing and communications team to ensure our marketing materials, publications and resources are current, accurate and visible to ensure we reach out to as many carers as possible. This will include regular inclusion in the form of articles and case studies in the quarterly adult carer support newsletters that are distributed to all adult carers logged on the adult database.
- The service Manager will work with the fundraising team to keep the moving and handling equipment fund topped up.
- The service currently has ongoing trial access to Millbrook community equipment service to prescribe equipment to Carers in the East of Surrey. This started before the pandemic but because of limited opportunity to use it during 2020 due to the significant reduction in home visits, the trial has continued into 2021. Feedback will be given in 2021 with the hope of being provided with Millbrook PIN access for more areas of Surrey.

Surrey Young Carers

Surrey Young Carers (SYC) has been supporting young carers under the age of 18 across Surrey since 1996, offering free impartial information and support to young carers and their families on minimising the impact of their caring role. It has developed robust systems that enable Action for Carers Surrey to provide a seamless service for carers from the age of five until they no longer have a caring role. Our aim is to continue to build and strengthen the relationships with and the transition process to Adult Carers Support.

Referrals for young carers are slightly lower this year due to the pandemic and services that support children and young people going into crisis mode to adapt to the impact of Covid. There was a noticeable reduction in quarter 1 figures due to the restrictions, however these are back on par for the rest of the year. We have experienced complex casework with higher levels of physical violence in our safeguarding reports and the need for advocacy support for the whole family. Key areas were around school placements and ensuring young carers and young adult carers had access to home learning technology. The young carers service received 723 (2020: 805) newly referred young carers, while our Young Adult Carer service (aged 18–24) has received 133 (2020: 132) new referrals. Caseloads remained consistent from quarter 2 to quarter 4, with an average of 2,489 young carers and 375 young adult carers being supported by our teams.

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On receipt of application all young carers are individually 'tiered' into three bands (red, amber and green) depending upon their current level of need. Our administrative support for the area teams has reduced the waiting time for initial assessment and has increased whole family signposting and funding opportunities for young carers by local community providers.

Implementing a triaged and tiered level of support has ensured those most in need have received timely, appropriate and targeted support. Our package of support within each tier enables the individual to be moved up or down the tier according to the identified need at that particular time in their caring journey. To manage the complex cases and increased demand for services, we offer all young carers a minimum of two years support. If their caring role changes during that period, we offer timely reviews to reassess and consider what support is required. Our aim is to equip the young carer with the skills, confidence and knowledge regarding their caring role, to move into universal services and reach their aspirations as a young person, without the young carer label. Due to the pandemic and limited opportunity to meet face to face with young carers, in April 2021 752 young carers who were due to move on from SYC will continue to receive a newsletter and a review of their caring role until October 2021.

With continuous review and reflection, we adapted our service to meet the needs of the young people and professionals supporting them during this period. The time out opportunities were lower than last year for young carers and young adult carers, again due to covid & lockdown, and setting up new systems of support during the first quarter, welfare calls increased and every family/young carer was contacted during this time to provide support while we set up new ways of working. Following the government advice and guidance from the National Youth Agency, our team were able to offer face to face support for those most in need during the pandemic. Staff connected with families and young carers by contacting every family registered with the service and delivering 595 welfare packs to their doorsteps. Included in the welfare packs were hygiene products and items to increase self-esteem and provide essential toiletries. All items were given as donations to the charity to share with Surrey's young carers and young adult carers - we're hugely grateful for the support of many companies and individuals to enable us to provide these packs. In addition, SYC were able to equip 114 young carers with laptops and other technology to enable home school learning. Staff liaised and advocated with over 400 schools to ensure that young carers were identified and supported whilst schools were closed and ensured school placements were accessed where required, alongside free school meals during the closures.

This year, the team delivered 187 time-out opportunities (2020: 278), with 1,087 (2020: 2,269) young carers attending. With restrictions in place most events moved to online sessions to keep young carers connected. These included Young Carers' Forums, mindfulness boxing, comic strip drawing and magicians. SYC staff also ran groups in partnership with other stakeholders, welcome activities, and one-to-one support sessions online. Also on offer for young carers were "under 8's" activities and transition support targeted at year 6 primary pupils moving into secondary school. SYC ran a host of events through Young Carers Awareness Day 2021, all focusing on the theme of 'protecting young carers futures'. There were events for professionals and young carers, including 9 young carers reaching the virtual summit of Mount Everest and celebrating with a pizza and medal for their achievement.

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Surrey Young Carers have developed a range of resources during this last year that enabled young carers and professionals to access support and advice without having to meet face to face. The team have produced a 'welcome to SYC' video, a film to assist young carers to have their voice during the initial My Life Now assessment and four specialist disability and illness packs that were sent out to 1,011 children. All 67 Forum members received individual monthly packs to keep them connected and engaged in the charities work.

