

CARERS SUPPORT WEST SUSSEX

England & Wales · Charity number 1123359

Details

Other names	CARERS SUPPORT - WEST SUSSEX, THE CARERS SUPPORT SERVICE (NORTH & MID SUSSEX)
Status	Registered
Legal form	Charitable company
Company number	06418743
Registered	2008-03-28
Register	View on the Charity Commission register

Contact

Address CSWS C/O Messrs Carpenter Box
Amelia House
Crescent Road
Worthing
West Sussex
BN11 1RL

Phone 012932200000

Email info@carerssupport.org.uk

Website www.carerssupport.org.uk

Activities

Objects: THE CHARITY'S OBJECTS ARE SPECIFICALLY RESTRICTED TO THE FOLLOWING:-TO RELIEVE POVERTY, SICKNESS AND MENTAL SUFFERING OF PEOPLE OF ALL AGES WHO ARE CARERS WHETHER ON A FULL OR PART TIME BASIS FOR PEOPLE WHO ARE ELDERLY, DISABLED, ILL OR FRAIL FOR ANY REASON WHATSOEVER AND THE RELIEF OF SUCH ELDERLY, DISABLED, ILL OR FRAIL PEOPLE BY THE PROVISION OF PRACTICAL HELP AND ASSISTANCE, ADVOCACY AND INFORMATION FOR THOSE RESPONSIBLE FOR THEIR CARE; AND TO ADVANCE THE EDUCATION AMONGST CARERS OF ALL AGES AND THE GENERAL PUBLIC CONCERNING CARING AND THE SUPPORT AND TREATMENT OF THOSE REQUIRING SUPPORT FROM CARERS

Activities: To deliver high quality services to carers in West Sussex by provision of information and support.To develop good working relationships with all agencies to deliver services that address the needs of carers.To involve carers with planning and delivering services.To raise awareness of carers issues and monitor implementation of all policies, legislation and guidelines that impact carers.

Classification

- **How:** Makes Grants To Individuals, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, Other Defined Groups

Geography

- **Area of benefit:** CRAWLEY, HORSHAM, MID-SUSSEX AND ITS ENVIRONS
- West Sussex

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£4,183,914	£3,825,063	£1,575,342	93
2024-03-31	£4,579,855	£4,912,599	£1,216,491	121
2023-03-31	£5,038,750	£5,010,278	£1,549,235	119
2022-03-31	£3,559,569	£3,545,264	£1,520,763	102
2021-03-31	£3,266,771	£3,193,810	£1,506,458	96

Trustees

Name	Role	Appointed
Alan Beasley		2021-12-09
Alison Fox		2023-06-22
David Gayler		2023-10-26
Elizabeth Sawyer		2026-02-26
IAN WILKINS		2024-10-24
Jane Lodge		2024-12-05
Joelle Mary Packham		2026-06-04
Lee Batchelor		2026-02-26
Neal Young		2016-12-08
Nicola Jeffery		2021-12-09
Paul Estep		2023-03-02
Robert Mansfield		2023-10-26

Accounts

Charity registration number 1123359

Company registration number 06418743 (England and Wales)

CARERS SUPPORT WEST SUSSEX

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

CARERS SUPPORT WEST SUSSEX

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr P G Estep Mr A Beasley Ms N Jeffery Mr N T Young Ms A K Fox Mr D M Gayler Mr R Mansfield Mr I Wilkins Ms J Lodge	(Appointed 24 October 2024) (Appointed 5 December 2024)
Charity number	1123359	
Company number	06418743	
Registered office	CSWS C/O Messrs Carpenter Box Amelia House Crescent Road Worthing West Sussex BN11 1RL	
Auditor	Sumer Audit Amelia House Crescent Road Worthing West Sussex BN11 1RL	

CARERS SUPPORT WEST SUSSEX

CONTENTS

	Page
Trustees' report	1 - 12
Statement of Trustees' responsibilities	13
Independent auditor's report	14 - 16
Statement of financial activities	17 - 18
Balance sheet	19
Statement of cash flows	20
Notes to the financial statements	21 - 35

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. Included within this report is the trustees' report and directors' report as required by company law.

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

Carers Support West Sussex was incorporated as Company Limited by Guarantee on 06 November 2007 (registered number 06418743) and registered as a Charity on 28 March 2008 (registered number 1123359). Its registered address is CSWS C/O Messrs Carpenter Box Amelia House, Crescent Road, Worthing, West Sussex, United Kingdom, BN11 1RL.

Objectives and activities

The Charity's objects are:

To relieve poverty, sickness and mental suffering of people who are carers, whether on a full or part-time basis living in West Sussex and its environs for people who are elderly, disabled, ill or frail for any reason whatsoever and the relief of such elderly, disabled, ill or frail people by the provision of practical help and assistance, advocacy, and information for those responsible for their care.

To advance the education amongst carers and the general public concerning caring and the support and treatment of those requiring support from carers.

Our Values

Our organisations guiding principles, or values, reflect our commitment to inclusivity, empowerment, and fostering a strong sense of community among all those involved with Carers Support West Sussex.

- We are focused, putting Carers at the heart of everything we do.
- We act together, working with and for Carers, the communities they live in and the people that can make a difference to them.
- We are leaders working with each other to find potential and opportunities across all communities, enabling Carers to be identified and involved.

Public benefit

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charitable company should undertake.

Grant making policy

The Charity has a clear procedure for Payment Making and for offering equipment and other assistance. The goal is to ensure that carers in West Sussex are provided with the support to ensure they can fulfil their role and, to facilitate this, offer grant payments and the provision of equipment to individual Carers. Criteria for accessing these grant funds are clearly defined with the aim of these funds being to support carers to maintain their health and wellbeing or to prevent carer breakdown.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance

Carers Support West Sussex (CSWS) is an independent charity in West Sussex dedicated to improving the support provided to unpaid carers, to enable them to have a good quality of life, access to information, guidance, and encourage independence, to give carers a choice of a life alongside their caring role. There are around 93 members of staff and 42 volunteers. The Charity team also benefits from a highly dedicated Board of Trustees.

The charity employs a highly motivated and skilled staff team, with high levels of engagement and the Employee Engagement survey results, showing 92% Employee Satisfaction in Oct'24. These overall results are as good as any top 10 Sunday Times Best Company to Work For.

With more than 32,000 carers registered with the Charity (as of 31 March 2025), the team provide carers with information and advice, runs Support Groups, operates a Carer Help Line, undertakes Statutory Carer Assessments, supports carers to access equipment to assist them in their caring role or allocate funds so that carers can do something for themselves. The Charity team can also help carers access, coaching, wellbeing support and have staff who work in all the of the major hospitals in West Sussex, as well as East Surrey Hospital in Redhill.

Achievements and performance against charity objectives

The 'Impact Report Infographic' for 2024/25 [Impact Report for 2024-25](#) gives a flavour of CSWS team activity during Year One of our Carer Information, Support and Assessment contract with West Sussex County Council. Carers are at the heart of everything we do and as such their voices have been a key part of our [Strategy Aims and Objectives 2021-26](#) (carerssupport.org.uk) which was published during July 2021 and will be reviewed in 2026.

We believe the six strategic aims and objectives and the associated delivery intentions best address the challenges facing carers and our organisation.

2024/25 was the first year of a five year contract (plus a potential further two years) which delivered 10% savings on the previous contracts and had some additional requirements within it, namely a change in the processes around reporting of carer assessments and allocating carer funds, a reduction in the size of the hospital team, a removal of the requirement to provide counselling and the inclusion of the welfare benefits service within the main contract. This change to the contract requirement led to a reduction in staffing for CSWS and an expected 20% reduction in activity.

The past twelve months have been marked by profound challenges for carers. The cost-of-living crisis has continued to bite, with many carers telling us they are cutting back on food, heating, and even essential respite. Our own engagement survey revealed that 60% of carers said their mental health had been negatively affected by financial pressures, and 40% were experiencing greater financial insecurity than before the pandemic.

1. What carers in West Sussex tell us

Carers are at the heart of everything we do and as such their voices have been a key part of our CSWS Strategy Aims and Objectives 2021-26.

To ensure our services are meeting the demands of unpaid family and friend carers in our county, we conducted a carer consultation in 2023 to help us better understand the issues and challenges carers are facing in this current climate. 841 carers were involved in this engagement, which included a survey (online and postal) and focus groups.

Top three challenges and barriers for Carers:

- Feelings of stress
- Managing own physical/mental health
- Missing out on socialisation because of caring

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2025

In 2024/25, we directly supported 8,049 carers. That's 8,049 individuals who were heard, helped, and held through some of the most difficult moments of their lives. We welcomed 4,066 new carers to our service, each one a reminder of the growing need for support, and the importance of being there when it matters most.

We've also taken bold steps to evolve our services. Following a successful contract retender, we restructured our teams to work more locally and more collaboratively. We launched new Carer Hubs across the county, expanded our coaching offer, and deepened our partnerships with health, social care, and community organisations. We've invested in digital tools, strengthened our communications, and continued to champion carers' voices at every level.

But numbers only tell part of the story. What matters most is the difference we've made. The carer who told us, "I cried with joy and relief at actually having some time for myself." The young adult carer who said, "I no longer feel suicidal and I'm optimistic about the future." The hospital carer who shared, "You helped me feel heard and supported when I was completely overwhelmed."

During 2024/25 there have been several national changes that may impact on local carer services and CSWS has been involved in activity to raise awareness of the impacts of these:

- A change in government and six out of nine MPs in West Sussex are new in post.
- Increase in National Insurance thresholds – has increased the costs for most organisations
- Welfare Reform is causing concerns for carers, with changes to Personal Independence Payments
- The cost-of-living crisis is still an issue for carers and the changes to the winter fuel allowance have impacted on some carers.
- The Carers Allowance overpayment review.
- Devolution and Local Government Reorganisation
- Abolition of NHS England and 50% funding cuts to the Integrated Care Board

2. The Impact of Our Services

At the heart of everything we do is a simple but powerful commitment: to be there for carers when they need us most.

First Contact: A Lifeline When It's Needed Most

Our Helpline continues to be the gateway to support thousands of carers, and in addition carers can receive direct support from our community, hospitals and carer assessment teams. This year, across our teams, we handled:

- 210,000 contacts on or on behalf of carers
- 76,000 individual contacts were made with carers
- 190 online chat sessions
- 4,066 new carer registrations

Carer Assessments: Listening. Understanding. Empowering

Our Carer Assessment Team delivered 1,192 carer assessments this year, with 99% completed within 42 days. These conversations are more than a statutory requirement, they are a chance to listen deeply, understand fully, and respond meaningfully.

Carers told us that these conversations helped them feel heard, validated, and more hopeful about the future.

"It was amazing the difference that just having the conversation made. The assessor was very astute... I absolutely felt understood."

3. Tackling the Cost-of-Living Crisis

The cost-of-living crisis has been one of the most urgent and persistent challenges facing carers this year. From heating homes to putting food on the table, carers across West Sussex have told us they are struggling to make ends meet—often at the expense of their own health and wellbeing.

"Caring for someone is already stressful. Worrying about how you're going to pay the bills, buy the shopping and afford the petrol to get around is a massive load of extra pressure." — Carer, Cost of Living Survey

These are not just statistics, they are stories of self-neglect, isolation, and quiet crisis.

Household Support Fund

We administered £465k in Household Support Fund grants in 2024/25. These grants helped carers pay for essentials such as fuel, food, white goods, and transport.

"Your help has been truly invaluable. I honestly don't know where I would be without you and Carers Support."

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2025

Carer Health & Wellbeing Grants: Investing in Resilience

Through our Carer Health & Wellbeing Grant, we supported 688 carers with £125k in funding. This flexible support enabled carers to invest in their own wellbeing - whether through a short break, a creative activity, or a moment of self-care.

The most common uses have been holidays, leisure activities, counselling, health therapies.

Financial Wellbeing: Easing the pressure

The cost-of-living crisis has placed enormous strain on carers. Many are choosing between heating and eating, cutting back on essentials, and facing mounting anxiety. Our Welfare Benefits Service has been a lifeline:

"You made me feel like I was doing a good job when I was really low. It's taken away the stress and anxiety. An absolute lifesaver."

- £1.4 million in additional annual benefits advised
- 840 carers supported with 1:1 welfare benefits advice
- Most common benefits: Attendance Allowance, Universal Credit, Carers Allowance, Personal Independence Payment

Appointments were available within 2–10 days, and our advisors also delivered internal training and outreach to ensure carers and professionals understood what support was available.

Direct Payments: Giving Carers Back Some Control

We awarded £53,456 in Direct Payments to 167 carers this year, enabling them to access the support that mattered most to them, whether that was counselling, a short break, or help with garden maintenance.

90%+ said the funding helped them continue in their caring role

85% said it helped them achieve their initial goal

"Thank you again for your empathy and understanding. It made me feel quite different all day... the news of a possible route out of this rut is better than I can say."

4. Community, Connection and Carer Voice

At Carers Support West Sussex, we know that caring can be isolating, but it doesn't have to be. This year, we've invested in creating spaces where carers can connect with others who understand, share their experiences, and feel part of a wider community. Whether through local groups, learning activities, coaching, or co-production, we've seen the power of connection transform lives.

Carer Groups and Hubs: Building Belonging

In 2024/25, we delivered: 497 groups and events; 3,110 attendances by 988 unique carers; 238 carers attended specialist groups – e.g. dementia, mental health and 12 new Carer Hubs launched across the county

These included regular carer groups, drop-ins, learning and wellbeing sessions, and specialist groups for carers of people with dementia, autism, mental health conditions, and more. We also introduced evening and weekend sessions to better support working carers.

"Carer's group helps to relieve the stress and isolation one feels when being a carer for many years. The weight you carry seems to be removed when talking to these people."

Carer Coaching: Reclaiming Identity and Hope

This year marked the launch of our National Lottery-funded Carer Coaching program. Designed to help carers prioritise their own wellbeing, the program offers both 1:1 and group coaching with 86 carers enrolled; 8 five-week coaching groups have been delivered; 76 carers attended taster sessions and 52 carers started 1:1 coaching sessions.

The outcomes have been powerful; increased self-worth, improved resilience, greater hope for the future and a stronger ability to manage the caring role.

"I've started to value myself again. Just being able to make time out of work to attend the course was a positive outcome in itself."

Measuring Outcome for carers

The Carers Star™ is a framework which helps carers to explore how their caring role might be impacting on certain areas, such as health, work, or how they are feeling.

A personal plan is created with the carer to focus on the area they want to improve.

1,579 carers completed the carers star. 80% saw an improvement in one or more areas of the carers star and 53% saw an improvement in two or more areas

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2025

Young and Young Adult Carers: Creating Space for Joy

We supported young carers aged 8–15 and young adult carers aged 16–21 through a range of activities designed to offer respite, build confidence, and foster connection.

- 17 Positive Activity Days delivered for 8–12-year-olds with 345 total attendances by Young Carers
- 11 Young Adult Carers joined a PGL residential
- 3 "My Future" groups ran monthly in Chichester, Crawley, and Worthing for 16–21 year-olds with 139 total attendances by Young Adult Carers

Activities included theatre trips, slime-making, laser tag, and mindfulness workshops.

The impact was clear: "My daughter so looks forward to these days. She can truly be herself because everyone there understands how she feels."

Carer Voice and Co-production: Shaping the Future

Our Carer Voice Network (CVN) ensures that carers are not just recipients of support, they are co-creators of it. We have 66 active CVN members, with 26 carers engaged in the CQC assurance visit, 9 carers contributed to strategy development of Carers Support West Sussex and a number of carers involved in recruitment panels, national campaigns, and service design.

We also supported carers speaking at national events, including a cross-parliamentary session on carer poverty, and to contribute to research on welfare benefits for carers from diverse backgrounds.

5. Hospital and Health Support

Improving carer friendly practice in Primary Care

Continuing the Primary Care Project, we worked with Primary Care to support them to better understand and identify carers. Excellent engagement from GPs and tangible improvements in Primary Care practice were clear outcomes of this project. Over 50% of the GPs in West Sussex show improvements and a 168% increase in referrals from Primary Care.

Supporting Carers in Hospital Settings

Hospital stays, whether planned or sudden, can be a time of immense stress for carers. Navigating discharge processes, understanding care plans, and managing the transition back home often falls on the shoulders of unpaid carers. This year, our Health Team has been a vital bridge between hospital and home, ensuring carers are informed, supported, and not alone.

In 2024/25, our Hospital Team supported 1,220 carers across the year through hospital admission and discharge. As we transitioned into new ways of working for the hospital team, the onsite hours have gradually been built up across the year, with 2,064 hours provided on-site across West Sussex hospitals.

We worked across acute and community hospitals including Worthing, St Richard's, Princess Royal, East Surrey, and Crawley. Our presence on wards, in discharge planning meetings, and through bedside conversations ensured that carers were not left out of critical decisions.

"Having someone explain the discharge process made all the difference. I felt heard, informed, and able to speak up."

Working in partnership with the NHS

During this year we have worked together with NHS colleagues to improve the awareness of carers and the services jointly commissioned to support them. We contributed to the development of the new Transfer of Care Hub (ToCH) system, advocating for carers to be included in discharge dashboards and communications. Our "Think Carer" training and hospital discharge toolkit are helping embed carer awareness into everyday NHS practice.

"The main theme continues to be poor communication around discharge. Carers are often given little or no notice, which causes immense stress."

Support at Home After Hospital (SaHaH)

We are subcontracted by Age UK to deliver a six-week support service for carers following hospital discharge. This year 384 referrals were received; 84 carers received Support at Home after Hospital payments when volunteers were unavailable and £13,800 awarded for sitting services, cleaning, and transport.

The service provides practical help, emotional support, and signposting to other services. Feedback has been overwhelmingly positive:

"Looking for advice was daunting and stressful. I was helped by lovely, caring staff. I honestly don't know where I would be without you."

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Outcomes and Impact

Our 91-day hospital follow-up survey showed:

- 80% of carers felt supported to continue their caring role
- 100% felt they had been listened to and supported appropriately
- 100% said they received consistent support

Staff Training and Safeguarding

We trained all frontline staff to recognise signs of self-neglect and financial hardship. We also ran webinars on professional curiosity and safeguarding, ensuring our teams could have sensitive, supportive conversations with carers at risk.

6. Reaching Underserved Communities

At Carers Support West Sussex, we believe that every carer deserves to be recognised and supported. But we also know that some carers face additional barriers—language, culture, discrimination, digital exclusion, or simply not knowing that help exists. This year, we've taken deliberate steps to reach carers from communities who are too often overlooked.

Carers from Ethnically Diverse Backgrounds

In 2024/25, 9% of newly registered carers were from non-White British backgrounds. While this is a positive step, we know there is more to do to ensure our services are truly inclusive and accessible.

We've worked closely with local partners to build trust and raise awareness, including:

- Hosting culturally sensitive carer groups and events
- Translating materials and using interpreters
- Delivering "Think Carer" training to professionals working with diverse communities
- Co-producing resources with carers from underrepresented backgrounds
- Delivering a project to support Refugees and Asylum-Seeking Carers

"Thanks to Carers Support making me aware of my rights, I've been able to register as an unpaid carer with my GP, get a free flu jab and request flexible working hours."

We've also supported carers with digital exclusion, helping them access services, complete forms, and understand their rights.

7. Website and social media:

With the commencement of a new carers contract in April, we updated our website to ensure that the information and advice regarding our service was current and reflective of the changes.

- Our website serves as a vital tool for promoting carer respite and partner services.
- Our website attracted 64,000 unique visitors, and we sent monthly carer information and specialist emails to our network of 16,000 carers, peaking at 19,000 during Carers Week in June.
- We distributed a monthly e-bulletin to 1,300 individual partners, keeping them informed about carer services.

CSWS actively uses Facebook, X (formerly Twitter), Instagram, and LinkedIn to provide timely information to our audiences. By the end of the year, we had over 9,000 followers across all platforms, marking a 7% increase from the previous year.

Carers Week June 2024: Carers Week is an annual event where we join Carers UK and other partners to celebrate the contributions of carers to our communities. This year's theme was "putting carers on the map." During this week, we hosted several face-to-face and online events in addition to our regular carer groups.

Statement regarding fundraising

The Charity raises funds primarily through Grants and Trust fundraising. Fundraising activity is reported to the Finance and Risk Committee which is a subcommittee of the Board, and the Fundraising Policy is monitored annually. The Charity is registered with the Fundraising Regulator, has a Fundraising Policy, and has not received any complaints relating to fundraising during the year.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Remuneration policy

The Charity ensures that its remuneration remains competitive, fair and appropriate via the use of an external salary benchmarking exercise for key roles, last completed in January 2025. The Trustee Remuneration Panel then reviews the findings from such benchmarking exercises, along with other aspects in accordance with the Charities Pay Policy. The Charity endeavours to ensure that salary levels, excluding new starters, are always above the 25th percentile of a pay range.

The key principles for deciding the pay and reward of the employees of the Charity is:

- that every employee is different, so we recognise that their needs and their motivations are different
- attaining equity and objectivity in setting levels of compensation
- maintaining responsible financial management to enable payments to be made
- having a strong governance structure to ensure that employee remuneration is managed in line with best practice.

The Charity seeks to be fair in remunerating at both the higher and lower ends of the pay scale, and the appropriateness of pay will be considered in the context of achieving the aims of our Charity and the efficient delivery of services to meet the needs of our beneficiaries. In this regard, the Charity undertook a salary benchmarking exercise for key roles in January 2025 with the aim of ensuring that the principles underlying the organisation's pay and rewards were honoured.

Contribution made by volunteers

Our volunteering program has gone through a period of change. We have updated our volunteer training and role descriptions and increased the engagement and support to our volunteers whilst recruiting new volunteers for our services.

In 2024/25, our volunteers contributed: 1,000+ hours of support across services; 8,322 minutes of Check-In & Chat calls; 52 active volunteers, many in multiple roles; 80 hours supporting carer groups; 13 volunteers delivering regular wellbeing calls.

From supporting peer-led groups to supporting hospital discharge, from coaching to admin support, our volunteers have stepped up in countless ways.

94% of our volunteers tell us they would recommend Carers Support West Sussex as a place to volunteer.

When asked what is most rewarding about being a volunteer at Carers Support West Sussex, one of our volunteers responded – *"Being able to feel you have made a difference to someone's life in helping them through the difficulties of being a full-time carer"* and another responded *"Enabling others - Maintains my engagement with the world"*

Diversity, Equality and Inclusion (DEI)

The Trustees have an annual review of Diversity, Equality, and Inclusion, have made a commitment to the ACEVO Leadership principles on diversity and agree an annual DEI plan with carers and the workforce.

At the end of March of carers registered during the financial year, 9% of the carers were from ethnic minority communities.

Workforce:

40% of the workforce are over the age of 55, with 27% being 45-54 years, 21% aged 35-44 and 12% being 21-34; 90% identify as female and over 30% of our staff team report that they are in a caring role themselves.

CSWS supports flexibility in the workplace and offers part time opportunities. 60% of the employees work part time hours.

Trustees monitor activity with the CSWS on all these commitments through quarterly Carer Services and HR Reports.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2025

Financial review

The Charity's main activities arise under a contract with West Sussex County Council (WSCC) to provide universal carer services across West Sussex. The contract, funded from the Better Care Fund was recommissioned in January 2024, with CSWS being awarded a contract to deliver these services for a further five years, with possible extensions for one + one years. The Charity continues to work to grow its own earned income through fundraising, grant applications and income generation activities.

Net income for the year 2024/25 (being the difference between total net income and expenditure across individual funds) totalled £358,851 (2024: net expenditure £332,744) as shown on the Statement of Financial Activities on page 17 of the accounts.

Total unrestricted income decreased by approximately 12% compared to the previous year, mainly due to the reduction in income received in respect of the Charity's charitable activities. Total expenditure on charitable activities (excluding grant funded expenditure from restricted funds and depreciation and impairment) also decreased by approximately 23%, largely because of the reduction in staff and other operating costs incurred in meeting activity demands. The overall result for the year reflects the work undertaken by the Trustees and Leadership Team to reduce charitable overheads wherever possible.

Restricted income has decreased by 4% compared to the previous year and expenditure on restricted funds has also decreased by 22% on the previous year, these decreases are mainly due to the receipt and payment out of the carer hardship and wellbeing grants.

During the year, and in line with its strategic priorities, the Charity continued with its on-going investment to support its charitable activities and contract with WSCC. In Spring 2025 the budget was prepared for the new contract with an understanding from Trustees that as the new contract and service delivery was mobilised the Trustees would welcome proposals from the Leadership Team for funding from reserves to enhance our services to carers in West Sussex.

The Trustees continue to be aware of the funding pressures facing the charitable sector and local government, noting particularly the increasing financial impact of inflation. It is recognised that the same levels of funding cannot be assumed in the longer term and, accordingly, the Trustees have set strategic priorities for fundraising and income generation activities. The Directors and Charity team keep up to date on government policy in relation to potential cuts to local authority and health funding and other organisational risks.

The Charity is holding unrestricted reserves including designated funds totalling £988,733 as at 31 March 2025 (2024: £832,795). This comprises ~4 months of operating costs so is within the policy detailed below.

The Finance and Risk Committee and main Board decided to designate £100k of funds to a strategic development fund during the year.

The Charity also holds restricted fund balances totalling £586,609 at 31 March 2025 (2024: £383,696) which are held for the purposes of the particular contract service. These funds do not form part of the Charity's unrestricted reserves.

Principal funding sources

The principal funding sources for the Charity are as follows:

- Grants and contracts from West Sussex County Council (WSCC) as part of a service level agreement
- Contracts for services and activities
- Grants from trusts and foundations
- Donations and income through fundraising

CSWS has an Agreement with WSCC to provide a county-wide Carers Information, Advice, Assessment and Support service through a range of methods and settings that work for and with the carer population of the county. The activity, outcomes and expectations are clearly stated within the Agreement.

The Charity submits monthly and quarterly reports and a Quarterly dashboard of data against agreed Key Performance Indicators (KPIs) and carer outcomes to WSCC.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

The Carer Information Advice, Assessment and Support contract sets out to measure outcomes for carers. There are a number of KPIs however, monthly and quarterly reports highlight key performance measures such as:

- Number of Statutory Carer Assessments provided to carers - KPI 1,200 per annum, in this year 1,192 were provided to carers
- Number of new carers registered - KPI 4,200 carers per annum, in this year 4,066 new carers were registered.

The regular reporting also provides both qualitative and quantitative data, case studies and feedback from carers on services received.

Reserves

The Trustees have considered the provisions of the Charity Commission's guidance 'Charity Reserves: Building Resilience' (CC19, June 2023) in setting the Reserves' Policy for the Charity. The Board has determined that there is a need for sufficient reserves to secure the organisation's viability beyond the immediate future to provide reliable services and funding over the longer term and to absorb financial setbacks, while acknowledging the vulnerability of our client group and the nature of the services we offer.

The Trustees have used the organisation's Risk Register to inform its Reserves' Policy and to focus on key financial risks in respect of income, expenditure, any on-going effects from the pandemic, the receipt and use of restricted income, and where funds can only be realised by the disposal of fixed assets.

The Charity's Reserves' Policy is to maintain an adequate level of reserves to enable normal operating activities to continue over a period of three to six months. The contract with West Sussex County Council is confirmed through to March 2029, however, the council does have the right to terminate the contract with 6 months notice in extreme circumstances. The Reserves Policy of 3-6 months operating costs allows for the Charity to continue to operate whilst it meets all employment obligations in case of the cessation of the WSCC contract or any of potential risks and contingencies that may arise from time to time.

The potential contingencies identified by the Board include:

- Meeting contractual liabilities should the organisation have to reduce activity or close, including redundancy and notice payments, amounts due to creditors and contractual commitments.
- Covering unexpected costs like the breakdown of essential office equipment, staff cover for illness, maternity leave and parental leave, and legal costs defending the Charity's interests.
- Replacing equipment as it wears out.
- Provide working capital when funding is paid in arrears.

Designated funds

During the year, the Charity reviewed the purposes for which funds had been previously designated. Additional amounts were set aside for:

- Strategic Development Fund: Investment in digital enhancement and to allow the Charity to meet the costs related to the aims of the new strategy in development during 25-26 and to be launched in 2026.

Investment policy

It is the Charity's policy to invest surplus funds into interest bearing deposits. The Finance and Risk Committee's Investment Strategy and Policy includes:

- making recommendations to the Board for approval of long-term investments
- scrutinizing long-term investment asset performance and providing quarterly reports to the Board
- receiving reports from management on short-term investments and providing regular updates to the Board on performance
- ensuring bank mandates are maintained
- ensuring effective controls, processes and procedures are in place to manage and protect the Charity's long-term and short-term assets.

CSWS is committed to ensuring prompt payment of staff, suppliers, and grants to carers. Balances on the nominated main bank account should be kept at the minimum required for liabilities to be met as they fall due and to avoid delays in grant making activities.

Liquidity requirements are derived from a 12-month cash flow forecast which determines the level of cash to be held in instant access accounts and notice/term accounts. Notice and term accounts do not exceed 12 months. The cash forecast is reviewed monthly.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2025

Risk management

The Trustees perform a detailed review of all the major strategic, business, and operational risks that the Charity faces and confirm that necessary steps are taken to lessen the risks identified.

The Charity has continued to use the Risk Tool from NCVO throughout 2024/25 to help identify the key risks facing the Charity, and steps to mitigate those risks are reviewed by the Finance and Risk Committee and the Board regularly, at least quarterly. Risks have been considered in five thematic areas:

- Governance.
- External.
- Regulatory and Compliance.
- Financial; and
- Operational.

The key risk identified is dependence on contract income from WSCC. The Charity is taking steps to mitigate this risk by continuing to provide support and assistance to carers while sustaining the Charity's strong position as a "business critical provider" with and for the local health and social care economy.

Plans for future periods

Strengthening Our Foundations: We've laid strong foundations this year through our restructuring, new contract delivery, and expanded services. In 2025/26, we will continue to embed and refine these changes, ensuring consistency, quality, and responsiveness across every touchpoint. We will continue to invest in our Helpline, ensuring carers can reach us quickly and receive the right support at the right time and will obtain re-accreditation of the Helplines Partnership in 2025. We will expand our Carer Hubs, making support more local, visible, and accessible. We will deepen our use of digital tools, including the Carer Smart Search and explainer animations, to empower carers to find the information they need when they need it.

Amplifying Carer Voice: Carers have told us what matters: being listened to, being understood, and being included. We will continue to grow our Carer Voice Network, ensuring carers shape our services, strategy, and advocacy. We will co-produce new resources with carers from diverse backgrounds.

We will support carers speaking at local and national events. We will embed carer feedback into every level of our organisation. We will establish a Carers Shadow Board to strengthen the voice of carers in West Sussex.

Reaching More Carers: We know that many carers still don't know they are carers—or that support exists. In 2025, we will launch a new external awareness campaign: "Local Help for Unpaid Carers."

We will also continue to work with partners in health, social care, and the voluntary sector to identify and refer carers earlier.

Prioritising Diversity, Equality and Inclusion

We are proud of the progress we've made in reaching underserved communities—but we know there is more to do. In the year ahead, we will: introduce a new outreach role to work with diverse communities. improve accessibility for digitally excluded carers.

Investing in Our People

Our staff and volunteers are our greatest assets. In 2025/26, we will continue to invest in their development, wellbeing, and leadership.

Structure, governance and management

Governing Document

The charitable company was founded under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The Board formally adopted revised Articles of Association on 16th June 2025. In the event of the company being wound up members, who are the serving trustees, are required to contribute an amount not exceeding £10.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2025

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

Mr P G Estep	
Mr A Beasley	
Ms N Jeffery	
Ms C M Field	(Resigned 29 May 2025)
Mr N T Young	
Ms B Williams	(Resigned 20 August 2024)
Ms A K Fox	
Mr D M Gayler	
Ms C Maniscalco	(Resigned 27 May 2025)
Mr R Mansfield	
Mr I Wilkins	(Appointed 24 October 2024)
Ms J Lodge	(Appointed 5 December 2024)

Recruitment and appointment of board members

The Directors of the Company are also Charity Trustees for the purpose of charity law and under the Company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the Charity shall have a Board of Directors comprising at least three persons.

The Charity's purpose and work is focused on supporting carers across West Sussex and consequently the Board of Directors seek to ensure that the needs of this group are appropriately reflected through the diversity of the Board which is made up of people from across the county, to reflect and represent the rural/urban dynamic of the district.

Business and financial skills are well represented on the Board. In an effort to maintain its broad skill mix, the Board of Directors are requested to provide a list of their skills (and update it each year). In the event of skills being lost due to resignation or retirements, new Board members are sought to plug the skills' gap.

During 2024/25, the Board welcomed 2 new trustees to the Board, who bring fundraising and operational skills.

Board members' induction and training

A comprehensive Induction and Trustee Handbook is provided to new Trustees, and training is available via Carers Trust and NCVO nationally, and locally via the Council for Voluntary Services, as well as regular written and face-to-face updates for and with the Charity team.

Organisational structure

The Carers Support West Sussex Board of Trustees/Directors meets at least four times a year and is responsible for the strategic direction and policy of the Charity. This year the Board has been supported by three sub-committees, who also meet quarterly that looked at Finance and Risk, Human Resources and Operational Delivery. The Board members come from a variety of professional backgrounds with a broad mix of skills around Charity and NHS operations, finance, human resource, Information Technology, fundraising, communications and digital marketing.

Qualifying third party indemnity provisions

The charity has third party indemnity insurance cover for its Trustees.

A scheme of delegation is in place and day-to-day responsibility for the Charity's operations rests with the Chief Executive Officer working with the Leadership Team. The average monthly number of staff members employed by the Charity for the year was 93, supported by 42 volunteers.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Other matters

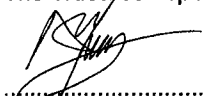
In so far as the Trustees are aware:

- There is no relevant audit information of which the Charity's auditors are unaware ; and
- The Trustees have taken steps to make themselves aware of any relevant audit information and to establish that the auditors are aware of such information.

Auditor

In accordance with the company's articles, a resolution proposing that Sumer Audit be reappointed as auditor of the company will be put at a General Meeting.

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



.....
Mr N T Young
Trustee

Date: 21 August 2025

CARERS SUPPORT WEST SUSSEX

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

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

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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.

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

Opinion

We have audited the financial statements of Carers Support West Sussex (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the 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 Financial Reporting Standard 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, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 the charitable company'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.

Other information

The other information comprises the information included in the 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 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 our audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

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 directors' report included within the Trustees' report.

- adequate and proper 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 trustees 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' report and from the requirement to prepare a strategic report.

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charitable company for the purpose of 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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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, is detailed below.

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:

- Obtaining an understanding of the legal and regulatory framework that the trust operates in, focusing on those laws and regulations that had a direct effect on the financial statements and operations;
- Obtaining an understanding of the trust's policies and procedures on fraud risks, including knowledge of any actual, suspected or alleged fraud; and
- Discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud through our knowledge and understanding of the company and our sector-specific experience.

As a result of these procedures, we considered the opportunities and incentives that may exist within the trust for fraud. We are also required to perform specific procedures to respond to the risk of management override. As a result of performing the above, we identified the following areas as those most likely to have an impact on the financial statements: health & safety, employment law and compliance with the UK Companies Act and the Charities SORP (FRS 102).

