CARERS IN BEDFORDSHIRE

England & Wales · Charity number 1135507

Details

Status	Registered
Legal form	Charitable company
Company number	07140432
Registered	2010-04-14
Register	View on the Charity Commission register

Contact

Address	Unit 412 Bedford Heights Manton Lane Bedford Bedfordshire MK41 7PH
Phone	0300 111 1919
Email	contact@carersinbeds.org.uk
Website	www.carersinbeds.org.uk

Activities

Objects: THE OBJECTS OF THE CHARITY (THE “OBJECTS”) ARE FOR THE PUBLIC BENEFIT, THE RELIEF OF THOSE IN NEED BY REASON OF AGE, ILL HEALTH, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE PARTICULARLY BUT NOT EXCLUSIVELY THROUGH THE PROVISION OF PRACTICAL HELP, ADVICE, ASSISTANCE, ADVOCACY, INFORMATION AND OTHER SUPPORT SERVICES TO CARERS OR THOSE PERSONS FOR WHOM THEY ARE CARING. A “CARER” IS ANYONE WHO CARES, USUALLY UNPAID, FOR A FRIEND OR FAMILY MEMBER WHO DUE TO ILLNESS, DISABILITY, A MENTAL HEALTH PROBLEM OR AN ADDICTION CANNOT COPE WITHOUT THEIR SUPPORT.

Activities: The charity aims to prevent today's carers of any age living in Bedfordshire from becoming tomorrow's cared for by providing practical help, advice, assistance, advocacy, information, group and individual support to people caring, or who have cared for, unpaid, others who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

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Classification

- **How:** Makes Grants To Individuals, Makes Grants To Organisations, Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Other Charitable Activities
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Defined Groups

Geography

- **Area of benefit:** UNDEFINED. IN PRACTICE, LOCAL.
- Bedford
- Central Bedfordshire
- Luton

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,550,842	£1,500,621	£534,167	36
2024-03-31	£1,642,035	£1,588,409	£483,946	38
2023-03-31	£1,369,899	£1,353,057	£430,320	37
2022-03-31	£1,370,372	£1,297,366	£413,478	43
2021-03-31	£1,279,996	£1,220,437	£340,472	39

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Trustees

Name	Role	Appointed
Philip Taverner	Chair	2019-12-13
Catherine Elworthy		2025-03-12
Graham Charles Richard Kemp		2024-05-23
Harjinder Singh Gosal		2025-09-10
Jodi Wainwright		2026-03-11
Laura Palmariello		2026-03-11
Michelle Doreen Evans-Riches		2023-06-21
Nicola Kidby		2021-10-07
Roseanna Brady		2025-09-10
SUE JANET LOWE		2017-07-27

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CARERS IN BEDFORDSHIRE

England & Wales - Charity number 1135507

Accounts

REGISTERED COMPANY NUMBER: 07140432 (England and Wales)

REGISTERED CHARITY NUMBER: 1135507

TRUSTEES ANNUAL REPORT AND AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2025

CARERS IN BEDFORDSHIRE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2025

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Summary

Carers in Bedfordshire has continued to grow and innovate in 2024–25, supporting more carers than ever before. With over 13,490 carers registered and 94,260 interactions, we've strengthened our role as a trusted partner for unpaid carers across Bedford Borough and Central Bedfordshire. Our Early Response service remains the vital first point of contact, while expanded digital tools and targeted outreach have improved access and efficiency.

This year, we launched new initiatives including e-learning for professionals, a monthly newsletter reaching 12,000 recipients, and advanced GP engagement that increased carer identification by 70% in pilot surgeries. We also invested in wellbeing services, dementia support, and young carer programmes, ensuring personalised help for those who need it most.

Looking ahead, we face rising demand and significant contract tenders that will shape our future. Our priorities remain clear: invest in digital services, support carers with the greatest needs, amplify carers' voices, and expand young carer support. Together, with our partners, funders, and volunteers, we are committed to building a system that recognises and values every carer

About us and how we support

Carers in Bedfordshire is a local charity supporting unpaid carers of all ages to feel recognised, respected, and supported. Our mission is to give carers the knowledge, skills, and support they need to remain in their caring role for as long as they choose.

Strategic priorities

Moving Forward for Change (2024–2029) sets three changes we want to make by 2028 and four delivery objectives:

The difference we want to make:

- Every carer is identified at the first opportunity
- Every carer can access the services they need when they need them
- Carers are heard and help shape a system that works better for them and the person they care for

How we will do it:

- Identify carers at the point of need
- Work in partnership to increase capacity
- Deliver effective, high-quality support
- Amplify carers' voice to influence the system

Our core services

Early Response: Primarily funded by Bedford Borough, Central Bedfordshire and the ICB (Integrated Care Board), The Early Response service is the main "front door" for carers and professionals

contacting Carers in Bedfordshire. Its aim is to provide rapid, person-centred first contact, ensuring carers are triaged quickly, receive the right information, and are guided to the most appropriate support pathway for their need.

Support Work: Primarily funded by Bedford Borough, Central Bedfordshire and the ICB, Support Work is the core one-to-one, personalised service for carers with more complex or ongoing needs. It is delivered by trained Support Workers who help carers address the areas of their life they are struggling with most, such as physical or mental health, finances, time for themselves, or coping with the demands of caring.

Workshops & Groups: Multiple funders enable CiB to run Regular sessions and peer groups that help carers build practical skills, share experiences, and connect with others in similar situations.

Caring with Confidence: The ICB fund this flexible course designed for carers at the start of their caring journey, giving them the knowledge, skills, and peer support they need to manage their caring role and look after their own wellbeing.

Treatments: The ICB fund subsidised footcare, massage therapies, and haircuts at locations across Bedfordshire. These treatments are delivered by professional practitioners at a reduced cost, making them accessible to more carers

Carer Hubs (Bedford, Marston Moretain, Biggleswade and Dunstable): The ICB primarily fund monthly drop-in sessions at each location offering information, advice, signposting, and a welcoming space for carers to connect and access support.

Bedford Hospital Hub: Bedford Borough Council fund on-site support for carers at Bedford Hospital, providing immediate information, guidance, and help with registration at the point of need.

Memory Navigation Service: Funded by Bedford Borough, Central Bedfordshire and the ICB this service provides specialist dementia navigation and nurse-led consultations, supporting carers of people with memory loss and the individual themselves to plan, cope, and access the right services.

Wellbeing Practitioners: The Henry Smith Charity fund targeted 1:1 wellbeing support for carers, focusing on emotional health, resilience, and practical coping strategies for both adult and young carers.

Reaching Communities Programme: The National Lottery fund outreach programmes and activities to connect with under-represented carers and communities, ensuring equitable access to our wider support offer.

Online Services & Information: A comprehensive digital offer including resources, newsletters, self-help tools, and a "book a call" system for flexible support. This service supported over 36,000 this year.

Benefits Advice: Funded by The House of Industry, Bedfordshire Charitable Trust, and the Wixamtree Charitable Trust, this service provides expert guidance on benefits and entitlements, helping carers maximise their income and navigate complex systems

Carers Grants: Grants to support Carers maintain their wellbeing. This year we distributed 767 awards totalling £235,778.20. This service is funded through the ICB.

Young Carers: Dedicated support for young carers, including groups, activities, and tailored advice to help them balance caring with education and personal development. This service is funded by multiple funders including Bedford Borough Council.

Our year in numbers

Indicator	2024/25
Carers registered with CiB	13,490
Interactions with carers	94,260
Carers known to their GP	8,836
Carers attending a group, workshop or event	3,461
Hours donated by volunteers	3,885

Key initiatives and activities in line with strategic priorities

1. Identify carers at the point of need

- Early Response & Triage: The Early Response Team audits carer journeys and uses streamlined triage to ensure carers are supported quickly. Volunteers proactively contact hard-to-reach or low-engagement carers.
- Digital Tools: The "Emma" AI chatbot (Memory Navigation Service) and Carers Wheel CRM integration help identify and track carers' needs more effectively.
- Growing our digital bank of resources in line with carer feedback and need
- Growth in registered carers (now over 13,000), increased self-registrations via GPs, and improved tracking of carer journeys and outcomes.
- Community Engagement: Social media campaigns and targeted communications (monthly bulletins, emails) have increased awareness and engagement, helping more carers self-identify and register.
- Launched e-learning courses for primary care professionals, teachers and employers
- Launched a monthly Professionals' Newsletter with key insights and information with over 12,000 recipients
- Advanced GP engagement through SMS identification in 4 surgeries seeing a 70% rise in carers identified

2. Work in partnership to increase capacity

- Introduced a partnership screening tool to ensure those we partner with reflect similar values
- Established partnerships with

  - Bedford Hospital Hub with PALS support
  - GP surgeries & pharmacies for early recognition
  - Memory Navigation links with MAS and Herbert Protocol
  - BRCC social prescribing, counselling and local VCSE partners
  - Be Positive – helping people into employment
  - BEDOC – sourced and provided a nurse for the Memory Navigation Service
- Support for Carers Trust's virtual carers centre and employment initiatives

3. Deliver effective, high-quality support

- Service Development: Expansion of dementia support groups, new training sessions (malnutrition, digital literacy, falls prevention), and transition to training workshops and celebration events.
- Personalised Support: Plans for a self-service platform, Salesforce integration for targeted communication, and new websites for Memory Navigation Service and Young Carers Bedford Borough.
- Staffing & Training: Occupational Therapist placements, ongoing staff training, and Systems Leadership training for all line managers.

4. Amplify carers' voice to influence the system

- Advocacy: Ongoing dialogue with local authorities, NHS England, and elected officials to influence policy and improve system responsiveness.
- Showcasing Best Practice: Case studies submitted to the Local Government Association and presentations for Carers Trust on income maximisation and grants.
- Campaigns & Media: High-impact social media campaigns (e.g., "Young Carers Matter"), multiple radio appearances, and contributions to the "No Wrong Doors for Young Carers" initiative.
- Research & Policy Influence: Joint research bids and participation in NHS roundtables to ensure carers' needs are represented in system design and delivery.
- Launched podcast – Who Cares? We talk to local carers and professionals to increase awareness and share carers experiences
- Facilitated Carers Panel to submit evidence to Parliamentary enquiry on adult social care and ran a *Your carer voice and Parliament* workshop
- Co-produced the 2025 Adult carers survey with the Carer Panel
- Facilitated carer engagement in external opportunities
- Invited Parliamentary candidates to engage with carers in their constituencies

The difference we have made

- 3,514 carers registered for support this year

- 85% of carers received the information and advice they needed
- 87% know how to get help with their finances
- 80% know how to maintain their own wellbeing to carry on caring
- 91% said they would recommend Carer in Bedfordshire to others

Acknowledgements

We extend our sincere thanks to everyone who has supported Carers in Bedfordshire throughout the year. In particular, we are grateful to the Integrated Care Board (NHS), Central Bedfordshire Council, and Bedford Borough Council for their financial backing and collaborative work to improve carers' experiences. While we remain an independent charity, the scale and impact of our work would not be possible without their partnership.

Our heartfelt appreciation also goes to our incredible volunteers, staff, and trustees. From those on the frontline to those working tirelessly behind the scenes, every contribution matters. Your dedication, compassion, and commitment ensure that carers receive the support they need, when they need it. Together, you make a real difference every day.