Surrey Young Carers have been highly successful in progressing the Angel Award for Primary and Secondary Schools across the county. This award has been achieved by 35 schools with a further 41 progressing through the 8 standards set by young carers. The award is presented to schools who demonstrate they are young carer friendly in their practice. Young carers attending the school monitor standards that are set and report back to SYC Education Advisers to ensure they are maintained. Schools can display the award and certificate to highlight to students they are aware of the needs of young carers in the learning environment and have systems to identify and support them in education. During the pandemic the education team developed an online Primary school assembly resource for schools to play to students at times suitable to them. This will increase the reach and impact across the vast number of primary schools in Surrey. SYC has also just secured funding to start production of a Secondary school aged assembly video resource.

The Surrey Young Carers team continued to raise awareness of young carers' issues with staff working in statutory and other agencies, delivering awareness-raising sessions and network meetings for professionals in social care teams, health and education, promoting use of the e-learning training programme on young carers, and developing training jointly with the child & adolescent mental health teams on young carer awareness.

To supplement the core funding from our contract with Surrey County Council, SYC has fundraised for the budget for the fun and time out activities, and are hugely grateful for the many grants and donations we have received throughout the year.

This year, the Young Adult Carer (YAC) team has sought to increase referrals and raise the recognition and understanding of carers aged 18–24 across Surrey. With this aim, the team re-invigorated their approach by developing new and innovative materials and increasing their activity, to inform, identify, support and encourage referrals in all settings. A number of young adult carers codesigned and refreshed the 'Be Informed' booklet that has been in circulation for several years. This is now available on the ACS website and shows young adult carers talking about their life experiences and struggles, vlogs on key issues young adult carers face and interesting personal stories relating to their caring role.

The YAC Council continues to offer opportunities for young adult carers to have their voice heard. This function has improved dialogue between staff and young adults and communication of YAC work with the Board. Feedback from the YAC Council and questionnaires has led to focus on the need to increase provision of one-to-one support for YACs during key transition stages. YACs have been involved with a consultation around mental health with Surrey Heartlands and have fed their voice and views of carers into this important piece of work.

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As with all service delivery YAC support moved to online provision during the pandemic. Staff offer one-to-one sessions to address issues around the caring role and impact that Covid has had on their families. During the year, the YAC team have provided young adults with 22 (35 last year) opportunities for time out and support, attended by 160 (233 last year) young adult carers in total. The team have also worked closely with the young carer teams in the delivery 'YC Chat' zoom events, to build relationships and support a smooth transition for those 'moving up' at 18 years.

Young adult carers have been involved with an online support session delivered via Even Keel around mental health and wellbeing. The objective of the project is to give young adult carers the tools to help recognise and address issues that arise because of their caring role. By the end of the project we aim for them to understand the importance of giving themselves time out, while increasing their confidence and self-esteem.

Young carers are actively involved in our recruitment process and contribute as part of the panel when interviewing for new staff, ensuring Action for Carers Surrey remains a carer led organisation, inclusive of the voice of young carers and young adult carers. We have Junior and Senior forums across the county that ensure the wider voice of young carers is captured.

Surrey Young Carers Service Future Plans 2021 /22

- Support the aims of the Young Carers Interagency Strategy for 2021–2024
- Review SYC structure and realign resources to meet the needs of the service.
- Continue to improve all areas of SYC communications, including website and database.
- Develop Angel Award across Surrey for colleges and Further Education establishments.
- Develop opportunities for sessional workers to enhance the online and 'project work' offer.
- Enhance our activities and time out offer by increasing fundraising income.

Financial review

The Action for Carers contracts with Surrey County Council to deliver services for Adult Carers Support, Surrey Young Carers, Moving & Handling and Giving Carers a Voice were extended for 2020/21 for the fourth year. As such, our income remained largely protected from the effects of the Coronavirus pandemic which affected charities who rely on fundraising events more, and we also saved costs against our budget on staffing (particularly travel costs) and events (with almost all events online rather than in-person).

Overall, ACS produced a surplus of £29,389 for 2020/21, (2019/20: deficit of £170,223). With contracts extended again up until March 2022 in part due to delays in the SCC procurement process caused by Covid, we do anticipate a deficit for 2021 /22, which will lead us to approximately break-even across the now five year contract length. A procurement process for new contracts to commence in April 2022 will take place during the autumn of 2021, and we anticipate bidding for similar services to those we currently operate.

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Fundraising practice

ACS does not use professional fundraisers or commercial participators. Donations received are often from unsolicited ad hoc fundraising and we have worked with community groups such as Rotary Clubs and Lions Clubs, corporate partners and individuals, as well as using occasional and appropriate Trust grant applications. During the year ACS did not receive any complaints in relation to its fundraising practice.