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management and those charged with governance about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management;
- Challenging assumptions and judgements made by management in their significant accounting estimates; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Due to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://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 charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Robin Evans BA FCA CTA DChA (Senior Statutory Auditor)
for and on behalf of Sumer Audit
Chartered Accountants
Statutory Auditor
Worthing

9 September 2025

Sumer Audit is the trading name of Sumer Auditco Limited

CARERS SUPPORT WEST SUSSEX

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

Current financial year		Unrestricted funds general 2025 £	Unrestricted funds designated 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
	Notes					
Income and endowments from:						
Donations and legacies	3	3,837	-	36,705	40,542	52,603
Charitable activities	4	2,549,355	-	1,490,361	4,039,716	4,392,949
Investments	5	67,558	-	-	67,558	64,701
Other income		36,098	-	-	36,098	69,602
Total income		2,656,848	-	1,527,066	4,183,914	4,579,855
Expenditure on:						
Raising funds	6	33,717	-	-	33,717	17,762
Charitable activities	7	2,463,777	-	1,327,569	3,791,346	4,894,837
Total expenditure		2,497,494	-	1,327,569	3,825,063	4,912,599
Net income/(expenditure)		159,354	-	199,497	358,851	(332,744)
Transfers between funds	17,18	(103,416)	100,000	3,416	-	-
Net movement in funds		55,938	100,000	202,913	358,851	(332,744)
Reconciliation of funds:						
Fund balances at 1 April 2024		832,795	-	383,696	1,216,491	1,549,235
Fund balances at 31 March 2025		888,733	100,000	586,609	1,575,342	1,216,491

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

CARERS SUPPORT WEST SUSSEX

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

Prior financial year		Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £
	Notes				
Income and endowments from:					
Donations and legacies	3	18,738	260	33,605	52,603
Charitable activities	4	2,824,204	-	1,568,745	4,392,949
Investments	5	64,701	-	-	64,701
Other income		66,602	-	3,000	69,602
Total income		2,974,245	260	1,605,350	4,579,855
Expenditure on:					
Raising funds	6	17,762	-	-	17,762
Charitable activities	7	2,997,972	191,151	1,705,714	4,894,837
Total expenditure		3,015,734	191,151	1,705,714	4,912,599
Net income		(41,489)	(190,891)	(100,364)	(332,744)
Transfers between funds		(64,363)	59,556	4,807	-
Net movement in funds		(105,852)	(131,335)	(95,557)	(332,744)
Reconciliation of funds:					
Fund balances at 1 April 2023		938,647	131,335	479,253	1,549,235
Fund balances at 31 March 2024		832,795	-	383,696	1,216,491

CARERS SUPPORT WEST SUSSEX

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	13		72,324		70,794
Current assets					
Debtors	14	67,367		221,349	
Investments	15	1,438,163		1,184,436	
Cash at bank and in hand		308,166		370,889	
		1,813,696		1,776,674	
Creditors: amounts falling due within one year	16	310,678		630,977	
Net current assets			1,503,018		1,145,697
Total assets less current liabilities			1,575,342		1,216,491
The funds of the charitable company					
Restricted income funds	17	586,609		383,696	
Unrestricted funds - general		888,733		832,795	
Unrestricted funds - designated	18	100,000		-	
		1,575,342		1,216,491	

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 21 August 2025.



Mr N T Young
Trustee

Company registration number 06418743 (England and Wales)

CARERS SUPPORT WEST SUSSEX

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	22		176,536		(468,775)
Investing activities					
Purchase of tangible fixed assets		(53,090)		-	
Purchases of investments		(253,727)		(1,184,436)	
Investment income received		67,558		64,701	
Net cash used in investing activities			(239,259)		(1,119,735)
Net cash used in financing activities			-		-
Net decrease in cash and cash equivalents			(62,723)		(1,588,510)
Cash and cash equivalents at beginning of year			370,889		1,959,399
Cash and cash equivalents at end of year			308,166		370,889

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Carers Support West Sussex is a private company limited by guarantee incorporated in England and Wales. The registered office is CSWS C/O Messrs Carpenter Box Amelia House, Crescent Road, Worthing, West Sussex, BN11 1RL.

1.1 Accounting convention

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

The financial statements are prepared in sterling, which is the functional currency of the charitable company. Monetary amounts in these financial statements are rounded to the nearest £1.

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

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

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

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

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

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Donations and legacies are recognised as incoming resources when there is evidence of entitlement, receipt is probable and its amount can be measured reliably.

Income from government and other grants 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.

Contract income is recognised as the charity becomes entitled to the contract income (i.e. over the term of the contract).

Investment income relates to interest receivable on bank deposits and is recognised in the financial statements when receivable.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.5 Expenditure

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

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

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

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

Computer software	10 years straight line
-------------------	------------------------

1.7 Tangible fixed assets

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

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

Computers and VOIP system	20% straight line
CRM system	20% straight line

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

The Trustees have set a capitalisation policy of £2,500. Assets purchased below this value are not capitalised unless they are part of a bigger project.

1.8 Impairment of fixed assets

At each reporting end date, the charitable company reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

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

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.10 Financial instruments

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

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

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

Basic financial assets

Basic financial assets, which include trade and other receivables, current asset investments and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charitable company's contractual obligations expire or are discharged or cancelled.

1.11 Taxation

The charitable company is exempt from corporation tax on its charitable activities.

1.12 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense.

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

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.13 Retirement benefits

Retirement benefits to employees of the entity are provided by a defined contribution scheme and a Local Government Pension Scheme (LGPS), which is a defined benefit scheme. The assets of both schemes are held separately from those of the entity.

The contributions made in relation to the defined contribution scheme are charged in the accounts as they become payable in accordance with the rules of the scheme.

The LGPS is a funded scheme and the assets are held separately from those of the entity in separate trustee administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit method and discounted at a rate equivalent to the current rate of return on a high quality corporate bond of equivalent term and currency to the liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. However, Carers Support West Sussex is counted as a pass through employer for the purpose of their share of benefits in the LGPS and as such it is unable to identify its share of the underlying assets and liabilities of the scheme on a consistent and reasonable basis. This is therefore treated as a defined contribution scheme and the contributions are recognised as they are paid each year.

2 Critical accounting estimates and judgements

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

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

The main judgement and accounting estimates included in the accounts are:

Amortisation of CRM system

Management have estimated that the useful life of the CRM system is 5 years.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

3 Income from donations and legacies

	Unrestricted funds		Unrestricted funds designated		Restricted funds	Total	Unrestricted funds general		Unrestricted funds designated	Restricted funds	Total
	2025	£	2025	£	2025	£	2024	£	2024	2024	£
Donations and gifts	3,837		-		36,705	40,542	18,738		260	33,605	52,603

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

4 Income from charitable activities

	Contract income 2025 £	Contract income 2024 £
Services provided under contract	4,039,716	4,392,949
Analysis by fund		
Unrestricted funds - general	2,549,355	2,824,204
Restricted funds	1,490,361	1,568,745
	4,039,716	4,392,949

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	67,558	64,701

6 Expenditure on raising funds

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Fundraising and publicity		
Staff costs	33,717	17,762

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

7 Expenditure on charitable activities

	Direct activities	Grant funding of activities	Premises expenditure	Office running costs	Total
	2025	2025	2025	2025	2025
	£	£	£	£	£
Direct costs					
Staff costs	2,018,063	-	-	-	2,018,063
Depreciation and impairment	-	-	-	51,560	51,560
Carers grants	-	687,687	-	-	687,687
Other staff related costs	146,381	-	-	-	146,381
Rent	-	-	16,425	-	16,425
Communication costs	-	-	-	44,615	44,615
Project costs	-	25,709	-	109,347	135,056
Office costs	-	-	-	89,652	89,652
Marketing & communication	20,835	-	-	-	20,835
Partnership fees	153,000	-	-	-	153,000
	<u>2,338,279</u>	<u>713,396</u>	<u>16,425</u>	<u>295,174</u>	<u>3,363,274</u>
Share of support and governance costs (see note 8)					
Support	-	-	-	394,916	394,916
Governance	-	-	-	33,156	33,156
	<u>2,338,279</u>	<u>713,396</u>	<u>16,425</u>	<u>723,246</u>	<u>3,791,346</u>
Analysis by fund					
Unrestricted funds - general	1,729,717	1,758	16,425	715,877	2,463,777
Restricted funds	608,562	711,638	-	7,369	1,327,569
	<u>2,338,279</u>	<u>713,396</u>	<u>16,425</u>	<u>723,246</u>	<u>3,791,346</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

7 Expenditure on charitable activities

(Continued)

Previous year:	Direct activities	Grant funding of activities	Premises expenditure	Office running costs	Total
	2024	2024	2024	2024	2024
	£	£	£	£	£
Direct costs					
Staff costs	2,932,186	-	-	-	2,932,186
Depreciation and impairment	-	-	-	65,928	65,928
Carers grants	-	747,010	-	-	747,010
Other staff related costs	259,342	-	-	-	259,342
Rent	-	-	35,197	-	35,197
Communication costs	-	-	-	40,306	40,306
Project costs	-	80,462	-	83,230	163,692
Office costs	-	-	-	99,300	99,300
Marketing & communication	61,085	-	-	-	61,085
Partnership fees	220,336	-	-	-	220,336
	3,472,949	827,472	35,197	288,764	4,624,382
Share of support and governance costs (see note 8)					
Support	-	-	-	223,189	223,189
Governance	-	-	-	47,266	47,266
	3,472,949	827,472	35,197	559,219	4,894,837
Analysis by fund					
Unrestricted funds - general	2,460,303	1,542	39,830	496,297	2,997,972
Unrestricted funds - designated	135,717	38	8,837	46,559	191,151
Restricted funds	876,929	825,892	(13,470)	16,363	1,705,714
	3,472,949	827,472	35,197	559,219	4,894,837

8 Support costs allocated to activities

		2025 £	2024 £
	Basis of allocation		
Staff costs	<i>Time spent</i>	391,969	217,722
Bank charges	<i>Direct</i>	2,947	5,467
Governance costs	<i>Direct</i>	33,156	47,266
		428,072	270,455
Analysed between:			
Office running costs		428,072	270,455

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

9 Trustees

None of the Trustees (or any persons connected with them) received any remuneration. During the year, expenses of £16 (2024: £nil) were reimbursed to a trustee relating to printing and postage.

10 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Part time	56	73
Full time	37	48
Total	93	121

Employment costs

	2025 £	2024 £
Wages and salaries	2,181,220	2,851,029
Social security costs	189,712	230,425
Other pension costs	72,817	86,216
	2,443,749	3,167,670

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2025 Number	2024 Number
£60,001 - £70,000	-	1
£70,001 - £80,000	1	1

Remuneration of key management personnel

The key management personnel of the charity comprise the Chief Executive, Head of Finance and the Heads of Service. The total employee benefits of key management personnel of the charity were £274,363 (2024: £400,202). Of this amount £243,738 (2024: £308,042) was paid via payroll and £30,625 (2024: £92,160) was provided on a subcontract basis.

11 Taxation

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

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

12 Intangible fixed assets

	Computer software £
Cost	
At 1 April 2024 and 31 March 2025	46,581
Amortisation and impairment	
At 1 April 2024 and 31 March 2025	46,581
Carrying amount	
At 31 March 2025	-
At 31 March 2024	-

13 Tangible fixed assets

	Computers and VOIP system £	CRM system £	Total £
Cost			
At 1 April 2024	82,199	241,231	323,430
Additions	-	53,090	53,090
At 31 March 2025	82,199	294,321	376,520
Depreciation and impairment			
At 1 April 2024	82,199	170,437	252,636
Depreciation charged in the year	-	51,560	51,560
At 31 March 2025	82,199	221,997	304,196
Carrying amount			
At 31 March 2025	-	72,324	72,324
At 31 March 2024	-	70,794	70,794

14 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Trade debtors	15,240	158,940
Prepayments and accrued income	52,127	62,409
	67,367	221,349

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

15 Current asset investments

	2025 £	2024 £
Short-term deposits	1,438,163	1,184,436

16 Creditors: amounts falling due within one year

	2025 £	2024 £
Other taxation and social security	215,233	152,084
Trade creditors	49,350	41,364
Other creditors	12,357	13,751
Accruals and deferred income	33,738	423,778
	310,678	630,977

17 Restricted funds

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

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
Additional core contract activity	86	-	(86)	-	-
Core contract variation	37,405	-	-	(37,405)	-
Direct grants for carers	115,389	943,537	(758,574)	(177,023)	123,329
Grant funded carer activity	136,190	26,977	(98,209)	177,256	242,214
NHS funded activity	41,398	222,200	(243,109)	-	20,489
Subcontracts for carer support activity	53,228	224,581	(131,822)	40,588	186,575
National Lottery Fund activity	-	109,771	(95,769)	-	14,002
	383,696	1,527,066	(1,327,569)	3,416	586,609

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

17 Restricted funds

(Continued)

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Additional core contract activity	1,444	2,613	(3,971)	-	86
Core contract variation	32,598	121,867	(113,865)	(3,195)	37,405
Direct grants for carers	156,067	805,532	(821,320)	(24,890)	115,389
Grant funded carer activity	157,392	248,609	(274,260)	4,449	136,190
NHS funded activity	28,177	326,648	(313,427)	-	41,398
Premises	4,130	-	13,470	(17,600)	-
Subcontracts for carer support activity	99,445	100,081	(192,341)	46,043	53,228
	<u>479,253</u>	<u>1,605,350</u>	<u>(1,705,714)</u>	<u>4,807</u>	<u>383,696</u>

Additional core contract activity: Additional work provided by CSWS around engagement and consultations with Carers around changes to WSCC services

Core contract variation: To support the Carer Benefits service and the Young Carers Partnership. As of 1st April 2024, these services are part of the Main Contract

Direct grants for Carers: Household Support Fund, Hardship Fund, Carers Trust Grants and SaHaH Grants paid directly to carers to support them in their caring role and prevent carers going into financial crisis.

Grant funded carer activity: CSWS seeks additional funding to improve services to carers and some applications lead to projects from several sources that enable CSWS to deliver new services to Carers. Projects such as the Male Carers Project funded by Mid Sussex during this financial year.

NHS Funded activity: Contracts direct with Sussex NHS to provide the Sussex wide Carer Health Project which aims to identify and support carers in both Primary care and hospitals. Contracts were for Pan Sussex projects and funds were passed onto Carer for the Carers and Carers Centre Brighton & Hove to deliver the project in their areas.

National Lottery Fund activity: from the funding programme Reaching Communities London and Southeast Region to enhance our carer coaching project

Premises: Funds allocated in 2023/24 by the Trustees to review the charity premises and do works to ensure that the offices are fit for purpose.

Subcontracts for carer support activity: In 2024/25 Income received for staffing resource from subcontract with Age UK to deliver the Support at Home after Hospital service and a subcontract with WSCC to allocate Household Support Funds to Carers.

During the year the Directors are grateful to the following Trusts and Foundations funders for supporting unpaid Carers in West Sussex:

The National Lottery Community Fund: for our Carer Coaching project (RC London & South East Region)

Sussex NHS: for its funding of the Health Project which supported our work with Primary Care

Carers Trust: towards Direct grant payments for our Carers.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

17 Restricted funds

(Continued)

West Sussex High Society, Crawley Community Shop, The Grace Trust, Chichester City Council and The East Grinstead Common Good Trust: for donations towards Carer activities

Littlehampton Quakers, Sainsbury's Charity of the year and West Sussex Travel: towards core costs providing much needed support for unpaid carers

Horsham District Council: for our Check in & Chat Service

Shanly Foundation, The Three Oaks Trust, Crawley Borough Council, Longley Trust and Gatwick Airport Community Trust: for our Bilingual Memory Navigator Project

Crucible Foundation and The Grace Trust: for the Online Mindfulness service

Nando's: for providing free meals and drinks to My future groups bimonthly in Chichester and Crawley

Leonardslee Lakes and Gardens: for donating 40 free tickets and garden tour during carers week

Goodwood Education Trust: for donating free multi activity day for young carers.

Chichester Festival theatre: for donating 60 free tickets for young carers

Petworth House: for donating 40 free tickets and parking carers week

Pallant House Art Gallery: for donating 12 free entry tickets, tour and refreshments.

18 Unrestricted funds - designated

These are unrestricted funds which are material to the charitable company's activities.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
Strategic development fund	-	-	-	100,000	100,000
Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Website	26,932	-	(23,699)	(3,233)	-
Finance development	9,143	-	(38,654)	29,511	-
Communications	22,947	-	(26,706)	3,759	-
New learning and development	11,318	-	(23,740)	12,422	-
Development fund	55,603	260	(54,591)	(1,272)	-
Premises working group	-	-	(10,820)	10,820	-
Strategic development fund	5,352	-	-	(5,352)	-
Volunteering	-	-	(300)	300	-
CRM consultant	-	-	(12,602)	12,602	-
Dementia - Young onset weekends	40	-	(39)	(1)	-
	131,335	260	(191,151)	59,556	-

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

18 Unrestricted funds - designated

(Continued)

Strategic development fund - Investment in digital enhancement and to allow charity to meet the costs related to the aims of the new strategy in development during 25-26 and to be launched in 2026.

Website - an investment in a new website and exploration of self-serve options, including auto-population of our CRM links with Sussex wide carer activity.

Finance development fund - an investment for the finance team support to enable us to resource our finance plan and create effective finance information to support the charity going forward.

Communications - funds set aside for a one-year locality/communications officer to support the work of our locality managers as they implement their new programmes of work close to where people live.

New learning and development fund - funds towards a training and HR administrator role to support the recording and reporting of learning and development. Continuation of management development training focussing on management behaviours.

Development fund (Income generation) - represents monies set aside by the Board to sustain charity resources over the course of the three to five years. This is necessary to ensure that the core universal contract service offer can be delivered and that CSWS can provide other directly funded frontline charity support to designated areas of known highest priority need.

Premises working group - represents monies that the charity has set aside to allow it to access professional advice and support in the development and implementation of its premises strategy.

Strategic development fund (2024) - has been set up to allow the charity to meet the costs of advice and assistance that may be necessary in the development of its strategy for the next 5 years.

Volunteering - funds towards an external standard 'Investing in Volunteers', which aims to improve the quality of the volunteering experience and to ensure that CSWS acknowledges the contribution of its volunteers.

CRM consultant - funds set aside for the CRM Audit of the Cloud9 Database.

Dementia - Young onset weekends – Funds available for Carers towards the cost of the Young Onset Dementia Weekend and for Carer Equipment for displays at our dementia events.

19 Analysis of net assets between funds

	Unrestricted funds general 2025 £	Unrestricted funds designated 2025 £	Restricted funds 2025 £	Total 2025 £
Fund balances at 31 March 2025 are represented by:				
Tangible assets	72,324	-	-	72,324
Current assets/(liabilities)	816,409	100,000	586,609	1,503,018
	<u>888,733</u>	<u>100,000</u>	<u>586,609</u>	<u>1,575,342</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

19 Analysis of net assets between funds

(Continued)

	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £
Fund balances at 31 March 2024 are represented by:				
Tangible assets	70,794	-	-	70,794
Current assets/(liabilities)	762,001	-	383,696	1,145,697
	<u>832,795</u>	<u>-</u>	<u>383,696</u>	<u>1,216,491</u>

20 Financial commitments, guarantees and contingent liabilities

Prior to the year-end the charity was notified of a claim being raised against them by a former employee. At the reporting date, the likely outcome of the claim is uncertain, in terms of timing, potential value and probability of any liability arising. On this basis no provision has been included in the financial statements.

21 Operating lease commitments

Lessee

At the reporting end date the charitable company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	<u>4,149</u>	<u>3,982</u>

22 Cash generated from operations

	2025 £	2024 £
Surplus/(deficit) for the year	358,851	(332,744)
Adjustments for:		
Investment income recognised in statement of financial activities	(67,558)	(64,701)
Depreciation and impairment of tangible fixed assets	51,560	65,928
Movements in working capital:		
Decrease/(increase) in debtors	153,982	(144,237)
(Decrease)/increase in creditors	(320,299)	6,979
Cash generated from/(absorbed by) operations	<u>176,536</u>	<u>(468,775)</u>

23 Analysis of changes in net funds

The charitable company had no material debt during the year.

Accounts

Charity registration number 1123359

Company registration number 06418743 (England and Wales)

CARERS SUPPORT WEST SUSSEX

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

CARERS SUPPORT WEST SUSSEX

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Mr P G Estep
Mr A Beasley
Ms N Jeffery
Ms C M Field
Mr N T Young
Ms B Williams (Appointed 24 August 2023)
Ms A K Fox (Appointed 22 June 2023)
Mr D M Gayler (Appointed 26 October 2023)
Ms C Maniscalco (Appointed 26 October 2023)
Mr R Mansfield (Appointed 26 October 2023)

Charity number

1123359

Company number

06418743

Registered office

CSWS C/O Messers Carpenter Box
Amelia House
Crescent Road
Worthing
West Sussex
BN11 1RL

Auditor

Sumer Audit
Amelia House
Crescent Road
Worthing
West Sussex
BN11 1RL

CARERS SUPPORT WEST SUSSEX

CONTENTS

	Page
Trustees' report	1 - 12
Statement of Trustees' responsibilities	13
Independent auditor's report	14 - 16
Statement of financial activities	17
Balance sheet	18
Statement of cash flows	19
Notes to the financial statements	20 - 36

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their annual report and financial statements for the year ended 31 March 2024.

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

Carers Support West Sussex was incorporated as Company Limited by Guarantee on 06 November 2007 (registered number 06418743) and registered as a Charity on 28 March 2008 (registered number 1123359). Its registered address is CSWS C/O Messrs Carpenter Box Amelia House, Crescent Road, Worthing, West Sussex, United Kingdom, BN11 1RL.

Objectives and activities

The Charity's objects are:

To relieve poverty, sickness and mental suffering of people who are carers, whether on a full or part-time basis living in West Sussex and its environs for people who are elderly, disabled, ill or frail for any reason whatsoever and the relief of such elderly, disabled, ill or frail people by the provision of practical help and assistance, advocacy, and information for those responsible for their care.

To advance the education amongst carers and the general public concerning caring and the support and treatment of those requiring support from carers.

Our Values

Our organisations guiding principles, or values, reflect our commitment to inclusivity, empowerment, and fostering a strong sense of community among all those involved with Carers Support West Sussex.

- We are focused, putting Carers at the heart of everything we do.
- We act together, working with and for Carers, the communities they live in and the people that can make a difference to them.
- We are leaders working with each other to find potential and opportunities across all communities, enabling Carers to be identified and involved.

Public benefit

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charitable company should undertake.

Grant making policy

The Charity has a clear procedure for Payment Making and for offering equipment and other assistance. The goal is to ensure that carers in West Sussex are provided with the support to ensure they can fulfil their role and, to facilitate this, offer grant payments and the provision of equipment to individual Carers. Criteria for accessing these grant funds are clearly defined with the aim of these funds being to support carers to maintain their health and wellbeing or to prevent carer breakdown.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance

Carers Support West Sussex (CSWS) is an independent charity in West Sussex dedicated to improving the support provided to unpaid carers, to enable them to have a good quality of life, access to information, guidance, and encourage independence, to give carers a choice of a life alongside their caring role. There are around 120 members of staff and 70 volunteers. The Charity team also benefits from a highly dedicated Board of Trustees.

With more than 29,000 carers registered with the Charity (as of 31 March 2024), the team provide carers with information and advice, run Support Groups, a Carer Help Line, support carers access equipment to assist them in their caring role, or provide funds so that carers can do something for themselves. The Charity team can also help carers access, coaching, wellbeing support and have teams in all the of the major hospitals in West Sussex, as well as East Surrey Hospital in Redhill.

Achievements and performance against charity objectives

The 'Impact Report Infographic' for 2023/24 <https://www.carerssupport.org.uk/impact-report-2024/> gives a flavour of CSWS team activity during a time of uncertainty and change as our core contract with West Sussex County Council was recommissioned. Carers are at the heart of everything we do and as such their voices have been a key part of our [Strategy Aims and Objectives 2021-25 \(carerssupport.org.uk\)](https://www.carerssupport.org.uk/strategy-aims-and-objectives-2021-25/) which was published during July 2021.

We believe the six strategic aims and objectives and the associated delivery intentions best address the challenges facing carers and our organisation.

Demand for carer services has seen no reduction and the cost-of-living crisis has meant that many carers are struggling to afford basic living needs such as food and warmth. Health and Social care are struggling with the high costs of care and support and their budgets are challenged, with reductions in many contracts commissioned by both the NHS and local authorities.

At the end of the financial year, we won the tender to deliver carer services in West Sussex for the next five years, but we were challenged by the reduction in the budget set and in the need to reduce our staffing levels accordingly. During the last 3 months of the financial year, we entered a period of consultation with over 60 employees around changes to the roles and the organisational structure.

What our carers tell us

Carers are at the heart of everything we do and as such their voices have been a key part of our CSWS' Strategy Aims and Objectives 2021-25.

To ensure our services are meeting the demands of unpaid family and friend carers in our county, we conducted a carer consultation to help us better understand the issues and challenges carers are facing in this current climate. 841 carers were involved in this engagement, which included a survey (online and postal) and focus groups.

Top three challenges and barriers for Carers:

- Feelings of stress
- Managing own physical/mental health
- Missing out on socialisation because of caring

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Strategic Aim: Be connected

Specific Objective: We will meet carers wherever they are in their journey, working individually with at least 4,000 every year to improve their health and wellbeing.

- During 2023/24 the CSWS team worked with 11,345 unique carers by email, telephone, face-to-face, Zoom individually and in groups and via online chat functions. This represents a 9% increase on the previous year.
- CSWS' teams provide a range of locality-based and specialist support and during the year worked with carers helping: people with a long-term condition (45%); people with dementia (22%); people with a mental health condition (13%); people with a physical disability (17%); people with a learning disability (5%); people with substance use issues, or addiction/recovery issues (3%); people who are frail/elderly (10%); parent carers of children under 18 years (14%).
- During the financial year 5.2% of the carers we supported were from ethnic minority communities.
- We have worked with 477 carers providing them with a Statutory Carer Assessment to gauge how the caring role affected their life, and we completed a further 1,300 light touch Carer's Assessments
- We have had 118 different carers groups/drop-ins/clinics/events in total, both online and face-to-face. These have been attended 3470 times, by 1018 unique carers.

Strategic Aim: Be the early offer
Specific Objective: Provide the carer contact point and increase new carer registrations by a minimum of 10% year-on-year.

We seek to be the early offer for all carers, of which the 'front door' to our service, is the Help Line. Open six days a week and staffed by our Carer Wellbeing Support Workers our service is accessible and allows carers to contact us via email, webchat, and telephone.

There has been demand for our services throughout the year; 2023/24 has seen a consistent increase in demand for all our services and is mirrored by the experience of our partners in the voluntary and statutory sectors. Our contract suggests we should identify and register 250 new carers each month however this year, this number was consistently around 433 carers per month showing the ever-increasing demands from carers in West Sussex.

- There are over 29,000 carers registered with us. In the last year we have maintained high levels of carer registrations – 5,195 new carers registered with us.
- Our Help Line Team have handled 28,595 incoming and outgoing calls (28% increase on previous year); exchanged 24,982 emails and supported 299 online chats with carers.
- We delivered over £659,000 to 2,263 carers in hardship and wellbeing funding during the year. Of those funds between September 2023 and March 2024, over £372,000 was awarded to 849 carers who qualified for this grant to help with food, bills and household items. A further 1,240 carers received a portion of £287,000 to provide support in improving overall health and wellbeing of which 463 parent carers were awarded grants to the value of £74,000. Additionally, we provided grants of £64,000 to provide carers with equipment, £5,000 in hardship monies and £19,000 in Carers Trust grants, A total of £747,000 was allocated to carers in 2023/24.
- Our Carer Benefits' Service helped 1,111 carers (a 50% increase on previous year) collectively gain £1,661,000 in additional annual benefits

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Strategic Aim: Be the experts in carers

Specific Objective: Influence communities, partners, and decision makers across the county to deliver what carers say they need.

We make it our business to amplify carer voices, bringing them to communities, partners, and decision makers across the county. Our Carer Voice Network with 52 active members- a 73% increase on previous year, provides a platform from which carers hold a strong and active voice to influence and co-produce projects. During the year we have worked with and for carers to bring their voice to 29 different activities, opportunities, and events.

Key Marketing and Communications Activity in the Year:

During the summer we worked on the development of our new website and in September we were pleased to go live on a fresh and interactive site. Our Carer Smart Search is an addition to the site which allows visitors to better find relevant information.

- Our website received 107,000 users – a 16% increase in engagement and 330% increase in return visits. We sent 110 carer information and specialist emails to our email network of 19,000 carers. We sent a monthly e-bulletin to partners reaching 1,400 individual partners to keep them up to date with information around carer services.
- CSWS uses Facebook, X (formally Twitter), Instagram and LinkedIn to provide up to the minute information to audiences using those platforms. During 2023-24, 1,310 posts were designed and posted on those channels.
- The theme for Carers' Week 2023 was 'Recognising and supporting carers in the community' and we offered a combination of online and face-to face events. There were eleven face-to-face and three online events. Of the 388 tickets allocated a total of 300 ticket users attended, 109 professionals attended two events.

Measuring Outcomes:

The Carers Star is a strength-based tool which helps our conversations with carers to explore areas of their life which may be affected by their caring role. We support carers to identify what they would like to focus on and what they would like to change. Where required, will create their personal plan together and identify what needs to happen and by whom to help carers achieve their goals.

Strategic Aim: Be present in the community

Specific Objective: Be there for all carers in West Sussex: locally and culturally appropriate, visible, and accessible.

In our Strategy we set one of the key strategic aims to 'Be Partners' creating tangible partnerships leading to opportunities for and with carers. The aim is to work with partners who support carers from across the county and Pan Sussex.

The teams have specialist workers supporting parent carers, carers of people with mental health issues, dementia, learning disability, autistic adults and those impacted by another's drug and alcohol use plus locality or community-based teams: Arun, Crawley and Mid Sussex, Chichester and Horsham, and Adur and Worthing. During 2023/2024 CSWS worked in partnership with over 280 voluntary sector and statutory organisations to ensure that carers were considered and supported. Through these local partnerships we have co-delivered carer groups, established referral pathways and supported partners to identify carers early.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Seeking additional funding for new projects:
CSWS is the lead partner for two significant partnership programmes across the Sussex footprint with our carer colleagues, Care for the Carers (East Sussex) and Brighton and Hove Carers Centre. We worked together on Making Carers Count, a programme funded by Carers Trust and in West Sussex working with 292 carers, from diverse backgrounds, with 1:1 support.

The second project, funded by Sussex Heath and Care (ICB) started in early 2023 is an ambitious programme supported by six new workers across Sussex supporting carers in hospital and primary care settings.

In West Sussex this programme focussed on work with Primary Care and in this first year our Primary Care Project has outdone expectations and achieved the following outcomes; 17 surgeries supported 1:1 to improve their carer identification and support; 1143 new carers identified by surgeries; across a sample of 14 surgeries; 88% GP surgeries reported they had made improvements in their carer identification and support; 15 websites (20 surgery sites) have added CSWS onto their websites. The project created a Primary Care Toolkit available online to all Primary Care Professionals and tailored to West Sussex. In a survey of carers, 49% (28) had noticed improvements in their GP surgery and 574 carers were referred to CSWS by Primary Care (95% increase).

Winter campaign 2023:

CSWS worked in partnership with the NHS, West Sussex County Council, Care for the Carers, and Carers Centre Brighton and Hove to deliver a Sussex wide winter campaign, which ran from the 1st – 19th December 2023.

Strategic Aim: Be Partners

Specific Objective: Create at least two new tangible partnerships leading to opportunities for and with carers.

In our Strategy we set one of the key strategic aims to 'Be Partners' creating tangible partnerships leading to opportunities for and with carers. Our aim is to work with partners who support carers from across the county. The teams have specialist workers supporting parent carers, carers of people with mental health issues, dementia, learning disability, autistic adults and those impacted by another's drug and alcohol use.

The work of the community-based teams continues to grow in both size and complexity and the emerging themes are largely in line with those we have seen in the Carer Engagement Consultation Report. Carers tell us about the stress of their caring roles, managing their own physical and mental health and missing out on recreational activities high on the list of challenges reported to our teams.

Carer groups and peer support opportunities:

Our teams run groups, drop-ins, carer clinics, learning and wellbeing events. These are facilitated by Carer Wellbeing workers who are visible and present throughout the time, encouraging carers to talk and share, ensuring that the group is a safe place for carers to meet.

Young and Young Adult Carers:

Since autumn 2021, CSWS has worked together with West Sussex County Council Young Carers' Team to provide young carers with regular YC clubs for 11+ year olds and holiday activities for those aged 7-11 years. We have been successful in getting additional grant funding to support this work with over £10K raised which has been allocated to support the continuation of the initiative until March 2024.

Supporting West Sussex County Council to improve practice:

2023-2024 was a time of notable change for The Carer's Assessment Team, with the re-design of Adult Social Care assessments and processes in West Sussex (Practice and Systems' Programme – PAS) which went live in April 2023 and embedding this new practice throughout the year. Carers Support's experienced assessors worked with the WSCC teams to define processes and ensure better client flow.

Working within acute and community hospital settings:

For many carers, they become a carer whilst in touch with health services and so partnership with health is vital to ensure that carers are enabled to access support early in their caring journey. We know that many carers will have been in caring roles for more than a year before they contact carer services. Our relationships with the acute and community hospitals are key and requires constant reinforcing as staff within these settings come and go.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Strategic Aim: Be consistent and creative

Specific Objective: Create and sustain the internal capacity we need to deliver consistent and quality services, whilst exploring opportunities and potential.

Every year we add value to the Health and Social Care funding we are allocated as part of the agreement to support carers. Through the support of 74 local volunteers who worked alongside the team to help carers, with 26 counselling volunteers who provided free counselling for carers. Our 11 Trustees set the strategy and overall governance for the Charity. Together our Volunteer Team have provided 1600+ hours of volunteering.

The CSWS team of employees continues to be a very engaged workforce with six out of ten identifying as a carer and from the last Gallup 12 Employee Engagement Survey we were scoring very high with a job satisfaction level of 94%.

We continue to grow our fundraising and new services activity and this year the team have worked with WSCC, NHS Sussex, Carers Trust and grant providers to develop new projects and services. We have received over £600,000 in monies for new projects and services, outside of the core contract. Using a Social Return on Investment tool developed by Civil Society Consulting and Carers Trust, Carers Support West Sussex can show that for every £1 invested in our services £10.38 of value is generated.

We have worked with WSCC communities' directorate to ensure that carers receive a share of the Household Support Fund to support them through the challenges of a cost-of-living crisis with

During the year we secured funding for and set up new projects, and continued to deliver grant funded projects, below are some of these services and activities:

- In summer 2023 we established the Refugee and Asylum Seeker Project which has seen us working with WSCC colleagues to support refugees and asylum seekers who are carers to access available support.
- Male Carers: CSWS were successful in an application to Mid Sussex District Council for a grant to complement our core contract to support delivery of a project to identify and engage with male carers in Mid Sussex. Since April we have run 6 social events and 4 information events:
- The Coaching for Carers Pilot Project was established and evaluated by Kent University. 50 carers took part in the pilot which included 1:1 and group coaching and the outcomes for carers were staggering. In spring 2024 we were awarded Lottery Funding to deliver a 3-year coaching for carers project.

Trusted Charity Award:

We continued to be consistent as well as creative in everything we did during 2023/24; and to amplify this our Charity was assessed in over 11 quality standards. CSWS has been accredited with the Level 2 Trusted Standard meaning we have demonstrated a long-term strategic approach, future planning, and have established practices which are reviewed to ensure continuous improvement. This was determined by being assessed against the 11 quality areas of the standard from Level 1 and Level 2; governance, planning, leadership and management, user-centred service, managing people, learning & development, managing money, managing resources, external communications, working with others and assessing outcomes and impact.

One of the Trusted Standard Practitioners said:

"There is a clear supportive culture from the Board and senior management. The organisation's values are an inclusive part of their strategy and were seen to be lived. Staff used words like "supportive, inclusive and very positive" to describe the culture and leaders' behaviour, with one person stating that "I have never felt so able to talk to managers" and another saying, "what more could you want?" about the process, and the positive outcome."

Statement regarding fundraising

The Charity raises funds primarily through Grants and Trust fundraising. Fundraising activity is reported to the Finance and Risk Committee which is a subcommittee of the Board, and the Fundraising Policy is monitored annually. The Charity is registered with the Fundraising Regulator, has a Fundraising Policy, and has not received any complaints relating to fundraising during the year.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Remuneration policy

The approach to the remuneration of all employees is to endeavour to offer fair and competitive levels of pay as are affordable within our means so that our charitable objectives can be delivered. The rates of pay shall be proportionate to the complexity and responsibilities of each role.

The key principles for deciding the pay and reward of the employees of the Charity is:

- that every employee is different, so we recognise that their needs and their motivations are different
- attaining equity and objectivity in setting levels of compensation
- maintaining responsible financial management to enable payments to be made
- having a strong governance structure to ensure that employee remuneration is managed in line with best practice.

The Charity seeks to be fair in remunerating at both the higher and lower ends of the pay scale, and the appropriateness of pay will be considered in the context of achieving the aims of our Charity and the efficient delivery of services to meet the needs of our beneficiaries. In this regard, the Charity undertook a salary benchmarking exercise for key roles was undertaken in January 2023 with the aim of ensuring that the principles underlying the organisation's pay and rewards were honoured.

Contribution made by volunteers

- The Volunteer Service has continued throughout 2023-24 to support our carers through CSWS services and new projects, delivering 1,600 hours from 74 volunteers.
- A counselling service that was free to carers was delivered by CSWS, with the support of an amazing group of volunteer counsellors who gave their time to help carers. This year 189 carers received this service.
- The volunteer-supported Check-in & Chat Telephone Befriending Service continues to provide vital, personalised support to individuals, many of whom remain isolated by the demands of their caring role.

Diversity, Equality and Inclusion (DEI)

The Trustees have an annual review of Diversity, Equality, and Inclusion, have made a commitment to the ACEVO Leadership principles on diversity and agree and an annual DEI plan with carers and the workforce.

At the end of March of carers registered during the financial year, 5.2% of the carers we supported were from ethnic minority communities.