Looking ahead

We anticipate continued growth in carer registrations and remain committed to prioritising those with the greatest needs. Our blended model combining monthly Hubs, targeted outreach, and an enhanced digital self-service platform will enable us to respond quickly and focus resources on the most complex cases. This approach is supported by strengthened back-office systems and the invaluable contribution of our volunteers, including our Keep-In-Touch callers who help maintain meaningful connections at scale.

At the same time, we recognise the broader challenges facing the sector including static or declining funding and a growing demand for support. These pressures require us to be both innovative and resilient. As such, we continue to explore new avenues that better prepare us for these tasks, including diversifying income, strengthening partnerships, and investing in scalable solutions that deliver lasting impact.

The coming year will also bring two major contract tenders for carer support and memory navigation services, which will significantly shape our future delivery. Regardless of these developments, our priorities remain clear:

- Invest in digital services to improve accessibility and further enable carers to access information, advice and guidance.
- Target support where it is needed most, ensuring equity for carers with the greatest challenges.
- Empower carers to advocate for change and influence the systems that affect them.
- Expand young carer services in line with need.
- Work with carers to improve respite options, giving them time to rest and recharge.

These steps will help us manage rising demand while maintaining quality and impact, keeping us firmly on track to achieve our strategic goals.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document
The Charity is controlled by its governing document, the Articles of Association, and constitutes a limited company, limited by guarantee as defined by the Companies Act 2006. It is registered as a charity with the Charity Commission. The Articles of Association were updated and adopted by the members on 13th March 2024.

Recruitment and appointment of Directors
The Directors of the company, also charity Trustees for the purposes of charity law and under the company's articles, revised as of 13th March 2024, are known collectively as the Board.

Under the requirements of the Articles of Association, the Board consists of not fewer than four and no more than 14 persons. The members of the Board are initially appointed by the Board to fill a vacancy and at the following Annual General Meeting (AGM), appointed directors offer themselves for election. Thereafter at the third annual general meeting after their last election a Trustee Director must retire. They may not serve more than three elected terms.

In order to manage the transition to this new system for resignation and re-election of Trustee Directors, account shall not be taken of any time served by the Trustee director before 25th November 2016 when calculating the timing of the 3-year retirement and re-election.

Phil Taverner has acted as Chair, and Graham Mills and Graham Kemp acted as Treasurer throughout the year. Emma Wilkinson, Graham Mills, Jacqueline Fincham and Mercy Canning retired during the year.

Induction and training of new Directors
All new Directors are required to provide two satisfactory references and are subject to an enhanced DBS check. All new Directors undergo an induction programme to brief them on their obligations and are supplied with an induction pack, which includes written information about:

- The obligations of Directors and a Trustee Code of Conduct
- The Articles of Association
- The most recent Annual Report and Accounts
- Operational performance reports

Directors are encouraged to attend appropriate external training events to support them in their role.

Organisational structure
Carers in Bedfordshire (CiB) is governed by a Board which meets quarterly and is responsible for the strategic direction and policy of the organisation, ensuring that it is solvent, operating in a professional manner and delivering the outcomes for which it has been set up. The Board met on 5 occasions during the year, including at one strategy meeting. At 31st March 2025, the Board comprised of 9 Trustee Directors from a variety of backgrounds relevant to the work of the charity.

The Board has two sub-committees. The Finance Committee consists of not less than 4 Directors appointed by the main Board of Directors with an appropriate mix of financial and business skills. This group has met 4 times during this financial year. The Nominations Committee deals with Board recruitment, training and succession planning.

The Chief Executive Officer (CEO) is appointed by the Board to implement the agreed strategy and to manage the day-to-day operations of the charity. To facilitate effective operations, the CEO has delegated authority, with terms of delegation approved by the Board, for operational matters including finance, employment and service delivery. A Senior Leadership Team of three, each reporting to the CEO and overseeing the work of a small team, are responsible for day-to-day operational management, supervision and training of the staff team; ensuring they develop their skills and good working practices. The staffing level for the year was an average of 25.76 full time equivalent employees and there were 31 individuals employed on a full or part time basis by Carers in Bedfordshire on 31st March 2025.

Related parties
The charity is a Network Partner of Carers Trust and affiliated to Carers UK. In so far as it is complementary to the charity's objectives, the charity is guided by national and local policy. At the national level it is steered by the government's National Carers' Strategy and relevant National Service Frameworks for a range of illnesses and disabilities. The charity supports the work of Bedford Borough Council, Central Bedfordshire Council, and Bedfordshire Clinical Commissioning Group Carers' Strategies and monitors the outcomes of these strategies using feedback from its membership. The Chief Executive Officer and staff are represented on key local partnerships to deliver the relevant strategies in Bedfordshire.

Membership
Each Member of the Charity undertakes that, if the Charity is wound up while they are a Member, or within one year after they cease to be a Member, they will contribute a sum not exceeding £1 to the assets of the Charity for:

- payment of the debts and liabilities of the Charity contracted before they cease to be a Member; and
- payment of the costs, charges and expenses of winding up

Honorary Life Members are Members but are exempt from subscription charges if set.

All Members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for members. At present no membership subscription is set.

Members are entitled to attend the annual general meeting of the Charity and may vote in person or by proxy. During the year ending 31 March 2024 in accordance with the Articles of Association, the level of membership fees was set as zero by the Board in order to remove barriers to membership.

Every carer registered with CiB will have access to most of the charity's services.

As of 31st March 2025 there were 9 Members, 2 Honorary Life Members and 13,640 registered carers. The underlying number of registered carers continues to increase.

Governance
The skills, experience and expertise of the Directors assure the robust governance of the Charity. Directors have experience in strategic management, systems, human resources, finance, project management, risk assessment, education, training, facilities management and an in-depth understanding of carers' issues. During the year, at least 50% of the Board have had or still have personal experience of caring.

Procedures are in place to ensure compliance with health and safety and safeguarding practice of staff, volunteers and visitors to the premises.

The Board is aware of its responsibility to ensure that the charity acts through sustainable means and is responsible for minimising its impact on the environment.

Risk management
The Board maintains a risk register which is reviewed regularly. It acts as a central repository for all significant strategic risks identified by the organisation and, for each risk, includes information such as risk probability, impact, mitigation and risk owner. The risk register was discussed in detail at each Board meeting. The Board has direct responsibility for overseeing non-financial risks, with the Finance Committee providing detailed support to the Board on financial matters including financial risks.

Public benefit
The Board of Directors has regard to the requirement to demonstrate the public benefit of the charity's activity as defined in section 4 of the Charities Act 2006. Most of the charity's services have been offered free of charge to all carers. For some services, carers are asked for a contribution towards its cost of provision.

Unpaid carers in England and Wales contribute a staggering £445 million to the economy everyday (that's £162 billion per year (source Petrillo and Bennett 2023). The value of unpaid care is equivalent to a second NHS in England and Wales, which in 2020/2021 received an estimated £164 billion in funding (source Petrillo and Bennett 2023). Accordingly, the charity's services are designed to enable those who wish to continue caring to do so; to be informed and enabled to access support and to have a voice; to have a life outside of caring, with equal opportunity to access work, leisure and education. Support is continued even if the individual with care needs is admitted to residential care or if they pass away.

Reserves policy
The Board of Directors has regard to managing its level of reserves effectively. As a not-for-profit organisation it has developed and adopted a policy on reserves, which establishes a level of reserves that is right for the charity.

Reserves are held in three categories for future activity:
- Restricted – where the funder restricts the activities or projects the funds can be used for
- Designated – where CiB determines the activities or projects necessary to achieve certain outcomes or objectives
- Unrestricted – that are held to manage uncertainty and CiB's capacity to manage unforeseen financial difficulties and short-term changes in circumstances.

CiB targets a minimum of four month's salary costs of all staff on all projects and four months central organisational costs and a maximum of 150% of this amount in unrestricted reserves. Based on these financial statements the minimum equates to £376,255 and the maximum £564,383.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2025

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
07140432 (England and Wales)

Registered Charity number
1135507

Registered office
Carers in Bedfordshire
Units 153 Bedford Heights
Manton Lane
Bedford
Bedfordshire
MK41 7PH

Trustees

E Wilkinson	Resigned 24th October 2024
G Mills	Resigned 24th October 2024
S Lowe	
J Fincham	Resigned 31st January 2025
P Taverner	
T Palmariellodiviney	
N Kidby	
M Canning	Resigned 4th December 2024
J Ahluwalia	
J Preston	
M Evans-Riches	
G Kemp	
C Elworthy	Appointed 12th March 2025
R Brady	Appointed 10th September 2025
H Singh Gosal	Appointed 10th September 2025

Key Management Personnel
Chief Executive Officer – Christopher Stelling

Company Secretary
Tracey Gill FMAAT AATQB

Auditors
MDG Business Associates Audit Limited
Chartered Certified Accountants &
Registered Auditors
Room 73, The Mansion House, Wrest Park
Silsoe, Bedfordshire, MK45 4HR

Bankers
Barclays Bank plc, 111 High Street, Bedford MK40 1NJ

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the Directors of CiB for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charity Statement of Recommended Practice (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.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

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

AUDITORS

The auditors, MDG Business Associates Audit Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

ON BEHALF OF THE BOARD:

.....

P Taverner - Chair

Date: 14/10/2025

Opinion

We have audited the financial statements of Carers in Bedfordshire for the year ended 31st March 2025 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as of 31st March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 disclosed in the Auditors 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information, and except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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 where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemption in preparing the Report of the Trustees.

Respective 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 purposes 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.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors 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:

We have assessed that there is a low risk of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations central to the trading activities of the charity. This assessment has been based upon a substantive testing approach to key identified risk areas, principally being revenue recognition and the threat of override of controls by management. No suspected fraud, breach or other non-compliance with underlying laws and regulations has been identified during the sample testing undertaken during the audit process and no such issues have been raised by the board of trustees or management prior to making this assessment. A full review of available board minutes, and other supporting third-party documentation where available, has been undertaken and no items have come to our attention which require to be reported to the user of the financial statements. The charity has strong internal controls, and our audit testing has indicated no instances of managerial override of controls, through the testing of journal entries and other adjustments for appropriateness. No transactions have been identified as being made outside the normal course of business from the work we have performed in each key risk area of the audit. The trustees and other key local officers are informed management and as such they make regular reviews to ensure the company is compliant in all instances.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Opinion on other matter prescribed by the companies Act 2006
In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

MDG Business Associates Ltd

Michael Grange BA (Hons) FCA (Senior Statutory Auditor)
for and on behalf of MDG Business Associates Audit Limited
Chartered Certified Accountants &
Registered Auditors
Room 73, The Mansion House, Wrest Park
Silsoe
Bedfordshire
MK45 4HR

Date: 10/11/2025

CARERS IN BEDFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2025

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Year Ended 31.3.25 Total	Year Ended 31.3.24 Total
Income from:						
Donations, legacies and other income	2	25,178	2,156		**27,334**	63,497
Investments	3	14,477			**14,477**	3,948
Charitable activities		12,280	866,440	630,311	**1,509,031**	1,574,590
TOTAL INCOME		**51,935**	**868,596**	**630,311**	**1,550,842**	1,642,035
Expenditure on:						
Charitable activities		42,504	823,554	634,563	**1,500,621**	1,588,409
TOTAL EXPENDITURE		42,504	823,554	634,563	**1,500,621**	1,588,409
NET INCOME/(EXPENDITURE)		9,431	45,042	(4,252)	**50,221**	53,626
Total funds brought forward		210,294	265,055	8,597	**483,946**	430,320
TOTAL FUNDS CARRIED FORWARD		219,725	310,097	4,345	**534,167**	483,946

All transactions during the year are derived from continuing activities.