Surrey Young Carers in particular has received a fantastic number of grants and donations towards our activity budget during the year, and the Adult Carer Support and Moving & Handling services have received several donations towards groups and activities, as well as to provide a fund for small items of equipment and breaks for carers. The trustees and staff are very grateful for this support, totalling nearly £105,000, and particular thanks go to the following, for donations and grants of over £1,000:

Berkeley Foundation	Shanly Foundation
Berkeley Homes	Waitrose Community Matters
Farnham Rotary Club	Paul Malloy
Leatherhead Rotary Club	Jessica & Patrick Griffiths
Community Foundation for Surrey	Reigate Grammar School
Family Building Society	Reigate Rotary Club
Surrey Freemasons Provincial Charity	Markel Ltd
Mayor of Surrey Heath Borough Council	BUPA Foundation
Carers Support Spelthorne	NHS Surrey Heartlands
Carers Trust	Worplesdon Church
Bramley, Wonersh & Shamly Green Nursing Association	

Huge thanks to the many schools, societies, organisations, churches, businesses and individuals who have raised funds for SYC and the Adult Carers Support service throughout the year, and to those individuals and businesses that donated used laptops for our laptops for young carers appeal, as well as those who provided toiletries and other items for our wellbeing bags.

Principal risks and uncertainties

The trustees and senior management maintain a risk register which identifies principal risks, including for Information & Security Management Systems, with a view to mitigating those. One of the major uncertainties is around future levels of funding. All of our contracts have been extended for a further year, to cover 2021/22, but there will be a procurement process during the autumn of 2021 for new contracts beginning in April 2022, and we are reliant on the income commissioned by Surrey County Council. We believe our strong record and past performance, as well as an increased political awareness of the need to invest in preventative services, puts us in a good position for winning continued funding, but we appreciate the funding pressures our Commissioners are under. We will continue to diversify our sources of income by applying for more project based funding, and will explore options to ensure we supplement our income as our Fundraising strategy develops.

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Coronavirus

As with many organisations, we had to react to the COVID-19 outbreak from February 2020 and make changes to the way we deliver our services. Aligned to Government and Public Health England advice, we stopped doing one to one work and group work with carers in March 2020, and all our staff moved to working from home, spending more time on telephone work rather than face to face work. From a short-term financial point of view the impact on Action for Carers has been less severe than for many organisations, as the vast majority of our funding is from Surrey County Council contracts, which remain in place. We suffered a small fall in fundraising and donations income as events we had planned with community groups in 2020/21 were postponed, but our overall income for 2020/21 was similar to the income for 2019/20 because of the contract model, and we did not have to make any staffing reductions or reduce the level of service we provide to Surrey's carers, although we clearly had to deliver those services in a different way with the quarantine and social distancing rules in place. Even as those rules are relaxed, we anticipate the way we deliver our service won't fall back easily into the old model, as many of our carers, as well as the people they care for, will still be classed as vulnerable, and they may not want to or be able to attend events in the same way as before. The online offer has proved attractive and accessible to many carers, and we believe this type of service delivery will continue into the future, alongside some of the more traditional groups and events.

Our staff have worked hard to make these change happen, and we are conscious that dealing with intensive and difficult conversations with carers, often at crisis point, from their homes has been difficult. We thank them for their flexibility, care and expertise at this time, and have put in place additional wellbeing measures to safeguard them, such as online team meetings, social events and check in times with managers. Carers are very much on the frontline of the crisis, and we anticipate additional demands for our service as it plays out even in the longer term. During 2020/21 we provided information to carers around their rights, personal protective equipment, shopping hours and services available locally, and have been conscious that many carers and young carers are spending more time caring for their loved ones under quarantine rules, putting them under extra pressure. Some of the other services they rely on are no longer operating, or are unable to operate in the same way, and that will cause strain and anxiety for many carers. We are ensuring that carers and professionals know we are still open and there for them.

Reserves policy and going concern

As detailed above, future funding remains a major potential risk, and in line with Charity Commission guidance, the trustees have considered designating reserves to cover any unplanned closure of the Charity. We have a designated fund to cover redundancy payments to staff (£240,061) and a further fund to cover liabilities such as commitments on leases and other contracts (£35,000), and believe all our commitments would be covered by these funds. We also have general, unrestricted reserves from the contracts, which would be used to mitigate the risks of unplanned closure for our beneficiaries. While this is undoubtedly a worst-case scenario for ACS, the trustees believe it is prudent to ensure those risks are covered, whilst believing that there are no short term material uncertainties relating to going concern.

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The main uncertainty remains the renewal of our contracts with Surrey County Council from April 2022, and at the date of signing these accounts we will not know whether we have been successful in retendering for these. However, as noted above, we have a strong track record of delivery over many years, and are confident that we are in a good position to retain these contracts. From a going concern point of view, even if we failed to retain all of the contracts our staff employed for specific services would be transferred to a new supplier and Action for Carers would be able to continue delivering a reduced number of services, and if we failed to win any contracts we have the funds as described above to cover any liabilities. Our budget for 2021/22 anticipates a deficit in the final year of the current contracts, but we would be left with a strong balance sheet for the start of the new contract period whether or not we retain all the contracts, but ACS intend to mitigate these risks by putting our case forward for contract renewal over the procurement process, and securing the contracts. We have financial forecasts in place which anticipate this happening, and will refine these as more details of the retender process emerge, enabling us to have an early picture of what we are able to deliver from April 2022 onwards.