Workforce:

38% of the workforce are over the age of 55, with 25% being 45-54 years, 24% aged 35-44 and 12% being 25-34; there has been a shift from the previous year's figures to a younger age group; 89% identify as female and 60% of our staff team report that they are in a caring role themselves.

CSWS supports flexibility in the workplace and offers part time opportunities. 60% of the employees work part time hours.

Trustees monitor activity with the CSWS on all these commitments through monthly and quarterly Carer Services and HR Reports.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Financial review

The Charity's main activities arise under a contract with West Sussex County Council (WSCC) to provide universal carer services across West Sussex. The contract, funded from the Council's prevention funds, was recommissioned in January 2024, with CSWS being awarded a contract to deliver these services for a further five years, with possible extensions for one + one years. The Charity continues to work to grow its own earned income through fundraising and income generation activities.

Net expenditure for the year 2023/24 (being the difference between total net income and expenditure across individual funds) totalled £332,744 (2023: net income £28,472) as shown on the Statement of Financial Activities on page 15 of the accounts.

Total unrestricted income increased by approximately 9.8% compared to the previous year, mainly due to additional income received in respect of the Charity's charitable activities. Expenditure on charitable activities (excluding grant funded expenditure from restricted funds and depreciation and impairment) also increased by approximately 15%, largely because of additional staff and other operating costs incurred in meeting activity demands. The overall result for the year reflects the work undertaken by the Trustees and Leadership Team to generate more income and reduce charitable overheads wherever possible.

Restricted income has decreased by 31% compared to the previous year and this is mirrored by the decrease in restricted expenditure which has decreased by 21% on the previous year, these decreases are mainly due to the receipt and payment out of the carer hardship and wellbeing grants.

During the year, and in line with its strategic priorities, the Charity continued with its on-going investment to support its charitable activities and contract with WSCC. In Spring 2024 the budget was prepared for the new contract with an understanding from Trustees that as the new contract and service delivery was mobilised the Trustees would welcome proposals from the Leadership Team for funding from reserves to enhance our services to carers in West Sussex.

The Trustees continue to be aware of the funding pressures facing the charitable sector and local government, noting particularly the increasing financial impact of inflation. It is recognised that the same levels of funding cannot be assumed in the longer term and, accordingly, the Trustees have set strategic priorities for fundraising and income generation activities. The Directors and Charity team keep up to date on government policy in relation to potential cuts to local authority and health funding and other organisational risks.

The Charity is holding unrestricted reserves including designated funds totalling £832,795 as at 31 March 2024 (2023: £938,647). This comprises 3.5-month operating costs so is within the policy detailed below.

The Finance and Risk Committee and main Board decided to spend down the designated funds during the year as such at the year end the balance on these funds is now zero.

The Charity also holds restricted fund balances totalling £383,696 at 31 March 2024 (2023: £479,253 which are held for the purposes of the particular contract service. These funds do not form part of the Charity's unrestricted reserves.

Principal funding sources

The principal funding sources for the Charity are as follows:

- Grants and contracts from West Sussex County Council (WSCC) as part of a service level agreement
- Contracts for services and activities
- Grants from trusts and foundations
- Donations and income through fundraising

CSWS has an Agreement with WSCC to provide a county-wide Carers Information, Advice, Assessment and Support service through a range of methods and settings that work for and with the carer population of the county. The activity, outcomes and expectations are clearly stated within the Agreement.

The Charity submits monthly and quarterly reports against agreed Key Performance Indicators (KPIs) and carer outcomes to WSCC.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

In the 7 years of the contract, in partnership with the service commissioner, some changes have been made to the requirement of the contract to better respond to the needs of carers. There are few KPIs within the contract, however, monthly and quarterly reports highlight key performance measures such as:

- Number of Statutory Carer Assessments provided to carers - KPI 1,080 per annum, in this year over 1,700 full and light touch assessments were provided to carers
- Number of new carers registered - KPI 3,000 carers per annum, in this year more than 5,500 new carers were registered.

The regular reporting also provides both qualitative and quantitative data, case studies and feedback from carers on services received.

In October the procurement for the new contract for carer services in West Sussex started with changes to the contract value and expectations. 85% of our income is spent on employing a group of skilled employees. A reduced contract value meant that our teams needed to reset expectations of our services to carers and this work started in October as we began the transition to the new contract. We had a vacancy freeze as we prepared for the new contract and started the review of our offer to carers to reduce it in line with the new contract expectations. We reviewed our premises and, to make non-staff savings, we reduced to one office with all our employees working from local communities or from home.

Reserves

The Trustees have considered the provisions of the Charity Commission's guidance 'Charity Reserves: Building Resilience' (CC19, September 2018) in setting the Reserves' Policy for the Charity. The Board has determined that there is a need for sufficient reserves to secure the organisation's viability beyond the immediate future to provide reliable services and funding over the longer term and to absorb financial setbacks, while acknowledging the vulnerability of our client group and the nature of the services we offer.

The Trustees have used the organisation's Risk Register to inform its Reserves' Policy and to focus on key financial risks in respect of income, expenditure, any on-going effects from the pandemic, the receipt and use of restricted income, and where funds can only be realised by the disposal of fixed assets.

The Charity's Reserves' Policy is to maintain an adequate level of reserves to enable normal operating activities to continue over a period of three to six months in the event that the contract with WSCC should conclude without renewal, and to allow the Charity to continue for a period of twelve months after the conclusion of the contract with WSCC, should a shortfall of income occur and to take account of potential risks and contingencies that may arise from time to time.

The potential contingencies identified by the Board include:

- Meeting contractual liabilities should the organisation have to reduce activity or close, including redundancy and notice payments, amounts due to creditors and contractual commitments.
- Covering unexpected costs like the breakdown of essential office equipment, staff cover for illness, maternity leave and parental leave, and legal costs defending the Charity's interests.
- Replacing equipment as it wears out.
- Provide working capital when funding is paid in arrears.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Designated funds

During the year, the Charity reviewed the purposes for which funds had been previously designated. Additional amounts were set aside for:

- Website: an investment in a new website and exploration of self-serve options, including auto-population of our CRM links with Sussex wide carer activity and additional database consultancy.
- Finance development fund - an investment for the finance team support to enable us to resource our finance plan and create effective finance information to support the charity going forward.
- Communications - funds set aside for a one-year locality/communications officer to support the work of our locality managers as they implement their new programmes of work close to where people live.
- New learning and development fund - funds towards a training and HR administrator role to support the recording and reporting of learning and development.
- Development fund (Income generation) - represents monies set aside by the Board to sustain charity resources over the course of the three to five years.
- Strategic development fund – was set up to allow the charity to meet the costs of advice and assistance that may be necessary in the development of its strategy for the next 5 years.

Investment policy

It is the Charity's policy to invest surplus funds into interest bearing deposits. The Finance and Risk Committee Trustees developed a new Investment Strategy and Policy which was approved by the Board on 27 October 2022 and includes:

- making recommendations to the Board for approval of long-term investments
- scrutinizing long-term investment asset performance and providing quarterly reports to the Board
- receiving reports from management on short-term investments and providing regular updates to the Board on performance
- ensuring bank mandates are maintained
- ensuring effective controls, processes and procedures are in place to manage and protect the Charity's long-term and short-term assets.

CSWS is committed to ensuring prompt payment of staff, suppliers, and grants to carers. Balances on the nominated main bank account should be kept at the minimum required for liabilities to be met as they fall due and to avoid delays in grant making activities.

Liquidity requirements are derived from a 12-month cash flow forecast which determines the level of cash to be held in instant access accounts and notice/term accounts. Notice and term accounts do not exceed 12 months. The cash forecast is reviewed monthly.

Risk management

The Trustees perform a detailed review of all the major strategic, business, and operational risks that the Charity faces and confirm that necessary steps are taken to lessen the risks identified.

The Charity has continued to use the Risk Tool from NCVO throughout 2022/23 to help identify the key risks facing the Charity, and steps to mitigate those risks are reviewed by the Finance and Risk Committee and the Board regularly, at least quarterly. Risks have been considered in five thematic areas:

- Governance.
- External.
- Regulatory and Compliance.
- Financial; and
- Operational.

The key risk identified is dependence on contract income from WSCC. The Charity is taking steps to mitigate this risk by continuing to provide support and assistance to carers while sustaining the Charity's strong position as a "business critical provider" with and for the local health and social care economy.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Plans for future periods

The Carers Support West Sussex Team of staff and volunteers are proud to work in an organisation which is constantly listening to, communicating, and working with carers who live and work in this glorious county of West Sussex. The inclusive nature and levels of integrity expressed by our staff and volunteers never fails to impress. With 99% of carers surveyed saying they were satisfied with the support received from Carers Support, I am reassured we are meeting carers where they are at.

CSWS are a trusted and valued partner within West Sussex with a strong reputation for delivering good quality services to carers and we will continue to seek funding opportunities to improve the services to carers in West Sussex.

Health and Social Care is under huge pressures, and our partners in Sussex NHS have also been required to make significant savings in the projects they fund, and we have been working with the NHS to identify 15% savings in the Primary Care Project (Pan Sussex Health Project). We will work with the NHS to provide a sustainable project to ensure that Primary Care recognises the value of unpaid family carers.

Structure, governance and management

Governing Document

The Company was founded under a Memorandum of Association which established the objects and powers of the charitable Company and is governed under its Articles of Association. The Board formally adopted revised Articles of Association on 3 December 2015. In the event of the company being wound up members are required to contribute an amount not exceeding £10. During 2021 the Trustees/Directors reviewed the governing document, agreed an addendum in 2022 to clarify Trustee tenure and then undertake a further review once the Charities Act 2022 is adopted. This review is currently underway and new Memorandum of Association and Articles will be agreed at the October 2024 Board meeting.

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

Mr P G Estep	
Mr A Beasley	
Ms N Jeffery	
Ms C M Field	
Mr N T Young	
Ms J F Green	(Resigned 1 February 2024)
Ms B Williams	(Appointed 24 August 2023)
Ms A K Fox	(Appointed 22 June 2023)
Mr D M Gayler	(Appointed 26 October 2023)
Ms C Maniscalco	(Appointed 26 October 2023)
Mr R Mansfield	(Appointed 26 October 2023)
Mr P W Isaacs	(Resigned 20 April 2023)
Mr P M Lansberry	(Resigned 17 April 2023)

Recruitment and appointment of board members

The Directors of the Company are also Charity Trustees for the purpose of charity law and under the Company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the Charity shall have a Board of Directors comprising at least three persons.

The Charity's purpose and work is focused on supporting carers across West Sussex and consequently the Board of Directors seek to ensure that the needs of this group are appropriately reflected through the diversity of the Board which is made up of people from across the county, to reflect and represent the rural/urban dynamic of the district.

Business and financial skills are well represented on the Board. In an effort to maintain its broad skill mix, the Board of Directors are requested to provide a list of their skills (and update it each year). In the event of skills being lost due to resignation or retirements, new Board members are sought to plug the skills' gap.

During 2023 / 24, the Board welcomed 5 new trustees to the Board with a broad mix of operational, finance, communications and digital marketing skills.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Board members' induction and training

A comprehensive Induction and Trustee Handbook are provided to new Trustees, and training is available via Carers Trust and NCVO nationally, and locally via the Council for Voluntary Services, as well as regular written and face-to-face updates for and with the Charity team.

Organisational structure

The Carers Support West Sussex Board of Trustees/Directors meets at least five times a year and is responsible for the strategic direction and policy of the Charity. This year the Board has been supported by three sub-committees that looked at Finance and Risk, Human Resources and the Re-tender activity. The Re-tender subcommittee will become the Operational Delivery Committee in 2024. At the year end the Board had members from a variety of professional backgrounds relevant to the work of the Charity.

Qualifying third party indemnity provisions

The charity has third party indemnity insurance cover for its Trustees.

A scheme of delegation is in place and day-to-day responsibility for the Charity's operations rests with the Chief Executive Officer working with the Leadership Team. The average monthly number of staff members employed by the Charity for the year was 120, supported by 74 volunteers.

Other matters

In so far as the Trustees are aware:

- There is no relevant audit information of which the company's auditors are unaware ; and
- The Trustees have taken steps to make themselves aware of any relevant audit information and to establish that the auditors are of the information

Auditor

In accordance with the company's articles, a resolution proposing that Sumer Audit be reappointed as auditor of the company will be put at a General Meeting.

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



.....
Mr N T Young
Trustee

Date: 24 October 2024
.....

CARERS SUPPORT WEST SUSSEX

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

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

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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.

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

Opinion

We have audited the financial statements of Carers Support West Sussex (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the 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 Financial Reporting Standard 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, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 the charitable company'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.

Other information

The other information comprises the information included in the 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 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 our audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

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 directors' report included within the Trustees' report.

- adequate and proper 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.
- the trustees 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' report and from the requirement to prepare a strategic report

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charitable company for the purpose of 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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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, is detailed below.

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:

- Obtaining an understanding of the legal and regulatory framework that the trust operates in, focusing on those laws and regulations that had a direct effect on the financial statements and operations;
- Obtaining an understanding of the trust's policies and procedures on fraud risks, including knowledge of any actual, suspected or alleged fraud; and
- Discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud through our knowledge and understanding of the company and our sector-specific experience.

As a result of these procedures, we considered the opportunities and incentives that may exist within the trust for fraud. We are also required to perform specific procedures to respond to the risk of management override. As a result of performing the above, we identified the following areas as those most likely to have an impact on the financial statements: health & safety, employment law and compliance with the UK Companies Act and the Charities SORP (FRS 102).

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management and those charged with governance about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management.
- Challenging assumptions and judgements made by management in their significant accounting estimates.
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Due to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://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 charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Robin Evans BA FCA CTA DChA (Senior Statutory Auditor)
for and on behalf of Sumer Audit
Chartered Accountants
Statutory Auditor
Worthing

12 November 2024
.....

Sumer Audit is the trading name of Sumer Auditco Limited

CARERS SUPPORT WEST SUSSEX

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £
	Notes								
Income and endowments from:									
Donations and legacies	3	18,738	260	33,605	52,603	9,935	-	38,695	48,630
Charitable activities	4	2,824,204	-	1,568,745	4,392,949	2,647,101	-	2,292,460	4,939,561
Investments	5	64,701	-	-	64,701	11,838	-	-	11,838
Other income		66,602	-	3,000	69,602	38,721	-	-	38,721
Total income		<u>2,974,245</u>	<u>260</u>	<u>1,605,350</u>	<u>4,579,855</u>	<u>2,707,595</u>	<u>-</u>	<u>2,331,155</u>	<u>5,038,750</u>
Expenditure on:									
Raising funds	6	17,762	-	-	17,762	-	28,600	14,025	42,625
Charitable activities	7	2,997,972	191,151	1,705,714	4,894,837	2,611,612	209,783	2,146,258	4,967,653
Total expenditure		<u>3,015,734</u>	<u>191,151</u>	<u>1,705,714</u>	<u>4,912,599</u>	<u>2,611,612</u>	<u>238,383</u>	<u>2,160,283</u>	<u>5,010,278</u>
Net income/(expenditure)		(41,489)	(190,891)	(100,364)	(332,744)	95,983	(238,383)	170,872	28,472
Transfers between funds		(64,363)	59,556	4,807	-	(220,428)	263,158	(42,730)	-
Net movement in funds		<u>(105,852)</u>	<u>(131,335)</u>	<u>(95,557)</u>	<u>(332,744)</u>	<u>(124,445)</u>	<u>24,775</u>	<u>128,142</u>	<u>28,472</u>
Reconciliation of funds:									
Fund balances at 1 April 2023		938,647	131,335	479,253	1,549,235	1,063,092	106,560	351,111	1,520,763
Fund balances at 31 March 2024		<u>832,795</u>	<u>-</u>	<u>383,696</u>	<u>1,216,491</u>	<u>938,647</u>	<u>131,335</u>	<u>479,253</u>	<u>1,549,235</u>

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

CARERS SUPPORT WEST SUSSEX

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Tangible assets	13		70,794		136,722
Current assets					
Debtors	14	221,349		77,112	
Investments	15	1,184,436		-	
Cash at bank and in hand		370,889		1,959,399	
		<u>1,776,674</u>		<u>2,036,511</u>	
Creditors: amounts falling due within one year	16	<u>630,977</u>		<u>623,998</u>	
Net current assets			1,145,697		1,412,513
Total assets less current liabilities			<u>1,216,491</u>		<u>1,549,235</u>
The funds of the charitable company					
Restricted income funds	18		383,696		479,253
Unrestricted funds - general			832,795		938,647
Unrestricted funds - designated	19		-		131,335
			<u>1,216,491</u>		<u>1,549,235</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 24 October 2024



Mr N T Young
Trustee

Company registration number 06418743 (England and Wales)

CARERS SUPPORT WEST SUSSEX

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	21		(468,775)		141,392
Investing activities					
Proceeds from disposal of tangible fixed assets		-		300	
Purchase of investments		(1,184,436)		-	
Investment income received		64,701		11,838	
Net cash (used in)/generated from investing activities			(1,119,735)		12,138
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(1,588,510)		153,530
Cash and cash equivalents at beginning of year			1,959,399		1,805,869
Cash and cash equivalents at end of year			370,889		1,959,399

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

Carers Support West Sussex is a private company limited by guarantee incorporated in England and Wales. The registered office is CSWS C/O Messrs Carpenter Box Amelia House, Crescent Road, Worthing, West Sussex, BN11 1RL.

1.1 Accounting convention

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

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

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

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

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

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

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

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Donations and legacies are recognised as incoming resources when there is evidence of entitlement, receipt is probable and its amount can be measured reliably.

Income from government and other grants 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.

Contract income is recognised as the charity becomes entitled to the contract income (i.e. over the term of the contract).

Investment income relates to interest receivable on bank deposits and is recognised in the financial statements when receivable.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.5 Expenditure

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

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

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

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

Computer software	10 years straight line
-------------------	------------------------

1.7 Tangible fixed assets

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

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

Computers and VOIP system	20% on cost
CRM system	20% on cost

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

The Trustees have set a capitalisation policy of £2,500. Assets purchased below this value are not capitalised unless they are part of a bigger project.

1.8 Impairment of fixed assets

At each reporting end date, the charitable company reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

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

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.10 Financial instruments

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

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

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

Basic financial assets

Basic financial assets, which include trade and other receivables, current asset investments and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charitable company's contractual obligations expire or are discharged or cancelled.

1.11 Taxation

The charitable company is exempt from corporation tax on its charitable activities.

1.12 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense.

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

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.13 Retirement benefits

Retirement benefits to employees of the entity are provided by a defined contribution scheme and a Local Government Pension Scheme (LGPS), which is a defined benefit scheme. The assets of both schemes are held separately from those of the entity.

The contributions made in relation to the defined contribution scheme are charged in the accounts as they become payable in accordance with the rules of the scheme.

The LGPS is a funded scheme and the assets are held separately from those of the entity in separate trustee administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit method and discounted at a rate equivalent to the current rate of return on a high quality corporate bond of equivalent term and currency to the liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. However, Carers Support West Sussex is counted as a pass through employer for the purpose of their share of benefits in the LGPS and as such it is unable to identify its share of the underlying assets and liabilities of the scheme on a consistent and reasonable basis. This is therefore treated as a defined contribution scheme and the contributions are recognised as they are paid each year.

2 Critical accounting estimates and judgements

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

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

The main judgement and accounting estimates included in the accounts are:

Amortisation of CRM system

Management have estimated that the useful life of the computer software is 5 years

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

3 Income from donations and legacies

	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £
Donations and gifts	18,738	260	33,605	52,603	9,935	-	38,695	48,630

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

4 Income from charitable activities

	Contract income 2024 £	Contract income 2023 £
Services provided under contract	4,392,949	4,939,561
Analysis by fund		
Unrestricted funds - general	2,824,204	2,647,101
Restricted funds	1,568,745	2,292,460
	4,392,949	4,939,561

5 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest receivable	64,701	11,838

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

6 Expenditure on raising funds

	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £
Fundraising and publicity								
Staff costs	17,762	-	-	17,762	-	28,600	14,025	42,625

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

7 Expenditure on charitable activities

	Direct activities	Grant funding of activities	Premises expenditure	Office running costs	Total
	2024	2024	2024	2024	2024
	£	£	£	£	£
Direct costs					
Staff costs	2,932,186	-	-	-	2,932,186
Depreciation and impairment	-	-	-	65,928	65,928
Carers grants	-	747,010	-	-	747,010
Other staff related costs	259,342	-	-	-	259,342
Rent	-	-	35,197	-	35,197
Communication costs	-	-	-	40,306	40,306
Project costs	-	80,462	-	83,230	163,692
Office costs	-	-	-	99,300	99,300
Marketing & communication	61,085	-	-	-	61,085
Partnership fees	220,336	-	-	-	220,336
	<u>3,472,949</u>	<u>827,472</u>	<u>35,197</u>	<u>288,764</u>	<u>4,624,382</u>
Share of support and governance costs (see note 8)					
Support	-	-	-	223,189	223,189
Governance	-	-	-	47,266	47,266
	<u>3,472,949</u>	<u>827,472</u>	<u>35,197</u>	<u>559,219</u>	<u>4,894,837</u>
Analysis by fund					
Unrestricted funds - general	2,460,303	1,542	39,830	496,297	2,997,972
Unrestricted funds - designated	135,717	38	8,837	46,559	191,151
Restricted funds	876,929	825,892	(13,470)	16,363	1,705,714
	<u>3,472,949</u>	<u>827,472</u>	<u>35,197</u>	<u>559,219</u>	<u>4,894,837</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

7 Expenditure on charitable activities

(Continued)

Previous year:	Direct activities	Grant funding of activities	Premises expenditure	Office running costs	Total
	2023	2023	2023	2023	2023
	£	£	£	£	£
Direct costs					
Staff costs	2,497,521	-	-	-	2,497,521
Depreciation and impairment	-	-	-	32,670	32,670
Carers grants	-	1,438,614	-	-	1,438,614
Other staff related costs	186,668	-	-	-	186,668
Rent	-	-	48,595	-	48,595
Communication costs	-	-	-	36,857	36,857
Project costs	-	97,001	-	90,920	187,921
Office costs	-	-	-	95,013	95,013
Marketing & communication	58,233	-	-	-	58,233
Partnership fees	120,769	-	-	-	120,769
Management fees	33,908	-	-	-	33,908
	<u>2,897,099</u>	<u>1,535,615</u>	<u>48,595</u>	<u>255,460</u>	<u>4,736,769</u>
Share of support and governance costs (see note 8)					
Support	-	-	-	204,573	204,573
Governance	-	-	-	26,311	26,311
	<u>2,897,099</u>	<u>1,535,615</u>	<u>48,595</u>	<u>486,344</u>	<u>4,967,653</u>
Analysis by fund					
Unrestricted funds - general	2,138,081	10,662	48,595	414,274	2,611,612
Unrestricted funds - designated	155,658	3,451	-	50,674	209,783
Restricted funds	603,360	1,521,502	-	21,396	2,146,258
	<u>2,897,099</u>	<u>1,535,615</u>	<u>48,595</u>	<u>486,344</u>	<u>4,967,653</u>

8 Support costs allocated to activities

		2024	2023
		£	£
	Basis of allocation		
Staff costs	<i>Time spent on activity</i>	217,722	200,420
Bank charges	<i>Direct</i>	5,467	4,153
Governance costs	<i>Direct</i>	47,266	26,311
		<u>270,455</u>	<u>230,884</u>
Analysed between:			
Office running costs		<u>270,455</u>	<u>230,884</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

9 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or were reimbursed any expenses during the year.

10 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Part time	73	72
Full time	48	47
Total	121	119

Employment costs

	2024 £	2023 £
Wages and salaries	2,851,029	2,477,579
Social security costs	230,425	188,183
Other pension costs	86,216	74,804
	3,167,670	2,740,566

Redundancy and termination payments totalling £132,038 were made in the reporting period.

In early 2024 CSWS consulted with 121 employees about the reduction in contract value for the new 2024-2029 contract with WSCC and the need to reduce the headcount by 16%. CSWS followed ACAS best practice guidance and HR legislation and sought advice and guidance from our HR advisors. The Board of Trustees agreed an enhanced redundancy policy and the option of voluntary redundancy for employees at risk of redundancy. 64 employees were placed at risk of redundancy and employees with more than 2 years' service, whose roles were changing significantly or who could not be found alternative employment were given the option for voluntary redundancy. 17 Employees asked for and, following discussion and agreement by the CEO, were given voluntary redundancy. 2 Employees were made redundant. All redundancies were agreed by 25th March 2024.

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2024 Number	2023 Number
£60,001 - £70,000	1	1
£70,001 - £80,000	1	-

Remuneration of key management personnel

The key management personnel of the charity comprise the Chief Executive, the Director of Finance, Deputy CEO and the Carers Services Managers. The total employee benefits of key management personnel of the charity were £400,202 (2023: £350,490). Of this amount £308,042 (2023: £308,793) was paid via payroll and £92,160 (2023 - £41,697) were provided on a subcontract basis.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

11 Taxation

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

12 Intangible fixed assets

	Computer software £
Cost	
At 1 April 2023 and 31 March 2024	46,581
Amortisation and impairment	
At 1 April 2023 and 31 March 2024	46,581
Carrying amount	
At 31 March 2024	-
At 31 March 2023	-

13 Tangible fixed assets

	Computers and VOIP system £	CRM system £	Total £
Cost			
At 1 April 2023	82,199	241,231	323,430
At 31 March 2024	82,199	241,231	323,430
Depreciation and impairment			
At 1 April 2023	64,517	122,191	186,708
Depreciation charged in the year	17,682	48,246	65,928
At 31 March 2024	82,199	170,437	252,636
Carrying amount			
At 31 March 2024	-	70,794	70,794
At 31 March 2023	17,682	119,040	136,722

14 Debtors

	2024 £	2023 £
Amounts falling due within one year:		
Trade debtors	158,940	25,024
Prepayments and accrued income	62,409	52,088
	221,349	77,112

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

15 Current asset investments

	2024 £	2023 £
Unlisted investments	1,184,436	-

16 Creditors: amounts falling due within one year

	2024 £	2023 £
Other taxation and social security	152,084	187,808
Trade creditors	41,364	30,674
Other creditors	13,751	10,297
Accruals and deferred income	423,778	395,219
	630,977	623,998

17 Retirement benefit schemes

Defined contribution schemes

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

The charge to statement of financial activities in respect of defined contribution schemes was £86,216 (2023 - £74,804).

18 Restricted funds

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

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Additional core contract activity	1,444	2,613	(3,971)	-	86
Core contract variation	32,598	121,867	(113,865)	(3,195)	37,405
Direct grants for carers	156,067	805,532	(821,320)	(24,890)	115,389
Grant funded carer activity	157,392	248,609	(274,260)	4,449	136,190
NHS funded activity	28,177	326,648	(313,427)	-	41,398
Premises	4,130	-	13,470	(17,600)	-
Subcontracts for carer support activity	99,445	100,081	(192,341)	46,043	53,228
	479,253	1,605,350	(1,705,714)	4,807	383,696

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

18 Restricted funds

(Continued)

Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2023 £
Additional core contract activity	8,727	6,000	(11,406)	(1,877)	1,444
Core contract variation	33,897	118,361	(119,660)	-	32,598
Direct grants for carers	20,855	1,647,010	(1,492,797)	(19,001)	156,067
Grant funded carer activity	188,963	186,776	(222,545)	4,198	157,392
NHS funded activity	41,126	108,480	(119,278)	(2,151)	28,177
Premises	17,600	-	(13,470)	-	4,130
Subcontracts for carer support activity	39,943	264,528	(181,127)	(23,899)	99,445
	<u>351,111</u>	<u>2,331,155</u>	<u>(2,160,283)</u>	<u>(42,730)</u>	<u>479,253</u>

Additional core contract activity: Additional work provided by CSWS around engagement and consultations with carers around changes to WSCC services.

Core contract variation: To support the carer benefits service and the young carers partnership.

Direct grants for carers: Household Support Fund, Carer Health and Wellbeing fund, Hardship Fund monies and Carers Trust grants paid directly to carers to support them in their caring role and prevent carers going into crisis.

Grant funded carer activity: CSWS seeks additional funding to improve services to carers and some applications lead to projects from several sources that enable CSWS to deliver new services to carers, such as The Refugee and Asylum seeker project funded by WSCC, and our Bilingual Memory Navigator service funded by the NHS.

NHS funded activity: Contracts direct with Sussex NHS to provide winter communications to carers to promote the take up of vaccinations and the Sussex wide Carer Health Project which aims to level up work with health to identify and support carers in both Primary Care and Hospitals.

Premises: Monies allocated by the Trustees to review the charity premises and do works to ensure that the offices are fit for purpose.

Subcontract for carer support activity: Income received for staffing resource from subcontract with Age UK to deliver the Support at Home after Hospital project and has a subcontract with WSCC to deliver an allocation of Household Support Funds to carers.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

18 Restricted funds

(Continued)

During the year the Directors are grateful to the following Trusts and Foundations funders for supporting unpaid Carers in West Sussex:

West Sussex County Council for our Asylum Seeker & Refugee project, Benefits advice service, Positive Activity Days, check in & Chat Service, and My Future project

The 29th May 1961 Charitable Trust, The Friarsgate Trust, Tesco Community Fund, Ian Askew Charitable Trust, Young Carers Together for our Young Carers Programme

Clearwell Mobility for contributions towards equipment to support unpaid Carers

Carers Trust for our Making Carers Count project & our Young Carers Action Day

Age UK West Sussex, Brighton & Hove for our Support at home after hospital project

Crawley Community Shop and Music Smart for donations towards Carer activities

Munro Charitable Trust, Littlehampton Quakers, Chichester Quaker, Olby Holdings, The Bassil Shippam and Alsford Trust, People Puzzles, West Sussex Travel Society and Neighbourly Foundation towards core costs providing much needed support for unpaid carers

Mid Sussex Council for our Check in & Chat Service & Male Carers Project

Horsham District Council for our Benefits Advice Service

Community Works Brighton & Hove for the Health inequalities grant towards our Bilingual Memory Navigator Project

NHS Sussex ICB for the Primary Care Partnership & Winter Vax Campaign

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

19 Unrestricted funds - designated

These are unrestricted funds which are material to the charitable company's activities.

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Website	26,932	-	(23,699)	(3,233)	-
Finance development	9,143	-	(38,654)	29,511	-
Communications	22,947	-	(26,706)	3,759	-
New learning and development	11,318	-	(23,740)	12,422	-
Development fund	55,603	260	(54,591)	(1,272)	-
Premises working group	-	-	(10,820)	10,820	-
Strategic development fund	5,352	-	-	(5,352)	-
Volunteering	-	-	(300)	300	-
CRM consultant	-	-	(12,602)	12,602	-
Dementia - Young onset weekends	40	-	(39)	(1)	-
	<u>131,335</u>	<u>260</u>	<u>(191,151)</u>	<u>59,556</u>	<u>-</u>
Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2023 £
Website	-	-	(13,068)	40,000	26,932
Finance development	-	-	(50,857)	60,000	9,143
Comms	-	-	(16,053)	39,000	22,947
New learning and development	-	-	(13,682)	25,000	11,318
Development fund	86,408	-	(117,072)	86,267	55,603
Emergency Covid-19 fund	206	-	-	(206)	-
Fundraising and development activities	(3,347)	-	-	3,347	-
Premises working group	15,000	-	(18,459)	3,459	-
Strategic development fund	5,352	-	-	-	5,352
Volunteering	-	-	(4,072)	4,072	-
CRM consultant	-	-	(4,240)	4,240	-
Dementia - Young onset weekends	1,000	-	(880)	(80)	40
My future	1,941	-	-	(1,941)	-
	<u>106,560</u>	<u>-</u>	<u>(238,383)</u>	<u>263,158</u>	<u>131,335</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

19 Unrestricted funds - designated

(Continued)

Website - an investment in a new website and exploration of self-serve options, including auto-population of our CRM links with Sussex wide carer activity.

Finance development fund - an investment for the finance team support to enable us to resource our finance plan and create effective finance information to support the charity going forward.

Communications - funds set aside for a one-year locality/communications officer to support the work of our locality managers as they implement their new programmes of work close to where people live.

New learning and development fund - funds towards a training and HR administrator role to support the recording and reporting of learning and development. Continuation of management development training focussing on management behaviours.

Development fund (Income generation) - represents monies set aside by the Board to sustain charity resources over the course of the three to five years. This is necessary to ensure that the core universal contract service offer can be delivered and that CSWS can provide other directly funded frontline charity support to designated areas of known highest priority need.

Premises working group - represents monies that the charity has set aside to allow it to access professional advice and support in the development and implementation of its premises strategy.

Strategic development fund - has been set up to allow the charity to meet the costs of advice and assistance that may be necessary in the development of its strategy for the next 5 years.

Volunteering - funds towards an external standard 'Investing in Volunteers', which aims to improve the quality of the volunteering experience and to ensure that CSWS acknowledges the contribution of its volunteers.

CRM consultant - funds set aside for the CRM Audit of the Cloud9 Database.

Dementia - Young onset weekends - – Funds available for Carers towards the cost of the Young Onset Dementia Weekend and for Carer Equipment for displays at our dementia events.

20 Analysis of net assets between funds

	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £
Fund balances at 31 March 2024 are represented by:				
Tangible assets	70,794	-	-	70,794
Current assets/(liabilities)	762,001	-	383,696	1,145,697
	<u>832,795</u>	<u>-</u>	<u>383,696</u>	<u>1,216,491</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

20 Analysis of net assets between funds

(Continued)

	Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £
Fund balances at 31 March 2023 are represented by:				
Tangible assets	136,722	-	-	136,722
Current assets/(liabilities)	801,925	131,335	479,253	1,412,513
	<u>938,647</u>	<u>131,335</u>	<u>479,253</u>	<u>1,549,235</u>

21 Cash generated from operations

	2024 £	2023 £
(Deficit)/surplus for the year	(332,744)	28,472
Adjustments for:		
Investment income recognised in statement of financial activities	(64,701)	(11,838)
Depreciation and impairment of tangible fixed assets	65,928	32,670
Movements in working capital:		
(Increase)/decrease in debtors	(144,237)	402,435
Increase/(decrease) in creditors	6,979	(310,347)
Cash (absorbed by)/generated from operations	<u>(468,775)</u>	<u>141,392</u>

22 Analysis of changes in net funds

The charitable company had no material debt during the year.

Accounts

Charity registration number 1123359

Company registration number 06418743 (England and Wales)

CARERS SUPPORT WEST SUSSEX
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

CARERS SUPPORT WEST SUSSEX

LEGAL AND ADMINISTRATIVE INFORMATION

Charity name	Carers Support West Sussex
Registered charity number	1123359
Company Number	06418743
Charity's principal address	The Orchard, 1-2 Gleneagles Court, Brighton Road, Crawley, RH10 6AD.

Trustee name	Office (if any)	Dates acted if not for whole year
Neal Young	Chair Human Resources Committee Chair	
Christine Field	Vice Chair	
Sue Knight	Vice Chair	Resigned 27.10.22
Philip Lansberry		Resigned 17.04.23
Narendhra Morar		Resigned 03.01.23
Paul Isaacs		Resigned 20.04.23
Jane Green MBE		
Alan Beasley	Chair Finance and Risk Committee Finance Trustee	
Nikki Jeffery		
Paul Estep		02.03.23

The following Trustees have been appointed since the year End:

Alison Fox 22 June 2023

Barbara Williams 24 August 2023

David Gayler, Rob Mansfield, and Caterina Maniscalco will be joining at the AGM in October 2023.

Note that the Trustees of the Charity are also Directors of the registered charitable company (for purposes of the Companies Act 2006).

CEO: Sonia Mangan

Professional Advisers

The professional advisers disclosed for the period 2022/23 are:

Auditors Richard Place Dobson Services Limited
Chartered Accountants
1-7 Station Road
Crawley
West Sussex
RH10 1HT

Bankers Royal Bank of Scotland
36 St Andrew Square
Edinburgh
EH2 2YB

CARERS SUPPORT WEST SUSSEX

CONTENTS

	Page
Trustees' report	1 - 15
Statement of Trustees' responsibilities	16
Independent auditor's report	17 - 19
Statement of financial activities	20 - 21
Balance sheet	22
Statement of cash flows	23
Notes to the financial statements	24 - 39

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

Report of the Trustees

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

The financial statements have been prepared in accordance with the accounting policies set out in Section One to the financial statements and comply with the Charity's Memorandum and Articles of Association, the Companies' Act 2006, and Accounting and Reporting by Charities: Statement of Recommended Practice (2019) applicable to Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland.

Carers Support West Sussex was registered on 28 March 2008 and was incorporated on 6 November 2007.