CARERS IN BEDFORDSHIRE

BALANCE SHEET
AT 31ST MARCH 2025

Company Number: 07140432 (England and Wales)

	Notes	Unrestricted and designated funds £	Restricted funds £	2025 Total funds £	2024 Total Funds £
FIXED ASSETS					
Tangible assets	7	**3,717**		**3,717**	8,036
CURRENT ASSETS					
Debtors	8	**30,966**		**30,966**	84,227
Cash at bank and in hand		**751,006**	**162,756**	**913,762**	912,405
		781,972	**162,756**	**944,728**	996,632
CREDITORS	9				
Amounts falling due within one year		**255,867**	**158,411**	**414,278**	520,723
NET CURRENT ASSETS		**526,105**	**4,345**	**530,450**	475,909
TOTAL ASSETS LESS CURRENT LIABILITIES		**529,822**	**4,345**	**534,167**	483,946
NET ASSETS		**529,822**	**4,345**	**534,167**	483,946
FUNDS	13				
Unrestricted funds				**219,725**	210,294
Designated funds				**310,097**	265,055
Restricted funds				**4,345**	8,597
TOTAL FUNDS				**534,167**	483,946

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

The financial statements were approved by the Board of Trustees on 14th October 2025 and were signed on its behalf by:

14/10/2025

P Taverner - Chair

CARERS IN BEDFORDSHIRE

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	Total Funds 2024/25	2023/24
Cash Flows from operating activities		
Net Cash flows provided from operating activities	**1,357**	32,242
Cash Flows from investing activities	**0**	(2,834)
Purchase of fixed assets		-
Change in cash in the year	**1,357**	29,408
Cash at the beginning of the year	**912,405**	882,997
Cash at the end of the year	**913,762**	912,405

RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

Net incoming/(outgoing) resources for the year, as per the Statement of Financial Activities	**50,221**	53,626
Adjustments for		
Depreciation charge	**4,320**	8,592
(Increase)/decrease in debtors	**53,261**	(26,018)
Increase/(decrease) in creditors	**(106,445)**	(3,958)
Net Cash flows provided from operating activities	**1,357**	32,242

1. ACCOUNTING POLICIES

Basis of accounting
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 October 2019) and the Companies Act 2006.

The company meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The Trustees consider there to be no material uncertainties about the Charity's ability to continue as a going concern. The review of the financial position, reserves level and future plans give Trustees confidence that the charity remains a going concern for the foreseeable future

Income
All incoming financial resources are included on the Statement of Financial Activities when the charity is legally entitled to the income, and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable
- The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from charitable activities are accounted for when earned.

Expenditure
Expenditure is recognised on an accrual basis. Expenditure includes attributable VAT, which cannot be recovered, and is reported as part of the expenditure to which it relates. Charitable expenditure comprises of those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Allocation and apportionment of costs
Costs that can attribute to a specific activity or reserve are directly allocated within the Statement of Financial Activities.

Allocations of overheads to individual funds are based on a budget which is set at the commencement of each contract period.

1. ACCOUNTING POLICIES – continued

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office equipment/furniture	- 25% on cost
Computer equipment	-25% on cost

Fixed assets are stated at cost less accumulated depreciation. Minor additions of less than £400 are not capitalised.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the Trustees.

Designated funds can be used in accordance with the charitable objectives under contracted services or specific programmes designated by the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

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

2. DONATIONS, LEGACIES AND OTHER INCOME

	Year Ended 31.3.25	Year Ended 31.3.24
	£	£
Donations, fundraising and legacies	**27,334**	63,497
	27,334	63,497

3. INVESTMENT INCOME

	Year Ended 31.3.25	Year Ended 31.3.24
	£	£
Bank interest receivable	14,477	3,948

4. NET INCOME

These are stated after charging:

	Year Ended 31.3.25	Year Ended 31.3.24
	£	£
Auditors' remuneration	4,050	4,000
Depreciation - owned assets	4,320	8,592

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2025, nor for the year ended 31st March 2024.

Trustees' Expenses

Some trustees received reimbursement for travel expenses incurred on behalf of the charity totalling £64 (2024 – £145) but the trustees gave this back to the charity as a donation.

6. STAFF COSTS

	Year Ended 31.3.25	Year Ended 31.3.24
	£	£
Wages and salaries	897,197	932,749
Social security costs	70,000	71,287
Other pension costs	16,886	17,925
Total staff costs	984,083	1,021,961
Training and DBS checks	12,177	10,861
Total human resources costs	996,260	1,032,822

The average monthly number of employees during the year was 36 (2024: 38)

The number of employees whose emoluments exceeded £60,000 during the year was: -
£60,001 - £70,000: 1 (2024: Nil)

Key management remuneration

The remuneration of key management personnel was £69,808 (2024: £61,517).

7. TANGIBLE FIXED ASSETS

	Office equipment/ Furniture	Computer equipment	Totals
	£	£	
COST			
At 1st April 2024	**31,746**	**64,837**	**96,583**
Additions	**-**	**-**	**-**
At 31st March 2025	**31,746**	**64,837**	**96,583**
DEPRECIATION			
At 1st April 2024	**29,842**	**58,704**	**88,546**
Charge for year	**1,078**	**3,242**	**4,320**
At 31st March 2025	**30,920**	**61,946**	**92,866**
NET BOOK VALUE			
At 31st March 2025	**826**	**2,891**	**3,717**
At 31st March 2024	**1,904**	**6,133**	**8,037**

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade debtors	**-**	56,198
Prepayments	**30,966**	28,029
	30,966	84,227

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade creditors	**29,645**	9,899
Taxation and social security	**16,973**	17,743
Carers' breaks awarded not yet claimed	**41,283**	24,444
Deferred capital grants	**252,879**	364,165
Other creditors and accruals	**73,498**	104,472
	414,278	520,723

10. RELATED PARTY DISCLOSURES

There were no related party transactions in the year to 31 March 2025 (2024: £nil).

11. CAPITAL

The company has no share capital. The types of membership were consolidated into one at the Annual General Meeting held in November 2016.

The maximum number of members is 14. Each member of the Charity undertakes that, if the Charity is wound up while they are a member, or within one year after they cease to be a member, they will contribute a sum not exceeding £1 to the assets of the Charity for:

- payment of the debts and liabilities of the Charity contracted before they cease to be a member; and
- payment of the costs, charges and expenses of winding up

Honorary Life members are members but are exempt from subscription charges if set.

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for different members or categories of members. At present no membership subscription is set. Members and Honorary Life Members have voting rights at the AGM. There were 11 (2024: 11) members and 2 honorary life members as of 31st March 2025 (2024: 2).

12. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid

	2025	2024
Expiring:	**£**	£
Within one year	**6,667**	40,000
Between one and five years	**-**	56,667
	6,667	96,667

13. MOVEMENT IN FUNDS

	1/4/2024	Incoming Resources	Resources expended	Surplus/(deficit) for year	Transfers	31/03/2025
RESTRICTED FUNDS						
Bedford Carers Lounge- BBC	-	47,295	47,295	0		0
Carers Grants		226,578	226,578	0		0
Luton and Dunstable Carers Lounge - CBC	-	23,884	23,884	0		0
Carers Grants Admin	(81)	46,816	45,991	825		744
Carers Cafe	6,911	98,025	100,814	(2,789)		4,122
Carer Support (dementia)	2,023	52,741	53,050	(309)		1,714
Lottery Core Funding	158	0	158	(158)		0
BLCF Beds Coronavirus Emergency Fund	37	0	37	(37)		0
BLCF NET Coronavirus Programme	955	0	955	(955)		0
Social Activity for Carers	(4)	0	(4)	4		0
National Lottery – Engaging and Supporting	0	97,858	97,858	0		0
Rookery South	32	0	32	(32)		0
MH Alliance	0	24,131	24,131	0		0
BLCF NGYT	0	12,983	12,983	0		0
Business Development	(1,435)	0	801	(801)		(2,236)
Sub total	**8,596**	**630,311**	**634,563**	**(4,252)**		**4,345**
DESIGNATED FUNDS						
External designation						
Carer support (all carer types)	(161)	523,935	534,973	(11,038)		(11,199)
Dementia Services	8,393	76,339	77,474	(1,135)		7,258
Governance	7,041	0	10,767	(10,767)		(3,726)
Workshops, Education and Groups	9,421	87,180	96,602	(9,422)		(1)
Health Outreach	21,816	98,223	120,039	(21,816)		0
Community Engagement	(875)	62,029	57,026	5,003		4,128
Innovation Fund	0	0	80	(80)		(80)
Carer Service Development	99,072	0	(104,752)	104,752		203,824
Marketing	0	20,000	18,747	1,253		1,253
	144,707	**867,706**	**810,956**	**56,750**		**201,457**
Legacy	**120,349**	**890**	**12,598**	**(11,708)**		**108,641**
Sub total	**265,056**	**868,596**	**823,553**	**45,042**		**310,097**
UNRESTRICTED FUNDS	210,294	51,935	42,504	9,431		219,725
Grand Total	**483,946**	**1,550,84**	**1,500,621**	**50,221**		**534,167**

14. MOVEMENT IN FUNDS – continued

Bedford Carers Lounge – BBC	Funding received from Bedford Borough Council to open and run a Carers Advice and Information Centre within Bedford Hospital (South Wing)
Carers Grants	Funding received under contract from BLMK CCG to allow the award of grants direct to carers whose emotional and/or physical wellbeing has been adversely affected by their caring role
Luton and Dunstable Carers Lounge - CBC	Funding received from Central Bedfordshire Council to open and run a Carers Advice and Information Centre within The Luton & Dunstable Hospital
Volunteering	Bedford Borough Council have provided funding to employ a Volunteer Coordinator to identify and support the development of volunteering
Carers Café	Weekend social activities for carers, treatments for individuals with care needs and extended family
Carer support (dementia)	A range of services including identifying and coordinating a team of volunteer dementia befrienders, and running a weekly group for carers and people living with dementia in Bedfordshire
Carer support (all carer types)	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BLMK CCG acting together to offer carers support services on their behalf
Memory Navigation Services	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BLMK CCG acting together to offer support services to people affected by memory loss or dementia and their carers.
Sibling support	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BLMK CCG acting together to offer support services to young people caring for, and/or affected by the illness or disability of a sibling.
BLCF – Bedfordshire Emergency Coronavirus Fund	Funding from Bedford and Luton Community Foundation for a postal mailing to carers, additional hours for Support Workers, a social media consultant and laptops for staff working from home
BLCF NET Coronavirus Programme	Funding from Bedford and Luton Community Foundation allowed us to provide laptops for staff who were working from home

Lottery Core Funding	This was awarded during the pandemic helping to fund core costs and purchase equipment
Rookery South	Funding for young carer activities in the parishes of Ampthill, Brogborough, Cranfield, Houghton Conquest, Lidlington, Marston Moretaine, Maulden, Millbrook, Stewartby or Wootton.
BLCF NGYT	Funding to provide mental health and wellbeing support to young adult carers aged 16-25 in Central Bedfordshire – we worked with Next Generation Youth Theatre and Pathways Still
National Lottery	Reaching Communities Funding from the National Lottery to identify, reach and work with carers who are underrepresented such as male carers and Young Adult Carers
Mental Health Alliance	Funding from BLMK ICB to administer the Bedfordshire Mental Health Alliance (Beds MHA) is a partnership of local organisations from the voluntary, community and social enterprise sector (VCSE). It aims to make mental health support easier to access, more effective and better suited to the needs of local people in the boroughs of Bedford and Central Bedfordshire. We make funding decisions alongside our steering group members; BRCC and Mind BLMK
Legacy	Legacies are received from individuals who gift monies to Carers in Bedfordshire in their wills. The Board of Trustees then determine how these funds can be effectively spent and allocate specific amounts to projects within this fund.