In total, unrestricted funds at the reporting date were £744,312 (2020: £752,488) of which £459,251 is general funds (2020: £511,424) and £285,061 is designated funds (2020: £241,064). Restricted funds at the reporting date were £61,114 (2020: £23,550).

Our reserves policy is to maintain between 2.5 and 4 months of budgeted income for the next financial year, which equates to between £578,500 and £925,600. Our free reserves of £741,326 at the year end are just over three months total income, which is in the range of 2.5 to 4 months total income the trustees consider adequate for the charity's needs and in line with our reserves policy. The change from restricted income grant funding to unrestricted contract income during the 2017/18 year has meant that most of our funds are now unrestricted. An explanation of the individual funds is provided in note 18.

Plans for the future

As noted above, our plans for 2021/22 include a strong focus on retendering for all our contracts in the autumn of 2021, with the expectation of securing those contracts to start from April 2022. We aim to continue consolidating the Adult Carers Support, Young Carers, Young Adult Carers and Moving & Handling services with the primary objective being to provide a consistent service and a one-stop shop for carers of all ages and from all communities. This will improve outcomes for carers and will be underpinned by our Giving Carers a Voice programme. Aligned to that Giving Carers a Voice programme we continually review our services to improve our offer and delivery, as well as looking to expand our reach and impact, particularly with hidden carers.

As we come out of the Coronavirus pandemic we will focus more on face to face work with carers rather than online work, but we recognise that the online offer is attractive to many carers, and the future will include a mix of online and face to face events.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated on 19 September 2006 and registered as a charity on 9 November 2006.

The company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its articles of association.

Organisational Structure

The ACS decision making body is the Board of trustees, of which all trustees are members. The Board:

- Maintains a long term overview of the organisation and all its work
- Makes strategic and major decisions about the organisations objectives, policies and procedures
- Ensures adequate resources to carry out its activities
- Takes legal responsibility for the organisation and its actions

The organisation has a sub-committee covering finance, and sub-groups for individual operational activities, risk, and quality assurance which make recommendations to the Board. A full governance review was undertaken in 2017, in line with the Charity Governance Code, which we continue to follow. In 2019 the organisation adopted a foundation model whereby the only members are trustees. This model continues to be operated and has proven to be both efficient and cost saving. Carer engagement on issues that are important to them are achieved via our Carer Parliaments and Councils and enables us to respond to these in a more focused manner with reporting at each Board Meeting. Being carer-led remains fundamental to our organisation's core values and our Board will continue to have a majority of Carer trustees.

The Chief Executive Officer is responsible for the day to day operation of the organisation, as delegated by the Board, including the development of policies and procedures, as well as overseeing the management, delivery and monitoring of all services. The managers of each service (Moving & Handling, Adult Carer Support and Surrey Young Carers) and the centralised functions of Finance, HR, Marketing & Communications, Operations and IT report to the CEO, who also has direct responsibility for the Giving Carers a Voice service. Managers contribute to the development of policies and procedures and general operational activities through monthly senior staff team meetings, and conduct regular operational meetings of their services with staff.

Appointment of trustees, trustee induction and training

Trustees are recruited using a number of methods, and are appointed by current Board members taking into account their experience and relevant skills. All new trustees undergo an induction, including the issue of policies and procedures, trustee roles and responsibilities, and core training in safeguarding, data protection and equality and diversity. Dependent upon their experience and

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2021

knowledge, they may attend other relevant training as part of their induction and on an on-going basis for updating. All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 9 to the accounts.

Related parties and relationships with other organisations

The organisation's foremost relationship is with Surrey County Council, the main funder and lead for commissioning of carers' services in Surrey. ACS has continued to develop its relationship with the Integrated Care Systems in Surrey, who are leading the agenda for the integration of Health and Social Care in the county.

ACS is an affiliated Network Partner of Carers Trust, which means it is part of the wider Trust network but still retains its status as an independent charity. ACS has access to specialist information and advice on service provision, a range of resource materials, partnership opportunities with affiliated organisations, grants and other services for carers, research reports and good practise guidance, and national strategic influencing on key issues for carers, which contributes to the Giving Carers a Voice service. ACS is also affiliated to Carers UK, giving further opportunity for strategic influencing and contribution to consultations nationally.

Remuneration policy for key management personnel

ACS follows National Joint Council (NJC) pay scales, which are used in Local Governments across the country, to determine remuneration for staff at all levels, including the Chief Executive Officer and other members of the senior management team. Further details on the total payments to the senior management team are included in note 9.

Funds held as custodian trustee on behalf of others

Action for Carers (Surrey) continues to access direct payments from SCC allocated funds administered by Surrey Independent Living Council, which awards payments of up to £300 per person for young carers, based on identified need. In addition, we have accessed grants from Carers Trust for adult carers through our Adult Carer Support service. In many cases these grants are paid to ACS, who pass the funds on to the individual or to another organisation such as a provider of training or activity. The balance in funds held by ACS on behalf of individual carers and young carers at the year-end date was £3,897 (2020: £1,369).