1. Objects

The Charity's objects are:

To relieve poverty, sickness and mental suffering of people who are carers, whether on a full or part-time basis living in West Sussex and its environs for people who are elderly, disabled, ill or frail for any reason whatsoever and the relief of such elderly, disabled, ill or frail people by the provision of practical help and assistance, advocacy, and information for those responsible for their care.

To advance the education amongst carers and the general public concerning caring and the support and treatment of those requiring support from carers.

2. Main Activities

Carers Support West Sussex (CSWS) is an independent charity in West Sussex dedicated to improving the support provided to unpaid carers, to enable them to have a good quality of life, access to information, guidance, and encourage independence, to give carers a choice of a life alongside their caring role. There are around 120 members of staff and 72 volunteers. The Charity team also benefits from a highly dedicated Board of Trustees.

With more than 31,000 carers registered with the Charity (as at 31 March 2023), the team run Support Groups, a Carer Response Line, help carers access equipment to assist them in their caring role, or provide funds so that carers can do something for themselves. The Charity team can also help carers access counselling, coaching, wellbeing support and have teams in all the of the major hospitals in West Sussex, as well as East Surrey Hospital in Redhill.

3. Achievements and Performance Against Charity Objectives

The 'Impact Report Infographic' for 2022/23 <https://www.carerssupport.org.uk/impact-report-2023> gives a flavour of CSWS team activity during a time which has been described by carers as 'crushing.'

Carers are at the heart of everything we do and as such their voices have been a key part of our [Strategy Aims And Objectives 2021-25 \(carerssupport.org.uk\)](#) which was published during July 2021. As the financial year ended, we started our carer consultations to ask carers in West Sussex how we are doing, in other words what is working for them, what isn't and what more we can do together with partners to better support them.

Imagine a world where carers do not have to fight to be heard and recognised. A world where carers feel valued and supported for who they are and what they do.

Our vision is to bring the day forward when unpaid carers are seen, heard, and included.

We believe the six strategic aims and objectives and the associated delivery intentions best address the challenges facing carers and our organisation.

3.1 Census 2021 – What We Know About Unpaid Carers in West Sussex

[Nomis \(official census and labour market statistics\)](#) has released the full dataset for Census 2021 results.

During February and March 2023, the results from the 2021 census were published and the results showed:

- In 2021, 72,815 people self-reported as being in an unpaid caring role in West Sussex, representing approximately 8% of the total population in West Sussex.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2023

- Females tend to take on more caring responsibilities than males, with an estimated 43,346 (or 60%) female carers compared to 29,147 (40%) male carers. With 4% (or 2,710) of females living in Arun providing more than 50 hours of unpaid care compared to 2% (or 1,803) of males.
- Those of working age (16 – 64) account for approximately 71% of unpaid care, whilst over 65's account for 27%. And 55% of carers are economically active (excluding those in full-time education).
- Arun has the greatest number of unpaid carers at approximately 14,569 followed by Horsham 11,612 and Mid Sussex 11,582. Adur has the fewest number of self-reported carers, at 5,876.
- 10% (or 7,084) of carers are from ethnically diverse backgrounds, with 2% residing in Crawley and 4% identifying as Gypsy, Roman or Traveller.
- 3% (or 2,261) of carers identify as LGBTQ+.
- 26% (or 19,082) of carers are registered disabled under the Equality Act, and 18,559 carers reported not being in good health.

3.2 Strategic Aim: Be connected

Specific Objective: We will meet carers wherever they are in their journey, working individually with at least 4,000 every year to improve their health and wellbeing.

During 2022/23 the CSWS team worked with **10,389** unique carers by email, telephone, face-to-face, Zoom individually and in groups and via online chat functions. Almost half, **49%**, were supporting carers with two or more conditions and with teams reporting work on at least two challenging issues in most cases. Compared to the same period last year the team has had a **34% increase in carer engagement and activities**.

Our teams provide a range of locality-based and specialist support and during the year worked with carers supporting: people with a long-term condition (24%), people with dementia (22%); people with a mental health condition (8%); people with a physical disability (12%); people with a learning disability (4%); people with substance use issues, or addiction/recovery issues (2%); people who are frail/elderly (11%); autistic adults (3%); and under 18 with a disability or parent carers (14%).

During the financial year 7.7% of the carers we supported were from ethnic minority communities (compared to 4.9% in 21/22).

We have worked with 610 carers providing them with a Statutory Carer Assessment to gauge how the caring role affected their life and we completed a further 1,386 light touch Carer's Assessments enabling carers to consider what would help them to support their own health and wellbeing.

We have had 233 different carers groups/events in total, both online and face-to-face. The groups were attended 2,434 times, by 859 unique carers.

Mindfulness and Connections – Frank and his Son David, an Autistic Adult.

Frank is 72 years old and a joint carer with his wife, for their son, David, 37, living with autism. Unlike his wife, Frank likes to connect with other carers in similar situations and has found carer wellbeing walks and carer group meetings (online) most helpful. He finds staying connected with others in similar situations makes him feel less isolated and alone. Frank has been able to build friendships and a support network out of these carers' get-togethers and felt encouraged to also sign up and complete the eight-week Mindfulness-Based Living course. Following on from this course, Frank regularly practices mindfulness techniques to help settle himself when his caring role feels overwhelming.

3.3 Strategic Aim: Be the early offer

Specific Objective: Provide the carer contact point and increase new carer registrations by a minimum of 10% year-on-year.

We seek to **Be the early offer** for all carers, of which the 'front door to our service, is the Response Line. Open six days a week and staffed by our Carer Wellbeing Support Workers our service is accessible and allows carers to contact us via email, webchat, and telephone.

There are over **31,000** carers registered with us. In the last year we have had a **26%** year-on-year increase in carer registrations – a staggering **5,301** new carers registered with us.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2023

Our Response Line Team have handled 22,403 incoming and outgoing calls; exchanged 28,199 emails and supported 553 online chats with carers. Young adult carer registration was up 15% (75 new registrations) on last year.

We delivered over £1.3m to 3,456 carers in hardship and wellbeing funding during the year. Of those funds between July 2022 and March 2023, over £711,100 was awarded to 1,835 carers who qualified for this grant to help with food and bills and 466 carers received a total of £232,863 in funding to support with household items. A further 1,048 carers received a portion of £328,914 to provide support in improving overall health and wellbeing and 463 parent carers were awarded grants to the value of £102,160.

Our Carer Benefits' Service helped 742 carers collectively gain £1,078,071 in additional annual benefits. And 1,447 carers were allocated equipment to support their caring role to the value of £65,650. We work in partnership with local businesses in West Sussex to offer family and friend carers in the county a range of exclusive offers and discounts through the Carer Discount Card; 3,906 cards were sent to registered carers. A total of 1,307 carers have registered for the Carer Emergency Card which offers a contingency in case they are unable to care.

3.4 Strategic Aim: Be the experts in carers

Specific Objective: Influence communities, partners, and decision makers across the county to deliver what carers say they need.

We make it our business to amplify carer voices, bringing them to communities, partners, and decision makers across the county. Our Carer Voice Network with 30 active members provides a platform from which carers hold a strong and active voice to influence and co-produce projects. During the year we have worked with and for carers to bring their voice to 24 different activities, opportunities, and events.

Co-Production Group

We have been a part of the local Co-Production Practitioners' Group with WSCC enabling carers to co-produce with the council's Quality, Service and Practice Development Team. Three carers have taken part in helping to review the portfolios for newly qualified social workers. We are working with the same team to review their current social worker interview processes and five carers are going to be helping with this additional opportunity.

"Carers have been enthusiastic in their involvement and worked in partnership with myself and social workers to review the social workers' written portfolios of work and support their practice. Anecdotally some of the social workers have shared with us that the carers' involvement was really helpful and aided their reflection".

– Julia Cassidy, Professional Practice Development Worker, WSCC

Carer Group Coaching

In April 2022, we allocated all available spaces for two online sessions for an 'Introduction to Coaching', with a combined total of 51 spaces booked. A demand for this type of wellbeing support was demonstrated, and as a result we have piloted a Carer Group Coaching Programme based around four carer-led themes (Time for Yourself; How You Feel; Managing Stress and Setting Boundaries). This pilot has been co-produced with three carers as part of a Working Reference Group.

Key Marketing, Communications, and Carer Tracking Activity in the Year: Our website received 92,942 users – a 25% increase year-on-year. We sent 114 carer information and specialist emails to our email network of 19,000 carers and posted 1,331 social media posts, which gave useful information about carer-related topics. We also managed two paper mailings and two text alerts to offline carers on our database.

We hosted a One Big Day Event on 29 April 2022 <https://www.carerssupport.org.uk/read-more/one-big-day-2022> and the team took the lead with carers on the planning, messaging, and branding for the event. The event was an opportunity for West Sussex-based carers to mingle with other carers and members of the Carer Strategic Partnership. 108 attended the event, of which 63 were carers and 45 professionals.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2023

The theme for Carers' Week 2022 was 'Make caring visible, valued and supported.' This was the first year, post COVID-19 restrictions, where the offer of a combination of both online and face-to face events were given. There were 12 face-to-face and six online events. Of the 202 tickets allocated a total of 129 ticket users attended, with 91 individual carers attending the different events throughout the week. We have been improving carer attendance at groups and events through a texting reminder initiative launched in August 2022.

Behaviour tracking: Our website metrics tell the story of increasing usage year-on-year (this financial year to the previous) and how return visits are also on the increase. Followers to our social media channels have increased by 12% year-on-year.

Our carer e-newsletter, sent to just under 20,000 registered carers, continues to excel in industry standards, with a 52% open rate in May 2023.

The online metrics tell us we are providing external communications which are hitting the mark with carers.

Building a picture on the position of caring: The carer database serves to record individual demographical information. The number currently of registered carers sits at approximately 31,000 – it is an ever-increasing figure. Holding this information creates an opportunity to better serve those registered with us when we look at their position on the carer journey and how we tailor communications. For example, we are sending a mailing to 5,862 carers about renewing their Carer Emergency Card, using the database-enabled carer contact tracking.

Every time contact is made, the database builds on the last entry and tracks progress. For some, this could signal the end of their need for our service. For others, it can be the start of a longer interaction.

“From the first meeting, as a carer I felt part of the working party, my input, opinion, and feedback mattered, was validated and valued. I was listened to, involved, supported, valued as a person throughout and being part of the group gave me a purpose, which I had lost years ago. On a personal level, I initially struggled with giving feedback, as I lack self-belief, as in the past feedback, and opinions were at times dismissed.

But as the planning of the programme developed and being a participant on the programme too, this has become easier. This is because of feeling safe, feeling part of the group and knowing that my input and involvement in the process mattered and was appreciated.

Whenever I made suggestions, observations written or spoken, I always felt listened to and appreciated, never dismissed or my views less important. This was further validated when changes were made. But most of all I felt valued as a person, member of the working group and that my observations as a carer were heard.”

– Maria, Carer as part of the Working Group for Carer Coaching

3.5 Strategic Aim: Be present in the community

Specific Objective: Be there for all carers in West Sussex: locally and culturally appropriate, visible, and accessible.

Through connection with the communities and engagement with carers, CSWS has identified new services and has gone the extra mile in sourcing external funding to deliver projects that have a positive impact on the lives of carers. During the year CSWS teams have worked with over 500 partner organisations to raise the awareness of carers.

Making Carers Count is the Sussex Carers' Partnership which is a collective of three Network Partners, who have worked together for many years on several pan-Sussex activities. As part of this Partnership, we are supporting ethnically diverse carers pan-Sussex. For more information, please visit: <https://www.carerssupport.org.uk/making-carers-count>. This project has supported 153 carers, from diverse backgrounds, with 1:1 support. A further 432 carers

were contacted by other means, such as emails, providing information and inclusion in surveys.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2023

"I've had a very difficult caring situation and have not known who to turn to. I am not fluent in English, so rely on my children to help me make phone calls. However, as you speak the same language as me, it has been very helpful for me to speak to you directly and explain everything that is happening. The information you have shared with me in my own language has enabled me to understand how processes work and I can think about what support I would like to accept". Female carer of Pakistani background aged 42 and looking after husband with mental health issues. Translated from Urdu to English.

Bilingual Memory Navigator role is to support the Crawley community of family carers either through a pre-diagnosis of dementia and/or post care.

The memory navigator has directly supported **50** carers that are now registered with us. There have been enquiries from **120** carers, who do not wish to register due to cultural reasons.

"It was great to have Carers Support visit the mosque; we have always found Carers support West Sussex most helpful. They're a very friendly group and will do whatever they can to assist you.

This role is beneficial and important to our community. I cannot speak any other than to praise the navigator most highly for all the work done for our community."

Kind regards, Ubaid Khan secretary of Broadfield Crawley Mosque.

3.6 Strategic Aim: Be Partners

Specific Objective: Create at least four new tangible partnerships leading to opportunities for and with carers.

In our Strategy we set one of the key strategic aims to 'Be Partners' creating tangible partnerships leading to opportunities for and with carers. Our aim is to work with partners who support carers from across the county. The teams have specialist workers supporting parent carers, carers of people with mental health issues, dementia, learning disability, autistic adults and those impacted by another's drug and alcohol use. Plus there are locality or community-based teams: Arun, Crawley and Mid Sussex, Chichester and Horsham, and Adur and Worthing.

The **Chichester and Horsham Team** have been responding to the needs of carers by offering wrap-around support through connecting carers to local services such as local Wellbeing Teams, Foodbanks and Social Prescribers. The team works with partners particularly in rural areas, such as Terry's Place, Calamity's Café, and Horsham District Council Multi-Agency Drop-Ins. We have increased access to our service through drop-ins and carer groups to engage with carers who are isolated or digitally excluded. We have focused on raising awareness of carer needs through sessions delivered to GP Surgeries and VCS teams.

Caring Across Generations – Hilary and David

Hilary and David care for two people – the first is Hilary's elderly mother (93) living with Alzheimer's and then their grandson (12) with brain trauma, for whom they have parental responsibility. Respectively, both cared-for have complex needs and Hilary also has her own health issues.

From managing behaviour that challenges, to supporting an elderly parent needing more and more support, Hilary and David felt that they had no lives of their own as they were always having to put the needs of their family members before their own. They felt they were being 'pulled in half' and found their caring responsibilities relentless. At one point, when Hilary's health had deteriorated, David became a pillar of support and a sole carer for all three. Although Hilary's mother has since moved into a care home as her condition declined, it has been difficult for Hilary to manage the emotional guilt of relinquishing parts of her caring role for her mother. Hilary appreciates that her mother is now in a safe place with her support and care needs being met.

What's been most helpful during these changing circumstances, for both Hilary and David, is attending the specific Carer Group Meetings (parent carer and dementia) as they feel they walk away from these meetings with invaluable information to help them manage their different caring situations. What they like most about the groups, is the 'silent acceptance and understanding' from carers in similar circumstances.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2023

The **Arun Team** launched a Carer Café Group, alternating between Littlehampton and Bognor. These have proved to be extremely popular from the start to the point that since January 2023 we are now hosting monthly meetings in both locations. Our partnership work has focused on key partners within the locality, very much related to the support being asked of us: Arun Wellbeing Team, Carers' Health Team, Citizen's Advice, Social Prescribers, Dementia Support/Sage House GP Surgeries. Where we have specifically focused our time is the town of Arundel, as we have found this an area where we have exceptionally low levels of carer engagement. We are now in touch with some key people within the Arundel community, and since the beginning of the year we have a Wellbeing Worker attending the Elevesens' Club monthly. This Community Hub is invaluable to the residents of Arundel and has enabled us to reach out and connect with the many people who do recognise that they have a caring role.

We were able to host a marketplace event in Arundel in March, with 16 partners showcasing their services and support.

Other key partnerships for the team Arun include Older Person's Network, Mind Pathfinders Local Planning Group, Arun, and Chichester Food Partnership plus VAAC's invaluable networking meetings.

The **Adur and Worthing Team** have experienced high demand for carers' support but have effectively managed to deliver person-centred support to our carers, alongside creating high value joint-working opportunities with Adur and Worthing-based partners. This has resulted in two carer Support Groups now being hosted every month across the two districts. Both groups are in partnership with 'Going Local' (the local Social Prescribers' team) and Age UK; attendance is consistently good. Another example of effective partnership which has proved extremely popular is the monthly Carers' Walk with Adur Health Walkers - a monthly seafront 45-minute walk followed by a coffee and a catch up. The team have also been successful in setting up several 'carer clinics' in Worthing and Shoreham in partnership with Worthing Dementia Hub, Mencap and Mind. Each clinic offers three separate appointments each month, enabling carers to access face-to-face support from a Wellbeing Worker. Most months all the slots are booked-up, either by the Locality Team or by the partner involved.

The **Crawley and Mid Sussex Team** have worked with all universal services locally as well as nearly 80 partners to promote our services and increase referrals. The offer has included face-to-face carer groups, drop ins, walks, pamper sessions and a picnic as well as attending partner events and carer awareness training sessions. The team supports the most diverse range of carers in the county. The Bilingual Memory Navigator for carers from the Southeast Asian community has increased awareness of our offer through extensive multi-agency and multi-faith partnership work. The team has also worked with WSCC to provide a formal pathway to support Crawley refugees, which is being developed to further support asylum seekers in the town.

Our Mental Health Carers' Peer Support Group continues to be very well attended. The group runs monthly, online and in the evening, has a small core group of carers who attend and is very popular with newly registered carers who appreciate the peer support and guidance from carers in similar situations. Through January to March, 17 unique carers attended with 10-15 carers attending each month. We work very closely with key **mental health partner organisations** on supporting carers who look after family members with severe mental illnesses (SMIs).

More in Control – Shelley Caring her Mum with Dementia

Shelley (59) is caring for her mum, 81, living with a dementia condition. Her mum requires emotional as well as physical care. Shelley had registered with our service just before the first lockdown during the pandemic, and like many other carers, was overwhelmed and anxious about the future. Shelley found our support service timely and responsive, and the 1:1 support she received through our Counselling Service made Shelley not feel so alone and gave her a moral boost and confidence to take actions to help her caring situation. Subsequently, Shelley was also able to receive help as part of our pilot 1:1 Carer Coaching offer and has been using coaching techniques in her everyday interactions as a carer. For example, when faced with a challenge now, Shelley approaches it in a different way than before and is more accepting that stress and anxiety are part of the caring role. She now feels more in control over her emotional reactions to such stress or anxiety and accepts that these things are 'normal' and it is okay to feel this. Shelly feels strongly that CSWS has 'held her safe' and 'allowed her 'to speak truthfully, openly and honestly without fear of judgment.'

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2023

Our **Drug and Alcohol Workers'** Team have been enhanced from December 2022, provide a safe and confidential space where carers feel happy to share their experiences and hear from others in a similar situation through online, face -to-face carers groups, as well as walking groups across the county. During 'Dry January,' the wider team had a presence in the Penguin Foyer of Worthing General Hospital, working with Hospital Wellbeing Staff, engaging with many members of the public and hospital staff.

In support of **Learning Disability (LD) Carers** and following the successful co-produced Carers 'Health All Together (CHAT) Project in 2019, we are working with NHS Sussex and some of the carers involved, to develop the next steps for this project. It was recognised that training for carers as part of 'Be the Voice', at Carers Support West Sussex, has been shown to improve carers' contact with professionals at appointments or meetings related to the person they care for and look after. The training content will be designed by canvassing views from both carers and health professionals, for example, LD carers registered at CSWS and the three LD community teams (Western: Chichester and Bognor, Coastal: Littlehampton, Worthing, and Shoreham, and North: Crawley, Horsham, and Mid Sussex) and one in-patient LD team covering West Sussex.

As part of our work supporting **Young Adult Carers**, we attended five Fresher's Fairs throughout September, reaching hundreds of students, to connect with them and raise carer awareness as they start their first year of college or university. We handed out over 250 Carers Support To-Do List Planners and, following the Fresher's Fairs, Carers Support will feature on Chichester University Student Wall Planner, the university's social media and have Carers Support posters around campus. We delivered Carer Awareness training to the four colleges in the Chichester College Group (Chichester, Crawley, Worthing, and Haywards Heath). The sessions were delivered to 41 student wellbeing staff members.

Since autumn 2021, CSWS has worked together with West Sussex County Council **Young Carers'** Team and Sussex Clubs for Young People to provide young carers with regular YC clubs for 11+ year olds and holiday activities for those aged 7-11 years. During 22/23 we facilitated 233 groups with 2,348 attendances from young carers. The attendance at the groups and activities had a 100% increase by the end of March 2023. We have been successful in getting additional grant funding to support the partnership with over £44K raised which has been allocated to support the continuation of the partnership until March 2024.

The **Carers' Assessment Team** have been working closely with WSCC for the re-design of Adult Social Care Assessments and processes in West Sussex (Practice and Systems Programme – PAS) which went live in April 2023. The team also ensure that when Carer Assessments have been carried out, the team working with the cared-for person are informed, and any pertinent information is passed on to foster a 'joined-up' approach.

As well as being co-located in the four acute hospitals and attending Multidisciplinary Team Meeting and ward huddles, the **Hospital Team** have delivered carer awareness raising sessions to over 1,200 health and social care colleagues.

3.7 Strategic Aim: Be consistent and Creative.

Specific Objective: Create and sustain the internal capacity we need to deliver consistent and quality services, whilst exploring opportunities and potential.

Every year we add value to the Health and Social Care funding we are allocated as part of the agreement to support carers.

On fundraising we continue to grow our activity and this year the team have worked with WSCC and NHS Sussex, received over £800K in grants for new projects and services, is working with statutory partners and on grants from trusts and foundations.

Making a difference in hospitals Junior Sister feedback: *'Having the unpaid carer present in the patients' hospital journey is useful to the Nursing and Discharge Coordinating Team. It allows us to really grasp the needs of the patient early on, which allows us to put them on a correct pathway to facilitate a supported discharge and minimises the guess work in care. Especially helpful where patients are unable to advocate for themselves.'*

73% of our carers reported feeling supported to manage their caring role during and following a hospital stay. With 42% feeling empowered with information and support to engage with MHS staff and discharge planning.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

During the year we secured funding for and set up six new projects, below are some of our new services and activities:

- The Check in and Chat Telephone Befriending Service forms part of our Connecting Carers' Service. Carers are matched with volunteers who will make regular social calls with them, 56 carers were supported by 19 volunteers with 21,616 minutes of call time.
- Dementia Navigator Service supported 188 dementia carers - 871 phone calls with carers, looking at personalised support for them and the person they care for.
- We have been working with carers using the Carer's Star (TM) <https://www.outcomesstar.org.uk/using-the-star/see-the-stars/carers-star/>, which looks at seven key outcome areas of a carer's life. 1,461 carers participated in use of the Carer's Star and 87% of carers reported an improvement in one or more outcomes. Overall carers' outcomes were improved following support from our teams.
- The role of the Bilingual Memory Navigator is supporting more than 50 carers either through a pre-diagnosis of dementia and/or post-care. With the aim of bridging the gap between the professionals involved in the care of the person living with dementia and those family members who look after and support the person. There have been enquiries from 120 carers, who do not wish to register due to cultural reasons.

4. Ongoing impacts of the COVID-19 Pandemic and Cost of Living

During 2022/23 the CSWS team continued to support carers through the impacts of COVID-19 helping them to access vaccines and get much needed guidance and practical help with health and social care, especially during winter pressures.

Our Sussex-wide winter campaign was led by the CSWS team and looked to address carer concerns/obstacles by supplying points of relevant information, support, and guidance. The ask was simply encouraging carers to connect with carer organisations in their locality. Post-campaign analysis revealed some interesting statistics.

Year-on-year percentage increases during the campaign were reported as follows:

- +59% increase in website users
- +64% increase of new users to websites
- +8% increase in calls to phone lines
- +17% increase in new carer registrations
- +47% increase in numbers of carers accessing financial support services
- +63% increase in number of respite referrals
- +22% increase in Carer Discount Card subscriptions
- +39% increase of professional referrals to carer services

Carers describe their circumstance in the last year as being 'crushing,' they describe not even being able to afford the essentials. In November 2022, our national partner Carers Trust published results from 2,675 family carers surveyed, one in seven (14%) unpaid family carers were now using food banks because of soaring living costs. Here in West Sussex carers have told us that these are the impacts of the rise in cost of living:

- Spending less on non-essential items
- Cutting back on socialising and leisure activities
- Using less fuel (gas or electricity)
- Applying for benefits, grants, or funds (i.e., Household Support Funds or Universal Credit)
- Cutting back on respite or break from caring role
- Using credit, overdraft or taking a loan

"I worry about rising energy costs because due to my son's needs, I have the heating on often, bath him every day and need to do washing every day. I go without showers and wear my clothes more before washing them to try to balance the budget." Unpaid carer responding to Carers Support West Sussex Survey April 2023.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2023

What we do with and for carers does not resolve all the big issues, but it does help in some way to share the burden. In the last year we have given out over £1.3 million in small grants to support carers who are in hardship, to support their wellbeing and/or free equipment to make their lives as carers a bit easier. Plus, our new team of Benefits' Advisers for carers helped carers claim more than £1m in previously unclaimed benefits.

5. Public Benefit

The Trustees have referred to the direction contained in the Charity Commission's general guidance on public benefit when reviewing aims and objectives and in planning the Charity's future activities. The Trustees consider that the Charity's activities reflect its aims and objectives and that they are designed to provide accessible services and activities that benefit the appropriate sector of the public in accordance with our charitable objectives.

6. Statement Regarding Fundraising

The Charity raises funds primarily through Grants and Trust fundraising. Fundraising activity is reported to the Finance and Risk Committee which is a subcommittee of the Board, and the Fundraising Policy is monitored annually. The Charity is registered with the Fundraising Regulator, has a Fundraising Policy, and has not received any complaints relating to fundraising during the year.

7. Remuneration Policy

The approach to the remuneration of all employees is to endeavour to offer fair and competitive levels of pay as are affordable within our means so that our charitable objectives can be delivered. The rates of pay shall be proportionate to the complexity and responsibilities of each role.

The key principles for deciding the pay and reward of the employees of the Charity is:

- that every employee is different, so we recognise that their needs and their motivations are different
- attaining equity and objectivity in setting levels of compensation
- maintaining responsible financial management to enable payments to be made
- having a strong governance structure to ensure that employee remuneration is managed in line with best practice.

The Charity seeks to be fair in remunerating at both the higher and lower ends of the pay scale, and the appropriateness of pay will be considered in the context of achieving the aims of our Charity and the efficient delivery of services to meet the needs of our beneficiaries. In this regard, the Charity undertook a salary benchmarking exercise in December 2022 with the aim of ensuring that the principles underlying the organisation's pay and rewards were honoured.

8. Contribution Made by volunteers

The Volunteer Service has continued throughout 2022-23 to support our carers through CSWS services and new projects, delivering 146,704 hours from 72 volunteers.

The volunteer-supported Check-in & Chat Telephone Befriending Service continues to provide vital, personalised support to individuals, many of whom remain isolated by the demands of their caring role. As has previously been the case, referrals to support carers of people living with dementia continue to outweigh those from other categories.

During the year 18 Check-in & Chat volunteers connected with 56 carers.

Volunteer feedback:

'One of the best things I've ever experienced. Volunteering has offered me so much more than I could have imagined. The Check In and Chat Service is such a necessary and valuable support. In my experience so far, the people I speak to say they get so much from it and it was a surprise to me how much I get from it. Speaking with people who are caring for their loved ones enables them to have a safe space to offload if they choose to, all their feelings and thoughts to someone who they sense "gets it" and isn't going to judge them. Before becoming a volunteer, I used this service and it helped me from feeling hopeless and helpless to hopeful and helpful. I'm now able to support other people to feel less isolated and more validated. My caring journey had me very nearly broken and this service turned a lot of things around for me. I am very grateful to receive the support and I am very grateful to be able to offer support. Volunteering has been the light at the end of my tunnel. If it wasn't for my caring role, I would never have discovered this invaluable, necessary service. Every cloud has a silver lining and Carers support has been the silver lining in my personal carer's journey.'

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

New Carer Wellbeing Support Programme

One of our wonderful volunteers created and delivered this online programme to our carers. These sixteen sessions each two hours in length introduced the concept of coaching, increased self-awareness, self-confidence and resilience for the carers involved.

Crawley Community Shop volunteers raised £1,480.98 to be used for CSWS Crawley services. Digital Champions have helped 43 carers and 13 volunteer group co-facilitators continue to support online and in-person groups across the localities. The volunteer Counselling Service's 31 Counsellors provided support sessions to 294 carers, which was 2,179 hours of counselling.

9. Diversity, Equality, and Inclusion (DEI)

The Trustees have an annual review of Diversity, Equality, and Inclusion, have made a commitment to the ACEVO Leadership principles on diversity and agree an annual DEI plan with carers and the workforce.

At the end of March of **carers** registered during the financial year, 7.7% of the carers we supported were from ethnic minority communities (compared to 4.9% in 21/22).

We use translation facilities for all our services and activities and the option is included on our website. During 2022 we had 66,360 visits to the site and of those 99% used English as the browser language: the top six translated languages were Korean (107), Polish (76), Spanish (63), Castalian (52), Russian (47), Chinese (44). In 2023 we will review the data to identify any changes to create more learning for the future. At present Carers UK estimates that one in ten carers has an ethnic minority background.

Workforce Survey from June 2022:

50% of the workforce are over the age of 55, with 29% being 45-54 years and 19% 25-34; there has been a shift from the previous year's figures to a younger age group; 67% identify as female, a change from last year which was 90%; 9% identify as LGBT+.

For our staff team 3.9% were from an ethnic minority background, 6.5% from another white background, with volunteers 100% from white background (from our monitoring 8% are from ethnic minority backgrounds) 9% as living with a disability – this has given us a more diverse picture than last year. As reported previously 62% of staff members identify as being a carer and of those caring for a parent (44%) being the largest category.

The 2023/24 DEI plan for the Charity has the following commitments:

- Continue action to tackle racial diversity and inclusion.
- Continue action to tackle unconscious bias and celebrate diversity on our workforce and for and with the carers we support.
- Develop and empower the workforce through strengthening *Leadership and Learning*.
- Continue the "Making Carers Count" programme through identification and support for and with carers from under-represented groups.

Trustees monitor activity with the CSWS on all these commitments through monthly and quarterly Carer Services and HR Reports.

10 Financial Review

The Charity's main activities arise under a contract with West Sussex County Council (WSCC) to provide universal carer services across West Sussex. The contract, funded from the Council's prevention funds, will be in place until March 2024. The Charity continues to work to grow its own earned income through fundraising and income generation activities.

Net incoming resources for the year 2022/23 (being the difference between total net income and expenditure across individual funds) totalled £28,474 (2022: £14,305) as shown on the Statement of Financial Activities on page 20 of the accounts.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2023

Total unrestricted income increased by approximately 7% compared to the previous year, mainly due to additional income received in respect of the Charity's charitable activities. Expenditure on charitable activities (excluding grant funded expenditure from restricted funds and depreciation and impairment) also increased by approximately 8%, largely as a result of additional staff and other operating costs incurred in meeting activity demands. The overall result for the year reflects the work undertaken by the Trustees and Leadership Team to generate more income and reduce charitable overheads wherever possible.

Restricted income has increased by 134% compared to the previous year and this is mirrored by the increase in restricted expenditure which has increased by 137% on the previous year, these increases are mainly due to the receipt and payment out of the carer hardship and wellbeing grants.

During the year, and in line with its strategic priorities, the Charity continued with its on-going investment to support its charitable activities and contract with WSCC. As part of that strategy, the Board has agreed in its budget for 2023/24 to provide additional funding from reserves to enhance activity in learning and development, and Marketing and Communications.

The Trustees continue to be aware of the funding pressures facing the charitable sector and local government, noting particularly the increasing financial impact of inflation. It is recognised that the same levels of funding cannot be assumed in the longer term and, accordingly, the Trustees have set strategic priorities for fundraising and income generation activities. The Directors and Charity team keep up-to-date on government policy in relation to potential cuts to local authority and health funding and other organisational risks.

The Charity is holding unrestricted reserves including designated funds totalling £1,069,982 as at 31 March 2023 (2022: £1,169,652). In addition to reviewing the purposes for which funds have previously been designated, additional funds have been allocated for essential priorities, projects, or services as agreed by the Finance and Risk Committee and main Board.

The Charity also holds restricted fund balances totalling £479,253 at 31 March 2023 (2022: £351,111 which are held for the purposes of the particular contract service. These funds do not form part of the Charity's unrestricted reserves.

10.1 Principal Funding Sources

The principal funding sources for the Charity are as follows:

- Grants and contracts from West Sussex County Council (WSCC) as part of a service level agreement*
- Contracts for services and activities
- Grants from trusts and foundations
- Donations and income through fundraising

* CSWS has an Agreement with WSCC to provide a county-wide Carers Information, Advice, Assessment and Support service through a range of methods and settings that work for and with the carer population of the county. The activity, outcomes and expectations are clearly stated within the Agreement.

The Charity submits monthly and quarterly reports against agreed Key Performance Indicators (KPIs) and carer outcomes to WSCC. Case studies are submitted monthly to enhance the understanding of how the Charity's team supports carers.

11 Reserves

"The Trustees have considered the provisions of the Charity Commission's guidance 'Charity Reserves: Building Resilience' (CC19, September 2018) in setting the Reserves' Policy for the Charity. The Board has determined that there is a need for sufficient reserves to secure the organisation's viability beyond the immediate future to provide reliable services and funding over the longer term and to absorb financial setbacks, while acknowledging the vulnerability of our client group and the nature of the services we offer.

The Trustees have used the organisation's Risk Register to inform its Reserves' Policy and to focus on key financial risks in respect of income, expenditure, any on-going effects from the pandemic, the receipt and use of restricted income, and where funds can only be realised by the disposal of fixed assets.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2023

The Charity's Reserves' Policy is to maintain an adequate level of reserves to enable normal operating activities to continue over a period of approximately three to six months in the event that the contract with WSCC should conclude without renewal, and to allow the Charity to continue for a period of twelve months after the conclusion of the contract with WSCC, should a shortfall of income occur and to take account of potential risks and contingencies that may arise from time to time.

The potential contingencies identified by the Board include:

- Meeting contractual liabilities should the organisation have to reduce activity or close, including redundancy and notice payments, amounts due to creditors and contractual commitments.
- Covering unexpected costs like the breakdown of essential office equipment, staff cover for illness, maternity leave and parental leave, and legal costs defending the Charity's interests.
- Replacing equipment as it wears out.
- Provide working capital when funding is paid in arrears.

12. Designated Funds

During the year, the Charity reviewed the purposes for which funds had been previously designated. The organisation has previously invested its reserves in supporting the main contract with West Sussex County Council (e.g., through the designation of funds to meet the cost of a replacement for the previous client database which came into operation in July 2020), and certain other operational costs (e.g., through governance support), as well as using funds for fundraising and development activity (e.g. the introduction of a new Finance Business Partnering model).

Additional amounts were also set aside during the year to allow for the Charity to set its overall strategy for the next five years. In April 2022, the Board approved proposals to make use of the Charity's unrestricted funds to support and enhance activity across a number of different headings, including investment in a new website, further learning and development across the organisation and enhanced Marketing and Communications support for our locality teams.

13. Investment Policy

It is the Charity's policy to invest surplus funds into interest bearing deposits. The Finance and Risk Committee Trustees developed a new Investment Strategy and Policy which was approved by the Board on 27.10.22 and includes:

- making recommendations to the Board for approval of long-term investments
- scrutinizing long-term investment asset performance and providing quarterly reports to the Board
- receiving reports from management on short-term investments and providing regular updates to the Board on performance
- ensuring bank mandates are maintained
- ensuring effective controls, processes and procedures are in place to manage and protect the Charity's long-term and short-term assets.

CSWS is committed to ensuring prompt payment of staff, suppliers, and grants to carers. Balances on the nominated main bank account should be kept at the minimum required for liabilities to be met as they fall due and to avoid delays in grant making activities.

Liquidity requirements are derived from a 12-month cash flow forecast which determine the level of cash to be held in instant access accounts and notice/term accounts. Notice and term accounts do not exceed 12 months. The cash forecast is reviewed monthly.

14. Risk Management

The Trustees perform a detailed review of all the major strategic, business, and operational risks that the Charity faces and confirm that necessary steps are taken to lessen the risks identified.

The Charity has continued to use the Risk Tool from NCVO throughout 2022/23 to help identify the key risks facing the Charity, and steps to mitigate those risks are reviewed by the Finance and Risk Committee and the Board regularly, at least quarterly. Risks have been considered in five thematic areas:

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2023

- Governance;
- External;
- Regulatory and Compliance;
- Financial; and
- Operational.

The key risk identified is dependence on contract income from WSCC. The Charity is taking steps to mitigate this risk by continuing to provide support and assistance to carers while sustaining the Charity's strong position as a "business critical provider" with and for the local health and social care economy.