CARERS IN BEDFORDSHIRE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2025

	31.3.25	31.3.24
INCOME		
Donations And Fundraising	27,334	63,497
Contract Income	1,501,928	1,561,277
Grant Release		-
Membership		-
Contributions Received	3,886	10,259
Investment Income	14,477	3,948
Other Income	3,217	3,054
	1,550,842	**1,642,035**
EXPENDITURE		
Programme Direct Costs	340,545	412,791
Hall Hire		8,261
Rent And Rates	61,454	60,195
Taxis		
Vehicle Hire		3,635
Travel	5,842	7,434
Electricity	4,636	5,793
Gas	3,088	1,805
Water	1,065	1,007
Printing	9,328	5,140
Postage	367	993
Telephone	6,833	8,563
Stationery	247	619
Computer	40,408	13,018
Office Maintenance		
Repairs		
Cleaning	4,681	3,140
Fuel		-
Motor Expenses		-
Sundry Office Expenses	8,220	3,247
Insurance	5,996	5,810
Refreshments	26	1,769
Bank Charges	312	300
Salaries Wages and Temporary Staff	967,197	1,004,037
Staff Training	9,029	7,035
Pensions	18,887	17,925
Staff Checks	1,183	1,356
Legal		2,004
Audit & Accountancy	6,732	3,905
Professional		
Recruitment Expenses	225	35
Depreciation	4,320	8,592
	1,500,621	**1,588,409**
	50,221	**53,626**

CARERS IN BEDFORDSHIRE

England & Wales - Charity number 1135507

Accounts

Carers in bedfordshire



ANNUAL REVIEW 2023/24








Carers
in bedfordshire


Carers
in bedfordshire




Carers
in bedfordshire





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WELCOME

I hope this report offers an insightful look into the remarkable work our staff and volunteers have achieved, supporting over 12,000 Carers across Bedfordshire including Young Carers in Bedford Borough.
Within these pages, you'll see how we've worked against our strategic objectives and balanced innovative solutions, such as our Online Support Tools, with the essential telephone, face-to-face and outreach services that so many Carers rely on.

Sadly, we have continued to see many Carers under increasing pressure, dealing with deteriorating health and financial difficulties which has been a central cause in the rise of demand on our services. These challenges are not unique to us and reflect a wider system of support that is under strain and is why we spend a significant amount of time collaborating with other organisations to help strengthen and evolve the broader support network that Carers interact with.

This year, we reached a significant milestone —Carers in Bedfordshire's 20th anniversary. This remarkable achievement is a testament to the dedication and determination of the staff, volunteers, trustees, and partners who have supported the charity's mission over the years. This occasion serves as a reminder of the privilege and responsibility that we have to continue the vital work that Yvonne began years ago, to see that every Carer feels recognised, respected, and supported.
I extend my heartfelt thanks to our dedicated staff, volunteers, and trustees who have worked tirelessly over the past 12 months. I also want to offer special thanks to our funders, including Bedford Borough Council, Central Bedfordshire Council, and the Integrated Care Board, whose financial and strategic support has been and remains critical to our work.

CHRIS STELLING

Chief Executive Officer



Carers in Bedfordshire has come a long way and achieved a lot in its 20 years. We're supporting more Carers than ever before, 12,000 and counting, and adapting our ways of working to enable us to increase that number even more. We have a strong board of trustees, bringing together people from many walks of life and with a variety of experiences who are committed to the cause. More importantly, we have a forward-thinking team continually looking to improve.
I'd like to highlight the contribution made by the Carers Panel, first set up in 2022. This group of 12 or so Carers has worked alongside the Board, adding the kind of extra insight that you can only get from people who really know what it's like and bringing a fresh sense of urgency to Board discussions about our future direction. I especially hope that this Panel will be a crucial means of ensuring that the voice of Carers is loud and clear in our work to influence the wider system that Chris mentions in his opening.
On behalf of the Board, I'd like to thank the whole team of staff and volunteers for the skill and dedication that they bring to their roles. This year, I want to offer my special thanks to two members of the Board who are standing down after nine and ten years of service. They are Emma Wilkinson and Graham Mills, who have been with Carers in Bedfordshire through pretty much half of its life and offered so much to help the organisation reach its current level of success. We wish them all the very best in whatever comes next and hope that we can continue to benefit from their contributions in the years to come in different roles.

PHIL TAVERNER

Chairperson



ABOUT US

OUR VISION

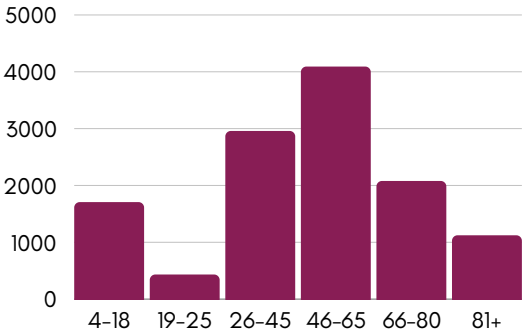
Carers will feel recognised, respected and supported in their role.

OUR MISSION

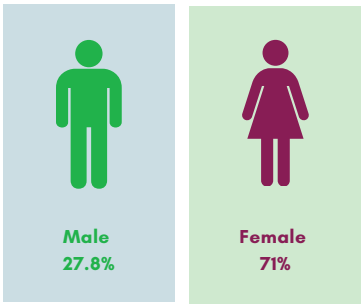
To give Carers access to the support, information and skills that enhances their wellbeing and enables them to remain in a caring role for as long as they choose.

WHO WE SUPPORT

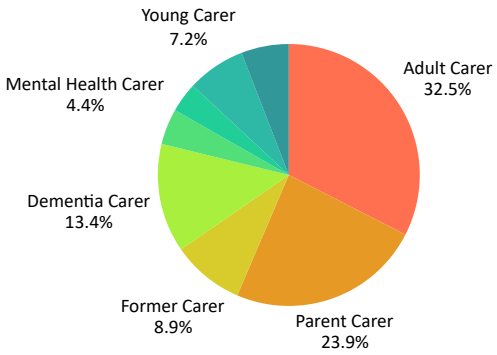
Age of carers



Gender of carers



Carer Types supported



We support more than 12,390 Carers across Bedford Borough and Central Bedfordshire that's a 20% increase from last year

HOW WE SUPPORT

We're a local charity which has supported unpaid family Carers of all ages since 2004. They might be an older person looking after a spouse with dementia, a young person caring for a disabled sibling, a parent supporting a child with additional needs, or an adult looking after a partner with a mental health condition or addiction.

Our compassionate and knowledgeable Support Workers give a listening ear and practical advice. They help Carers navigate the health and social care system, or reassure someone dealing with a difficult situation at home.

We are regulated by the Charity Commission and comply with Company Law. We're a Network Partner of Carers Trust, and also work closely with Carers UK, the UK's two national carer charities.

We have a busy program of peer support groups and activities to bring Carers together. We run regular social groups, one-off activities and wellbeing events.

We help Carers have their say on caring matters in Bedfordshire, and beyond, working with the NHS, local councils, and influencing government, local and national.

Our services include wellbeing sessions, coping with hospital admissions, grants, benefits advice, and information such as the Carers magazine and podcast.

We are well connected locally with many health and social care organisations and have strong links with businesses, schools and employers.

Our Memory Navigation Service is for people living with memory loss and dementia, and their carers.

We work closely with local and national agencies and can signpost carers to specialised sources of support.





We only do what makes life better for Carers – Carers are at the heart of our values.

OUR YEAR IN NUMBERS



Flitwick Vale Inner Wheel raised money for us by selling 100 handmade Easter chicks

We have 41 members of staff (19 full-time, 22 part-time) and 65 volunteers working across Bedfordshire to give carers access to support, information and skills which enhance their wellbeing and enables them to remain in a caring role for as long as they choose.

130,000 interactions with Carers

an increase of 96% from last year

2,741 one to one in person interactions

an increase of 215% from last year

178,724 unique website page views

an increase of 34% from last year

£229,830 carers grants awarded

increase of 6% from last year

51,000 interactions through digital

increase of 15% from last year

4,699 hours donated by volunteers

an decrease of 6% from last year

STRATEGIC PRIORITIES

As a charity supporting so many people with a diverse range of needs the Board of Trustees set strategic priorities to guide the charity in what it chooses to do and for whom. Otherwise the charity can be pulled in a number of different directions and end up working towards goals that are not rooted in its core vision and mission. In 2020 the Board published its strategic plan for the coming years; within that plan it committed to five key objectives.

OUR FIVE KEY OBJECTIVES:

Reach more Carers

Be transparent, efficient and effective

Work in Partnership

Invest in high quality support

Advocate with Carers





Reaching Communities Programme

Our Reaching Communities project, funded by the National Lottery, has allowed us to target support for Young Adult Carers (YACs), Male Carers, and areas of Bedfordshire where carer engagement is disproportionately low.

Young Adult Carers

Through a combination of digital outreach and community engagement, we've made significant strides in supporting Young Adult Carers. Many YACs face challenges transitioning into adulthood, such as moving away to university, balancing their caring role with employment or even finding the space to explore these opportunities fully. Our dedicated transitions worker has played a pivotal role in bridging this gap using a combination of engagement events and support work.

Male Carers

Male Carers remain an underserved group in the carer community, and we have made headway in addressing this. Over the past year, we've seen a rise in male registrations, spurred by content-driven marketing campaigns that speak directly to men's experiences. Our family events have also created spaces for male carers to connect and share their experiences.

Reaching Underrepresented Areas

We have identified and targeted underrepresented areas of Bedfordshire, focusing on geographic pockets where Carers have traditionally been less visible. By working closely with local partners, such as GP Surgeries, and running hyper-localised digital campaigns, we've been able to raise awareness and direct more carers to our services. Physical media drops and partnership events have further extended our reach.

Podcast - Who Really Cares?

We launched our new podcast "Who Really Cares?". We chat to Carers and those that support them.

Our host always asks 3 questions in the chat, these are:

1. How was your caring day yesterday?
2. What do you wish you had known at the start of your caring role?
3. If you were in charge, what would you change to help Carers?

These chats give Carers a voice and also allow them to share information, resources and they also provide comfort for other carers who are struggling or feeling isolated.

So far we have heard from a Parent Carer, Young Adult Carer, Dementia Carer and some of our staff, including our Benefits Advisor and one of Young Carer Support workers. Episodes are released monthly.