Statement of responsibilities of the trustees

The trustees (who are also directors of Action for Carers (Surrey) for the purposes of company law) are responsible for preparing the trustees' annual 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 charitable company and of the incoming

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2021

resources and application of resources, including the income and expenditure, of the charitable company for that period. 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members (Trustees) of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2021 was 12 (2020: 389).

Auditor

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and have expressed their willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees on 10 September 2021 and signed on their behalf by

Patricia Adams
Chair

Independent auditor's report

To the members of

Action for Carers (Surrey)

Opinion

We have audited the financial statements of Action for Carers (Surrey) (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Action for Carers (Surrey)'s ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Independent auditor's report

To the members of

Action for Carers (Surrey)

Other Information

The other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of

Independent auditor's report

To the members of

Action for Carers (Surrey)

company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

Independent auditor's report

To the members of

Action for Carers (Surrey)

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Noelia Serrano (Senior statutory auditor)

27 September 2021

for and on behalf of Sayer Vincent LLP, Statutory Auditor
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Action for Carers (Surrey)

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2021

	Note	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Income from:							
Donations	2	38,000	104,650	142,650	34,000	106,976	140,976
Charitable activities							
Giving Carers A Voice	3	122,104	-	122,104	142,120	15,000	157,120
Moving & Handling	3	278,800	-	278,800	272,000	5,000	277,000
Surrey Young Carers	3	1,048,575	6,400	1,054,975	1,023,000	7,500	1,030,500
Carers Support	3	1,170,550	-	1,170,550	1,142,000	-	1,142,000
Investments	4	3,912	-	3,912	2,545	-	2,545
Total income		2,661,941	111,050	2,772,991	2,615,665	134,476	2,750,141
Expenditure on:							
Raising funds	5	29,220	-	29,220	30,246	-	30,246
Charitable activities							
Giving Carers A Voice	5	137,089	-	137,089	161,356	33,700	195,056
Moving & Handling	5	304,198	1,762	305,960	321,507	161	321,668
Surrey Young Carers	5	1,058,112	31,458	1,089,570	1,104,947	69,377	1,174,324
Carers Support	5	1,141,499	40,266	1,181,765	1,175,438	23,632	1,199,070
Total expenditure		2,670,118	73,486	2,743,604	2,793,494	126,870	2,920,364
Net income / (expenditure) for the year and net movements in funds	7	(8,177)	37,564	29,387	(177,829)	7,606	(170,223)
Reconciliation of funds:							
Total funds brought forward		752,488	23,550	776,038	930,317	15,944	946,261
Total funds carried forward		744,311	61,114	805,425	752,488	23,550	776,038

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17 to the financial statements.

Action for Carers (Surrey)

Balance sheet

Company no. 5939327

As at 31 March 2021

	Note	£	2021 £	£	2020 £
Fixed assets:					
Tangible assets	12		<u>2,986</u>		<u>4,778</u>
			2,986		4,778
Current assets:					
Debtors	13	32,912		21,649	
Short term deposits		202,679		200,000	
Cash at bank and in hand		<u>692,724</u>		<u>664,128</u>	
		928,315		885,777	
Liabilities:					
Creditors: amounts falling due within one year	14	<u>125,876</u>		<u>114,517</u>	
Net current assets			<u>802,439</u>		<u>771,260</u>
Total net assets	16		<u><u>805,425</u></u>		<u><u>776,038</u></u>
The funds of the charity:	17				
Restricted income funds			61,114		23,550
Unrestricted income funds:					
Designated funds		285,061		241,064	
General funds		<u>459,250</u>		<u>511,424</u>	
Total unrestricted funds			<u>744,311</u>		<u>752,488</u>
Total charity funds			<u><u>805,425</u></u>		<u><u>776,038</u></u>

Approved by the trustees on 10 September 2021 and signed on their behalf by

Patricia Adams
Chair

David Perry
Treasurer

Action for Carers (Surrey)**Statement of cash flows****For the year ended 31 March 2021**

	Note	2021	2020
		£	£
Net income/(expenditure) for the reporting period (as per the statement of financial activities)		29,387	(170,223)
Depreciation charges		1,792	1,791
Interest received		(3,912)	(2,545)
(Increase) in debtors		(11,263)	(1,438)
Increase/(decrease) in creditors		11,359	(39,985)
		<hr/>	<hr/>
Net cash provided by /(used in) operating activities		27,363	(212,400)
Cash flows from investing activities:			
Interest received		3,912	2,545
Transfer to short term deposits		(2,679)	(200,000)
		<hr/>	<hr/>
Net cash provided by/(used in) investing activities		1,233	(197,455)
		<hr/>	<hr/>
Change in cash and cash equivalents in the year		28,596	(409,855)
Cash and cash equivalents at the beginning of the year		664,128	1,073,983
		<hr/>	<hr/>
Cash and cash equivalents at the end of the year		692,724	664,128
		<hr/> <hr/>	<hr/> <hr/>