15. Structure, Governance and Management

15.1 Governing Document

The Company was founded under a Memorandum of Association which established the objects and powers of the charitable Company and is governed under its Articles of Association. The Board formally adopted revised Articles of Association on 3 December 2015. In the event of the company being wound up members are required to contribute an amount not exceeding £10. During 2021 the Trustees/Directors reviewed the governing document, agreed an addendum in 2022 to clarify Trustee tenure and then undertake a further review once the Charities Act 2022 is adopted.

15.2 Recruitment and Appointment of Board Members

The Directors of the Company are also Charity Trustees for the purpose of charity law and under the Company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the Charity shall have a Board of Directors comprising at least three persons.

The Charity's purpose and work is focused on supporting carers across West Sussex and consequently the Board of Directors seek to ensure that the needs of this group are appropriately reflected through the diversity of the Board which is made up of people from across the county to reflect and represent the rural/urban dynamic of the district.

Business and financial skills are well represented on the Board. In an effort to maintain its broad skill mix, the Board of Directors are requested to provide a list of their skills (and update it each year). In the event of skills being lost due to resignation or retirements, new Board members are sought to plug the skills' gap.

In January 2023 the Board began a recruitment drive for five new Trustees working with Reach Trustee Works and local networks. Trustee Works reached out to over 75 potential candidates as well as promotions through social media and other local and national recruitment sites.

We had a greater than anticipated response and were able to recruit Trustee colleagues with HR, Digital, Health and Social Care, business and marketing experience.

15.3 Board Members' Induction and Training

A comprehensive Induction and Trustee Handbook are provided to new Trustees, and training is available via Carers Trust and NCVO nationally, and locally via the Council for Voluntary Services, as well as regular written and face-to-face updates for and with the Charity team.

15.4 Organisational Structure

The Carers Support West Sussex Board of Trustees/Directors meets at least five times a year and is responsible for the strategic direction and policy of the Charity. At the year end the Board had members from a variety of professional backgrounds relevant to the work of the Charity.

A scheme of delegation is in place and day-to-day responsibility for the Charity's operations rests with the Chief Executive Officer working with the Leadership Team. The average monthly number of staff members employed by the Charity for the year was 119, supported by 72 volunteers.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2023

16. Future Plans

The Carers Support West Sussex Team of staff and volunteers are proud to work in an organisation which is constantly listening to, communicating, and working with carers who live and work in this glorious county of West Sussex.

The inclusive nature and levels of integrity expressed by our staff and volunteers never fails to impress. With 99% of carers surveyed saying they were satisfied with the support received from carers support, I am reassured we are meeting carers where they are at.

Pressures: From April 2023 we started the final year of our current Contract (awarded April 2017). A carer engagement exercise is underway, and we have feedback from 777 carers through our survey and a further six focus groups. The information gathered from carers will inform some of the thinking around the new contract for both the Commissioner and CSWS governance. Our services are complex, not only is the core contract a broad offer for carers, but we have been successful in achieving additional funding for several projects to better support carers – e.g., the Welfare Benefits' Service, the Primary Care Project and the Making Carers Count Programme, in addition to several smaller localised projects.

There has been pressure for our services throughout the year; 2022/23 has seen a consistent increase in demand for all our services and is mirrored by the experience of our partners in the voluntary and statutory sectors. Our Contract suggests we should identify and register 250 new carers each month. However, this number was consistently around 330 carers per month, but since the start of 2022 that number has been higher and has reached over 400 new carers registered each month.

Opportunities: the new year saw the start of a new Sussex Health and Care funded Primary Care Project to better support carers who access support through GP practices and primary care settings.

We continued to be consistent as well as creative in everything we did during 2022/23 and to amplify this, our Response Line Team were assessed in over 12 quality standards and awarded the Helplines Standard <https://www.helplines.org/> in early 2023. After the year end, we have been reaccredited for our Trusted Charity Mark, which is assessed against 11 quality indicators for charities.

As the financial year ended the Trustees for the Charity invested in a new website starting in October 2022 with all user engagement led by our Carer Voice Network and a cross organisation staff and volunteer team. The Trustees also supported an Individual Giving Project to raise funds for young carers, an enhanced Learning and Development Programme for all our employee teams, and enhanced Marketing and Communications support for our locality teams.

Finally, and as last year, we will work with partners on the cost-of-living crisis identifying collectively how to support people who are most in need. The CSWS team will continue to deliver hardship funding for carers and provide our carer Benefits' Service, plus this year deliver a new programme to support carers who are refugees or asylum seekers.

Most Important to carers from our Carer Engagement Survey in April/May 2023:

On a scale of 1 to 5 (with 1 not anxious at all), carers scored an average rating of 3.24 in being anxious in their ability to continue in a caring role.

On a scale of 1 to 5 (with 1 not at all important), carers scored an average rating of 4.02 in importance to being able to talk to someone to get information and support with their caring role.

On a scale to 1 to 5 (with 1 very unlikely), carers scored an average rating of 2.93 in how likely they were to use more interactive tools on the website, which would direct them to information and support relevant to their caring role.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2023*

17. Declarations

The Company has taken advantage of the small companies' exemption in preparing the report above. The Trustees declare that they have approved the Trustees' report (including Directors' report) above.

Signed on behalf of the Charity's Trustees/Directors



Neal Young Chair of Trustees
Date: 26 October 2023

CARERS SUPPORT WEST SUSSEX

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2023

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

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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.

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

Opinion

We have audited the financial statements of Carers Support West Sussex (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the 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 Financial Reporting Standard 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, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 the charitable company'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.

Other information

The other information comprises the information included in the 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 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charitable company for the purpose of 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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatements due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing the risks of material misstatement in respect of irregularities, including fraud, the audit engagement team made enquiries of management, and those charged with governance, regarding the procedures relating to identifying, evaluating and complying with;

1. laws and regulations and whether they were aware of any instances of non-compliance;
2. detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
3. the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, General Data Protection Regulations, Companies Act, Charities Act 2011, Charities Statement of Recommended Practice and employment law and regulations. We performed audit procedures to detect non-compliance, which may have a material impact on the financial statements. These included reviewing financial statement disclosures and evaluating advice received from external advisors. There were no significant laws and regulations we deemed as having an indirect impact on the financial statements.

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

The audit engagement team identified the risk of management override of controls as the area where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed included but were not limited to testing manual journal entries and other adjustments and evaluating the rationale in relation to any significant, unusual transactions and transactions entered into outside of the normal course of business.

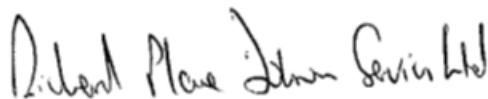
As a large portion of income is received through grants and relates to future years, the audit engagement team have highlighted completeness of income as an area of significant risk. Audit procedures performed included but were not limited to, proof in total testing of income recorded in the accounts compared to the grant awarded per the grant contract.

Another area of significant risk identified by the audit engagement team was the valuation of Computer Equipment, which includes the CRM system. The amortisation rate set is highly subjective. Audit procedures performed included agreeing invoices to additions in the year and recalculating the amortisation charged, as well as confirming that the assets were not impaired.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://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 charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Richard Place Dobson Services Limited
Chartered Accountants
Statutory Auditor

20 November 2023

Ground Floor
1 - 7 Station Road
Crawley
West Sussex
RH10 1HT

Richard Place Dobson Services Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

CARERS SUPPORT WEST SUSSEX

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Current financial year

		Unrestricted funds general 2023	Unrestricted funds designated 2023	Restricted funds 2023	Total 2023	Total 2022
	Notes	£	£	£	£	£
<u>Income and endowments from:</u>						
Donations, grants and gifts	3	9,935	-	38,695	48,630	25,817
Charitable activities	4	2,647,101	-	2,292,460	4,939,561	3,506,443
Investments	5	11,838	-	-	11,838	6,686
Other income	6	38,721	-	-	38,721	20,624
Total income		2,707,595	-	2,331,155	5,038,750	3,559,570
<u>Expenditure on:</u>						
Raising funds	7	-	28,600	14,025	42,625	35,325
Charitable activities	8	2,611,612	209,783	2,146,258	4,967,653	3,509,940
Total expenditure		2,611,612	238,383	2,160,283	5,010,278	3,545,265
Net incoming resources before transfers		95,983	(238,383)	170,872	28,472	14,305
Gross transfers between funds		(220,428)	263,158	(42,730)	-	-
Net (expenditure)/income for the year/ Net movement in funds		(124,445)	24,775	128,142	28,472	14,305
Fund balances at 1 April 2022		1,063,092	106,560	351,111	1,520,763	1,506,458
Fund balances at 31 March 2023		938,647	131,335	479,253	1,549,235	1,520,763

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

All income and expenditure derive from continuing activities.

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

CARERS SUPPORT WEST SUSSEX

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Prior financial year

		Unrestricted funds general 2022 £	Unrestricted funds designated 2022 £	Restricted funds 2022 £	Total 2022 £
	Notes				
<u>Income and endowments from:</u>					
Donations, grants and gifts	3	14,112	-	11,705	25,817
Charitable activities	4	2,521,375	-	985,068	3,506,443
Investments	5	6,686	-	-	6,686
Other income	6	20,624	-	-	20,624
Total income		2,562,797	-	996,773	3,559,570
<u>Expenditure on:</u>					
Raising funds	7	-	26,275	9,050	35,325
Charitable activities	8	2,467,330	153,518	889,092	3,509,940
Total expenditure		2,467,330	179,793	898,142	3,545,265
Net incoming resources before transfers		95,467	(179,793)	98,631	14,305
Gross transfers between funds		(3,694)	31,203	(27,509)	-
Net (expenditure)/income for the year/ Net movement in funds		91,773	(148,590)	71,122	14,305
Fund balances at 1 April 2021		971,319	255,150	279,989	1,506,458
Fund balances at 31 March 2022		1,063,092	106,560	351,111	1,520,763

CARERS SUPPORT WEST SUSSEX

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	15		136,722		169,692
Current assets					
Debtors	16	77,112		479,547	
Cash at bank and in hand		1,959,399		1,805,869	
		2,036,511		2,285,416	
Creditors: amounts falling due within one year	17	(623,998)		(934,345)	
Net current assets			1,412,513		1,351,071
Total assets less current liabilities			1,549,235		1,520,763
Income funds					
Restricted funds	18		479,253		351,111
<u>Unrestricted funds</u>					
Designated funds	19	131,335		106,560	
General unrestricted funds		938,647		1,063,092	
			1,069,982		1,169,652
			1,549,235		1,520,763

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on ...26 October 2023.....



N Young
Trustee

Company registration number 06418743

CARERS SUPPORT WEST SUSSEX

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Cash flows from operating activities					
Cash generated from operations	22		141,392		335,123
Investing activities					
Purchase of tangible fixed assets		-		(17,150)	
Proceeds on disposal of tangible fixed assets		300		-	
Investment income received		11,838		6,686	
Net cash generated from/(used in) investing activities			12,138		(10,464)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			153,530		324,659
Cash and cash equivalents at beginning of year			1,805,869		1,481,210
Cash and cash equivalents at end of year			1,959,399		1,805,869

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

Carers Support West Sussex is a private company limited by guarantee incorporated in England and Wales. The registered office is The Orchard, 1-2 Gleneagles Court, Brighton Road, Crawley, West Sussex, RH10 6AD.

1.1 Accounting convention

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

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

The financial statements have been prepared under the historical cost convention.

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

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

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

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

1.4 Income

All income is recognised in the Statement of Financial Activities once the charitable company has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. The following specific policies apply to particular categories of income:

Donations, grants and gifts are included in full in the Statement of Financial Activities once receivable.

Contract income is recognised as the charity becomes entitled to the contract income (i.e. over the term of the contract).

Investment income is recognised in the financial statements when receivable.

1.5 Expenditure

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

Support costs are all allocated to the one charitable activity. Support costs include premises' expenditure and office running costs.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

Charitable expenditure comprises those costs incurred by the charitable company in pursuit of its charitable objectives. It includes both direct costs and support costs relating to such activities. Support costs, including salaries, are apportioned on the basis of the time involved on the activity.

Grants payable are recognised when the charitable company becomes obliged to pay the grant, the amount of the grant can be accurately quantified and when it becomes probable that the grant will be paid.

Support costs include governance costs, which are the costs associated with meeting the statutory requirements of the charitable company and include its audit fees and costs linked to strategic management of the charitable company.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

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

Computer software	10 years straight line
-------------------	------------------------

1.7 Tangible fixed assets

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

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

Computers and VOIP system	20% on cost
Office Equipment	20% on cost
CRM System	10% on cost

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

The Trustees have set a capitalisation policy of £2,500. Assets purchased below this value are not capitalised unless they are part of a bigger project.

1.8 Impairment of fixed assets

At each reporting end date, the charitable company reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

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

1.10 Financial instruments

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

1.11 Taxation

The charitable company is exempt from corporation tax on its charitable activities.

1.12 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense.

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

1.13 Retirement benefits

Retirement benefits to employees of the entity are provided by a defined contribution scheme and a Local Government Pension Scheme (LGPS), which is a defined benefit scheme. The assets of both schemes are held separately from those of the entity.

The contributions made in relation to the defined contribution scheme are charged in the accounts as they become payable in accordance with the rules of the scheme.

The LGPS is a funded scheme and the assets are held separately from those of the entity in separate trustee administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit method and discounted at a rate equivalent to the current rate of return on a high quality corporate bond of equivalent term and currency to the liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. However, Carers Support West Sussex is counted as a pass through employer for the purpose of their share of benefits in the LGPS and as such it is unable to identify its share of the underlying assets and liabilities of the scheme on a consistent and reasonable basis. This is therefore treated as a defined contribution scheme and the contributions are recognised as they are paid each year.

1.14 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

1.15 Debtors

Trade and other debtors are recognised at the settlement amount due after any discounts offered.

Prepayments are valued at the amount prepaid net of any discounts due.

1.16 Creditors and provisions

Creditors and provisions are recognised where the charitable company 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.

1.17 Winding up or dissolution of the charitable company

If upon winding up or dissolution of the charitable company there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2 Critical accounting estimates and judgements

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

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

The main judgement and accounting estimates included in the accounts are:

Amortisation of computer software - Management have estimated that the useful life of the computer software is 5 years

Valuing Volunteer time - No amount is included in the accounts in respect of volunteer time on the basis that it is not possible to place an accurate figure on the cost of time donated by volunteers.

3 Donations, grants and gifts

	Unrestricted funds general 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds general 2022 £	Restricted funds 2022 £	Total 2022 £
Donations, grants and gifts	9,935	38,695	48,630	14,112	11,705	25,817

4 Charitable activities

	Contract income 2023 £	Contract income 2022 £
Contract income	4,939,561	3,506,443
Analysis by fund		
Unrestricted funds - general	2,647,101	2,521,375
Restricted funds	2,292,460	985,068
	4,939,561	3,506,443

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

5 Investments

	Unrestricted funds general 2023 £	Unrestricted funds general 2022 £
Interest receivable	11,838	6,686

6 Other income

	Unrestricted funds general 2023 £	Unrestricted funds general 2022 £
Other income	38,721	20,624

7 Raising funds

	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds designated 2022 £	Restricted funds 2022 £	Total 2022
<u>Fundraising and publicity</u>						
Staff costs	28,600	14,025	42,625	26,275	9,050	35,325
	<u>28,600</u>	<u>14,025</u>	<u>42,625</u>	<u>26,275</u>	<u>9,050</u>	<u>35,325</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

8 Charitable activities

	Direct activities	Grant funding of activities	Premises expenditure	Office running costs	Total	Total
	2023 £	2023 £	2023 £	2023 £	2023 £	2022 £
Staff costs	2,497,521	-	-	-	2,497,521	2,056,598
Depreciation and impairment	-	-	-	32,670	32,670	31,316
Carers Grants	-	1,438,614	-	-	1,438,614	609,891
Other staff related costs	186,669	-	-	-	186,669	139,083
Rent	-	-	48,595	-	48,595	66,619
Communication costs	-	-	-	36,857	36,857	32,179
Project costs	-	97,001	-	90,920	187,921	90,892
Office costs	-	-	-	95,013	95,013	82,523
Marketing & Communication	58,233	-	-	-	58,233	24,670
Partnership fees	120,769	-	-	-	120,769	25,505
Management fees	33,907	-	-	-	33,907	-
	<u>2,797,159</u>	<u>1,635,555</u>	<u>48,595</u>	<u>255,460</u>	<u>4,736,769</u>	<u>3,159,276</u>
Share of support costs (see note 9)	-	-	-	204,573	204,573	287,020
Share of governance costs (see note 9)	-	-	-	26,311	26,311	63,644
	<u>2,797,159</u>	<u>1,635,555</u>	<u>48,595</u>	<u>486,344</u>	<u>4,967,653</u>	<u>3,509,940</u>
Analysis by fund						
Unrestricted funds - general	2,138,081	10,662	48,595	414,274	2,611,612	2,467,330
Unrestricted funds - designated	155,657	3,452	-	50,674	209,783	153,518
Restricted funds	503,421	1,621,441	-	21,396	2,146,258	889,092
	<u>2,797,159</u>	<u>1,635,555</u>	<u>48,595</u>	<u>486,344</u>	<u>4,967,653</u>	<u>3,509,940</u>

*Management fees are internal recharges against restricted funds.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

8 Charitable activities

(Continued)

For the year ended 31 March 2022

	Direct activities	Grant funding of activities	Premises expenditure	Office running costs	Total 2022
	£	£	£	£	£
Staff costs	2,056,598	-	-	-	2,056,598
Depreciation and impairment	-	-	-	31,316	31,316
Carers Grants	-	609,891	-	-	609,891
Other staff related costs	139,083	-	-	-	139,083
Rent	-	-	66,619	-	66,619
Communication costs	-	-	-	32,179	32,179
Project costs	-	37,567	-	53,325	90,892
Office costs	-	-	-	82,523	82,523
Marketing & Communication	24,670	-	-	-	24,670
Partnership fees	25,505	-	-	-	25,505
	<u>2,245,856</u>	<u>647,458</u>	<u>66,619</u>	<u>199,343</u>	<u>3,159,276</u>
Share of support costs (see note 9)	-	-	-	287,020	287,020
Share of governance costs (see note 9)	-	-	-	63,644	63,644
	<u>2,245,856</u>	<u>647,458</u>	<u>66,619</u>	<u>550,007</u>	<u>3,509,940</u>
Analysis by fund					
Unrestricted funds - general	1,863,569	6,902	66,619	530,240	2,467,330
Unrestricted funds - designated	140,008	1,717	-	11,793	153,518
Restricted funds	242,279	638,839	-	7,974	889,092
	<u>2,245,856</u>	<u>647,458</u>	<u>66,619</u>	<u>550,007</u>	<u>3,509,940</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

9 Support costs

	Support costs	Governance costs	2023	Support costs	Governance costs	2022
	£	£	£	£	£	£
Staff costs	200,420	-	200,420	284,269	-	284,269
Bank charges	4,153	-	4,153	2,751	-	2,751
Audit fees	-	8,513	8,513	-	7,621	7,621
Accountancy and legal fees	-	8,311	8,311	-	43,952	43,952
Governance costs heading 2	-	9,487	9,487	-	12,071	12,071
	<u>204,573</u>	<u>26,311</u>	<u>230,884</u>	<u>287,020</u>	<u>63,644</u>	<u>350,664</u>
Analysed between						
Charitable activities	<u>204,573</u>	<u>26,311</u>	<u>230,884</u>	<u>287,020</u>	<u>63,644</u>	<u>350,664</u>

10 Net movement in funds

	2023	2022
	£	£
Net movement in funds is stated after charging/(crediting)		
Fees payable to the company's auditor for the audit of the company's financial statements	8,513	7,621
Depreciation of owned tangible fixed assets	32,670	31,316
Amortisation of intangible assets	-	7,597
	<u></u>	<u></u>

11 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charitable company during the year.

Trustees' expenses

Trustees were reimbursed expenses during the year £59 (2022: £367).

12 Employees

The average monthly number of employees during the year was:

	2023	2022
	Number	Number
Part time	72	58
Full time	47	44
	<u></u>	<u></u>
Total	<u>119</u>	<u>102</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

12 Employees (Continued)

Employment costs	2023 £	2022 £
Wages and salaries	2,477,579	2,136,378
Social security costs	188,183	163,813
Other pension costs	74,804	76,001
	<u>2,740,566</u>	<u>2,376,192</u>

The key management personnel of the charity comprise the Chief Executive, the Director of Finance, Deputy CEO and the Carers Services Managers. The total employee benefits of key management personnel of the charity were £316,458 (2022: £245,886).

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2023 Number	2022 Number
£60,001 - £70,000	<u>1</u>	<u>1</u>

13 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

14 Intangible fixed assets

	Computer software £
Cost	
At 1 April 2022 and 31 March 2023	<u>46,581</u>
Amortisation and impairment	
At 1 April 2022 and 31 March 2023	<u>46,581</u>
Carrying amount	
At 31 March 2023	<u>-</u>
At 31 March 2022	<u>-</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

15 Tangible fixed assets

	Computers and VOIP system	Office Equipment	CRM System	Total
	£	£	£	£
Cost				
At 1 April 2022	78,873	3,626	241,231	323,730
Disposals	(300)	-	-	(300)
At 31 March 2023	78,573	3,626	241,231	323,430
Depreciation and impairment				
At 1 April 2022	44,835	3,182	106,021	154,038
Depreciation charged in the year	16,056	444	16,170	32,670
At 31 March 2023	60,891	3,626	122,191	186,708
Carrying amount				
At 31 March 2023	17,682	-	119,040	136,722
At 31 March 2022	34,038	444	135,210	169,692

16 Debtors

	2023	2022
	£	£
Amounts falling due within one year:		
Trade debtors	25,024	439,311
Other debtors	-	300
Prepayments and accrued income	52,088	39,936
	77,112	479,547

17 Creditors: amounts falling due within one year

	2023	2022
	£	£
Other taxation and social security	187,808	215,544
Trade creditors	30,674	47,862
Other creditors	10,297	9,970
Accruals and deferred income	395,219	660,969
	623,998	934,345

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

18 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds					Movement in funds					
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Revaluations, gains and losses	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Revaluations, gains and losses	Balance at 31 March 2023
	£	£	£	£	£	£	£	£	£	£	£
Additional core contract activity	1,877	7,000	(150)	-	-	8,727	2,500	(7,886)	(1,877)	-	1,464
Core contract variation	53,265	72,086	(83,545)	(7,910)	-	33,896	118,361	(117,220)	(2,440)	-	32,597
Covid-19 grants for infection control	-	19,680	(19,680)	-	-	-	-	-	-	-	-
Direct grants for carers	70,658	580,893	(615,172)	-	-	36,379	680,965	(663,651)	20,599	-	74,292
Grant funded carer activity	94,079	207,269	(95,863)	(14,523)	-	190,962	1,487,015	(1,301,339)	(34,959)	-	341,679
NHS funded activity	15,864	71,393	(41,055)	(5,076)	-	41,126	214	(14,096)	(2,153)	-	25,091
Hospital Capital Funding	17,600	-	-	-	-	17,600	-	(13,470)	-	-	4,130
SAHAH	-	36,301	(42,677)	-	-	(6,376)	42,100	(42,621)	6,897	-	-
Fundraising	26,646	-	-	-	-	26,646	-	-	(26,646)	-	-
Funding for Marketing & Comms	-	2,151	-	-	-	2,151	-	-	(2,151)	-	-
	<u>279,989</u>	<u>996,773</u>	<u>(898,142)</u>	<u>(27,509)</u>	<u>-</u>	<u>351,111</u>	<u>2,331,155</u>	<u>(2,160,283)</u>	<u>(42,730)</u>	<u>-</u>	<u>479,253</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

18 Restricted funds

(Continued)

During the year the Directors are grateful to the following Trusts and Foundations funders for supporting unpaid Carers in West Sussex:

West Sussex County Council for our Bilingual Memory Navigator project, Dementia Carer connect project and Enhanced Drug & Alcohol support project

North West Seagulls, Billingshurst Lions, The Schuh Trust, The 29th May 1961 Charitable Trust, The Rotary Club, The National Lottery Community Fund, D'Oyly Carte Charitable Trust, Waitrose Community (John Lewis), The Longley Trust and The Three Oaks Trust for our Young Carers Programme.

The Saturday Hospital Fund and the Budding Foundation for contributions towards equipment to support unpaid Carers.

Carers Trust for our Making Carers Count project.

West Sussex Dementia Team for our Check in & Chat Project and PAPA workshops.

Dementia Services Development Trust for our Dementia SA Communities project.

Crawley Borough Council for our Good Grief Café project, Dementia Pathway Event and Carers Cost of Living Project.

Age UK West Sussex, Brighton & Hove for our Support at home after hospital project.

Wylandair Labradors and Orbis Investments for donations towards Carer activities.

Crawley Community Shop, Olby Holdings, TK Maxx, The Boltini Trust and Bassil Shippam & Alsford Trust towards core costs providing much needed support for unpaid carers.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

19 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds					Movement in funds					
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Revaluations, gains and losses	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Revaluations, gains and losses	Balance at 31 March 2023
	£	£	£	£	£	£	£	£	£	£	£
Website	-	-	-	-	-	-	-	(13,068)	40,000	-	26,932
Finance D'ment	-	-	-	-	-	-	-	(50,857)	60,000	-	9,143
Comms								(16,053)	39,000		22,947
New Learning and D'ment								(13,682)	25,000		11,318
Development Fund	225,878	-	(139,470)	-	-	86,408	-	(117,072)	86,267	-	55,603
Emergency Covid- 19 Fund	7,507	-	(1,830)	(5,471)	-	206	-	-	(206)	-	-
Fundraising & Development Activities	1,765	-	(30,112)	25,000	-	(3,347)	-	-	3,347	-	-
Premises Working Group	15,000	-	-	-	-	15,000	-	(18,459)	3,459	-	-
Strategic Development Fund	5,000	-	(6,648)	7,000	-	5,352	-	-	-	-	5,352
Volunteering								(4,072)	4,072		-
CRM Consultant	-	-	-	-	-	-	-	(4,240)	4,240		-
Dementia - Young onset weekends	-	-	-	1,000	-	1,000	-	(880)	(80)	-	40
My Future	-	-	(1,733)	3,674	-	1,941	-	-	(1,941)	-	-
	255,150	-	(179,793)	31,203	-	106,560	-	(238,383)	263,158	-	131,335

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

19 Designated funds

(Continued)

Website - An investment in a new website and exploration of self-serve options, including auto population of our CRM and links with Sussex wide carer activity.

Finance Development Fund - An investment for the Finance Team support to enable us to resource our Finance Plan and create effective finance information to support the charity going forward.

Communications – Funds set aside for a one-year Locality Marketing/Communications Officer to support the work of our Locality Managers as they implement their new programmes of work close to where people live.

New Learning and Development Fund – funds towards a Training & HR Administrator role to support the recording and reporting of learning and development. Continuation of Management Development training focussing on management behaviours.

Development Fund (Income Generation) - represents monies set aside by the Board to sustain charity resources over the course of the three to five years. This is necessary to ensure that the core universal contract service offer can be delivered and that CSWS can provide other directly funded frontline charity support to designated areas of known highest priority need.

Volunteering – Funds towards an external standard which aims to improve the quality of the volunteering experience and to ensure that CSWS acknowledges the contribution of its volunteers. The quality standard is called ‘investing in Volunteers’.

Governance, Fundraising and Development Activities - these funds have been set aside to develop and enhance the organisation's approach to Funding and Development activities to ensure that the Charity continues to be able to meet its charitable objectives.

Premises Working Group - represents monies that the Charity has set aside to allow it to access professional advice and support in the development and implementation of its premises strategy.

Strategic Development Fund - has been set up to allow the Charity to meet the costs of advice and assistance that may be necessary in the development of its strategy for the next 5 years.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

20 Analysis of net assets between funds

	Unrestricted funds	Designated funds	Restricted funds	Total	Unrestricted funds	Designated funds	Restricted funds	Total
	2023	2023	2023	2023	2022	2022	2022	2022
	£	£	£	£	£	£	£	£
Fund balances at 31 March 2023 are represented by:								
Tangible assets	136,722	-	-	136,722	169,692	-	-	169,692
Current assets/(liabilities)	801,925	131,335	479,253	1,412,513	893,400	106,560	351,111	1,351,071
	<u>938,647</u>	<u>131,335</u>	<u>479,253</u>	<u>1,549,235</u>	<u>1,063,092</u>	<u>106,560</u>	<u>351,111</u>	<u>1,520,763</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

21 Related party transactions

There were no disclosable related party transactions during the year (2022 - none).

22 Cash generated from operations	2023 £	2022 £
Surplus for the year	28,472	14,305
Adjustments for:		
Investment income recognised in statement of financial activities	(11,838)	(6,686)
Depreciation and impairment of tangible fixed assets	32,670	31,316
Movements in working capital:		
Decrease/(increase) in debtors	402,435	(397,702)
(Decrease)/increase in creditors	(310,347)	693,890
Cash generated from operations	141,392	335,123
23 Analysis of changes in net funds		
The charitable company had no debt during the year.		

Accounts

Charity registration number 1123359

Company registration number 06418743 (England and Wales)

CARERS SUPPORT WEST SUSSEX
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022



CARERS SUPPORT WEST SUSSEX

LEGAL AND ADMINISTRATIVE INFORMATION

Charity name	Carers Support West Sussex
Registered charity number	1123359
Charity's principal address	The Orchard, 1-2 Gleneagles Court, Brighton Road, Crawley, RH10 6AD

Trustee name	Office (if any)	Dates acted if not for whole year
Neal Young	Chair Human Resources Committee Acting Chair Chair	24 June - 9 December 2021 Appointed 9 December 2022
Christine Field	Vice Chair	From June 2021
Robert Adams	Chair	Resigned June 2021
Sue Knight	Vice Chair	Resigned Vice Chair position May 2021
Peter Phillips	Treasurer/Chair Finance and Risk Committee	Treasurer/Chair Finance and Risk Committee Resigned July 2021
Philip Lansberry		
Narendhra Morar		
Paul Isaacs	Acting Chair Finance and Risk Committee	July 2021 to December 2021
Jane Green		
John Williamson		Resigned 9 December 2021
Alan Beasley	Chair Finance and Risk Committee Finance Trustee	Appointed 9 December 2021
Nikki Jeffery		Appointed 9 December 2021

No Trustees have been appointed since the year end.

Note that the Trustees of the Charity are also Directors of the registered charitable company (for purposes of the Companies Act 2006).

CEO: Sonia Mangan

Professional Advisers

The professional advisers disclosed for the period 2021/22 are:

Auditors Richard Place Dobson Services Limited
Chartered Accountants
1-7 Station Road
Crawley
West Sussex
RH10 1HT

Bankers Royal Bank of Scotland
36 St Andrew Square
Edinburgh
EH2 2YB

CARERS SUPPORT WEST SUSSEX

CONTENTS

	Page
Trustees' report	1 - 11
Statement of Trustees' responsibilities	12
Independent auditor's report	13 - 15
Statement of financial activities	16 - 17
Balance sheet	18
Statement of cash flows	19
Notes to the financial statements	20 - 34

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

Report of the Trustees

The Directors present their report and the financial statements for the year ended 31st March 2022.

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

Carers Support West Sussex was registered on 28 March 2008 and was incorporated on 6 November 2007.

1. Objects

The Charity's objects are:

To relieve poverty, sickness and mental suffering of people who are carers, whether on a full or part-time basis living in West Sussex and its environs for people who are elderly, disabled, ill or frail for any reason whatsoever and the relief of such elderly, disabled, ill or frail people by the provision of practical help and assistance, advocacy, and information for those responsible for their care.

To advance the education amongst carers and the general public concerning caring and the support and treatment of those requiring support from carers.

2. Main Activities

Carers Support West Sussex (CSWS) is an independent charity in West Sussex dedicated to improving the support provided to unpaid carers, to enable them to have a good quality of life, access to information, guidance, and encourage independence, to give carers a choice of a life alongside their caring role. There are over 100 members of staff and 99 volunteers. The Charity team also benefits from a highly dedicated Board of Trustees.

With more than 32,000 carers registered with the Charity (as 31 March 2022), the team run Support Groups, a Carer Response Line, help carers access equipment to assist them in their caring role, or provide funds so that carers can do something for themselves. The Charity team can also help carers access counselling, wellbeing support and have teams in all the of the major hospitals in West Sussex, as well as East Surrey Hospital in Redhill.

The Impact Report <https://www.carerssupport.org.uk/impact-report-2022> for 2021/22 gives a flavour of Charity team activity for one of the most challenging years for the Charity to date.

3. Achievements and Performance Against Charity Objectives

Carers are at the heart of everything we do and as such their voices have been a key part of our new CSWS' Strategy [Strategy Aims And Objectives 2021-25 \(carerssupport.org.uk\)](https://www.carerssupport.org.uk/strategy-aims-and-objectives-2021-25) which was published during July 2021 and formally launched as part of our Carers Partnership event "One Big Day" in April 2022 [One Big Day 2022 \(carerssupport.org.uk\)](https://www.carerssupport.org.uk/one-big-day-2022).

We are there for unpaid carers when they are most in need.

- We are a carer facing helpline offering information, guidance, and practical support. We are a gateway for carers to learning, emotional, specialist and peer support.
- We work with carers, communities, and partners in the county of West Sussex and throughout the south-east of England.
- We meet carers where they are at on their carer journey asking the right questions at the right times, offering them recognition and empowerment, as well as a sense of community from their peers.
- We know that mothers, sons, fathers, daughters, friends, lovers, partners, husbands, wives, and family do so much for others every day while trying to maintain a life for themselves.

Imagine a world where carers do not have to fight to be heard and recognised. A world where carers feel valued and supported for who they are and what they do.

Our vision is to bring the day forward when unpaid carers are seen, heard, and included.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2022*

We believe the following six strategic aims and objectives and the associated delivery intentions will best address the challenges facing both carers and our organisation.

3.1 Strategic Aim: Be connected

Specific Objective: We will meet carers wherever they are in their journey, working individually with at least 4,000 every year to improve their health and wellbeing.

During 2021/22 the CSWS team worked with 7,707 unique carers by email, telephone, face-to-face, Zoom individually and in groups and via online chat functions. Almost half a staggering 49% were supporting carers with two or more conditions and with teams reporting work on at least two challenging issues in most cases. Compared to the same period last year the team has had a 34% increase in carer engagement and activities. The CSWS' teams provided a range of generic locality based and specialist support and during the year worked with carers supporting: people with a long term condition (25%), people with dementia (23%); people with a mental health condition (8%); people with a physical disability (10%); people with a learning disability (4%); people with substance use issues, or addiction/recovery issues (2%); people who are frail/elderly (8%); autistic adults (3%); and under 18 with a disability or parent carers (17%).

The carer assessment gauges how caring is affecting a carer's life. The team completed 800 full statutory carer assessments and 1,604 light-touch assessments.

The Hospital Team supported 1,327 carers with 1,031 of those having complex discharge service changes, and capacity issues in the local hospital services. The year was once again impacted by access issues for our team in the hospitals because of the pandemic, however during the last quarter of the year the Hospital Team have returned to hospital site working. This has resulted in an increase in referrals. The team work closely with health professionals and provided 42 learning sessions about how to recognise someone in a caring role. The team support is very effective in supporting carers through discharge and 534 carers contacted 91 days following support, reported the patient was still at home after discharge from hospital, sadly 148 carers reported 91 days post CSWS hospital support that the person they care for had passed away, with many carers describing our support as 'absolutely fantastic.'

Since July 2021, the team have been working in partnership with Age UK to provide support to carers following their, or the person they care for discharge from hospital, this service is known as Support at Home after Hospitalisation. Since inception the team have supported 256 carers and made 927 calls resulting in a staggering 468 onward referrals for both internal and external services.

The team provided carer groups and 569 carers attended more than 150 online groups and events throughout the year. As the year ended more and more face-to-face events started happening and a further 84 carers attended up to nine events.

The Counselling Services were maintained throughout the year and telephone and Zoom remained a popular choice. In total 532 carers received CSWS counselling.

We also developed the Young Adult Carer Counselling Project Service, which gave 83 counselling hours, based on our deep understanding of the pressures placed on these young people, a new Bilingual Counselling Service and 10 carers accessed the culturally empathic and/or linguistically appropriate counselling. Counsellors were chosen based on their skills and experience in supporting clients from diverse backgrounds and carers were matched with counsellors based on their individual needs.

There are 303 Young Adult Carers registered with CSWS aged 18-25. 37% of these Young Adult Carers are caring for Under 65 Long Term Conditions. CSWS receives on average 5-6 referrals a month, a total of 65 in 2021-2022, with 66% as self-referrals

We currently support more than 6,120 carers to access discounts from 156 West Sussex businesses through our Carer Discount Card Scheme. From July 2021 we also supported the Carer Emergency Alert Card scheme issuing 575 new cards, which combine a carer contingency plan, offers and discounts for carers.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2022

3.2 Strategic Aim: Be the early offer

Specific Objective: Provide the carer contact point and increase new carer registrations by a minimum of 10% year-on-year.