Carers applied for grants for:

- Breaks away, holidays, retreats and days trips
- Beds, mattresses and bedding – Bicycles
- PCs, laptops, tablets and mobile phones
- Art supplies
- Shoes and clothes
- Large and small household appliances
- Zoo memberships
- Gym memberships, PT sessions and exercise classes
- Games consoles and equipment
- Massages, physio, chiropody and other holistic treatments
- Spa days
- BSL courses
- Child and baby equipment
- Cleaners, gardeners and dog walkers
- Counselling
- Swimming lessons
- Hair and beauty treatments
- Musical instruments
- Home and garden furniture
- Toys
- Books
- School uniforms and equipment
- Driving lessons
- Travel costs
- Cars and maintenance
- Electrical goods
- Fishing
- Cameras and photography equipment
- Workshops and training
- Camping and outdoor adventure equipment
- Dance classes
- School trips
- Redecorating material
- Dental treatment
- Glasses
- Meals out
- Football fees
- Funeral costs
- Garden furniture, activities and gardening equipment
- Sensory toys and items
- Yoga

Number of applications

1000

Number of Awards

772

Amount Awarded

£232,160.87

Thanks go to all of our generous grant funders for helping us achieve our goals

Here are a selection:

HARPUR TRUST

CARERS TRUST

BLCF

Garfield Weston FOUNDATION

one stop WHITBREAD

COMMUNITY FUND

Masonic Charitable Foundation

The Wixamtree Trust® Supporting the communities and people of Bedfordshire

THE GALE FAMILY CHARITY TRUST

ST JOHN'S HOSPITAL TRUST

"I think Carers in Bedfordshire have saved my life, I feel so supported and I know that you are in the background now, if ever I need anyone, you have been truly amazing thank you for everything."

"I have had tremendous support from Carers in Bedfordshire. When all other services failed to listen, Carers in Bedfordshire didn't. I have never felt judged."

"I feel very lucky to be a part of this group and the team are always attentive and go to great lengths to provide support and fun for everyone all year round."

"Carers in beds is a great organisation."

"Thank-you once again, You have been my rock"

"Thank you for all your help advice and support during my caring (and afterwards) for my mum and stepfather."

HOW WE INVESTED IN HIGH QUALITY SUPPORT

We invested in high quality support by securing a number of new and existing roles integral to supporting Carers. In addition to staff training to ensure our workforce is delivering the best support possible for carers.

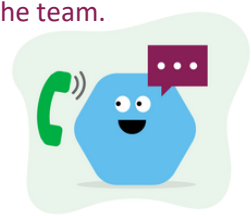
Online Support Hub



This year, we launched our **Online Support Hub**, a vital resource for Carers to access tailored assistance and information. The hub provides comprehensive support, including guidance on managing caregiving responsibilities, accessing financial and emotional support, maintaining physical health, and navigating legal matters. It also offers opportunities for Carers to connect through online groups, book support calls, and access downloadable resources. This initiative has significantly enhanced our ability to support carers remotely, ensuring they have the tools and resources they need, whenever they need them

Book A Call

We have introduced a 'book a call' system both internally and externally. This allows Carers to book a call at a time that suits them and our staff to book carers in to see a specialist within the team.



Need to talk to someone?

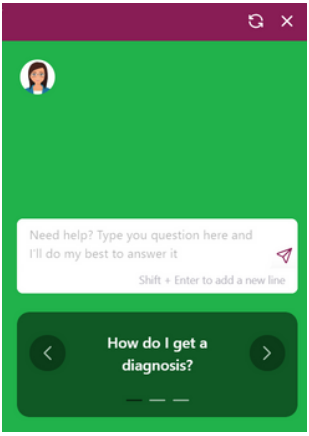
Why not Book a Call?

Emma - our new chatbot



Over the last 6 months we have built Emma, a Memory Navigation Service Chatbot powered by Artificial Intelligence. Using a large language learner model, Emma has been built using closed resources so that it gives appropriate, localised and relevant answers to questions. Throughout one quarter Emma has received 78 requests for information, including questions asked in Spanish and French.

- How do I get a diagnosis?
- Can I drive with dementia?
- What is my chance of getting dementia?
- What is the difference between Alzheimer's and Dementia?
- What local authority is Ampthill in?
- How do I claim Attendance Allowance?



HOW WE HAVE BEEN TRANSPARENT, EFFICIENT, AND EFFECTIVE

We continued to look at how we can improve services and the way we do things to ensure the charity was running as efficiently and effectively as possible.

Young Carers Bookshelf

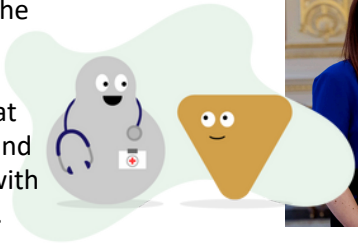
We introduced The Young Carers Bookshelf this year, a curated collection of resources for young carers, featuring books, videos, and websites that address their unique challenges. It offers stories of other Young Carers, practical advice on managing emotions and responsibilities, and tools for coping with the pressures young carers face.

Welcome Emails

We introduced a three-part welcome email for newly registered Carers. They are designed to gently introduce services and support over a period of weeks. These emails are tailored to the Carer type, ensuring that materials are specific to their situation. This is in response to a routine friction audit carried out to identify changes in needs and areas for improvement.

GP Referrals

This year, we collaborated with the NHS to integrate our referral form directly into the GP system. This advancement allows GPs to refer Carers to our services through an automatically populated form, streamlining the process and reducing the need for traditional signposting. This integration ensures that Carers can be quickly and efficiently connected with the support they need.



Awards

This year CiB achieved the remarkable feat of winning two prestigious national awards. As a regional charity, it's an outstanding accomplishment to be recognised on a national level, showcasing the impact we've had in transforming services for carers.

We won the Transforming with Digital award at the Charity Governance Awards, honouring our innovative use of digital solutions to support Carers. By improving our online services and increasing accessibility, we've made it easier for Carers to find the help they need when they need it.

Additionally, we won an award for Breakthrough of the Year at the Third Sector Awards recognising the strides we've made in service delivery and innovation.

Winning two national awards is not only a testament to our hardworking team but also reflects our commitment to driving positive change and continuous improvement in the sector as a whole.



FINANCIAL OVERVIEW

Income				
Statutory Bodies	953,809	975,284	820,052	910,534
Grants and Trusts Foundations	294,295	345,460	518,687	650,743
Donations	21,981	33,255	22,725	63,497
Service Charges	8,928	12,360	7,973	10,259
Misc	983	4,013	462	7,002
	1,279,996	**1,370,372**	**1,369,899**	**1,642,035**
Expenditure				
Carer Services	823,754	836,621	987,033	1,233,925
Dementia Services	171,178	188,821	92,084	109,979
Carers Grants	189,307	232,669	247,870	226,610
Fundraising	36,198	39,255	26,071	17,895
	1,220,437	**1,297,366**	**1,353,058**	**1,588,409**

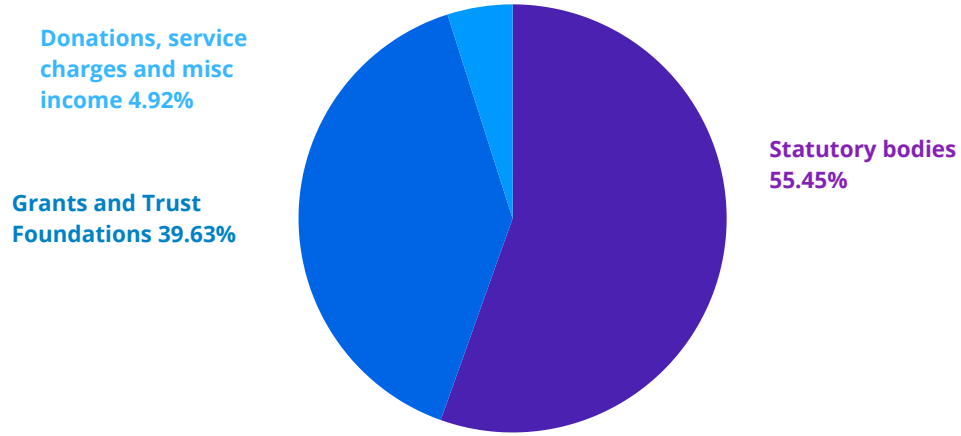


Income

Our statutory income increased by approximately £90,000 due to us deferring some income in previous years to be able to utilise in this financial year - we also saw our grants and trusts income increase by £132,000 in the year, which allowed us to continue to meet demand on services and to develop our infrastructure.

We have seen a significant increase in our donation income this year, which is largely due to a legacy donation that we received during the year. Our service income increased by 28% during the year.

Our overall total income increased by 19.8% in the year.

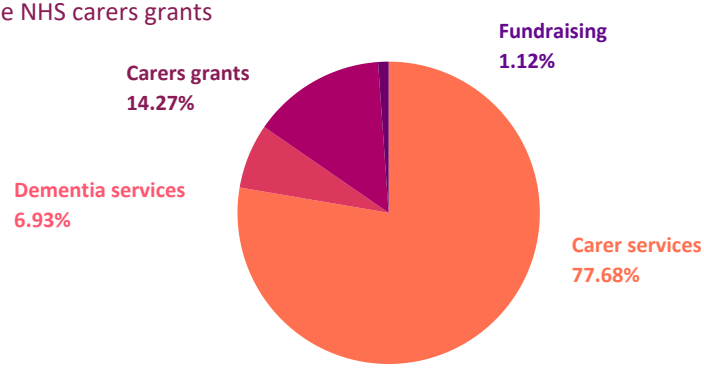


Expenditure

Expenditure increased by 23.21% excluding NHS Carers Grants (17.39% including NHS Carers Grants) compared to the previous year. This was largely due to:

- Staffing Costs
- Rising Inflationary Costs
- Continued investment into digital infrastructure, such as our website and database.

We were delighted to end the financial year with a surplus of £53,626. This includes the funds we hold for the NHS carers grants

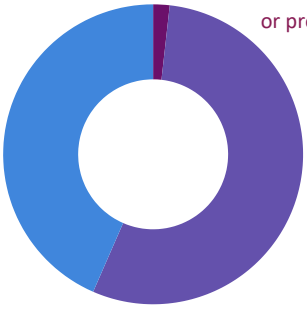


Funds in Reserves

At the end of the 2023-24 financial year the total reserves of the charity stood at £483,946 . These are funds that we hold to provide resilience for the charity against any unforeseen circumstances.

Our policy is to hold a minimum of 4 month's salary costs of all staff on all projects and four month's central organisational costs, and a maximum of 150% of this amount in unrestricted reserves.

The total funds that we hold in reserves are in three categories for future activity:



Restricted 1.77%
The funder restricts the activities or projects that the funds can be used for

Unrestricted 43.45%
Funds that are held to manage uncertainty, unforeseen financial variations and short-term changes in circumstances.

Designated 54.78%
We allocate the funds to activities or projects necessary to achieve certain outcomes or objectives

“I am truly grateful for all your support and it is a relief to know there is support there for people in caring roles like me.”

“This is great, and thanks again for a very useful workshop on Tuesday evening.”

“You guys have been amazing. I wish I had known about you along time ago. Your support truly made a difference to me. Knowing there was someone there who would listen, when I needed to vent my frustration.”

HOW WE WORKED IN PARTNERSHIP

We worked with many partners to deliver sessions and groups, as well as team up on special projects to support carers.

Bedfordshire Schools Network

We launched the Bedfordshire schools' network which will enable a coordinated approach to share best practice and support channels for Young Carers. In March, the network will be publicising Young Carers Awareness Day.

Family Zone

We piloted a project in collaboration with Kids in Action called Family Zone. This ran from September 2023 to March 2024, and supported 35 unique carers whose children were excluded or not attending education. These Carers were usually not able to access in-person support and so this innovative model provided a unique opportunity to do so.

Mental Health Alliance

We continued to sit on the steering group for the Bedfordshire Mental Health Alliance, working to improve support to those affected by their mental health.