1 Accounting policies

a) Statutory information

Action for Carers (Surrey) is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address is Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL.

b) Basis of preparation

The financial statements have been prepared in accordance with 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) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Contracts for all of our services have been extended to March 2022. Whilst we are reliant on Surrey County Council funding we believe we are in a good position to maintain those income sources. Our track record of delivery over the contract to date suggests we would be in a good position to retain the contracts when they come up for retendering in the autumn of 2021. We consider that whether or not the funding is further extended the going concern assumption is appropriate.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants or contracts, whether 'capital' or 'revenue', is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income generated from the supply of services is included in the statement of financial activities in the period in which the supply is made.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

f) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are contract income, donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

1 Accounting policies (continued)

i) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of delivering specific projects to further the purposes of the charity and their associated support costs, as described in the trustees' annual report.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity.

Support costs include the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Both support costs and governance costs are apportioned based on an estimate of staff time of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £2,500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The useful lives are as follows:

- Photocopier 5 years
- Computer Equipment 3-5 years

m) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

n) Short term deposits

Short term deposits includes cash balances that are invested in accounts with a maturity date of between 3 and 12 months.

o) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

p) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

q) Pensions

Action for Carers (Surrey) has an auto-enrolment staff pension scheme, paying 3% of gross salaries into the scheme on behalf of eligible employees. The costs are charged to the statement of financial activities for the period to which they relate. The charity has no liability under the scheme other than payments of these contributions.

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2021

2 Income from donations

	Unrestricted £	Restricted £	2021 total Total £	Unrestricted £	Restricted £	2020 Total £
Gifts	-	104,650	104,650	-	106,976	106,976
Donated services	38,000	-	38,000	34,000	-	34,000
	<u>38,000</u>	<u>104,650</u>	<u>142,650</u>	<u>34,000</u>	<u>106,976</u>	<u>140,976</u>

Donated service includes £38,000 from Surrey County Council, which represents the estimated current annual market rent for the Guildford office. An equivalent amount has been included in resources expended during the year.

3 Income from charitable activities

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Giving Carers A Voice						
Surrey County Council – grants	3,075	-	3,075	-	15,000	15,000
Surrey County Council – contract income	113,500	-	113,500	113,500	-	113,500
Surrey County Council – Other	5,529	-	5,529	28,620	-	28,620
Sub-total for Giving Carers A Voice	<u>122,104</u>	<u>-</u>	<u>122,104</u>	<u>142,120</u>	<u>15,000</u>	<u>157,120</u>
Moving & Handling						
Surrey County Council – grants	6,800	-	6,800	-	5,000	5,000
Surrey County Council – contract income	272,000	-	272,000	272,000	-	272,000
Other income	-	-	-	-	-	-
Sub-total for Moving & Handling	<u>278,800</u>	<u>-</u>	<u>278,800</u>	<u>272,000</u>	<u>5,000</u>	<u>277,000</u>
Surrey Young Carers						
Surrey County Council – grants	25,575	6,400	31,975	-	7,500	7,500
Surrey County Council – contract income	1,023,000	-	1,023,000	1,023,000	-	1,023,000
Other income	-	-	-	-	-	-
Sub-total for Surrey Young Carers	<u>1,048,575</u>	<u>6,400</u>	<u>1,054,975</u>	<u>1,023,000</u>	<u>7,500</u>	<u>1,030,500</u>
Adult Carers Support						
Surrey County Council – contract income	1,142,000	-	1,142,000	1,142,000	-	1,142,000
Surrey County Council – grants	28,550	-	28,550	-	-	-
Sub-total for Carers Support	<u>1,170,550</u>	<u>-</u>	<u>1,170,550</u>	<u>1,142,000</u>	<u>-</u>	<u>1,142,000</u>
Total income from charitable activities	<u>2,620,029</u>	<u>6,400</u>	<u>2,626,429</u>	<u>2,579,120</u>	<u>27,500</u>	<u>2,606,620</u>

4 Income from investments

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Bank interest	3,912	-	3,912	2,545	-	2,545
	<u>3,912</u>	<u>-</u>	<u>3,912</u>	<u>2,545</u>	<u>-</u>	<u>2,545</u>

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2021

5a Analysis of expenditure (current year)