At the end of the financial year CSWS had registered 4,222 new unpaid carers and this represents a 11% increase on the previous year's registration figures. Carer registrations have increased during the year with an average of 342 new carer registrations per month and rising to more than 400 per month for the final quarter of the year resulting from enhanced publicity in local print media across West Sussex. At the end of March 2022 there were 32,228 carers registered with CSWS, a 9.5% net increase on last year's figures.

The Response Line Team provides a central carer contact, accessible by phone, email, and an online chat service. The 'wellbeing calls' cover a range of topics all aimed at supporting carers at a time when they need it. 35,021 incoming and outgoing calls were made. 25,438 emails were exchanged, and 255 carers used the online chat facility. The carer activity has remained persistently high throughout the year and from January 2022 the team were experiencing an overall 25% increase in requests for support, information, advice, and guidance.

During the year £68,932 was spent on much needed small items of equipment and assistive technology to help 1,034 carers be more independent in their caring role. Working with WSCC Household Support Fund as well as the existing WSCC Service Agreement for carers we provided £521,000 in wellbeing and hardship grants allocated to 1,702 unique carers (1,960 grants awarded, some carers were eligible for more than one). 95% of carers told us that the funds have helped them feel less anxious or stressed about their caring situation; and 94% said they have helped improve their health and wellbeing. Wonderfully at time of real financial hardship for carers, the team were also able to support 6,870 carers with a £50 supermarket voucher.

In March 2021 CSWS developed a new Welfare Benefits' Service and carers tell us it helps financially and helps reduce the worries over money. The service has advised on £1,406,954 in additional annual income for carers and supported 737 carers.

3.3 Strategic Aim: Be the experts in carers

Specific Objective: Influence communities, partners, and decision makers across the county to deliver what carers say they need.

During the year the team engaged with more than 7,000 carers directly as well as supported carers via online activity:

- New website visits 66,951
- Social media posts 1,440
- Carer emails sent 105
- Monthly email bulletins to partners and referring professionals to keep them up-to-date with local and national opportunities, services and activities for carers
- Carers' events 31, Carers' Week events, 6 Carers' Rights' Day events

The team also worked with carers on the [Carer Strategy Engagement: Primary Research Insight Report \(carerssupport.org.uk\)](https://carerssupport.org.uk); supporting carers with colleagues from Healthwatch on the care home visiting issues and latterly on changes to the financial assessment for Adult Care Services.

The team have worked with Sussex Partnership NHS Foundation Trust and undertaken a joint project called CHAT around bringing families, friends, and other carers of people with a learning disability together with the paid workforce. Over 500 carers were contacted about what they would like to have more information about, and this resulted in a series of co-produced events together with resources produced, which have enabled carers and professionals to work together equally to share experiences and learn from each other <https://idhekss.wordpress.com/2022/01/13/out-now-carers-health-all-together-chat-reports-co-production-between-clinicians-and-family-carers-of-people-with-a-learning-disability-to-support-their-health/>.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2022

CSWS led the relaunch of the Carer Voice Network for West Sussex [Carer Voice Network | Carers Support West Sussex](#), and currently there are 17 members who have helped with...Planning Carers' Week 2021 and Carers' Rights' Day 2021; Being part of an interview panel for two job roles that were carer facing; Sharing a case study as part of a Government White Paper on Social Care Reform (working with Carers UK); Meeting with local MP, Tim Loughton to discuss the impact of the 'Bill for Carers' within his constituency; Sharing a carer's story case study as part of Carer Awareness Training; Sharing a story for newspaper publication; Taking part in short online poll about carer respite as part of commissioned report for the Carer Commissioner; Helping with One Big Day Event in April 2022 and co-designing 'Be the Voice' Training).

3.4 Strategic Aim: Be present in the community

Specific Objective: Be there for all carers in West Sussex: locally and culturally appropriate, visible, and accessible.

This year we started a targeted two-year partnership programme to identify and support carers from ethnic minorities across Sussex and funded by Carers Trust, as well as being the first carers' organisation to be awarded the Pride in Care accreditation standard [CSWS the first UK Carer organisation to earn the 'Pride in Care' mark \(carerssupport.org.uk\)](#). 4.5% of carers the teams engaged with were from ethnic minority communities, 19% from rural and 2% from LGBTQ communities. The team primarily supports carers who are 16 years and above and 18% were 25-44 years, 38% were 45-64, 25% 65-80 years, 11% 81 years and above, 2% were 16 -25 and 5% were unknown age. This year the team began work from January 2022 onwards with a young carers' partnership supporting carers with social opportunities, working with Sussex Clubs for young people, the WSCC Children and Families' team and just under 1% of our carers have been children between 6 and 16 years.

3.5 Strategic Aim: Be Partners

Specific Objective: Create at least four new tangible partnerships over the lifetime of the strategy leading to opportunities for and with carers.

The aim is to work with partners who support carers from across the county supporting carers throughout their journey. The teams have specialist workers supporting parent carers, carers of people with mental health issues, dementia, learning disability, autistic adults and those impacted by another's drug and alcohol use. This year the team took the decision to be more place based and re-aligned the Care Services' Team into locality or community-based teams: Arun; Crawley and Mid Sussex, Chichester and Horsham, and Adur and Worthing. The teams have been working together since January 2022 and below are some examples of how the teams have worked in partnerships and across pathways:

The **Hospital Team** continue to work with secondary care partners especially at a time of unprecedented pressures and attended 222 Multi-Disciplinary Team meetings and are key partners in the Dementia Steering Groups in the hospitals, as well as attending discharge conferences. The team established a new partnership with Age UK West Sussex, Brighton & Hove to deliver a new service for carers post-hospitalisation.

The **Carers' Assessment Team** work with statutory and VCSE partners to deliver Care Act Carer's Assessments and this year the team have worked with WSCC on the Adult Services' Client Recording Systems' change and the development of the new Adult Services' Strategy ['The Life You Want to Lead.'](#)

The **Response Line Team** (including Benefits' Service and Carer Funds) was involved in the Winter Campaign and working with NHS Sussex has supported carers with vaccine enquiries throughout the COVID-19 pandemic. Since March 2022 we have had significant numbers of service users contact us for financial support (hardship funds, household vouchers and benefits' support among others) since the cost-of-living crisis began in earnest.

The **Arun Team** is working across an area with a significant number of people over the age of 65 years with dementia and they have identified and worked with their partners Arun Wellbeing, local social prescriber teams, Carers' Health Team, Citizens Advice, Department for Work and Pensions, local Dementia Support Services (Alzheimer's Society and Sage House), MIND Pathfinders, and our local Voluntary Service Support (VACC). Included in this group, was specific contact with all the GP surgeries based within the locality. The key aim of this team post-pandemic has been **Reconnection** as a team reconnecting carer living within the locality with CSWS, with each other and with their local Health and Wellbeing Support organisations and networks.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2022

The **Crawley and Mid Sussex Team** are working with all universal services locally as well GP practices and local Wellbeing Team. They refer carers to, liaise with and work in partnership around individual carer cases with Prevention Assessment Team (PAT), Pathfinder Services, Integrated Front Door, Refugee Resettlement Team, Lifelong Services, Change Grow Live, primary Care Networks and Social Prescribers. They have a new Bilingual Memory Navigator for carers from the Southeast Asian community to improve awareness and access of support from dementia and memory loss services. The carer network partners the Carers' Health Team are particularly relevant to the needs of family, friends, and parent carers.

The **Chichester and Horsham Team** knew that carers were feeling isolated and lonely following the pandemic, and that many had been struggling with the reduction or cessation of services for those they care for. In rural areas this is often amplified because carers don't have the means to travel to larger centres to connect with other carers. Working with Mind they set up eight events in rural settings – walks; drop-ins; wellbeing sessions and over 90 carers got involved in the activity. Similar events are planned for rural villages across Chichester and Horsham later in 2022.

The **Adur and Worthing Team** have connected with over 90 local partners to share details of our services, find out more about partner services and organised two big events working with partners and connecting with over 100 carers. Adur and Worthing both have thriving local community activities and the team have been able to connect very quickly with some key activities, for example an Adur Carer Group with Age UK, Carers' clinics have been established in the Dementia Hub in Worthing and monthly carer sessions at the DWP.

Young Carer Partnership is a new partnership for the Charity team working with WSCC Children and Families' Team and Sussex Clubs for young people to deliver five clubs for young carers across the county in the first year, alongside holiday activities. The CSWS team have a role in raising funds to support this valued work and have already worked with local trusts and foundations.

3.6 Strategic Aim: Be consistent and Creative

Specific Objective: Create and sustain the internal capacity we need to deliver consistent and quality services, whilst exploring opportunities and potential.

Following the launch of the new strategy the team began to work on a new Charity structure for service delivery based around locality teams and using some of the Charity funds to support that from reserves. The Charity increased the Carer Services' Team by at least 10 individuals, aligning staff around four localities (covering the seven West Sussex districts and boroughs) and creating a dedicated Response Line Team. This enhanced work with carers has been supported by the introduction of the use of the Carer's Star to enable us to focus in on measuring the impact of CSWS' work on carers. The team are piloting a coaching model with carers to support carers to identify their own goals and we have also been fortunate with the support of Carers Trust to run Carer Bereavement Workshops since January 2022.

4. Impact of the COVID-19 Pandemic

During 2021 the CSWS team continued to support carers through the impacts of COVID-19 helping them to access vaccines, get much needed guidance and practical help with testing, getting the right protective equipment, and guidance on the restrictions, for example care home visiting and continuing to reach out to carers who became isolated because of COVID restrictions and/or clinical vulnerability. During this time our teams remained adaptable, innovative and solution focussed.

4.1 Adaptable

The Charity's focus during the year has been to adapt our services, information, and advice for carers around their needs and during the year we have had nearly a dozen big campaigns; two of these we worked on with our Sussex Carers Partners:

Help us to Help you to stay safe: COVID-19 Vaccination Campaign - with call rates to the four carer charities having increased by a staggering 90% year-on-year and a 46% increase in carer registrations.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Stay Well This Winter Campaign - we were able to report a 48% increase in carer re-engagement and to give a flavour of some of the challenges facing carers in that period. Our teams reported what was important to carers which included:

- “Isolation, bereavement and medical appointments”
- “COVID-19, funding, anxiety”
- “Health, equipment, carer breakdown”
- “Benefits, hardship, emotional support”

And a 12% increase in carer registrations, with a staggering 83% of carers reported having taken positive action with respect to vaccination.

The CSWS team worked across West Sussex and delivered 31 online events as part of **Carers' Week 2021**. The team led a **Young Adult Carer Campaign** during the first quarter of the year which led to an increase in registrations. The team started work with Carers Trust on the funded **Making Carers Count programme supporting carers from ethnic minorities** in October 2021. CSWS led the relaunch of the Carer Voice Network for West Sussex [Carer Voice Network](#) | [Carers Support West Sussex](#), and supported Carers' Rights' Day, Alcohol Awareness Week, Mental Health Awareness Week, Dementia Awareness Week making sure that there was a range of information, awareness and activities for carers to get involved with. As always during the year the team produced a range of print and online collateral to support messages around carer identification; an example is printed [Hospital Posters](#) reminding unpaid carers and professionals about our hospital services.

4.2 Solution Focussed

The cost-of-living crisis has been impacting unpaid carers more and more with financial hardship being one of the top issues cited by carers as creating significant problems for them. During the year the team worked with WSCC to get the Household Support Fund to West Sussex Carers in the form of Hardship Payments. The fund was launched in mid-July 2021 and has supported 495 carers so far, with grants to support carers who are struggling and in need of additional support to manage their caring role and meet basic needs. Grant amounts have varied from between £32 to £520 with an average allocation of £328 and have been used to provide carers with essentials. The total spend to date (to July 2022) is just under £170,000. The team also started a new Welfare Benefit Service for carers, again with funding support from WSCC. Since inception the service has supported over 737 carers and raised more than £1.4m in previously unclaimed benefits and the carer surveys show that on average 93% of carers that responded said that the service had helped to reduce their anxiety. The impact speaks for itself as does this quote from a carer “I was given time to explain the current situation and difficulties faced at present. I was given various options and scenarios and advised about reductions and benefits which my parents are entitled to which I will pursue.”

Towards the end of the financial year and again working with WSCC, as part of the Household Support Fund 6,870 carers received a £50 supermarket voucher to help with essentials during this difficult time.

5. Public Benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing aims and objectives and in planning the Charity's future activities. The Trustees consider that the Charity's activities reflect its aims and objectives and that they are designed to provide accessible services and activities that benefit the appropriate sector of the public in accordance with our charitable objectives.

6. Statement Regarding Fundraising

The Charity raises funds primarily through Grants and Trust fundraising. Fundraising activity is reported to the Finance and Risk Committee which is a subcommittee of the Board, and the fundraising policy is monitored annually. The Charity is registered with the Fundraising Regulator, has a fundraising policy, and has not received any complaints relating to fundraising during the year.

7. Remuneration Policy

The approach to the remuneration of all employees is to endeavour to offer fair and competitive levels of pay as are affordable within our means so that our charitable objectives can be delivered. The rates of pay shall be proportionate to the complexity and responsibilities of each role.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

The key principles for deciding the pay and reward of the employees of the Charity will be:

- that every employee is different, so we recognise that their needs and their motivations are different
- attaining equity and objectivity in setting levels of compensation
- maintaining responsible financial management to enable payments to be made
- having a strong governance structure to ensure that employee remuneration is managed in line with best practice

The Charity seeks to be fair in remunerating at both the higher and lower ends of the pay scale, and the appropriateness of pay will be considered in the context of achieving the aims of our Charity and the efficient delivery of services to meet the needs of our beneficiaries. In this regard, the Charity undertook a salary benchmarking exercise in December 2021 with the aim of ensuring that the principles underlying the organisation's pay and rewards are honoured.

8. Contribution Made by volunteers

We have had an increase in the number of volunteers who have re-engaged in volunteering and a +30% contribution in the number of hours volunteers have contributed over the past year totalling 3,732 hours. 555 carers were directly supported with volunteering services.

We had 23 leavers over the year and we have ended the year with 92 volunteers of which 80 are active which is around the same as last year although we have less inactive volunteers.

Recruitment has slowed down since the start of 2021 with less enquiries per month than the previous year and we have recruited less volunteers during the last year with a conversion rate of 23% down on the previous year of 32%. This is a trend locally as well as nationally as volunteering numbers have reduced since return to working and more recently the cost-of-living rises.

The 6th Gallop Poll volunteering engagement survey was completed with all scores remaining high or very high and we achieved 83% engagement. 94% were satisfied with CSWS as a place to volunteer.

There has been a shift in the number of group facilitators who pre-pandemic where the largest cohort of volunteers with 25 in 2019/20, to Telephone Befriending volunteers having the largest cohort of volunteers with 28. This will not shift back as we continue to have less in person groups and a blended mix with virtual groups and less groups overall.

9 Financial Review

The Charity's main activities arise under a contract with West Sussex County Council (WSCC) to provide universal carer services across West Sussex. The contract, funded from the Council's prevention funds, will be in place until March 2024. The Charity continues to work to grow its own earned income through fundraising and income generation activities.

Net incoming resources for the year (being the difference between total net income and expenditure across individual funds) totalled £14,305 (2021: net incoming resources of £102,887) as shown on the Statement of Financial Activities on page 16 of the accounts.

Total income increased by approximately 8% compared to the previous year, mainly due to additional income received in respect of the Charity's charitable activities. Expenditure on charitable activities (excluding grant funded expenditure from restricted funds and depreciation and impairment) also increased by approximately 11%, largely as a result of additional staff and other operating costs incurred in meeting activity demands. The overall result for the year reflects the work undertaken by the Trustees and Leadership Team to generate more income and reduce charitable overheads wherever possible.

During the year, and in line with its strategic priorities, the Charity continued with its on-going investment to support its charitable activities and contract with WSCC. As part of that strategy, the Board has agreed in its budget for 2022/23 to provide additional funding from reserves to enhance activity in learning and development, and marketing and comms.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2022

The Trustees continue to be aware of the funding pressures facing the charitable sector and local government, noting particularly the increasing financial impact of inflation. It is recognised that the same levels of funding cannot be assumed in the longer term and, accordingly, the Trustees have set strategic priorities for fundraising and income generation activities. The Directors and Charity team keep up-to-date on Government policy in relation to potential cuts to local authority and health funding and other organisational risks.

The Charity is holding unrestricted reserves including designated funds totalling £1,169,652 as at 31 March 2022 (2021: £1,226,470). In addition to reviewing the purposes for which funds have previously been designated, additional funds have been allocated for essential priorities, projects, or services as agreed by the Finance and Risk Committee and main Board.

The Charity also holds restricted fund balances totalling £351,111 at 31 March 2022 (2021: £279,988) which are held for the purposes of the particular contract service. These funds do not form part of the Charity's unrestricted reserves.

9.1 Principal Funding Sources

The principal funding sources for the Charity are as follows:

- Grants and contracts from West Sussex County Council (WSCC) as part of a service level agreement*
- Contracts for services and activities
- Grants from trusts and foundations
- Donations and income through fundraising

* CSWS has an Agreement with WSCC to provide a county-wide Carers Information, Advice, Assessment and Support service through a range of methods and settings that work for and with the Carer population of the county. The activity, outcomes and expectations are clearly stated within the Agreement.

The Charity submits monthly and quarterly reports against agreed Key Performance Indicators (KPIs) and Carer outcomes to WSCC. Case studies are submitted monthly to enhance the understanding of how the Charity's team supports Carers.

10 Reserves

"The Trustees have considered the provisions of the Charity Commission's guidance 'Charity Reserves: Building Resilience' (CC19, September 2018) in setting the reserves' policy for the Charity. The Board has determined that there is a need for sufficient reserves to secure the organisation's viability beyond the immediate future to provide reliable services and funding over the longer term and to absorb financial setbacks, while acknowledging the vulnerability of our client group and the nature of the services we offer.

The Trustees have used the organisation's Risk Register to inform its reserves' policy and to focus on key financial risks in respect of income, expenditure, any on-going effects from the pandemic, the receipt and use of restricted income, and where funds can only be realised by the disposal of fixed assets.

The Charity's reserves' policy is to maintain an adequate level of reserves to enable normal operating activities to continue over a period of approximately three to six months in the event that the contract with WSCC should conclude without renewal, and to allow the Charity to continue for a period of twelve months after the conclusion of the contract with WSCC, should a shortfall of income occur and to take account of potential risks and contingencies that may arise from time to time.

The potential contingencies identified by the Board include:

- Meeting contractual liabilities should the organisation have to reduce activity or close, including redundancy and notice payments, amounts due to creditors and contractual commitments.
- Covering unexpected costs like the breakdown of essential office equipment, staff cover for illness, maternity leave and parental leave, and legal costs defending the Charity's interests.
- Replacing equipment as it wears out.
- Provide working capital when funding is paid in arrears.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2022

11. Designated Funds

During the year, the Charity reviewed the purposes for which funds had been previously designated. The organisation has previously invested its reserves in supporting the main contract with West Sussex County Council (e.g., through the designation of funds to meet the cost of a replacement for the previous client database which came into operation in July 2020), and certain other operational costs (e.g., through governance support), as well as using funds for fundraising and development activity.

Additional amounts were also set aside during the year to allow for the Charity to set its overall strategy for the next five years. In April 2022, the Board approved proposals to make use of the Charity's unrestricted funds to support and enhance activity across a number of different headings.

12. Investment Policy

It is the Charity's policy to invest surplus funds into interest bearing deposits.

13. Risk Management

The Trustees perform a detailed review of all the major strategic, business, and operational risks that the Charity faces and confirm that necessary steps are taken to lessen the risks identified.

The Charity has continued to use the Risk Tool from NCVO throughout 2021/22 to help identify the key risks facing the Charity, and steps to mitigate those risks are reviewed by the Finance and Risk Committee and the Board regularly, and at least quarterly. Risks have been considered in five thematic areas:

- Governance;
- External;
- Regulatory and Compliance;
- Financial; and
- Operational.

The key risk identified is dependence on contract income from WSCC. The Charity is taking steps to mitigate this risk as far as possible by continuing to provide support and assistance to Carers while sustaining the Charity's strong position as a "business critical provider" with and for the local health and social care economy, as well as growing some independent income through grants and trust fundraising.

13.1 COVID-19 Risks

The Charity's Business Continuity Plan was reviewed as part of the risk management process and went through two major reviews before and during the COVID-19 situation from February 2020. Risks have been reviewed by a team of 18 Senior Managers, Operational Team Leaders and other key team members. The team has considered operational responsibilities with respect to health, safety and welfare of Carers, employees, volunteers, and members of the public.

14. Structure, Governance and Management

14.1 Governing Document

The Company was founded under a Memorandum of Association which established the objects and powers of the charitable Company and is governed under its Articles of Association. The Board formally adopted revised Articles of Association on 3rd December 2015. In the event of the company being wound up members are required to contribute an amount not exceeding £10. During 2021 the Trustees/Directors reviewed the Governing document and will agree an addendum in 2022 to clarify Trustee tenure and then undertake a further review once the Charities Act 2022 is adopted.

14.2 Recruitment and Appointment of Board Members

The Directors of the Company are also Charity Trustees for the purpose of charity law and under the Company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the Charity shall have a Board of Directors comprising at least three persons.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2022

The Charity's purpose and work is focused on supporting carers across West Sussex and consequently the Board of Directors seek to ensure that the needs of this group are appropriately reflected through the diversity of the Board which is made up of people from across the county to reflect and represent the rural/urban dynamic of the district.

Business and financial skills are well represented on the Board. In an effort to maintain its broad skill mix, the Board of Directors are requested to provide a list of their skills (and update it each year) and in the event of particular skills being lost due to resignation or retirements, new board members are sought to plug the skills gap.

In July 2021 the Board began a recruitment drive for a new Chair and Finance Trustee using an open recruitment process and supported by an external agency. As a result two new Trustee/Directors joined the Charity in December 2021.

14.3 Board Members' Induction and Training

A comprehensive Induction and Trustee Handbook are provided to new Trustees, and training is available via Carers Trust and NCVO nationally, and locally via the Council for Voluntary Services, as well as regular written and face-to-face updates for and with the Charity team.

14.4 Organisational Structure

The Carers Support West Sussex Board of Trustees/Directors meets at least five times a year and is responsible for the strategic direction and policy of the Charity. At the year end the Board had members from a variety of professional backgrounds relevant to the work of the Charity.

A scheme of delegation is in place and day-to-day responsibility for the Charity's operations rests with the Chief Executive Officer working with the Leadership Team. The Charity employed over 110 members of staff at the end of the year and was supported by 99 volunteers.

14.5 Equality, Diversity, and Inclusion

At present Carers UK estimates that one in ten carers has an ethnic minority background. Carers UK (July, 2020) reported that the number of people caring had increased by 50% since the start of the COVID-19 pandemic, with carers caring an extra 10 hours a week, on average. More carers are in crisis, facing social isolation and significant health and wellbeing impacts. Ethnic minority carers in particular already faced many challenges prior to the COVID-19 pandemic. These have been exacerbated by further increased challenges in their caring role and the increased risk of COVID-19 because of their background (Marmot Review, 2020). Carers UK (Oct, 2020) found that 92% of ethnic minority carers reported providing more care since the start of the outbreak, compared to an average of 81% of all carers. Crawley, which falls within our catchment area, is the most diverse area in West Sussex, with 20.1% of the population describing themselves as from an ethnic minority background. Our "people plan" related to our Strategy supports greater ethnic diversity within our workforce to better reflect the population we work with. Our project work with Carers Trust and Sussex Carer Partners on Making Carers Count specifically supports work with carers from hidden communities,

15. Future Plans

15.1 Strengths

During 2021/22 CSWS added value to the WSCC and Sussex CCG income to support carers: through the support of 99 local volunteers who do everything that the team does and more, specifically the 32 counselling volunteers who provide free counselling for carers and of course the Trustees who help set the strategy and overall governance for the Charity. The CSWS team of employees is a very engaged workforce with six out of ten identifying as a carer and from the last Gallup 12 Employee Engagement Survey, we were scoring very high with an 83% engagement level.

On **fundraising** we continue to grow our activity and this year the team have worked with WSCC and NHS Sussex and received over £500k in grants for new projects and services and almost £90k worth of grants for trusts and foundations. We were also the first carers' organisation to be successful with the **Pride In Care** award [Pride in Care | Opening Doors](https://prideincare.org.uk) (openingdoorslondon.org.uk) which is focussed on improving the quality of care and support for carers, staff and volunteers who are lesbian, gay, bisexual, trans and/or queer.

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2022*

14.2 Pressures and Opportunities

We will continue to work with health and social care partners to support carers as they navigate continued and sustained systems' pressures alongside the impact of the cost-of-living crisis. To that end we are working with Health and Care partners on the evolving plans for Virtual Wards, have developed a new NHS Sussex funded Carer Support Primary Care Project and have extended our Sussex Carers Partnership Project to include further carer support in Sussex hospitals and at primary care level.

The teams have ambitions to meet the needs that carers continue to identify, to extend further carers' awareness training available for all GP surgeries and health and social care partners/organisations, including a welcome pack for professionals.

The teams are considering a carer co-designed Welcome Pack for new carers which includes our Carer Discount Card, the Emergency Alert Card, and a carer passport. We will continue our commitment to the development of a coaching model for and with carers working with the University of Kent on an evaluation and submitting funding applications for the programme during 2022/23.

Finally, we will work with partners on the cost-of-living crisis identifying collectively how to support people who are most in need. The CSWS team will continue hardship funding for carers and explore opportunities to increase the Welfare Benefits' Service.

16. Declarations

The Company has taken advantage of the small companies' exemption in preparing the report above.

The Trustees declare that they have approved the Trustees' report (including Directors' report) above.

Signed on behalf of the Charity's Trustees/Directors



Neal Young
Chair of Trustees

Date: 8 December 2022

CARERS SUPPORT WEST SUSSEX

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2022

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

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

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

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

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

Opinion

We have audited the financial statements of Carers Support West Sussex (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the 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 Financial Reporting Standard 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, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 the charitable company'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.

Other information

The other information comprises the information included in the 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 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charitable company for the purpose of 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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatements due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing the risks of material misstatement in respect of irregularities, including fraud, the audit engagement team made enquiries of management, and those charged with governance, regarding the procedures relating to identifying, evaluating and complying with;

1. laws and regulations and whether they were aware of any instances of non-compliance;
2. detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
3. the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, General Data Protection Regulations, Companies Act, Charities Act 2011, Charities Statement of Recommended Practice and employment law and regulations. We performed audit procedures to detect non-compliance, which may have a material impact on the financial statements. These included reviewing financial statement disclosures and evaluating advice received from external advisors. There were no significant laws and regulations we deemed as having an indirect impact on the financial statements.

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

The audit engagement team identified the risk of management override of controls as the area where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed included but were not limited to testing manual journal entries and other adjustments and evaluating the rationale in relation to any significant, unusual transactions and transactions entered into outside of the normal course of business.

As a large portion of income is received through grants and relates to future years, the audit engagement team have highlighted completeness of income as an area of significant risk. Audit procedures performed included but were not limited to, proof in total testing of income recorded in the accounts compared to the grant awarded per the grant contract.

Another area of significant risk identified by the audit engagement team was the valuation of Computer Equipment, which includes the CRM system. The amortisation rate set is highly subjective. Audit procedures performed included agreeing invoices to additions in the year and recalculating the amortisation charged, as well as confirming that the assets were not impaired.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://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 charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Richard Place Dobson Services Ltd

Richard Place Dobson Services Limited
Chartered Accountants
Statutory Auditor

12/12/2022

Ground Floor
1 - 7 Station Road
Crawley
West Sussex
RH10 1HT

Richard Place Dobson Services Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

CARERS SUPPORT WEST SUSSEX

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

Current financial year

		Unrestricted funds general 2022 £	Unrestricted funds designated 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
	Notes					
<u>Income and endowments from:</u>						
Donations, grants and gifts	3	13,451	-	-	13,451	29,806
Charitable activities	4	2,481,301	-	996,773	3,478,074	3,231,361
Fundraising	5	660	41,674	-	42,334	29,926
Investments	6	6,686	-	-	6,686	3,036
Other income	7	19,024	-	-	19,024	2,568
Total income		2,521,122	41,674	996,773	3,559,569	3,296,697
<u>Expenditure on:</u>						
Raising funds	8	-	10,650	5,050	15,700	24,255
Charitable activities	9	2,467,329	169,143	893,092	3,529,564	3,169,555
Total expenditure		2,467,329	179,793	898,142	3,545,264	3,193,810
Net incoming resources before transfers		53,793	(138,119)	98,631	14,305	102,887
Gross transfers between funds		37,980	(10,471)	(27,509)	-	-
Net income for the year/ Net movement in funds		91,773	(148,590)	71,122	14,305	102,887
Fund balances at 1 April 2021		971,319	255,150	279,989	1,506,458	1,403,571
Fund balances at 31 March 2022		1,063,092	106,560	351,111	1,520,763	1,506,458

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

All income and expenditure derive from continuing activities.

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

CARERS SUPPORT WEST SUSSEX

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

Prior financial year

		Unrestricted funds general 2021 £	Unrestricted funds designated 2021 £	Restricted funds 2021 £	Total 2021 £
	Notes				
<u>Income and endowments from:</u>					
Donations, grants and gifts	3	29,806	-	-	29,806
Charitable activities	4	2,514,561	-	716,800	3,231,361
Fundraising	5	10,726	12,000	7,200	29,926
Investments	6	3,036	-	-	3,036
Other income	7	2,568	-	-	2,568
Total income		2,560,697	12,000	724,000	3,296,697
<u>Expenditure on:</u>					
Raising funds	8	-	24,255	-	24,255
Charitable activities	9	2,408,170	157,724	603,661	3,169,555
Total expenditure		2,408,170	181,979	603,661	3,193,810
Net incoming resources before transfers		152,527	(169,979)	120,339	102,887
Gross transfers between funds		73,910	(63,779)	(10,131)	-
Net income for the year/ Net movement in funds		226,437	(233,758)	110,208	102,887
Fund balances at 1 April 2020		744,883	488,908	169,780	1,403,571
Fund balances at 31 March 2021		971,320	255,150	279,988	1,506,458

CARERS SUPPORT WEST SUSSEX

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Fixed assets					
Tangible assets	15		169,692		183,858
Current assets					
Debtors	16	479,549		81,845	
Cash at bank and in hand		1,805,869		1,481,210	
		<u>2,285,418</u>		<u>1,563,055</u>	
Creditors: amounts falling due within one year	17	<u>(934,347)</u>		<u>(240,455)</u>	
Net current assets			1,351,071		1,322,600
Total assets less current liabilities			<u>1,520,763</u>		<u>1,506,458</u>
Income funds					
Restricted funds	18		351,111		279,988
<u>Unrestricted funds</u>					
Designated funds	19	106,560		255,150	
General unrestricted funds		<u>1,063,092</u>		<u>971,320</u>	
			1,169,652		1,226,470
			<u>1,520,763</u>		<u>1,506,458</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 8 December 2022



N Young
Trustee

Company registration number 06418743

CARERS SUPPORT WEST SUSSEX

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Cash flows from operating activities					
Cash generated from operations	24		335,123		328,884
Investing activities					
Purchase of tangible fixed assets		(17,150)		(61,799)	
Investment income received		6,686		3,036	
Net cash used in investing activities			(10,464)		(58,763)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			324,659		270,121
Cash and cash equivalents at beginning of year			1,481,210		1,211,089
Cash and cash equivalents at end of year			1,805,869		1,481,210

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity information

Carers Support West Sussex is a private company limited by guarantee incorporated in England and Wales. The registered office is The Orchard, 1-2 Gleneagles Court, Brighton Road, Crawley, West Sussex, RH10 6AD.

1.1 Accounting convention

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

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

The financial statements have been prepared under the historical cost convention.

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

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

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

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

1.4 Income

All income is recognised in the Statement of Financial Activities once the charitable company has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. The following specific policies apply to particular categories of income:

Donations, grants and gifts are included in full in the Statement of Financial Activities once receivable.

Contract income is recognised as the charity becomes entitled to the contract income (i.e. over the term of the contract).

Investment income is recognised in the financial statements when receivable.

1.5 Expenditure

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

Support costs are all allocated to the one charitable activity. Support costs include premises' expenditure and office running costs.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

Charitable expenditure comprises those costs incurred by the charitable company in pursuit of its charitable objectives. It includes both direct costs and support costs relating to such activities. Support costs, including salaries, are apportioned on the basis of the time involved on the activity.

Grants payable are recognised when the charitable company becomes obliged to pay the grant, the amount of the grant can be accurately quantified and when it becomes probable that the grant will be paid.

Support costs include governance costs, which are the costs associated with meeting the statutory requirements of the charitable company and include its audit fees and costs linked to strategic management of the charitable company.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

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

Computer software	10 years straight line
-------------------	------------------------

1.7 Tangible fixed assets

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

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

Computers and VOIP system	20% on cost
Office Equipment	20% on cost
CRM System	20% on cost

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

The Trustees have set a capitalisation policy of £2,500. Assets purchased below this value are not capitalised unless they are part of a bigger project.

1.8 Impairment of fixed assets

At each reporting end date, the charitable company reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

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

1.10 Financial instruments

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

1.11 Taxation

The charitable company is exempt from corporation tax on its charitable activities.

1.12 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense.

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

1.13 Retirement benefits

Retirement benefits to employees of the entity are provided by a defined contribution scheme and a Local Government Pension Scheme (LGPS), which is a defined benefit scheme. The assets of both schemes are held separately from those of the entity.

The contributions made in relation to the defined contribution scheme are charged in the accounts as they become payable in accordance with the rules of the scheme.

The LGPS is a funded scheme and the assets are held separately from those of the entity in separate trustee administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit method and discounted at a rate equivalent to the current rate of return on a high quality corporate bond of equivalent term and currency to the liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. However, Carers Support West Sussex is counted as a pass through employer for the purpose of their share of benefits in the LGPS and as such it is unable to identify its share of the underlying assets and liabilities of the scheme on a consistent and reasonable basis. This is therefore treated as a defined contribution scheme and the contributions are recognised as they are paid each year.

1.14 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

1.15 Debtors

Trade and other debtors are recognised at the settlement amount due after any discounts offered.

Prepayments are valued at the amount prepaid net of any discounts due.

1.16 Creditors and provisions

Creditors and provisions are recognised where the charitable company 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.

1.17 Winding up or dissolution of the charitable company

If upon winding up or dissolution of the charitable company there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

2 Critical accounting estimates and judgements

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

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

The main judgement and accounting estimates included in the accounts are:

Amortisation of computer software - Management have estimated that the useful life of the computer software is 5 years

Valuing Volunteer time - No amount is included in the accounts in respect of volunteer time on the basis that it is not possible to place an accurate figure on the cost of time donated by volunteers.