Employment Service

We were one of two pilot sites across the country selected to pilot an employment service for carers funded by Carers Trust. This service helped carers re-enter employment either alongside their caring role or once it had come to an end.

> "I found the course enormously helpful during a terribly stressful time of my life. I feel the course prepared me well for what was to come."

The Mobility Physio

Move and Talk – Working in partnership with the Mobility Physio to provide a 4-week course designed to help those with dementia and their Carers increase their mobility, reduce the risk of falls and give strategies to help if someone does fall. Increasing confidence and ability. This course was held in Meppershall Village Hall.



Caring for Someone with Life Limiting Condition

6 week programme – started November 3rd – 8 attendees. Partnership between Sue Ryder St Johns Hospice, CiB and Macmillan psychotherapy.

THE DIFFERENCE WE'VE MADE

Adult Carers

Our dedicated frontline support team has worked with over 3,000 adult Carers, helping them access the support they need to continue their vital roles. Thanks to our team's interventions:

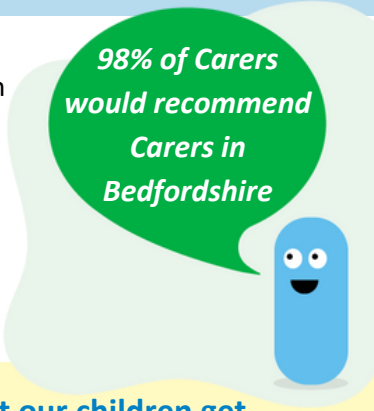
- 97% of Carers received the information and advice they needed.
- 98% had opportunities to connect with other Carers.
- 94% felt supported in maintaining their wellbeing, enabling them to continue caring.
- 92% felt they could actively participate in their community.
- 94% felt valued and listened to by the people who supported them.
- 83% knew how to seek help with education, employment, or training.

> **"Thank you for your call this morning and for reaching out when I needed this support. This is my first time to feel heard and listened to. I appreciate your swift response and for the support information that has been emailed to me."**

Young Carers

Our small Young Carer team work across Bedford Borough supporting over 650 Young Carers. Thanks to their varied work:

- 100% of Young Carers felt supported to provide ongoing care for their family member and felt rested, energised or had fun having time away from caring
- 98% had easy access to support them



> **"We are grateful for all the experiences that our children get to be a part of with young carers. They loved the cinema trip – it was their first time ever going to the cinema, and they came home delighted, and they also love attending the soft play sessions too. Thank you."**

> **"It was nice to come out for the new year meal and socialise with other carers my age – especially during half term from college when my friends might be busy.**

OUR PARTNERS

Here are some of the partners we've been working collaboratively with over the last year to provide a high quality service to carers

We are grateful to the Integrated Care Board (NHS), Central Bedfordshire Council and Bedford Borough Council who have supported Carers in Bedfordshire both financially and with key projects. Whilst Carers in Bedfordshire is an independent charity we would not be able to have the impact we have without their support.

NHS Bedfordshire, Luton and Milton Keynes Integrated Care Board

Central Bedfordshire

BEDFORD BOROUGH COUNCIL

We are also grateful to these organisations who have worked with us to support carers:

Tibbs Dementia Foundation

SNAP Parent Carer Forum Central Bedfordshire

citizens advice

Young Carers Alliance

Bedfordshire age UK

CVS Community Voluntary Service Strengthening local social action

CHRIST THE KING CHURCH Bedford, Bedfordshire

Queen's Park Community Organisation

dementia adventure

The Noah Academy

Beds RCC Bedfordshire Rural Communities Charity

The Mobility Physio

CARERS TRUST

East London NHS Foundation Trust

Alzheimer's Society

The Open University

compass wellbeing

The Higgins Bedford

NHS Bedfordshire Hospitals NHS Foundation Trust

Rotary International

mind for better mental health BLMK

VoiceAbility

Kids in Action

Bedford Borough Parent Carer Forum

Bedfordshire Police Protecting People and Fighting Crime Together

VOCypf Voluntary Organisations for Children young people & families

NHS Bedfordshire Clinical Commissioning Group

adass adult social services

NHS Bedfordshire Talking Therapies

Bedford foodbank

Sue Ryder

Bedfordshire Fire and Rescue

carersUK making life better for carers

Service provided by East London NHS Foundation Trust

CARERS CARD UK

MACMILLAN CANCER SUPPORT

Primary Care Networks NHS

“I am visiting the website often to keep up to date with what is going on and news, thank you for the bulletin too I find it really helpful”

“You know you’re the only person in the world who reaches out to check on me. I really appreciate that”

“The lady who did the brilliant DLA workshop has made our life so much easier, we put off doing that form for so long and now we have filled it in and sent it off, so thank you so much”

Carers Survey 2023

The 2023 Carers Survey was conducted to understand the experiences of unpaid Carers in Bedfordshire, focusing on the impact of their caring roles on financial, mental, and physical well-being. The aim was to gather insights that would inform and improve local service offerings, ensuring they better meet the needs of carers. The findings will be used to advocate for increased support and to help tailor services more effectively, addressing the specific challenges Carers face in the community.

The survey was sent to a total of 3,287 carers, including 2,600 via email and 687 by post. Out of those, 657 carers responded to the survey.

The main findings of the 2023 Carers Survey include:

1. **Financial Decline:** Nearly half (49%) of Carers reported a worsening financial situation over the past year, which has negatively impacted their mental health and ability to provide care.
2. **Health Deterioration**: Over 50% of Carers noted a decline in their mental and physical health, with high levels of stress and exhaustion.
3. **Support Needs**: Carers found face-to-face and telephone support most helpful, and expressed a need for better respite services, financial assistance, and easier navigation of support systems.
4. **Ongoing Challenges:** The lingering impacts of COVID-19 continue to affect carers, particularly in accessing timely healthcare services.

What have we done with this information?

- Used it to help shape our strategy
- Used the data to develop our digital resources and workshops for Carers

Adapt services to meet need:

- Carers wanted practical information and we have now developed a new training offer.
- We now signpost Carers to a different carers card that has a better offer for them
- Created a Young Carer chat bot to provide information on diagnosis
- Contacted all Carers that reported they had received physical or verbal abuse due to caring.



HOW WE ADVOCATED WITH CARERS

We continued to listen to carers, hearing about their lives and their concerns. We are grateful to the carers who are willing to share their stories and give their time to help us and other carers.

Young Carers Voice

During Young Carers Action Day the Young Carers Alliance launched the "Young Carers Covenant" alongside "The No Wrong Doors" for young carers MOU. Carers in Bedfordshire are founder members of the alliance and regularly attend webinars and share information with the school's network and families.

Central Beds Carers Strategy

This year, we continued to serve on Central Bedfordshire Council's (CBC) Carers Strategy board, allowing us to advocate for unpaid carers in our community. The strategy, available on the CBC website, focuses on improving access to information, advice, financial and emotional support, and enhancing respite care. We use insights from our support team and the Carers Survey to highlight the challenges Carers face, especially in taking breaks. Our shared goal is to improve the quality of life for carers in Central Bedfordshire. We look forward to continuing this work. Visit the CBC Carers Strategy for more information.

Carers Panel

The Carers Panel is the formal way trustees hear the real-world challenges facing carers. The 15 members, broadly representative of the carers cohort, met four times this year.

The Panel strongly endorsed Carers in Bedfordshire taking on a more active campaigning and influencing role, and supporting Carers to amplify their own voice. This is in light of the vast swathes of research and reports on the state of caring, not least our own Carers Survey. Other issues discussed this year include technology for caring and gaps in the carers journey.

To find out more about the Panel and to meet some of the members, visit our website and search "Carers Panel".

Voluntary Organisations for Children, young people & families (VOCypf)

We sit on the VOCypf Executive Committee. VOCypf exists to champion the voluntary and community sector working with children, young people and families in Bedford Borough and Central Bedfordshire.

HOW WE MAKE DECISIONS

Carers are a diverse group of people. To help ensure we make the best decisions we have an equally diverse range of feedback loops



Lovely people on the coach, we had a fantastic day!! Thank you CIB x

Just wanted to say thank you for awarding me this grant. It made my day that I can now afford to attend the gym which with help my physical and mental health

You have been so kind and supportive, and I really value the friendship and understanding you show. Thank you very much for everything you did and are doing.

Next year, we will continue to build on the charity's learning through our evolved strategy, Moving Forward for Change, which will guide our efforts for the coming years. This strategy represents a pivotal shift in our approach, addressing the key challenges identified by Carers that are both within and beyond our direct control. These have been shaped into three key differences we are seeking to make:

Every Carer is Identified at the First Opportunity

Carers often go unrecognised for extended periods, with the majority of Carers not identifying as Carers for over a year, and one-third taking more than three years. This delay deprives them of critical early support, making them more vulnerable to stress and burnout.

In the coming years, we aim to work closely with healthcare professionals, social services, and voluntary organisations to ensure that Carers are identified at the first possible opportunity.

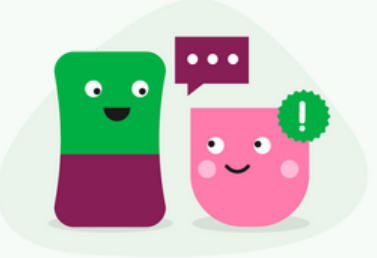
Our strategy will focus on training frontline professionals to recognise Carers early and creating streamlined referral processes to enable carers to access vital resources from the start of their journey.

Through collaboration and awareness campaigns, we will continue to share the importance of self-identification as a Carer with the public.

Every Carer Can Access the Services They Need When They Need Them

With a 100% increase in demand for our services over the past four years, access to support remains one of the most critical challenges. Carers need timely access to services such as respite care, financial advice, and emotional support, all of which have been increasingly difficult to secure due to capacity constraints across the system.

Next year, we are committed to expanding our capacity by fostering partnerships with other charities, healthcare providers, and local authorities. Our goal is to create a more coordinated care network where services are easily navigable, and support is available when it is most needed. Carers will also benefit from digital innovations that streamline their access to information and resources, allowing them to get the help they need faster. By addressing service bottlenecks and leveraging technology, we will work to improve the overall Carer experience.



Carers are Heard and Help Shape a System that Works Better for Them

Feedback from Carers has shown us that while they are frequently asked for their input, they often feel that their voices do not lead to tangible changes in the services they receive. Many Carers express frustration at the lack of visible results from their feedback, leading to a sense of disconnection from the systems meant to support them.

Next year we will prioritise the amplification of Carers' voices through more structured and accessible feedback mechanisms. Our Carers Panel will play a vital role in ensuring that their lived experiences influence decision-making at both the organisational and system levels. Additionally, we will work to ensure that Carers' feedback is incorporated into the design and delivery of services, making them more relevant and effective.

By actively involving Carers in shaping the system, we aim to build trust and ensure that the services provided are better aligned with their needs. This also includes advocating for policy changes at the local and national levels to address systemic issues that directly impact Carers, such as workforce shortages in social care and gaps in respite provision.



Long serving volunteer Terry collecting one of our cash tins.