	Charitable activities							2021 Total £
	Cost of raising funds £	Giving Carers A Voice £	Moving & Handling £	Surrey Young Carers £	Carers Support £	Governance costs £	Support costs £	
Staff costs (Note 8)	24,767	86,703	122,799	808,420	914,270	13,054	230,695	2,200,708
Office Costs	1,000	10,300	9,354	62,937	66,142	-	42,088	191,821
Premises	-	4,894	4,824	29,399	19,617	-	15,602	74,336
Direct Activity Costs	-	16,990	130,000	36,833	10,215	-	-	194,038
Publicity & Promotion	-	2,000	175	12,893	26,652	-	6,124	47,844
Equipment & Furniture	-	-	884	6,359	3,623	-	7,677	18,543
AGM & Executive Meetings	-	-	-	-	-	-	-	-
Trustee expenses and training	-	-	-	-	-	10	-	10
Auditor's remuneration	-	-	-	-	-	9,020	-	9,020
Grants Payable (Note 7)	-	-	1,762	3,952	1,570	-	-	7,284
	25,767	120,887	269,798	960,793	1,042,089	22,084	302,186	2,743,604
Support costs	3,218	15,099	33,699	120,007	130,163	-	(302,186)	-
Governance costs	235	1,103	2,463	8,770	9,513	(22,084)	-	-
Total expenditure 2021	29,220	137,089	305,960	1,089,570	1,181,765	-	-	2,743,604

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2021

5b Analysis of expenditure (Prior year)

	Cost of raising funds £	Giving Carers A Voice £	Charitable activities				Governance costs £	Support costs £	2021 Total £
			Moving & Handling £	Surrey Young Carers £	Carers Support £				
Staff costs (Note 8)	24,863	76,992	135,214	822,959	895,273	13,222	212,159	2,180,682	
Office Costs	1,000	13,100	8,076	57,037	60,584	6,330	57,932	204,059	
Premises	-	5,331	5,257	33,320	25,731	-	19,578	89,217	
Direct Activity Costs	4,383	56,941	130,000	89,200	35,595	-	-	316,119	
Publicity & Promotion	-	2,000	591	14,229	18,950	-	48,581	84,351	
Equipment & Furniture	-	-	-	2,903	4,507	-	7,861	15,271	
AGM & Executive Meetings	-	-	-	-	-	979	-	979	
Trustee expenses and training	-	-	-	-	-	3,661	-	3,661	
Auditor's remuneration	-	-	-	-	-	10,369	-	10,369	
Grants Payable (Note 7)	-	15,000	161	-	495	-	-	15,656	
	30,246	169,364	279,299	1,019,648	1,041,135	34,561	346,111	2,920,364	
Support costs	-	23,359	38,522	140,633	143,597	-	(346,111)	-	
Governance costs	-	2,333	3,847	14,043	14,338	(34,561)	-	-	
Total expenditure 2020	30,246	195,056	321,668	1,174,324	1,199,070	-	-	2,920,364	

Notes to the financial statements

For the year ended 31 March 2021

6 Grant making to individuals

	2021 £	2020 £
Cost		
Carers UK – Digital Resources	–	15,000
Adult carers – Moving & Handling equipment fund	1,762	161
Adult carers – other grants	1,570	495
Young Carers – Social & Educational	3,952	–
	<u>7,284</u>	<u>15,656</u>
Total for the year	<u><u>7,284</u></u>	<u><u>15,656</u></u>

The Surrey Young Carers service, the Moving & Handling service, and the Adult Carer Support service have used donated funds to provide grants to specific individuals based on identified need. All grants are approved by the individual service manager.

7 Net income/(expenditure) for the year

This is stated after charging

	2021 £	2020 £
Depreciation	1,792	1,791
Auditor's remuneration (excluding VAT):		
Audit	8,000	7,850
	<u><u>8,000</u></u>	<u><u>7,850</u></u>

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2021 £	2020 £
Salaries and wages	1,937,993	1,867,716
Social security costs	161,616	150,407
Employer's contribution to defined contribution pension schemes	56,001	53,791
Other staff costs	45,098	108,768
	<u>2,200,708</u>	<u>2,180,682</u>
	<u><u>2,200,708</u></u>	<u><u>2,180,682</u></u>

One employee earned between £60,000 and £70,000 during the year (2020: one). No employee was paid over £70,000 in the year (2020: nil).

The total employee benefits including employers' NIC and pension contributions of the key management personnel were £390,204 (2020: £374,289).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020: £nil). No charity trustee received payment for professional or other services supplied to the charity (2020: nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £10 (2020: £3,661) incurred by 1 (2020: 9) members relating to attendance at meetings of the trustees and training courses for trustees.

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year and the Full Time equivalents were as follows:

	2021 No.	2020 No.	2021 No. (FTE)	2020 No. (FTE)
Giving Carers A Voice	4.0	4.0	2.8	2.6
Moving & Handling	6.3	7.0	3.9	4.2
Surrey Young Carers	36.3	41.2	23.8	23.1
Carers Support	39.5	37.8	31.5	29.8
Support	6.0	5.9	4.9	4.9
	<u>92.1</u>	<u>95.9</u>	<u>66.9</u>	<u>64.6</u>

10 Related party transactions

During 2019/20 one trustee organised a fundraising event for ACS and raised £1,200 for the charity. No such donations were raised in 2020/21

11 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12 Tangible fixed assets

	Photocopier & computer equipment £	Total £
Cost or valuation		
At the start of the year	<u>24,008</u>	<u>24,008</u>
At the end of the year	<u>24,008</u>	<u>24,008</u>
Depreciation		
At the start of the year	19,230	19,230
Charge for the year	1,792	1,792
At the end of the year	<u>21,022</u>	<u>21,022</u>
Net book value		
At the end of the year	<u>2,986</u>	<u>2,986</u>
At the start of the year	<u>4,778</u>	<u>4,778</u>

All of the above assets are used for charitable purposes.