3 Donations, grants and gifts

	Unrestricted funds general 2022 £	Unrestricted funds general 2021 £
Donations, grants and gifts	13,451	29,806

4 Charitable activities

	Contract income 2022 £	Contract income 2021 £	Fundraising income 2021 £	Total 2021 £
Contract income	3,478,074	3,141,796	89,565	3,231,361
Analysis by fund				
Unrestricted funds - general	2,481,301	2,514,561	-	2,514,561
Restricted funds	996,773	627,235	89,565	716,800
	3,478,074	3,141,796	89,565	3,231,361

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

5 Fundraising

	Unrestricted funds general 2022 £	Unrestricted funds designated 2022 £	Total 2022 £
Fundraising income	660	41,674	42,334

	Unrestricted funds general 2021 £	Unrestricted funds designated 2021 £	Total 2021 £
Fundraising income	10,726	12,000	29,926

6 Investments

	Unrestricted funds general 2022 £	Unrestricted funds general 2021 £
Interest receivable	6,686	3,036

7 Other income

	Unrestricted funds general 2022 £	Unrestricted funds general 2021 £
Other income	19,024	2,568

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

8 Raising funds

	Unrestricted funds designated 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds designated 2021 £
<u>Fundraising and publicity</u>				
Costs of generating donations, grants and gifts	-	-	-	473
Staff costs	10,650	5,050	15,700	23,782
	<u>10,650</u>	<u>5,050</u>	<u>15,700</u>	<u>24,255</u>

9 Charitable activities

	Direct activities 2022 £	Grant funding of activities 2022 £	Premises expenditure 2022 £	Office running costs 2022 £	Total 2022 £	Total 2021 £
Staff costs	2,360,519	-	-	-	2,360,519	2,108,101
Depreciation and impairment	-	-	14,414	16,902	31,316	113,737
Grant funding	-	204,786	-	-	204,786	273,683
Other staff related costs	325,962	-	-	-	325,962	178,161
Rent	-	-	66,619	-	66,619	72,241
Communication costs	-	-	-	32,179	32,179	48,006
Project costs	130,438	99,940	-	-	230,378	129,149
Office costs	-	-	12,877	211,129	224,006	216,507
	<u>2,816,919</u>	<u>304,726</u>	<u>93,910</u>	<u>260,210</u>	<u>3,475,765</u>	<u>3,139,585</u>
Share of support costs (see note 10)	-	-	-	2,751	2,751	2,084
Share of governance costs (see note 10)	-	-	-	51,048	51,048	27,886
	<u>2,816,919</u>	<u>304,726</u>	<u>93,910</u>	<u>314,009</u>	<u>3,529,564</u>	<u>3,169,555</u>
Analysis by fund						
Unrestricted funds - general	2,099,604	-	91,794	275,931	2,467,329	2,408,170
Unrestricted funds - designated	162,579	-	-	6,564	169,143	157,724
Restricted funds	554,736	304,726	2,116	31,514	893,092	603,661
	<u>2,816,919</u>	<u>304,726</u>	<u>93,910</u>	<u>314,009</u>	<u>3,529,564</u>	<u>3,169,555</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

9 Charitable activities

(Continued)

For the year ended 31 March 2021

	Direct activities	Grant funding of activities	Premises expenditure	Office running costs	Total 2021
	£	£	£	£	£
Staff costs	2,108,101	-	-	-	2,108,101
Depreciation and impairment	-	-	14,414	99,323	113,737
Grant funding	-	273,683	-	-	273,683
Other staff related costs	178,161	-	-	-	178,161
Rent	-	-	72,241	-	72,241
Communication costs	-	-	-	48,006	48,006
Project costs	129,149	-	-	-	129,149
Office costs	-	-	10,641	205,866	216,507
	<u>2,415,411</u>	<u>273,683</u>	<u>97,296</u>	<u>353,195</u>	<u>3,139,585</u>
Share of support costs (see note 10)	-	-	-	2,084	2,084
Share of governance costs (see note 10)	-	-	-	27,886	27,886
	<u>2,415,411</u>	<u>273,683</u>	<u>97,296</u>	<u>383,165</u>	<u>3,169,555</u>
Analysis by fund					
Unrestricted funds - general	1,949,624	-	97,177	361,369	2,408,170
Unrestricted funds - designated	153,846	-	-	3,878	157,724
Restricted funds	311,941	273,683	119	17,918	603,661
	<u>2,415,411</u>	<u>273,683</u>	<u>97,296</u>	<u>383,165</u>	<u>3,169,555</u>

10 Support costs

	Support costs	Governance costs	2022	Support costs	Governance costs	2021
	£	£	£	£	£	£
Bank charges	2,751	-	2,751	2,084	-	2,084
Audit fees	-	7,621	7,621	-	8,034	8,034
Accountancy and legal fees	-	43,427	43,427	-	19,852	19,852
	<u>2,751</u>	<u>51,048</u>	<u>53,799</u>	<u>2,084</u>	<u>27,886</u>	<u>29,970</u>
Analysed between Charitable activities	<u>2,751</u>	<u>51,048</u>	<u>53,799</u>	<u>2,084</u>	<u>27,886</u>	<u>29,970</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

11	Net movement in funds	2022	2021
		£	£
	Net movement in funds is stated after charging/(crediting)		
	Fees payable to the company's auditor for the audit of the company's financial statements	7,621	8,034
	Depreciation of owned tangible fixed assets	31,316	106,140
	Amortisation of intangible assets	7,597	7,596
		<u> </u>	<u> </u>

12 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charitable company during the year.

Trustees' expenses

Trustees were reimbursed expenses during the year £367 (2021: £nil).

13 Employees

The average monthly number of employees during the year was:

	2022	2021
	Number	Number
Part time	58	60
Full time	44	36
	<u> </u>	<u> </u>
Total	102	96
	<u> </u>	<u> </u>

Employment costs	2022	2021
	£	£
Wages and salaries	2,096,405	1,915,304
Social security costs	163,813	144,489
Other pension costs	116,001	72,090
	<u> </u>	<u> </u>
	2,376,219	2,131,883
	<u> </u>	<u> </u>

The key management personnel of the charity comprise the Chief Executive, the Finance Manager, Carers Services Director and the Carers Services Managers. The total employee benefits of key management personnel of the charity were £245,886 (2021: £257,840).

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2022	2021
	Number	Number
£60,001 - £70,000	1	1
	<u> </u>	<u> </u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

14 Intangible fixed assets

	Computer software £
Cost	
At 1 April 2021 and 31 March 2022	46,581
Amortisation and impairment	
At 1 April 2021 and 31 March 2022	46,581
Carrying amount	
At 31 March 2022	-
At 31 March 2021	-

15 Tangible fixed assets

	Computers and VOIP system £	Office Equipment £	CRM System £	Total £
Cost				
At 1 April 2021	78,873	3,626	224,081	306,580
Additions	-	-	17,150	17,150
At 31 March 2022	78,873	3,626	241,231	323,730
Depreciation and impairment				
At 1 April 2021	29,060	2,457	91,205	122,722
Depreciation charged in the year	15,775	725	14,816	31,316
At 31 March 2022	44,835	3,182	106,021	154,038
Carrying amount				
At 31 March 2022	34,038	444	135,210	169,692
At 31 March 2021	49,813	1,169	132,876	183,858

16 Debtors

	2022 £	2021 £
Amounts falling due within one year:		
Trade debtors	439,313	35,720
Other debtors	300	-
Prepayments and accrued income	39,936	46,125
	479,549	81,845

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

17 Creditors: amounts falling due within one year

	2022 £	2021 £
Other taxation and social security	175,544	124,260
Trade creditors	47,862	8,273
Other creditors	9,970	10,412
Accruals and deferred income	700,971	97,510
	<u>934,347</u>	<u>240,455</u>

Included within other creditors are pension contributions owed of £9,970 (2021: £10,412). Pension contributions paid during the year are disclosed in note 13.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

18 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds					Movement in funds					
	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Revaluations, gains and losses	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Revaluations, gains and losses	Balance at 31 March 2022
	£	£	£	£	£	£	£	£	£	£	£
Additional core contract activity	1,877	-	-	-	-	1,877	7,000	(150)	-	-	8,727
Core contract variation	17,830	57,992	(22,557)	-	-	53,265	72,086	(83,545)	(7,910)	-	33,896
Covid-19 grants for infection control	-	-	-	-	-	-	19,680	(19,680)	-	-	-
Direct grants for carers	19,482	399,303	(345,627)	(2,500)	-	70,658	580,893	(615,172)	-	-	36,379
Grant funded carer activity	93,545	226,051	(217,886)	12,631	-	94,079	207,269	(95,863)	(14,523)	-	190,962
NHS funded activity	-	33,454	(17,591)	-	-	15,864	71,393	(41,055)	(5,076)	-	41,126
Hospital Capital Funding	17,600	-	-	-	-	17,600	-	-	-	-	17,600
SAHAH	-	-	-	-	-	-	36,301	(42,677)	-	-	(6,376)
Fundraising	19,446	7,200	-	-	-	26,646	-	-	-	-	26,646
Funding for Marketing & Comms	-	-	-	-	-	-	2,151	-	-	-	2,151
	<u>(169,780)</u>	<u>724,000</u>	<u>603,661</u>	<u>10,131</u>	<u>-</u>	<u>(279,989)</u>	<u>996,773</u>	<u>898,142</u>	<u>(27,509)</u>	<u>-</u>	<u>(351,111)</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

18 Restricted funds

(Continued)

During the year the Directors are grateful to the following Trusts and Foundations funders for supporting unpaid carers in West Sussex:

Co-op Community Fund for our Check in and Chat project and PAPA workshops.

Munro Charitable Trust for our End of Life and Bereavement workshops.

F Glenister Woodgar Trust and **Gatwick Community Trust** for our Support Carers to Cope Project.

National Lottery Community Fund 2021, The Lawson trust, Edward Gosling Foundation, Mid Sussex District Council for our Check in and Chat project.

Carers Trust for our Making Carers Count project, Carer Respite Programme and Planning for Tomorrow programme.

Arnold Clark Community Fund for emergency COVID support for carers.

Ian Askew Foundation, West Sussex Travel Society, The Bassil Shippham and Alsfold Charitable Trust and The Boltini Trust for donations towards core costs providing much needed support for unpaid carers.

Billingshurst Lions, the Rotary Club and the Neighbourly Fund for support for young carers.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

19 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds				Movement in funds				
	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 31 March 2022
	£	£	£	£	£	£	£	£	£
IT Development Strategy	122,395	-	-	(122,395)	-	-	-	-	-
Development Fund	345,498	-	(128,412)	8,792	225,878	-	(139,470)	-	86,408
Emergency Covid-19 Fund	6,995	-	(29,313)	29,825	7,507	-	(1,830)	(5,471)	206
Fundraising & Development Activities	14,020	12,000	(24,255)	-	1,765	25,000	(30,112)	-	(3,347)
Premises Working Group	-	-	-	15,000	15,000	-	-	-	15,000
Strategic Development Fund	-	-	-	5,000	5,000	7,000	(6,648)	-	5,352
HR Fund	-	-	-	-	-	5,000	-	(5,000)	-
Dementia - Young onset weekends	-	-	-	-	-	1,000	-	-	1,000
My Future	-	-	-	-	-	3,674	(1,733)	-	1,941
	<u>488,908</u>	<u>12,000</u>	<u>(181,980)</u>	<u>(63,778)</u>	<u>255,150</u>	<u>41,674</u>	<u>(179,793)</u>	<u>(10,471)</u>	<u>106,560</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

19 Designated funds

(Continued)

IT Development Strategy - in line with one of its strategic objectives of creating an integrated system infrastructure fit for the future to underpin growth and development plans, the Charity embarked on a project to replace the existing CRM in 2018 -19. This project has continued in the current financial year with the aims of building capacity and improving efficiency of all engagement, information, insight and performance activity.

Enhanced Emotional Support fund represents monies set aside by the Charity to support emotional wellbeing services (previously funded by WSCC under a pilot scheme from 2016-2018). This activity is now funded through the Sobell Foundation for the period of two years from January 2020.

Development Fund - represents monies set aside by the Board to sustain charity resources over the course of the three to five years. This is necessary to ensure that the core universal contract service offer can be delivered and that CSWS can provide other directly funded frontline charity support to designated areas of known highest priority need.

Emergency Covid-19 Fund - has been created in order to allow the Charity to meet any unexpected costs as a result of Covid-19, including the payment of approximately £22,000 in total to employees to cover the costs of working from home during the pandemic.

Fundraising and Development Activities - these funds have been set aside to develop and enhance the organisation's approach to Funding and Development activities to ensure that the Charity continues to be able to meet its charitable objectives.

Premises Working Group - represents monies that the Charity has set aside to allow it to access professional advice and support in the development and implementation of its premises strategy

Strategic Development Fund - has been set up to allow the Charity to meet the costs of advice and assistance that may be necessary in the development of its strategy for the next 5 years.

20 Analysis of net assets between funds

	Unrestricted funds 2022 £	Designated funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total 2021 £
Fund balances at 31 March 2022 are represented by:								
Tangible assets	169,692	-	-	169,692	183,858	-	-	183,858
Current assets/(liabilities)	893,401	106,560	351,110	1,351,071	787,462	255,150	279,988	1,322,600
	<u>1,063,093</u>	<u>106,560</u>	<u>351,110</u>	<u>1,520,763</u>	<u>971,320</u>	<u>255,150</u>	<u>279,988</u>	<u>1,506,458</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

21 Contingent liability

The charity registered for VAT during the year following a review of its income streams. The effective date of registration for VAT has been confirmed by HMRC. These financial statements include VAT payable to HMRC on relevant income after deducting VAT on allowable expenses from the date of registration. No amount has been recognised in these financial statements in respect of any obligation that may arise in the form of interest and penalties should the effective date of registration turn out to be earlier. The sums involved cannot be measured reliably and it is uncertain whether any obligation has arisen.

22 Related party transactions

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

23 COVID 19

In March 2020 COVID 19 was designated as a global pandemic and following Government guidance the Charity has modified its activities involving face to face meetings and visits, where appropriate safeguards cannot be put in place to protect those they are visiting.

At the date of approval of the accounts it has not been possible to quantify or ascertain with any certainty the financial impact of COVID-19. No adjustments have been made to any figures in the accounts as a result of the pandemic.

24 Cash generated from operations	2022 £	2021 £
Surplus for the year	14,305	102,887
Adjustments for:		
Investment income recognised in statement of financial activities	(6,686)	(3,036)
Depreciation and impairment of tangible fixed assets	31,316	113,735
Movements in working capital:		
(Increase) in debtors	(397,704)	(49,912)
Increase in creditors	693,892	165,210
Cash generated from operations	335,123	328,884

25 Analysis of changes in net funds

The charitable company had no debt during the year.

Accounts

Charity Registration No. 1123359

Company Registration No. 06418743 (England and Wales)

CARERS SUPPORT WEST SUSSEX
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

CARERS SUPPORT WEST SUSSEX

LEGAL AND ADMINISTRATIVE INFORMATION

Charity name	Carers Support West Sussex
Registered charity number	1123359
Charity's principal address	The Orchard, 1-2 Gleneagles Court, Brighton Road, Crawley, RH10 6AD

Trustee name	Office (if any)	Dates acted if not for whole year
Robert Adams	Chair	Resigned June 2021
Sue Knight	Vice Chair	Resigned Vice Chair position May 2021
Peter Phillips	Treasurer/Chair Finance and Risk Committee	Resigned July 2021
Neal Young	Chair Human Resources Committee	Acting Chair from July 2021
Philip Lansberry		
Narendhra Morar		
Paul Isaacs	Acting Chair Finance and Risk Committee	Acting Chair from 20 July 2021
Jane Green		
John Williamson		
Christine Field	Vice Chair	Vice Chair from July 2021

No Trustees have been appointed since the year end

Note that the Trustees of the Charity are also Directors of the registered charitable company (for purposes of the Companies Act 2006).

CEO: Sonia Mangan

Professional Advisers

The professional advisers disclosed for the year 2020/21 are:

Auditors Richard Place Dobson Services Limited
Chartered Accountants
1-7 Station Road
Crawley
West Sussex
RH10 1HT

Bankers Royal Bank of Scotland
36 St Andrew Square
Edinburgh
EH2 2YB

CARERS SUPPORT WEST SUSSEX

CONTENTS

	Page
Trustees' report	1 - 9
Statement of Trustees' responsibilities	10
Independent auditor's report	11 - 13
Statement of financial activities	14 - 15
Balance sheet	16
Statement of cash flows	17
Notes to the financial statements	18 - 36

CARERS SUPPORT WEST SUSSEX

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

Report of the Trustees

The Directors present their report and the financial statements for the year ended 31st March 2021.

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

Carers Support West Sussex was registered on 28 March 2008 and was incorporated on 6 November 2007.

1. Objects

The Charity's objects are:

To relieve poverty, sickness and mental suffering of people who are carers, whether on a full or part-time basis living in West Sussex and its environs for people who are elderly, disabled, ill or frail for any reason whatsoever and the relief of such elderly, disabled, ill or frail people by the provision of practical help and assistance, advocacy and information for those responsible for their care.

To advance the education amongst carers and the general public concerning caring and the support and treatment of those requiring support from carers.

2. Main Activities

We are an independent charity in West Sussex dedicated to improving the support provided to unpaid carers, to enable them to have a good quality of life, access to information, guidance, and encourage independence, to give carers a choice of a life alongside their caring role. We have over 100 members of staff and 90 volunteers. We also benefit from a highly dedicated Board of Trustees.

With more than 30,000 carers currently registered with the Charity, we run Support Groups, a Carer Response Line, help carers access equipment to assist them in their caring role, or provide funds so that carers can do something for themselves. We can also help carers access counselling and call back services, wellbeing support and have teams in all the of the major hospitals in West Sussex, as well as East Surrey Hospital in Redhill.

The Impact Report for 2020/21 ([Impact Report \(carerssupport.org.uk\)](https://www.carerssupport.org.uk)) gives a flavour of the Charity's activity for one of the most challenging years for the Charity to date.

Carers are at the heart of everything we do and as such their voices have been a key part of our new strategy which will be published during summer 2021. The strategy has been developed following extensive primary research and secondary data insights of "what works" for and with carers. [Have Your Say - Carers Support West Sussex](#).

Imagine a world where carers do not have to fight to be heard and recognised. A world where carers feel valued and supported for who they are and what they do.

Our vision is to bring the day forward when unpaid carers are seen, heard, and included.

3. Charitable Objectives for the Year

The Charity Business Plan relates to the Charity's current agreed strategy 2015-20 and agreed priorities. This Business Plan is supported by plans for: Fundraising; Human Resources; Marketing and Communications; and Carer Engagement and Volunteering.

The eight priority areas for the year 2020/21 were:

Customer Relationship Management (CRM) & IT

CSWS successfully introduced a new CRM in June 2020, provided training, support, and guidance for more than 120 database users and transferred almost 30,000 carer records. In March 2020 and throughout the year the team maximised the use of technology and moved swiftly to deliver carer support activity remotely, focussing on carers who were most in need and offering weekly catch up and wellbeing calls.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2021

Quality and Outcomes

At the start of the financial year, CSWS was successfully awarded the Level Two Trusted Charity Mark and during the financial year the team started work on an external accreditation quality standard, (funded by WSCC), for the Pride in Care award relating to support for LGBTQ carers.

Funding and Development

The team increased carer activity and the Charity's fundraising programme for the year raised over £128,000 in income (including both unrestricted and unrestricted funding) for projects. The fundraising expenses cost 18% of the money raised - in other words an excellent return on investment.

Strategy and Governance

In December 2019, a project team was formed combining resources at Carers Support West Sussex (CSWS) and West Sussex County Council (WSCC). The aim was to engage with carers and stakeholders in West Sussex, using a mix of surveys and focus groups to discover, 'what carers want locally.' The research findings indicated that carers and stakeholders, in West Sussex, are calling for:

- Carers to be identified, involved, and valued
- Greater choice and control to help maintain a balanced life and care well
- Improved social opportunities for young carers
- Independent carer advocacy support
- Carers to be supported at each stage of the caring journey
- Connecting carers to peer-to-peer support and learning
- Reducing the financial hardship
- Inclusive support for seldom heard carer communities
- Support for working carers from employers

The final Carer Strategy will be ready for agreement by autumn 2021.

The Primary Research Impact Report provides information on carer insights, including a summary of carer-led discussions testing the strength of the above recommendations. The Secondary Data Research Report involved pulling together 13 reports and surveys on a local and national level to paint a full picture on the state of care. CSWS continues to involve carers as part of the Carers' Planning Group (CPG) who regularly meet (currently remotely) to plan events for Carers' Rights' Day and Carers' Week to help raise awareness of caring. In 2020, the events took place online and the two awareness raising campaigns hosted had a total reach of 256 carers.

Finance and Risk

Finance and Risk for the Charity are reported at sections 9 and section 12 (respectively). The Charity's team has improved its activity with respect to finance and risk throughout the year, as evidenced by fully meeting all the Trusted Charity Mark standards.

Carer Wellbeing Programmes

What the Charity does and has done for and with carers during the year is reported in section 8 of this report. Carer registrations, in other words new carers, have increased by 11% during the year. During 2020/21 CSWS worked with 8,512 unique carers by email, telephone, face-to-face, Zoom individually and in groups and via online chat functions. This is compared to 8,320 in 2019/20.

HR and Workforce

In June 2020 the Charity committed to the ACEVO Diversity principles and has undertaken to do an annual review of diversity, equality and inclusion with the workforce, and an annual plan of action. In January 2021, 75 employees (77%) completed the CSWS biannual Gallup 12 Survey. The scores across all measures are "extremely high" with no staff score below 74%. The year-on-year scores clearly show a significant improvement with three of the 12 measures improving by more than 10%.

Partnerships and Collaboration

Section 8.2 provides more specific information on the work of the teams in partnership with colleagues across the county and beyond.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2021

4. Public Benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing aims and objectives and in planning the Charity's future activities. The Trustees consider that the Charity's activities reflect its aims and objectives and that they are designed to provide accessible services and activities that benefit the appropriate sector of the public in accordance with our charitable objectives.

5. Statement Regarding Fundraising

The Charity raises funds primarily through Grants and Trust fundraising. Fundraising activity is reported to the Finance and Risk Committee which is a sub-committee of the Board and the fundraising policy is monitored annually. The Charity is registered with the Fundraising Regulator, has a fundraising policy, and has not received any complaints relating to fundraising during the year.

6. Remuneration Policy

The approach to the remuneration of all employees is to endeavour to offer fair and competitive levels of pay, as are affordable within our means, so that our charitable objectives can be delivered. The rates of pay shall be proportionate to the complexity and responsibilities of each role.

The key principles for deciding the pay and reward of the employees of the Charity will be:

- that every employee is different, so we recognise that their needs and their motivations are different;
- attaining equity and objectivity in setting levels of compensation;
- maintaining responsible financial management to enable payments to be made;
- having a strong governance structure to ensure that employee remuneration is managed in line with best practice.

The Charity seeks to be fair in remunerating at both the higher and lower ends of the pay scale, and the appropriateness of pay will be considered in the context of achieving the aims of our charity and the efficient delivery of services to meet the needs of our beneficiaries.

7. Contribution Made by Volunteers

Volunteers supported carers throughout the year, providing 2,556 hours of support, with 90 volunteers registered with the Charity by the end of March 2021. The Charity has had some significant successes for and with volunteers throughout the year, including:

- 96% volunteer satisfaction rate in January 2021 Volunteering Engagement Survey compared to 75% in June 2019.
- Since September 2020 CSWS team recruited and trained 34 new volunteers.
- The team have been able to re-engage volunteers in carer services' support over the past year, develop new virtual and telephone roles and we now have 71 active volunteers.
- A new intake of 13 counselling volunteer placements took place in October 2020.
- Volunteers have access to the CSWS Microsoft Office 365 system to further support them to be able to volunteer flexibly and from home and have access to SharePoint and MS Teams.

Volunteer Contribution 2020/21

- 42 isolated and lonely carers with over 14,000 minutes of social chats.
- 4,260 minutes of digital support over the telephone helping our carers to get online and use their digital equipment – many for the first time.
- 124,000 minutes of much needed counselling time to our carers.
- 600 minutes of volunteer time to write blog posts for our social media.
- 2,940 minutes supporting us to keep our data consistent on the carer database.
- 2,925 minutes GP practice website research.
- 4,680 minutes supporting the virtual carer groups.

8. Achievements and Performance

The Charity team's activity is based around the carer journey from early identification through to seeking ongoing, preventative, community-based support. Caring for a family member or friend can be both wonderful and tough. The work of the team with and for carers demonstrates that the pathways and partnerships that carers navigate for themselves and their cared-for are rarely linear and are often very complex. Carers need the skill and dedication of a "one-stop" caring service to help navigate the twists and turns of their many and varied journeys.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2021

8.1 Key facts:

- Carers UK reported at the end of 2019 that across the UK: women are more likely to take on a caring role, 24% of carers considered themselves to have a disability; two in five carers surveyed were struggling to make ends meet (around 39%); 77% have had to cut back on hobbies and leisure activities and 68% had to regularly use their own income/savings to pay for care or support services, equipment, or products for the person they care for.
- There could be as many as 120,000 unpaid carers in West Sussex.
- CSWS teams provide a range of generic and specialist support and during the year worked with carers supporting: people with dementia (20%); people with a mental health condition (9%); people with a physical disability (9%); people with a learning disability (9%); people with a long-term health condition (23%); people with substance use issues, or addiction/recovery issues (3%); people who are frail/elderly (9%); autistic people (3%); and under 18 with a disability or parent carers (15%).
- 8% of carers the teams engaged with were from ethnic minority communities, 19% from rural and 1.6% from LGBTQ communities.
- 70% of carer contacts were women, 23% men, 1% transgender and 6% were unknown gender.
- The team support carers who are 16 years and above and 55% were 25-64 years; 23% 65-80 years, 11% 81 years and above, 1% were 16-25 and 10% were unknown age.
- At end of the financial year CSWS has registered 3,744 (the annual target is 3,000) new unpaid carers. Given the downturn in referrals during the earlier months of the pandemic, this represents significant activity.
- Carer registrations have increased over the course of the year, with 216 new registrations per calendar month at the start of the year, rising to a peak of 568 in March 2021. The latter mainly being a successful outcome of the increased marketing and communications around carers accessing vaccinations.
- Carer Equipment Service provided 1,102 carers with equipment, spending 96% of available budget. From May 2020, the team worked with the new Technology Enabled Carer (TEC) contract provider and supported carers to access new TEC solutions to support in their caring activity.
- The team allocated £433,095 in one-off grants to 1,230 carers in 2020/21; this figure included a one-off grant of £100,000 from the NHS and enabled carers to pay for equipment, transport, respite, breaks away during easing of restrictions, and ways of accessing online support during the lockdown restrictions.
- During the year the teams continued to work closely with Adult Social Care colleagues at West Sussex County Council providing 789 full statutory Carer Assessments. The team also worked with a further 1,613 carers who needed additional wellbeing support.
- The hospital support for carers was a challenge during 2020/21 and the team experienced reduced numbers of carers supported in hospitals due to hospital sites being closed to visitors. However, the Hospital Team supported all carers with complex discharge service changes, capacity issues on the Response Line, Community and Specialist Teams. 1,158 carers supported within acute hospitals and 197 within community hospitals. Referral rates are 31% of 2019/20 numbers.
- There were 22,967 incoming and outgoing calls on the carers' Response Line and through the regular "wellbeing" calls made to carers throughout the year - supporting them through being clinically vulnerable.
- The team adapted the face-to-face carer groups and 114 online support groups facilitated in nine months from July 2020, 703 attendees (250 individual carers).
- The Emotional Wellbeing Services were maintained throughout the year and transferred counselling sessions, seamlessly, from face-to-face sessions initially to telephone and then added Zoom as a popular choice. 2,093 counselling sessions took place with 290 carers being supported by a team of up to 36 Volunteer Counsellors. 910 carers have received continuing support from the Call Back Service.
- "SHINE", the Young Adult Carers' Network, supported up to 15 young adult carers through counselling and in addition, SHINE supported 62 young adult carers through 1-1 and small group contact via phone, Zoom, email and social media, with wide-ranging issues relating to often complex caring roles.
- This year the team, supported by WSCC, started 'exclusive carer discounts' helping carers to save money by offering exclusive carer offers and discounts throughout the county. Over 5,000 Carer Discount Card requests by carers of all ages were received.
- In addition to the WSCC funded service agreement for carers, the CSWS Macmillan Partnership Team supported 184 carers of people living with cancer, provided emotional wellbeing support for carers whose cared for had been hospitalised through a Sobell funded project, worked with carers through three Carer Trust funded projects providing carers with digital champions, as well grant funding of £13,000 for equipment, a Bilingual Counselling Service and a programme of Carer Bereavement Workshops.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2021

8.2 Partnerships and Collaborations

CSWS teams work in partnership all year round and this year the Charity has worked Pan Sussex on the Carer Vaccination Programme. Looking at healthcare during the COVID-19 pandemic and into the future, this project seeks carers' views on their experience of healthcare thus far and, importantly, "what action can be taken to ensure people get the care they need, in a way that suits them." The team have begun new partnerships with Age UK West Sussex, Brighton & Hove and Guild Care to provide a Support at Home Following Hospital Service from 1 July 2021. One of the Charity objectives this year was to create at least two new tangible partnerships and the team have managed to exceed that, not only at organisational but at very local and specialist level, for and with carers. Some examples of pathway engagement are below:

The Emotional Wellbeing Service Team are working together with the educational establishments, especially University of Chichester, where some of the CSWS Volunteer Counsellors are in training and with the British Association of Counselling and Psychotherapy (BACP), to ensure a strong protocol for this transition and maintain professional standards.

The team who support autism carers worked with partners *Alongside Autism* to deliver the Positive Approaches Partnering Autism (PAPA) Workshops for carers, held on Saturday mornings, this year online. These equip and enable carers to understand autism and the impact of the caring situation.

The Learning Disability Service (LD) raises carer issues, works with partners at the Learning Disability Partnership Board and this year as part of the Learning Disability COVID-19 Sussex Partnership (NHS) Response Meetings. This has helped us get information to carers in the rapidly changing COVID situation, such as vaccinations for the people they care for, health and health inequality issues. The team have held three online Learning Disability Partner Information Events with statutory and voluntary LD partners, (Healthwatch, Carers' Health Team, Mencap/My Network, Life-Long Services, Impact Initiatives, LD Health Facilitation Team, Aldingbourne, Apuldrum and others). The team hosted a survey with WSCC LD Commissioning for carer experience of LD Specialist Health Services and health services, which included impacts of the pandemic.

The Drugs and Alcohol Team has supported adults and young people who are carers by referral, signposting and in liaison with, Change Grow Live (CGL) Drugs and Alcohol Service, Young People's Therapeutic Service, Young Carers, District Council's Housing Services, Turning Tides, Shelter, Alcohol Liaison Nurses at Hospitals, Adult Social Care, Mental Health Services, Domestic Abuse Organisations, Sussex Prisoners and Families, and Probation Services. The team supports carers to understand and take up support from GPs and local Wellbeing Teams, including the Alcohol Advisors.

Carers supporting people living with dementia continue to make up the second largest group of carers supported by CSWS during the year and the teams have been involved in the successful development and implementation of the West Sussex Joint Dementia Strategy. The Charity's CEO is on the partnership steering group with team members on implementation groups, supporting the development of work programmes for: meaningful activities; Living Well with Dementia; Dementia and Learning Disability; Alcohol Related Dementia; and ethnic minorities. The team have supported ongoing partnerships with Dementia Action Alliances; Alzheimer's Society; Sage House; Tu Vida – providing online and face-to-face activities/carers support for dementia carers.

For carers supporting people with mental health issues, the teams have maintained regular attendance at Pathfinder and Working Together Meetings across the county; Triangle of Care with Sussex Partnership Foundation Trust (including carer awareness training for all their new staff); Sector Connector; Service User and Carer Engagement Group; mental health carer service development; carer awareness; carer support.

For primary care the teams liaise with 97 GP practices and this year has been a real challenge. They have maintained an approach of 'business as usual,' a repeated message to the surgeries that 'we are still here' and highlighting to them that carers still need to be recognised, supported and valued, even more so during the pandemic. The teams delivered: regular time-appropriate thematic e-mailings; one-to-one contact between CSWS worker and dedicated surgery carer-leads/champions; updating GP/practice referral process flyer; updating CSWS website and encouraging surgeries to use the website as a resource when supporting carers.

The work with WSCC young carers' services has continued to develop and during 2021/22 there will be a new partnership with Sussex Clubs for Young People, CSWS and WSCC to provide social connectivity and wellbeing support for the youngest carers in the county.

There are on-going partnerships with Young Carers' Family Service and work for young adult carers through transition to adults' services through the work in the My Future Group.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2021

8.3 Impact of COVID-19

8.3.1 Adaptable

The CSWS team moved swiftly to deliver carer support activity remotely, focussing on carers who were most in need and offering weekly catch up and wellbeing calls. The team listened to carers throughout the year and secured funding for six new services, for example bilingual counselling and the new volunteer digital champions.

Four campaigns ran throughout the year to highlight the continued support offered throughout the pandemic: We are still here for you; We are with you no matter what; Steps to stay well this winter; and our successful COVID-19 Carer Vaccination Campaign, where we partnered with other Sussex based carer charities to make sure vaccinations were available for all carers from February 2021 onwards. CSWS worked with local supermarkets urging them to recognise carers in the protected shopping times allocated to vulnerable groups at the start of the pandemic.

Teams kept registered carers up to date with 116 carer emails and newsletters sent to over 20,000 carers to inform registered carers of relevant news and updates. With the financial support of WSCC and external funders the team delivered four specific paper mailings relating to "We're still here" and reminding carers how to access essentials: e.g. shopping; a winter campaign, mini Carers' Week Campaign in February targeting those who are not registered with us and from March to May 2021, work on the Carers' Vaccination Programme.

CSWS continued to support national campaigns and events supporting carers to get online to connect carers, such as Carers' Week, Carers' Rights' Day, and Connecting Carers, reaching 338 carers in attendance figures.

8.3.2 Solution Focussed

CSWS team worked with partners on establishing a carer focussed database ('Step up for Carers') for all partners to get easy access to what was available for carers; this information was then used as part of the county and district community hub information. CSWS team identified and created solutions for and with carers on issues related to access to protective, personal equipment, shopping, support for their cared for, getting a break, reduction in services and health concerns.

Some teams provided more specialist support for and with carers who found themselves isolated, confused and with a lack of information; a schedule of regular well-being calls took place. The volume of these calls/contacts and virtual connections (for the nine month period from July 2020) is worthy of note as the services delivered over 15,600 contacts to a wide range of carers: 193 to carers for children and/or adults with autism; 1235 to carers for people with dementia, 1,136 to carers for people with mental health issues, 478 connections to parent carers, 224 to young adult carers, 3,762 from those known to the Hospital Team, 351 from the Drug and Alcohol Team, 565 from the Learning Disabilities Team, 1,789 from the Macmillan Team, 1,615 to connections from the Community Team, 2,734 from the Emotional and Well-being Team and 1,602 from the Carers' Assessment Team.

A growing issue for carers has been financial hardship; WSCC Communities supported a new Carer Benefits' Service starting in March 2020 - on average 60 carers are supported each month and in May resulted in £170K of additional annual income for carers. The team worked with Sussex Partnership Trust Team members, Healthwatch West Sussex, WSCC public health and others, supporting carers to have a voice on the impact that no or restricted care home visiting had for them and carers. The team worked on a series of local webinars and toolkits for and with carers.

9. Financial Review

The Charity's main activities arise under a contract with West Sussex County Council (WSCC) to provide universal carer services across West Sussex. The contract, funded from the Council's prevention funds, is secure until the end of March 2022, with the option of two 12 month extensions. The Charity continues to work to grow its own earned income through fundraising and income generation activities.

Net incoming resources for the year (being the difference between total net income and expenditure across individual funds) totalled £102,887 (2020: net outgoing resources of £46,447) as shown on the Statement of Financial Activities on page 15 of the accounts. Total income increased by approximately 10% compared to the previous year, mainly due to additional income received in respect of the Charity's charitable activities. Expenditure on charitable activities (excluding grant funded expenditure from restricted funds and depreciation and impairment) also increased by approximately 10%, largely as a result of additional staff and other operating costs incurred in meeting contract demands. The overall result for the year reflects the work undertaken by the Trustees and Leadership Team to generate more income and reduce charitable overheads wherever possible.

During the year, and in line with its strategic priorities, the Charity continued with its on-going investment in fixed assets to support its charitable activities and contract activities with WSCC. As part of that strategy, the Charity has invested a total of approximately £224,000 over the last two financial years in procuring a new CRM to replace the previous version which dated back to 2003. The CRM went live in July 2020.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2021

The Trustees continue to be aware of the funding pressures facing the charitable sector and local government, especially given the financial impact of COVID-19. It is recognised that the same levels of funding cannot be assumed in the longer term and, accordingly, the Trustees have set strategic priorities for fundraising and income generation activities. The Directors and Charity team keep up to date on government policy in relation to potential cuts to local authority and health funding and other organisational risks. The Trustees decided not to access any government support through the furlough scheme during the pandemic.

The Charity is holding unrestricted reserves including designated funds totalling £1,226,470 as at 31 March 2021 (2020: £1,233,792). In addition to reviewing the purposes for which funds have previously been designated, additional funds have been allocated for essential priorities, projects or services as agreed by the Finance and Risk Committee and main Board.

The Charity also holds restricted fund balances totalling £279,988 at 31 March 2021 (2020: £169,780) which are held for the purposes of the particular contract service. These funds do not form part of the Charity's unrestricted reserves.

The Trustees have reviewed the number of leadership roles in the Charity leading to a reduction in charitable overheads and unit costs for all services which in turn has led to a more balanced budget for 2021/22.

9.1 Principal Funding Sources

The principal funding sources for the Charity are as follows:

- Grants and contracts from West Sussex County Council (WSCC) as part of a service level agreement. *
- Contracts for services and activities
- Grants from trusts and foundations
- Donations and income through fundraising

* CSWS has an Agreement with WSCC to provide a county-wide Carers' Information, Advice, Assessment and Support Service through a range of methods and settings that work for and with the carer population of the county. The activity, outcomes and expectations are clearly stated within the Agreement.