Rising Demand

	2019/20	2020/21	2021/22	2022/23	2023/24
No. of Carers Registered	6500	8000	9,500	11,500	12,390
Income	£1,216,402	£1,279,993	£1,370,372	£1,369,899	£1,415,457
Available expenditure per carer	£187.14	£160.00	£144.25	£119.12	£114.24

NOTES

REGISTERED COMPANY NUMBER: 07140432 (England and Wales)
REGISTERED CHARITY NUMBER: 1135507

AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2024

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024

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See Annual Review for a summary of achievement and performance in 2023/2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The Charity is controlled by its governing document, the Articles of Association, and constitutes a limited company, limited by guarantee as defined by the Companies Act 2006. It is registered as a charity with the Charity Commission. The Articles of Association were updated and adopted by the members on 13th March 2024.

Recruitment and appointment of Directors

The Directors of the company, who are also Charity Trustees for the purposes of charity law and under the company's articles, revised as at 13th March 2024, are known collectively as the Board.

Under the requirements of the Articles of Association, the Board consists of not fewer than four and no more than fourteen persons. The members of the Board are initially appointed by the Board to fill a vacancy and at the following Annual General Meeting (AGM), appointed directors offer themselves for election. Thereafter at the third annual general meeting after their last election a Trustee Director must retire. They may not serve more than three elected terms.

In order to manage the transition to this new system for resignation and re-election of Trustee Directors, account shall not be taken of any time served by the Trustee director before 25 November 2016 when calculating the timing of the 3-year retirement and re-election.

Phil Taverner has acted as Chair, and Graham Mills has acted as Treasurer throughout the year. Barry Wootton and Heather Aylward retired during the year.

Induction and training of new Directors

All new Directors are required to provide two satisfactory references and are subject to an enhanced DBS check. All new Directors undergo an induction programme to brief them on their obligations and are supplied with an induction pack, which includes written information about:

- The obligations of Directors and a Trustee Code of Conduct
- The Articles of Association
- The most recent Annual Report and Accounts
- Operational performance reports

Directors are encouraged to attend appropriate external training events to support them in their role.

Organisational structure

Carers in Bedfordshire (CiB) is governed by a Board which meets quarterly and is responsible for the strategic direction and policy of the organisation, ensuring that it is solvent, operating in a professional manner and delivering the outcomes for which it has been set up. The Board met on 6 occasions during the year, including at two strategy meetings. At 31 March 2024, the Board comprised 11 Trustee Directors from a variety of backgrounds relevant to the work of the charity.

The Board has two sub-committees. The Finance Committee consists of not less than 4 Directors appointed by the main Board of Directors with an appropriate mix of financial and business skills. This group has met 4 times during this financial year. The Nominations Committee deals with Board recruitment, training and succession planning.

The Chief Executive Officer (CEO) is appointed by the Board to implement the agreed strategy and to manage the day-to-day operations of the charity. To facilitate effective operations, the CEO has delegated authority, with terms of delegation approved by the Board, for operational matters including finance, employment and service delivery. A Senior Leadership Team of three, each reporting to the CEO and overseeing the work of a small team, are responsible for day-to-day operational management, supervision and training of the staff team; ensuring they develop their skills and good working practices. The staffing level for the year was an average of 33 full time equivalent employees and there were 41 individuals employed on a full or part time basis by Carers in Bedfordshire at 31 March 2024.

Related parties
The charity is a Network Partner of Carers Trust and affiliated to Carers UK. In so far as it is complementary to the charity's objectives, the charity is guided by national and local policy. At the national level it is steered by the government's National Carers' Strategy and relevant National Service Frameworks for a range of illnesses and disabilities. The charity supports the work of Bedford Borough Council, Central Bedfordshire Council, and BLMK Integrated Care Board Carers' Strategies and monitors the outcomes of these strategies using feedback from its membership. The Chief Executive Officer and staff are represented on key local partnerships to deliver the relevant strategies in Bedfordshire.

Membership
Each Member of the Charity undertakes that, if the Charity is wound up while they are a Member, or within one year after they cease to be a Member, they will contribute a sum not exceeding £1 to the assets of the Charity for:

- payment of the debts and liabilities of the Charity contracted before they cease to be a Member; and
- payment of the costs, charges and expenses of winding up

Honorary Life Members are Members but are exempt from subscription charges if set.

All Members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for members. At present no membership subscription is set.

Members are entitled to attend the annual general meeting of the Charity and may vote in person or by proxy. During the year ending 31 March 2024 in accordance with the Articles of Association, the level of membership fees was set as zero by the Board in order to remove barriers to membership.

Every carer registered with CiB will have access to most of the charity's services.

As at 31 March 2024 there were 11 Members, 2 Honorary Life Members and 12,399 registered carers. The underlying number of registered carers continues to increase.

Governance
The skills, experience and expertise of the Directors assure the robust governance of the Charity. Directors have experience in strategic management, systems, human resources, finance, project management, risk assessment, education, training, facilities management and an in-depth understanding of carers' issues. During the year, at least 50% of the Board have had or still have personal experience of caring.

Procedures are in place to ensure compliance with health and safety and safeguarding practice of staff, volunteers and visitors to the premises.

The Board is aware of its responsibility to ensure that the charity acts through sustainable means and is responsible for minimising its impact on the environment.

Risk management
The Board maintains a risk register which is reviewed regularly. It acts as a central repository for all significant strategic risks identified by the organisation and, for each risk, includes information such as risk probability, impact, mitigation and risk owner. The risk register was discussed in detail at each Board meeting. The Board has direct responsibility for overseeing non-financial risks, with the Finance Committee providing detailed support to the Board on financial matters including financial risks.

Public benefit
The Board of Directors has regard to the requirement to demonstrate the public benefit of the charity's activity as defined in section 4 of the Charities Act 2006. Most of the charity's services have been offered free of charge to all carers. For some services, carers are asked for a contribution towards its cost of provision.

Unpaid carers in England and Wales contribute a staggering £445 million to the economy everyday (that's £162 billion per year (source Petrillo and Bennett 2023). The value of unpaid care is equivalent to a second NHS in England and Wales, which in 2020/2021 received an estimated £164 billion in funding (source Petrillo and Bennett 2023). Accordingly, the charity's services are designed to enable those who wish to continue caring to do so; to be informed and enabled to access support and to have a voice; to have a life outside of caring, with equal opportunity to access work, leisure and education. Support is continued even if the individual with care needs is admitted to residential care or if they pass away.

Reserves policy

The Board of Directors has regard to managing its level of reserves effectively. As a not-for-profit organisation it has developed and adopted a policy on reserves, which establishes a level of reserves that is right for the charity.

Reserves are held in three categories for future activity:

- Restricted – where the funder restricts the activities or projects the funds can be used for
- Designated – where CiB determines the activities or projects necessary to achieve certain outcomes or objectives
- Unrestricted – that are held to manage uncertainty and CiB's capacity to manage unforeseen financial difficulties and short-term changes in circumstances.

CiB targets a minimum of four month's salary costs of all staff on all projects and four month's central organisational costs and a maximum of 150% of this amount in unrestricted reserves. Based on these financial statements the minimum equates to £380,707 and the maximum £571,061.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
07140432 (England and Wales)

Registered Charity number
1135507

Registered office
Carers in Bedfordshire
First Floor, Suite D1, Emerald Court
Pilgrim Centre, Brickhill Drive
Bedford
Bedfordshire
MK41 7PZ

Trustees

E Wilkinson	
G Mills	
B Wootton	Resigned 30th October 2023
S Lowe	
J Fincham	
P Taverner	
T Palmariellodiviney	
H Aylward	Resigned 6th December 2023
N Kidby	
M Canning	
J Ahluwalia	
J Preston	
M Evans-Riches	Appointed 21st June 2023
G Kemp	Appointed 23rd May 2024

Key Management Personnel
Chief Executive Officer – Christopher Stelling

Company Secretary
Tracey Gill FMAAT

Auditors
MDG Business Associates Audit Limited
Chartered Certified Accountants &
Registered Auditors
Room 73, The Mansion House, Wrest Park
Silsoe Bedfordshire MK45 4HR

Bankers
Barclays Bank plc
111 High Street
Bedford, MK40 1NJ

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the Directors of CiB for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charity Statement Of Recommended Practice (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;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

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

AUDITORS

The auditors, MDG Business Associates Audit Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

ON BEHALF OF THE BOARD:

.....
P Taverner - Chair

Date: 2-10-2024

Opinion

We have audited the financial statements of Carers in Bedfordshire for the year ended 31st March 2024 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 disclosed in the Auditors 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information, and except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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 where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or

- certain disclosures of trustees' remuneration specified by law are not made; or
  we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Trustees.

Respective 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 purposes 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.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors 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:

We have assessed that there is a low risk of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations central to the trading activities of the charity. This assessment has been based upon a substantive testing approach to key identified risk areas, principally being revenue recognition and the threat of override of controls by management. No suspected fraud, breach or other non-compliance with underlying laws and regulations has been identified during the sample testing undertaken during the audit process and no such issues have been raised by the board of trustees or management prior to making this assessment. A full review of available board minutes, and other supporting third party documentation where available, has been undertaken and no items have come to our attention which require to be reported to the user of the financial statements. The charity has strong internal controls and our audit testing has indicated no instances of managerial override of controls, through the testing of journal entries and other adjustments for appropriateness. No transactions have been identified as being made outside the normal course of business from the work we have performed in each key risk area of the audit. The trustees and other key local officers are informed management and as such they make regular reviews to ensure the company is compliant in all instances.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Opinion on other matter prescribed by the companies Act 2006

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

MDG Business Associates Ltd

Michael Grange BA (Hons) FCA (Senior Statutory Auditor)
for and on behalf of MDG Business Associates Audit Limited
Chartered Certified Accountants &
Registered Auditors
Room 73, The Mansion House, Wrest Park
Silsoe
Bedfordshire
MK45 4HR

Date: 21/10/2024

CARERS IN BEDFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31ST MARCH 2024

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Year Ended 31.3.24 Total	Year Ended 31.3.23 Total
Income from:						
Donations, legacies and other income	**2**	13,494	50,003	-	**63,497**	22,677
Investments	**3**	3,948	-	-	**3,948**	278
Charitable activities		14,994	953,476	606,120	**1,574,590**	1,346,944
TOTAL INCOME		**32,436**	**1,003,479**	**606,120**	**1,642,035**	1,369,899
Expenditure on:						
Charitable activities		25,305	949,179	613,925	**1,588,409**	1,353,057
TOTAL EXPENDITURE		25,305	949,179	613,925	**1,588,409**	1,353,057
NET INCOME/(EXPENDITURE)		7,131	54,300	(7,805)	**53,626**	16,842
Total funds brought forward		203,163	210,755	16,402	**430,320**	413,478
TOTAL FUNDS CARRIED FORWARD		210,294	265,055	8,597	**483,946**	430,320

All transactions during the year are derived from continuing activities.