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2021

13 Debtors

	2021 £	2020 £
Trade debtors	14	–
Prepayments	32,898	21,649
	<u>32,912</u>	<u>21,649</u>

14 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	24,951	21,047
Taxation and social security	53,922	51,415
Accruals	47,003	42,055
	<u>125,876</u>	<u>114,517</u>

15 Funds held on behalf of others

Action for Carers (Surrey) continues to access direct payments from SCC allocated funds administered by Surrey Independent Living Council, which awards payments of up to £300 per person for young carers, based on identified need. In addition, we have accessed funds from Carers Trust to provide grants for adult carers through our Adult Carer Support service. In many cases these grants are paid to ACS, who pass the funds on to the individual or to another organisation such as a provider of training or activity. The balance in funds held by ACS on behalf of individual carers and young carers at the year-end date was £3,897 (2020: £1,369).

In accordance with the Charities SORP FRS 102, these transactions are considered to represent conduit funding and, as such, are not included in the charity's statement of financial activities. Equally, amounts still to be disbursed by the charity at the year end are not included in the balance sheet.

16a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	2,986	–	–	2,986
Net current assets	456,264	285,061	61,114	802,439
Net assets at the end of the year	<u>459,250</u>	<u>285,061</u>	<u>61,114</u>	<u>805,425</u>

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2021

16b Analysis of net assets between funds (previous year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	4,778	-	-	4,778
Net current assets	506,646	241,064	23,550	771,260
Net assets at the end of the year	511,424	241,064	23,550	776,038

17a Movements in funds (current year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Moving & Handling	6,003	-	(1,762)	-	4,241
Surrey Young Carers	17,547	70,784	(31,458)	-	56,873
Carers Support	-	40,266	(40,266)	-	-
Total restricted funds	23,550	111,050	(73,486)	-	61,114
Unrestricted funds:					
Designated funds:					
Redundancy fund	196,064	-	-	43,997	240,061
Premises	10,000	-	-	-	10,000
Commitments	35,000	-	-	-	35,000
Total designated funds	241,064	-	-	43,997	285,061
General funds	511,424	2,661,941	(2,670,118)	(43,997)	459,250
Total unrestricted funds	752,488	2,661,941	(2,670,118)	-	744,311
Total funds	776,038	2,772,991	(2,743,604)	-	805,425

17b Movements in funds (previous year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Giving Carers A Voice	-	33,700	(33,700)	-	-
Moving & Handling	-	6,164	(161)	-	6,003
Surrey Young Carers	15,944	70,980	(69,377)	-	17,547
Carers Support	-	23,632	(23,632)	-	-
Total restricted funds	15,944	134,476	(126,870)	-	23,550
Unrestricted funds:					
Designated funds:					
Redundancy fund	163,414	-	-	32,650	196,064
Premises	10,000	-	-	-	10,000
Commitments	35,000	-	-	-	35,000
Total designated funds	208,414	-	-	32,650	241,064
General funds	721,903	2,615,665	(2,793,494)	(32,650)	511,424
Total unrestricted funds	930,317	2,615,665	(2,793,494)	-	752,488
Total funds	946,261	2,750,141	(2,920,364)	-	776,038

Transfers between funds

Included in the transfers above is an amount of £43,997 which has been transferred from the general fund to increase the balance on our designated redundancy fund to cover the additional liabilities in respect of the staff in the event of having to make redundancies.

Purposes of restricted funds**Giving Carers A Voice**

To share information with carers and obtain informed views from carers in order to influence policy making and service provision, both locally and nationally. To provide training for professionals so that the workforce is better informed, leading to better services for carers. To promote carers rights by a wide variety of methods, for instance, conferences and workshops, a carers world radio website, and awareness raising training led by carers.

17 Movements in funds (continued)

Moving & Handling

To offer information, advice, training and support to carers who experience moving and handling as part of their caring role, and to raise awareness of back care issues with health and social care professionals.

Surrey Young Carers

To support young carers under the age of 18 to achieve their full potential. To provide advocacy, funding and support, and activities that give time out from caring. To raise awareness of young carers with health, social care and education professionals, and to apply for grants on behalf of individuals.

Carers Support

To provide adult carers support across the county, including information, advice, guidance and signposting. In addition, to provide local groups, workshops and training to support adult carers in their caring role.

Purposes of designated funds

Redundancy fund

To provide for payment of redundancy in the event of our funding ceasing on all projects.

Premises

To provide for the costs of moving offices, and for any dilapidation and redecorating costs in existing offices at the end of a lease.

Commitments

To set aside costs of fulfilling obligations under leases and contracts in the event of our funding ceasing.

18 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.