The Charity submits monthly and quarterly reports against agreed Key Performance Indicators (KPIs) and carer outcomes to WSCC. Case studies are submitted monthly to enhance the understanding of how the Charity's team supports carers.

10 Reserves

The Trustees have considered the provisions of Charity's Commission guidance 'Charity Reserves: Building Resilience' (CC19, September 2018) in setting the reserves policy for the Charity. Due to the vulnerability of our client group and the nature of the services we offer, the Trustees have determined that there is a need for sufficient reserves to secure the organisation's viability beyond the immediate future in order to provide reliable services and funding over the longer term and be able to absorb financial setbacks.

The Trustees have used the organisation's risk register to inform its reserves policy and to focus on key financial risks for this purpose. The Trustees have considered the risks in respect of expenditure, unrestricted income, any on-going effects from the pandemic, restricted income and where funds can only be realised by the disposal of fixed assets.

The Charity's reserves policy is to maintain an adequate level of reserves to enable normal operating activities to continue over a period of approximately three to six months in the event that the contract with WSCC should conclude without renewal, and to allow the Charity to continue for a period of twelve months after the conclusion of the contract with WSCC, should a shortfall of income occur and to take account of potential risks and contingencies that may arise from time to time.

These include:

- Meeting contractual liabilities should the organisation have to close, including meeting unexpected costs, like redundancy payments, amounts due to creditors and contractual commitments.
- Meeting unexpected costs like break down of essential office machinery, staff cover re illness, maternity leave, parental leave, meeting any further costs arising from the pandemic and legal costs defending the Charity's interests.
- Replacing equipment as it wears out.
- Provide working capital when funding is paid in arrears

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2021

10.1 Designated Funds

During the year, the Charity reviewed the purposes for which funds had been previously designated. The organisation continues to invest its reserves in supporting the main contract with West Sussex County Council such as through the designation of funds to meet the cost of a replacement for the previous client database which came into operation in the year, and certain other operational costs (e.g. through governance support and to supplement resource in the Finance Team), as well as using funds for fundraising and development activity. Additional amounts have also been set aside during the year to meet the challenges presented by COVID-19 in terms of the provision of equipment for home working and working from home, and to allow for the Charity to access professional advice and support in the development of both its premises strategy and its overall strategy for the next five years.

11 Investment Policy

It is the Charity's policy to invest surplus funds into interest bearing deposits.

12 Risk Management

The Trustees perform an annual detailed review of all the major strategic, business and operational risks that the Charity faces and confirm that necessary steps are taken to lessen the risks identified.

The Risk Tool from NCVO has been used throughout 2020/21 to help identify the key risks facing the Charity, and steps to mitigate those risks are reviewed by the Finance and Risk Committee and the Board regularly, and at least quarterly. Risks have been considered in five thematic areas: Governance; External; Regulatory and Compliance; Financial; and Operational. The key risk identified is dependence on contract income from WSCC. The Charity is taking steps to mitigate this risk as far as possible by grow some independent income through grants and trust fundraising.

The focus during the year has been on continuing to provide support and assistance to Carers while sustaining the Charity's strong position as a "business critical provider" with and for the local health and social care economy.

12.1 COVID-19 Risks

The Charity Business Continuity Plan was reviewed as part of the risk management process and went through two major reviews before and during the COVID-19 situation from February 2020. Risks have been reviewed by a team of 18 Senior Managers, Operational Team Leaders and other key team members. The group has been meeting frequently and at least monthly throughout the year. The team has considered operational responsibilities with respect to health, safety and welfare of carers, employees, volunteers, and members of the public.

13 Structure, Governance and Management

13.1 Governing Document

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. The Board formally adopted revised Articles of Association on 3 December 2015. In the event of the company being wound up members are required to contribute an amount not exceeding £10. During 2020 the Trustees/Directors reviewed the governing document and agreed no change.

13.2 Recruitment and Appointment of Board Members

The Directors of the Company are also Charity Trustees for the purpose of charity law and under the Company's Articles are known as members of the Board. Under the requirements of the Memorandum and Articles of Association the Charity shall have a Board of Directors comprising at least three persons.

The Charity's purpose and work is focused on supporting carers across West Sussex and consequently the Board of Directors seek to ensure that the needs of this group are appropriately reflected through the diversity of the Board which is made up of people from across the county to reflect and represent the rural/urban dynamic of the district.

Business and financial skills are well represented on the Board. In an effort to maintain its broad skill mix, the Board of Directors are requested to provide a list of their skills (and update it each year) and in the event of particular skills being lost due to resignation or retirements, new Board members are sought to plug the skills' gap.

In July 2021 the Board began a recruitment process for a new Chair and Finance Trustee using an open recruitment process and supported by an external agency.

CARERS SUPPORT WEST SUSSEX

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

FOR THE YEAR ENDED 31 MARCH 2021

13.3 Board Members Induction and Training

A comprehensive induction and Trustee handbook are provided to new Trustees; training is available via Carers Trust and NCVO nationally and locally via the Council for Voluntary Services, as well as regular written and face-to-face updates for and with the Charity team.

13.4 Organisational Structure

The Carers Support West Sussex Board of Trustees/Directors meets at least five times a year and is responsible for the strategic direction and policy of the Charity. At the year end the Board had members from a variety of professional backgrounds relevant to the work of the Charity.

A scheme of delegation is in place and day-to-day responsibility for the Charity's operations rests with the Chief Executive Officer working with the Leadership team. The Charity employed 99 members of staff at the end of the year and was supported by 90 volunteers.

14 Future Plans

14.1 Strengths

The CSWS teams are connected to existing and new workstreams, pathways and partnerships. For example, the teams are now working with the Mental Health Collaborative, exploring new programmes, and funding opportunities with the Sussex Carers' Partnership and will deliver a new Carers' Strategy with Sussex CCG and WSCC during 2021. Teams are working together to support the 'Supporting Carers in General Practice' quality mark framework, (initially launched in 2019/20) and are working with the Carer Manager NHS England/SE Region.

The teams are currently reviewing the structures that support the Charity and developing a locality structure which continues to support specialist activity, which at the same time creates consistency for carers at first point of contact.

14.2 Pressures and Opportunities

The pressure for CSWS teams continues to be how to relieve pressures that carers feel every day in terms of impacts of stress, financial hardship, and the need to access regular breaks and respite.

CSWS teams being with carers every day, are hearing what works for them and what doesn't. The challenge in being there for carers when they need CSWS the most, is to be the charity team of staff and volunteers who can:

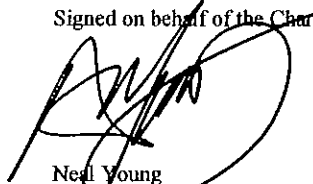
- **Be connected:** Meeting carers where they are at in their journey, working individually with at least 4,000 every year to improve their health and wellbeing.
- **Be the early offer:** Providing the carer contact point and increasing new carer registrations by a minimum of 10% year-on-year.
- **Be the experts in carers:** Working with carers and bringing their voice to communities, partners, and decision makers across the county.
- **Be present in the community:** Being there for all carers across the county, being appropriate, visible, and accessible at local level.
- **Be partners:** Creating tangible partnerships leading to opportunities for and with carers.
- **Be consistent and creative:** Create and sustain the internal capacity we need to deliver consistent and quality services, whilst exploring opportunities and potential.

15 Declarations

The Company has taken advantage of the small companies' exemption in preparing the report above.

The Trustees declare that they have approved the Trustees' Report (including Directors' Report) above.

Signed on behalf of the Charity's Trustees/Directors



Neal Young
Chair of Trustees (Acting)
Date: 28-10-21

CARERS SUPPORT WEST SUSSEX

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2021

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

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

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

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

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

Opinion

We have audited the financial statements of Carers Support West Sussex (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the 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, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 the charitable company'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.

Other information

The other information comprises the information included in the 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 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charitable company for the purpose of 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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatements due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing the risks of material misstatement in respect of irregularities, including fraud, the audit engagement team made enquiries of management, and those charged with governance, regarding the procedures relating to identifying, evaluating and complying with;

1. laws and regulations and whether they were aware of any instances of non-compliance;
2. detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
3. the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, General Data Protection Regulations, Companies Act, Charities Act 2011, Charities Statement of Recommended Practice and employment law and regulations. We performed audit procedures to detect non-compliance, which may have a material impact on the financial statements. These included reviewing financial statement disclosures and evaluating advice received from external advisors. There were no significant laws and regulations we deemed as having an indirect impact on the financial statements.

CARERS SUPPORT WEST SUSSEX

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CARERS SUPPORT WEST SUSSEX

The audit engagement team identified the risk of management override of controls as the area where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed included but were not limited to testing manual journal entries and other adjustments and evaluating the rationale in relation to any significant, unusual transactions and transactions entered into outside of the normal course of business.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://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 charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Richard Place Dobson Services Limited
Chartered Accountants
Statutory Auditor

08/11/2021

1-7 Station Road
Crawley
West Sussex
RH10 1HT

Richard Place Dobson Services Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

CARERS SUPPORT WEST SUSSEX

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

Current financial year

		Unrestricted funds general 2021 £	Unrestricted funds designated 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
	Notes					
<u>Income and endowments from:</u>						
Donations, grants and gifts	3	29,806	-	-	29,806	7,129
Charitable activities	4	2,514,561	-	716,800	3,231,361	2,943,875
Fundraising	5	10,726	12,000	7,200	29,926	18,291
Investments	6	3,036	-	-	3,036	8,107
Other income	7	2,568	-	-	2,568	274
Total income		2,560,697	12,000	724,000	3,296,697	2,977,676
<u>Expenditure on:</u>						
Raising funds	8	-	24,255	-	24,255	65,576
Charitable activities	9	2,408,170	157,724	603,661	3,169,555	2,958,547
Total resources expended		2,408,170	181,979	603,661	3,193,810	3,024,123
Net incoming/(outgoing) resources before transfers		152,527	(169,979)	120,339	102,887	(46,447)
Gross transfers between funds		73,910	(63,779)	(10,131)	-	-
Net income/(expenditure) for the year/ Net movement in funds		226,437	(233,758)	110,208	102,887	(46,447)
Fund balances at 1 April 2020		744,883	488,908	169,780	1,403,571	1,450,019
Fund balances at 31 March 2021		971,320	255,150	279,988	1,506,458	1,403,572

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

All income and expenditure derive from continuing activities.

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

CARERS SUPPORT WEST SUSSEX

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

Prior financial year

		Unrestricted funds general 2020 £	Unrestricted funds designated 2020 £	Restricted funds 2020 £	Total 2020 £
	Notes				
<u>Income and endowments from:</u>					
Donations, grants and gifts	3	7,129	-	-	7,129
Charitable activities	4	2,440,900	-	502,975	2,943,875
Fundraising	5	5,700	12,000	591	18,291
Investments	6	8,107	-	-	8,107
Other income	7	-	-	274	274
Total income		2,461,836	12,000	503,840	2,977,676
<u>Expenditure on:</u>					
Raising funds	8	10,290	55,286	-	65,576
Charitable activities	9	2,300,593	116,509	541,445	2,958,547
Total resources expended		2,310,883	171,795	541,445	3,024,123
Net incoming/(outgoing) resources before transfers		150,953	(159,795)	(37,605)	(46,447)
Gross transfers between funds		7,668	(7,668)	-	-
Net income/(expenditure) for the year/ Net movement in funds		158,621	(167,463)	(37,605)	(46,447)
Fund balances at 1 April 2019		586,263	656,371	207,385	1,450,019
Fund balances at 31 March 2020		744,884	488,908	169,780	1,403,572

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

All income and expenditure derive from continuing activities.

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

CARERS SUPPORT WEST SUSSEX

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Intangible assets	14		-		7,596
Tangible assets	15		183,858		228,199
			<u>183,858</u>		<u>235,795</u>
Current assets					
Debtors	16	81,845		31,933	
Cash at bank and in hand		<u>1,481,210</u>		<u>1,211,089</u>	
		1,563,055		1,243,022	
Creditors: amounts falling due within one year	17	<u>(240,455)</u>		<u>(75,245)</u>	
Net current assets			<u>1,322,600</u>		<u>1,167,777</u>
Total assets less current liabilities			<u>1,506,458</u>		<u>1,403,572</u>
Income funds					
Restricted funds	18		279,988		169,780
<u>Unrestricted funds</u>					
Designated funds	19	255,150		488,908	
General unrestricted funds		<u>971,320</u>		<u>744,884</u>	
			<u>1,226,470</u>		<u>1,233,792</u>
			<u>1,506,458</u>		<u>1,403,572</u>

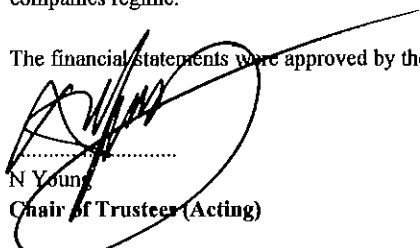
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 28.10.21


N Young
Chair of Trustees (Acting)

Company Registration No. 06418743

CARERS SUPPORT WEST SUSSEX

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	24		328,884		(20,060)
Investing activities					
Purchase of tangible fixed assets		(61,799)		(204,202)	
Investment income received		3,036		8,107	
Net cash used in investing activities			(58,763)		(196,095)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			270,121		(216,155)
Cash and cash equivalents at beginning of year			1,211,089		1,427,244
Cash and cash equivalents at end of year			1,481,210		1,211,089

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

Carers Support West Sussex is a private company limited by guarantee incorporated in England and Wales. The registered office is The Orchard, 1-2 Gleneagles Court, Brighton Road, Crawley, West Sussex, RH10 6AD.

1.1 Accounting convention

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

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

The financial statements have been prepared under the historical cost convention.

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

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

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

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

1.4 Income

All income is recognised in the Statement of Financial Activities once the charitable company has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. The following specific policies apply to particular categories of income:

Donations, grants and gifts are included in full in the Statement of Financial Activities once receivable.

Contract income is recognised as the charity becomes entitled to the contract income (i.e. over the term of the contract).

Investment income is recognised in the financial statements when receivable.

1.5 Expenditure

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

Support costs are all allocated to the one charitable activity. Support costs include premises' expenditure and office running costs.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charitable expenditure comprises those costs incurred by the charitable company in pursuit of its charitable objectives. It includes both direct costs and support costs relating to such activities. Support costs, including salaries, are apportioned on the basis of the time involved on the activity.

Grants payable are recognised when the charitable company becomes obliged to pay the grant, the amount of the grant can be accurately quantified and when it becomes probable that the grant will be paid.

Support costs include governance costs, which are the costs associated with meeting the statutory requirements of the charitable company and include its audit fees and costs linked to strategic management of the charitable company.

Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

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

Computer software	5 years straight line
-------------------	-----------------------

1.7 Tangible fixed assets

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

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

Computers and VOIP system	20% on cost
Office Equipment	20% on cost
CRM System	20% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

The Trustees have set a capitalisation policy of £2,500. Assets purchased below this value are not capitalised unless they are part of a bigger project.

1.8 Impairment of fixed assets

At each reporting end date, the charitable company reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

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

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

1.10 Financial instruments

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.11 Taxation

The charitable company is exempt from corporation tax on its charitable activities.

1.12 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense.

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

1.13 Retirement benefits

Retirement benefits to employees of the entity are provided by a defined contribution scheme and a Local Government Pension Scheme (LGPS), which is a defined benefit scheme. The assets of both schemes are held separately from those of the entity.

The contributions made in relation to the defined contribution scheme are charged in the accounts as they become payable in accordance with the rules of the scheme.

The LGPS is a funded scheme and the assets are held separately from those of the entity in separate trustee administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit method and discounted at a rate equivalent to the current rate of return on a high quality corporate bond of equivalent term and currency to the liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. However, Carers Support West Sussex is counted as a pass through employer for the purpose of their share of benefits in the LGPS and as such it is unable to identify its share of the underlying assets and liabilities of the scheme on a consistent and reasonable basis. This is therefore treated as a defined contribution scheme and the contributions are recognised as they are paid each year.

1.14 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

1.15 Debtors

Trade and other debtors are recognised at the settlement amount due after any discounts offered.

Prepayments are valued at the amount prepaid net of any discounts due.

1.16 Creditors and provisions

Creditors and provisions are recognised where the charitable company 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.

1.17 Winding up or dissolution of the charitable company

If upon winding up or dissolution of the charitable company there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

2 Critical accounting estimates and judgements

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

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

The main judgement and accounting estimates included in the accounts are:

Amortisation of computer software - Management have estimated that the useful life of the computer software is 5 years

Valuing Volunteer time - No amount is included in the accounts in respect of volunteer time on the basis that it is not possible to place an accurate figure on the cost of time donated by volunteers.

3 Donations, grants and gifts

	Unrestricted funds general 2021 £	Unrestricted funds general 2020 £
Donations, grants and gifts	29,806	7,129

4 Charitable activities

	Contract income 2021 £	Fundraising income 2021 £	Total 2021 £	Contract income 2020 £	Fundraising income 2020 £	Total 2020 £
Contract income	3,141,796	89,565	3,231,361	2,911,503	32,372	2,943,875
Analysis by fund						
Unrestricted funds - general	2,514,561	-	2,514,561	2,440,900	-	2,440,900
Restricted funds	627,235	89,565	716,800	470,603	32,372	502,975
	3,141,796	89,565	3,231,361	2,911,503	32,372	2,943,875

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

5 Fundraising

	Unrestricted funds general 2021 £	Unrestricted funds designated 2021 £	Restricted funds 2021 £	Total 2021 £
Fundraising income	10,726	12,000	7,200	29,926

	Unrestricted funds general 2020 £	Unrestricted funds designated 2020 £	Restricted funds 2020 £	Total 2020 £
Fundraising income	5,700	12,000	591	18,291

6 Investments

	Unrestricted funds general 2021 £	Unrestricted funds general 2020 £
Interest receivable	3,036	8,107

7 Other income

	Unrestricted funds general 2021 £	Restricted funds 2020 £
Other income	2,568	274

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

8 Raising funds

	Unrestricted funds designated 2021 £	Unrestricted funds general 2020 £	Unrestricted funds designated 2020 £	Total 2020 £
<u>Fundraising and publicity</u>				
Costs of generating donations, grants and gifts	473	4,320	8,134	12,454
Staff costs	23,782	5,970	47,152	53,122
	<u>24,255</u>	<u>10,290</u>	<u>55,286</u>	<u>65,576</u>

9 Charitable activities

	Direct activities 2021 £	Grant funding of 2021 £	Premises expenditure 2021 £	Office running costs 2021 £	Total 2021 £	Total 2020 £
Staff costs	2,108,101	-	-	-	2,108,101	1,963,730
Depreciation and impairment	-	-	14,414	99,323	113,737	23,730
Grant funding	-	273,683	-	-	273,683	402,834
Other staff related costs	178,161	-	-	-	178,161	209,474
Rent	-	-	72,241	-	72,241	76,862
Communication costs	-	-	-	48,006	48,006	63,893
Project costs	29,209	99,940	-	-	129,149	7,591
Office costs	-	-	10,641	205,866	216,507	177,802
	<u>2,315,471</u>	<u>373,623</u>	<u>97,296</u>	<u>353,195</u>	<u>3,139,585</u>	<u>2,925,916</u>
Share of support costs (see note 10)	-	-	-	2,084	2,084	2,703
Share of governance costs (see note 10)	-	-	-	27,886	27,886	29,928
	<u>2,315,471</u>	<u>373,623</u>	<u>97,296</u>	<u>383,165</u>	<u>3,169,555</u>	<u>2,958,547</u>
Analysis by fund						
Unrestricted funds - general	1,949,624	-	97,177	361,369	2,408,170	2,300,593
Unrestricted funds - designated	153,846	-	-	3,878	157,724	116,509
Restricted funds	212,001	373,623	119	17,918	603,661	541,445
	<u>2,315,471</u>	<u>373,623</u>	<u>97,296</u>	<u>383,165</u>	<u>3,169,555</u>	<u>2,958,547</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

9 Charitable activities

For the year ended 31 March 2020

	Direct activities	Grant funding of	Premises expenditure	Office running costs	Total 2020
	£	£	£	£	£
Staff costs	1,963,730	-	-	-	1,963,730
Depreciation and impairment	-	-	12,892	10,838	23,730
Grant funding	-	402,834	-	-	402,834
Other staff related costs	209,474	-	-	-	209,474
Rent	-	-	76,862	-	76,862
Communication costs	-	-	-	63,893	63,893
Project costs	7,591	-	-	-	7,591
Office costs	11,379	-	35,591	130,832	177,802
	<u>2,192,174</u>	<u>402,834</u>	<u>125,345</u>	<u>205,563</u>	<u>2,925,916</u>
Share of support costs (see note 10)	-	-	-	2,703	2,703
Share of governance costs (see note 10)	-	-	-	29,928	29,928
	<u>2,192,174</u>	<u>402,834</u>	<u>125,345</u>	<u>238,194</u>	<u>2,958,547</u>
Analysis by fund					
Unrestricted funds - general	1,539,378	402,834	125,345	233,036	2,300,593
Unrestricted funds - designated	116,509	-	-	-	116,509
Restricted funds	536,287	-	-	5,158	541,445
	<u>2,192,174</u>	<u>402,834</u>	<u>125,345</u>	<u>238,194</u>	<u>2,958,547</u>

10 Support costs

	Support costs	Governance costs	2021	Support costs	Governance costs	2020
	£	£	£	£	£	£
Bank charges	2,084	-	2,084	2,703	-	2,703
Audit fees	-	8,034	8,034	-	8,000	8,000
Accountancy and legal fees	-	19,852	19,852	-	21,928	21,928
	<u>2,084</u>	<u>27,886</u>	<u>29,970</u>	<u>2,703</u>	<u>29,928</u>	<u>32,631</u>
Analysed between						
Charitable activities	<u>2,084</u>	<u>27,886</u>	<u>29,970</u>	<u>2,703</u>	<u>29,928</u>	<u>32,631</u>

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

11 Net movement in funds	2021	2020
	£	£
Net movement in funds is stated after charging/(crediting)		
Fees payable to the company's auditor for the audit of the company's financial statements	8,034	8,000
Depreciation of owned tangible fixed assets	106,140	12,892
Amortisation of intangible assets	7,597	10,838

12 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charitable company during the year.

Trustees' expenses

No trustees were reimbursed expenses during the year (2020: £279).

13 Employees

The average monthly number of employees during the year was:

	2021	2020
	Number	Number
Part time	60	62
Full time	36	32
Total	96	94

Employment costs

	2021	2020
	£	£
Wages and salaries	1,915,304	1,803,886
Social security costs	144,489	138,985
Other pension costs	72,090	73,981
	2,131,883	2,016,852

The key management personnel of the charity comprise the Chief Executive, Carers Services Director, Finance Manager and the Carers Services Managers. The total employee benefits of key management personnel of the charity were £257,840 (2020: £304,868).

The number of employees whose annual remuneration was £60,000 or more were:

	2021	2020
	Number	Number
£60,001 - £70,000	1	-

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

14 Intangible fixed assets

	Computer software £
Cost	
At 1 April 2020 and 31 March 2021	46,581
Amortisation and impairment	
At 1 April 2020	38,985
Amortisation charged for the year	7,596
At 31 March 2021	46,581
Carrying amount	
At 31 March 2021	-
At 31 March 2020	7,596

15 Tangible fixed assets

	Assets under construction £	Computers and VOIP systems £	Office Equipment £	CRM System £	Total £
Cost					
At 1 April 2020	172,713	68,442	3,626	-	244,781
Additions	-	1,323	-	60,476	61,799
Other changes	(172,713)	9,108	-	163,605	-
At 31 March 2021	-	78,873	3,626	224,081	306,580
Depreciation and impairment					
At 1 April 2020	-	14,850	1,732	-	16,582
Depreciation charged in the year	-	14,210	725	91,205	106,140
At 31 March 2021	-	29,060	2,457	91,205	122,722
Carrying amount					
At 31 March 2021	-	49,813	1,169	132,876	183,858
At 31 March 2020	172,713	53,592	1,894	-	228,199

The CRM and VOIP systems that were listed as under construction in the previous year were completed during the current year.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

16 Debtors

	2021	2020
	£	£
Amounts falling due within one year:		
Trade debtors	35,720	1,166
Prepayments and accrued income	46,125	30,767
	<u>81,845</u>	<u>31,933</u>

17 Creditors: amounts falling due within one year

	2021	2020
	£	£
Other taxation and social security	124,260	6,821
Trade creditors	8,273	19,690
Other creditors	10,412	24,759
Accruals and deferred income	97,510	23,975
	<u>240,455</u>	<u>75,245</u>

Included within other creditors are pension contributions owed of £10,412 (2020: £10,627). Pension contributions paid during the year are disclosed in note 13.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

18 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2019 £	Movement in funds		Balance at 1 April 2020 £	Movement in funds		Transfers	Balance at 31 March 2021 £
	£	Incoming resources £	Resources expended £	£	Incoming resources £	Resources expended £	£	£
Alchemy	500	-	-	500	-	-	-	500
Ethnic Minority Carers Support Funding	-	-	-	-	9,997	(8,720)	-	1,277
Bettercare Construction Funding	6,000	-	-	6,000	-	-	-	6,000
BSMS & Community Team Work	2,100	2,100	-	4,200	3,300	-	-	7,500
Carer Aware Pharmacies	10,131	-	-	10,131	-	-	(10,131)	-
Carer Benefit Advice Capacity	-	-	-	-	38,000	(2,339)	-	35,661
Carers Consultation on Short Breaks	1,877	-	-	1,877	-	-	-	1,877
Carer Discount Card	25,330	5,000	(12,520)	17,830	19,992	(20,218)	-	17,604
Carer Equipment Service	5,201	70,000	(56,407)	18,794	55,000	(59,472)	-	14,322
Carers Trust	-	5,300	(1,200)	4,100	14,303	(12,472)	(2,500)	3,431
Carers Trust - Covid-19	-	-	-	-	4,500	(4,500)	-	-
Carers Trust Fund - YAC Mental Health Service	-	-	-	-	3,500	(2,475)	2,500	3,525
Carers Vaccination	-	-	-	-	33,454	(17,591)	-	15,863
Carers Health and Wellbeing Fund	71,222	328,000	(402,636)	(3,414)	330,000	(273,683)	-	52,903
CHAT Project	-	1,830	-	1,830	-	(1,182)	-	648
Carers Trust - Connecting Carers	-	1,166	-	1,166	33,000	(33,000)	-	-
Digital Carers	-	-	-	-	-	-	-	1,166
Digitally Connected Carers (Dementia Strategy)	-	-	-	-	10,000	-	-	10,000
DWP Resource Management	-	274	(274)	-	-	-	-	-
D'Oyly Carte Charitable Trust	1,175	-	-	1,175	-	-	-	1,175
Fundraising Income	18,856	781	(190)	19,447	7,200	-	-	26,647
Harding	3,000	-	-	3,000	-	-	-	3,000
Hedley	2,000	-	-	2,000	-	-	-	2,000
Hospital Capital Funding	17,600	-	-	17,600	-	-	-	17,600

FOR THE YEAR ENDED 31 MARCH 2021

page 29

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

18 Restricted funds

Alchemy Charitable Trust funding was received to allow Carers to take a break from their caring roles.

Ethnic Minority Carer Support Funding includes three amounts for respite and counselling support as follows: an amount received in the year from Carers Trust as a Direct Carers Grant in the amount of £4,360; an additional amount of £1,276 received from the Crawley Hospital Community shop to assist BAME Carers with counselling; and a further amount of £4,360 from West Sussex County Council as a Respite Support Fund.

Bettercare Construction Funding was received from WSCC for improvement works to be carried out at Worthing Hospital.

BSMS & Community Team Work represents funding received for two projects. Brighton & Sussex Medical School provided funding of £300 for the Charity's assistance with students. A further £1,800 was received from the University of Chichester for the purpose of a Community Project to allow Level 4 Social Work students to engage in a process of enquiry-based learning, supported by community project facilitators.

Carers Aware Pharmacies is funding received from WSCC to help pilot carer identification and signposting through pharmacies.

Carer Benefit Advice Capacity represents funding received from West Sussex County Council to fund a pilot project, initially for 12 months, for the recruitment of a specialist benefits advisor to support carers in West Sussex to maximise their income and enable them to receive the welfare support whilst they are in a caring role.

Carer Consultations on Short Breaks funding is received from WSCC to conduct a survey of Carers in the county in respect of need for short breaks.

Carer Discount Card funding represents amounts received from WSCC with the aim of promoting the health and wellbeing of carers whilst alleviating some of the financial strain that is often placed upon them by their role.

Carer Equipment Service Fund is for the purchase of equipment for use at home to promote independence, safety and well-being of Carers and the person they are caring for.

Carers Trust funding has been received from the Carers Trust to allow the charity to provide essential items (such as washing machines, vacuum cleaners etc) to carers.

Carers Trust - Covid-19 funding represents three separate amounts of £1,500 received to support the charity's activities in helping Carers with the impact of COVID-19.

Carers Trust Fund - YAC Mental Health Service funding is to be used for a pilot to investigate the most effective way to encourage young adult carers to access mental health services and help empower them to move forward into adulthood.

Carers Vaccination funding is to be used for the creation of a Sussex-wide programme of support for carers to access COVID-19 vaccinations within Sussex.

Carer Health and Wellbeing Fund provides funding directly to Carers to enable them to support their health and wellbeing (eg by having a short break from their caring role).

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

18 Restricted funds

CHAT Project funding is for a series of events for carers and health professionals to identify the different types of health information needed by carers of people with a learning disability.

Carers Trust Connecting Carers funding is to be used to deliver our project to provide carers with better access to digital support through conversations with volunteer telephone befrienders.

Digital Carers funding has been received from WSCC as part of a shared project between three providers for a Digital Carers Hub.

Digitally Connected Carers (Dementia Strategy) funding was for a campaign which aimed to reduce digital exclusion among carers in West Sussex and to enable Carers to better connect with digital services.

DWP Resource Management was funding for office furniture for a member of staff.

D'Oyly Carte Charitable Trust funding represents a grant received from D'Oyly Carte Charitable Trust to be used towards the Young Adult Carers' Time out from Caring programmes.

Fundraising Income includes funds received from the Sussex Community Foundation (Sussex Crisis Fund) to be used to meet the needs of Carers in response to COVID19 for £4,000, and two additional amounts from the Carers Trust to help meet the needs of older Carers and for a Young Adult Carers marketing fund of £2,800 and £400 respectively;

Harding Fund has provided funds for Carers to undertake activities away from their caring roles.

Hedley Foundation funding was received to fund activities for Young Adult Carers.

Hospital Capital Funding was received from WSCC for improvement works at St Richard's Hospital.

Linkins Trust funding is a grant received from the Linkins Trust to be used for 'Time out from Caring' programme for Carers aged over 60 in the south of Chichester, West Sussex.

Macmillan funding represents monies received from Macmillan Cancer under the terms of a three-year partnership project to develop cancer services for Carers in West Sussex.

Munro Charitable Trust funding is to be used to fund activities for Young Adult Carers outside of their caring roles ('Time out for Caring').

NHS Funding represents funding received from the NHS to support prevention of Carer breakdown or hospitalisation.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

18 Restricted funds

PAPA Workshops funding was provided by WSCC to provide a programme of skills and strengths-based workshops in North Horsham to support local family and friend carers who care for a person with autism.

Prescription Plus funding was received from WSCC to increase engagement with Carer issues by a number of pharmacies in the county.

Public Health Project funding has been received from West Sussex County Council with the overall purpose of supporting people in West Sussex communities who are experiencing bereavement and loss. This is in response to an identified need for strengthened community support for people who have been bereaved and experienced loss during the COVID-19 pandemic.

Putting Communities First represents funding received from Crawley Borough Council for the Charity to run three bereavement workshops to help carers who are recently bereaved to cope with their loss.

SOBELL Foundation - Carers Grants funding was received to help family and friend Carers of people with learning disabilities.

SOBELL Foundation - Enhanced Emotional has been used for the purpose of helping to meet the costs of the Charity's Enhanced Emotional Support work for Carers in 2020.

Young Carers funds have been received from WSCC to provide a range of services, advice and assistance for young Carers.

Young Carers Summer Camp funding has been received to meet the costs associated with a summer camp for Young Carers.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

19 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds				Movement in funds				Transfers	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021	
	Balance at 1 April 2019	Incoming resources	Resources expended	£	£	£	£	£							£
IT Development Strategy	266,000	-	-	(143,605)	122,395	-	-	(122,395)	-	-	-	-	-	-	-
Enhanced Emotional Support	11,098	-	(3,974)	(7,124)	-	-	-	-	-	-	-	-	-	-	-
Development Fund	365,411	-	(85,057)	65,144	345,498	-	(128,412)	8,792	225,878	-	-	-	-	-	-
Emergency Covid-19 Fund	-	-	-	6,995	6,995	-	(29,313)	29,825	7,507	-	-	-	-	-	-
Fundraising & Development Activities	13,862	12,000	(82,764)	70,922	14,020	12,000	(24,255)	-	1,765	-	-	-	-	-	-
Premises Working Group	-	-	-	-	-	-	-	15,000	15,000	-	-	-	-	-	-
Strategic Development Fund	-	-	-	-	-	-	-	5,000	5,000	-	-	-	-	-	-
	656,371	12,000	(171,795)	(7,668)	488,908	12,000	(181,980)	(63,778)	255,150	-	-	-	-	-	-

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

19 Designated funds

IT Development Strategy - in line with one of its strategic objectives of creating an integrated system infrastructure fit for the future to underpin growth and development plans, the Charity embarked on a project to replace the existing CRM in 2018 -19. This project has continued in the current financial year with the aims of building capacity and improving efficiency of all engagement, information, insight and performance activity.

Enhanced Emotional Support Fund - represents monies set aside by the Charity to support emotional wellbeing services (previously funded by WSCC under a pilot scheme from 2016-2018). This activity is now funded through the Sobell Foundation for the period of two years from January 2020.

Development Fund - represents monies set aside by the Board to sustain charity resources over the course of the three to five years. This is necessary to ensure that the core universal contract service offer can be delivered and that CSWS can provide other directly funded frontline charity support to designated areas of known highest priority need.

Emergency Covid-19 Fund - has been created in order to allow the Charity to meet any unexpected costs as a result of Covid-19, including the payment of approximately £22,000 in total to employees to cover the costs of working from home during the pandemic.

Fundraising and Development Activities - these funds have been set aside to develop and enhance the organisation's approach to Funding and Development activities to ensure that the Charity continues to be able to meet its charitable objectives.

Premises Working Group - represents monies that the Charity has set aside to allow it to access professional advice and support in the development and implementation of its premises strategy

Strategic Development Fund - has been set up to allow the Charity to meet the costs of advice and assistance that may be necessary in the development of its strategy for the next 5 years.

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

20	Analysis of net assets between funds	Unrestricted funds		Designated funds		Restricted funds		Total		Unrestricted funds		Designated funds		Restricted funds		Total	
		2021	£	2021	£	2021	£	2021	£	2020	£	2020	£	2020	£	2020	£
	Fund balances at 31 March 2021 are represented by:																
	Intangible fixed assets	-		-		-		-		7,596		-		-		7,596	
	Tangible assets	183,858		-		-		183,858		84,594		143,605		-		228,199	
	Current assets/(liabilities)	787,462		255,150		279,988		1,322,600		652,694		345,303		169,780		1,167,777	
		971,320		255,150		279,988		1,506,458		744,884		488,908		169,780		1,403,572	

CARERS SUPPORT WEST SUSSEX

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

21 Contingent liability

The charity registered for VAT during the year following a review of its income streams. The effective date of registration for VAT has been confirmed by HMRC. These financial statements include VAT payable to HMRC on relevant income after deducting VAT on allowable expenses from the date of registration. No amount has been recognised in these financial statements in respect of any obligation that may arise in the form of interest and penalties should the effective date of registration turn out to be earlier. The sums involved cannot be measured reliably and it is uncertain whether any obligation has arisen.

22 Related party transactions

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

23 COVID 19

In March 2020 COVID 19 was designated as a global pandemic and following Government guidance the Charity has modified its activities involving face to face meetings and visits, where appropriate safeguards cannot be put in place to protect those they are visiting.

At the date of approval of the accounts it has not been possible to quantify or ascertain with any certainty the financial impact of COVID-19. No adjustments have been made to any figures in the accounts as a result of the pandemic.

24 Cash generated from operations	2021	2020
	£	£
Surplus/(deficit) for the year	102,887	(46,447)
Adjustments for:		
Investment income recognised in statement of financial activities	(3,036)	(8,107)
Depreciation and impairment of tangible fixed assets	113,735	23,730
Movements in working capital:		
(Increase)/decrease in debtors	(49,912)	27,990
Increase/(decrease) in creditors	165,210	(17,226)
Cash generated from/(absorbed by) operations	328,884	(20,060)
25 Analysis of changes in net funds		
The charitable company had no debt during the year.		