CARERS IN BEDFORDSHIRE

BALANCE SHEET
AT 31ST MARCH 2024

Company Number: 07140432 (England and Wales)

	Notes	Unrestricted and designated funds £	Restricted funds £	2024 Total funds £	2023 Total Funds £
FIXED ASSETS					
Tangible assets	7	7,423	613	8,036	13,795
CURRENT ASSETS					
Debtors	8	84,227	-	84,227	58,209
Cash at bank and in hand		757,758	154,647	912,405	882,997
		841,985	154,647	996,632	941,206
CREDITORS	9				
Amounts falling due within one year		374,060	146,663	520,723	524,681
NET CURRENT ASSETS		467,925	7,984	475,909	416,525
TOTAL ASSETS LESS CURRENT LIABILITIES		475,348	8,597	483,946	430,320
NET ASSETS		475,348	8,597	483,946	430,320
FUNDS	13				
Unrestricted funds				210,294	203,163
Designated funds				265,055	210,755
Restricted funds				8,597	16,402
TOTAL FUNDS				483,946	430,320

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

The financial statements were approved by the Board of Trustees on 2nd October 2024 and were signed on its behalf by:

2-10-2024

P Taverner - Chair

CARERS IN BEDFORDSHIRE

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	Total Funds 2023/24	2022/23
Cash Flows from operating activities		
Net Cash flows provided from operating activities	**32,242**	185,080
Cash Flows from investing activities	**(2,834)**	(4,991)
Purchase of fixed assets		-
Change in cash in the year	**29,408**	180,089
Cash at the beginning of the year	**882,997**	702,908
Cash at the end of the year	**912,405**	882,997

RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

Net incoming/(outgoing) resources for the year, as per the Statement of Financial Activities	**53,626**	16,842
Adjustments for		
Depreciation charge	**8,592**	8,503
(Increase)/decrease in debtors	**(26,018)**	(22,600)
Increase/(decrease) in creditors	**(3,958)**	182,335
Net Cash flows provided from operating activities	**32,242**	185,080

1. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 October 2019) and the Companies Act 2006.

The company meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The Trustees consider there to be no material uncertainties about the Charity's ability to continue as a going concern. The review of the financial position, reserves level and future plans gives Trustees confidence that the charity remains a going concern for the foreseeable future

Income

All incoming financial resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable

- The value of services provided by volunteers has not been included in these accounts.

- Investment income is included when receivable.

- Incoming resources from charitable activities are accounted for when earned.

Expenditure

Expenditure is recognised on an accrual basis. Expenditure includes attributable VAT, which cannot be recovered, and is reported as part of the expenditure to which it relates. Charitable expenditure comprises of those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Allocation and apportionment of costs

Costs that can attribute to a specific activity or reserve are directly allocated within the Statement of Financial Activities.

Allocations of overheads to individual funds are based on a budget which is set at the commencement of each contract period.

1. ACCOUNTING POLICIES – continued

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office equipment/furniture	- 25% on cost
Computer equipment	-25% on cost

Fixed assets are stated at cost less accumulated depreciation. Minor additions of less than £400 are not capitalised.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the Trustees.

Designated funds can be used in accordance with the charitable objectives under contracted services or specific programmes designated by the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

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

2. DONATIONS, LEGACIES AND OTHER INCOME

	Year Ended 31.3.24	Year Ended 31.3.23
	£	£
Membership income	**0**	0
Donations, fundraising and legacies	**63,497**	22,677
	63,497	22,677

The types of membership were consolidated into one at the Annual General Meeting held in November 2016, plus Honorary Life Membership.

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for different members or categories of members. At present no membership subscription is set.

3. INVESTMENT INCOME

	Year Ended 31.3.24	Year Ended 31.3.23
	£	£
Bank interest receivable	**3,948**	278

4. NET INCOME

These are stated after charging:

	Year Ended 31.3.24	Year Ended 31.3.23
	£	£
Auditors' remuneration	4,000	4,416
Depreciation - owned assets	8,592	8,503

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2024, nor for the year ended 31st March 2023.

Trustees' Expenses
Some trustees received reimbursement for travel expenses incurred on behalf of the charity totalling £145 (2023 – £192) but the trustees gave this back to the charity as a donation.

6. STAFF COSTS

	Year Ended 31.3.24	Year Ended 31.3.23
	£	£
Wages and salaries	932,749	772,557
Social security costs	71,287	57,329
Other pension costs	17,925	14,139
Total staff costs	1,021,961	844,025
Training and DBS checks	10,861	6,211
Total human resources costs	1,032,822	850,236

The average monthly number of employees, full and part time, during the year was 38 (2023: 37)

No employees' emoluments exceeded £60,000 during the current or prior period.

Key management remuneration
The remuneration of key management personnel was £61,517 (2023: £104,572).

7. TANGIBLE FIXED ASSETS

	Office equipment / Furniture	Computer equipment	Totals
		£	£
COST			
At 1st April 2023	**31,746**	**62,003**	**93,749**
Additions		**2,834**	**2,834**
At 31st March 2024	**31,746**	**64,837**	**96,583**
DEPRECIATION			
At 1st April 2023	**28,414**	**51,540**	**79,954**
Charge for year	**1,428**	**7,164**	**8,592**
At 31st March 2024	**29,842**	**58,704**	**88,546**
NET BOOK VALUE			
At 31st March 2024	**1,904**	**6,133**	**8,037**
At 31st March 2023	**3,332**	**10,463**	**13,795**

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade debtors	**56,198**	38,294
Prepayments	**28,029**	18,915
Other debtors	**-**	1,000
	84,227	58,209

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	**9,899**	10,374
Taxation and social security	**17,743**	14,950
Carers breaks awarded not yet claimed	**24,444**	28,991
Deferred capital grants	**364,165**	386,059
Other creditors and accruals	**104,472**	84,307
	520,723	524,681

10. RELATED PARTY DISCLOSURES

There were no related party transactions in the year to 31 March 2024 (2023: £nil).

11. CAPITAL

The company has no share capital. The types of membership were consolidated into one at the Annual General Meeting held in November 2016.

The maximum number of members is 14. Each member of the Charity undertakes that, if the Charity is wound up while they are a member, or within one year after they cease to be a member, they will contribute a sum not exceeding £1 to the assets of the Charity for:

- payment of the debts and liabilities of the Charity contracted before they cease to be a member; and
- payment of the costs, charges and expenses of winding up

Honorary Life members are members but are exempt from subscription charges if set.

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for different members or categories of members. At present no membership subscription is set. Members and Honorary Life Members have voting rights at the AGM. There were 11 (2023: 12) members and 2 honorary life members as at 31 March 2024 (2023: 2).

12. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid

	2024	2023
Expiring:	**£**	£
Within one year	**40,000**	40,000
Between one and five years	**16,667**	56,667
	56,667	96,667

13. MOVEMENT IN FUNDS

	1/4/2023	Incoming Resources	Resources expended	Surplus/(deficit) for year	Transfers	31/03/2024
RESTRICTED FUNDS						
Bedford Carers Lounge- BBC	-	48,660	48,660	0		0
Carers Grants	33	226,578	226,611	(33)		0
Luton and Dunstable Carers Lounge - CBC	-	23,884	23,884	0		0
Carers Grants Admin	(2,689)	39,184	36,576	2,608		(81)
Carers Cafe	3,356	85,531	81,976	3,555		6,911
Carer Support (dementia)	12,174	44,947	55,098	(10,151)		2,023
Lottery Core Funding	314	0	156	(156)		158
BLCF Beds Coronavirus Emergency Fund	487	0	450	(450)		37
BLCF NET Coronavirus Programme	2,591	0	1,636	(1,636)		955
Mental Health Fund – Young People	(1)	1	0	1		0
Social Activity for Carers	-	180	184	(4)		(4)
National Lottery – Engaging and Supporting	-	48,913	48,913	0		0
Rookery South	5	294	267	27		32
MH Alliance	0	24,148	24,148	0	0	0
Panacea	0	10,000	10,000	0	0	0
BLCF NGYT	0	45,922	45,922	0	0	0
Business Development	132	7,878	9,445	(1,567)	0	(1,435)
Sub total	**16,402**	**606,120**	**613,926**	**(7,806)**	**0**	**8,596**
DESIGNATED FUNDS						
External designation						
Carer support (all carer types)	13,089	546,336	559,586	(13,250)	0	(161)
Dementia Services	(1,270)	64,544	54,881	9,663	0	8,393
Sibling support	(287)	0	(287)	287	0	0
Governance	4,366	12,729	10,054	2,675	0	7,041
Workshops, Education and Groups	6,183	76,460	73,222	3,238	0	9,421
Health Outreach	(6,576)	198,855	170,463	28,392	0	21,816
Community Engagement	(2,604)	60,388	58,659	1,729	0	(875)
Innovation Fund	(392)	0	(392)	392	0	0
Carer Service Development	99,072	0	0	0	0	99,072
	111,581	**959,312**	**926,186**	**33,126**	**0**	**144,707**
Legacy	**99,174**	**44,167**	**22,992**	**21,175**	**0**	**120,349**
Sub total	**210,755**	**1,003,479**	**949,178**	**54,301**	**0**	**265,056**
UNRESTRICTED FUNDS	203,163	32,436	25,305	7,131	0	210,294
Grand Total	**430,320**	**1,642,035**	**1,588,409**	**53,626**	**0**	**483,946**

14. MOVEMENT IN FUNDS – continued

Bedford Carers Lounge – BBC	Funding received from Bedford Borough Council to open and run a Carers Advice and Information Centre within Bedford Hospital (South Wing)
Carers Grants	Funding received under contract from BLMK CCG to allow the award of grants direct to carers whose emotional and/or physical wellbeing has been adversely affected by their caring role
Luton and Dunstable Carers Lounge - CBC	Funding received from Central Bedfordshire Council to open and run a Carers Advice and Information Centre within The Luton & Dunstable Hospital
Volunteering	Bedford Borough Council have provided funding to employ a Volunteer Coordinator to identify and support the development of volunteering
Carers Café	Weekend social activities for carers, treatments for individuals with care needs and extended family
Carer support (dementia)	A range of services including identifying and coordinating a team of volunteer dementia befrienders, and running a weekly group for carers and people living with dementia in Bedfordshire
Carer support (all carer types)	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BLMK CCG acting together to offer carers support services on their behalf

Memory Navigation Services	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BLMK CCG acting together to offer support services to people affected by memory loss or dementia and their carers.
Sibling support	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BLMK CCG acting together to offer support services to young people caring for, and/or affected by the illness or disability of a sibling.
BLCF – Bedfordshire Emergency Coronavirus Fund	Funding from Bedford and Luton Community Foundation for a postal mailing to carers, additional hours for Support Workers, a social media consultant and laptops for staff working from home
BLCF NET Coronavirus Programme	Funding from Bedford and Luton Community Foundation allowed us to provide laptops for staff who were working from home
Lottery Core Funding	This was awarded during the pandemic helping to fund core costs and purchase equipment
BLCF Whitbread Fund	To support peer groups and activities in South Bedfordshire
Rookery South	Funding for young carer activities in the parishes of Ampthill, Brogborough, Cranfield, Houghton Conquest, Lidlington, Marston Moretaine, Maulden, Millbrook, Stewartby or Wootton.
BLCF NGYT	Funding to provide mental health and wellbeing support to young adult carers aged 16-25 in Central Bedfordshire – we worked with Next Generation Youth Theatre and Pathways Still
Panacea	Funding to improve carers mental health and wellbeing. As part of the funding we developed a series of digital learning courses specifically for carers to help them 24/7 and a series of workshops
National Lottery	Reaching Communities Funding from the National Lottery to identify, reach and work with carers who are underrepresented such as male carers and Young Adult Carers
Mental Health Alliance	Funding from BLMK ICB to administer the Bedfordshire Mental Health Alliance (Beds MHA) is a partnership of local organisations from the voluntary, community and social enterprise sector (VCSE). It aims to make mental health support easier to access, more

	effective and better suited to the needs of local people in the boroughs of Bedford and Central Bedfordshire. We make funding decisions alongside our steering group members; BRCC and Mind BLMK
Legacy	Legacies are received from individuals who gift monies to Carers in Bedfordshire in their wills. The Board of Trustees then determine how these funds can be effectively spent and allocate specific amounts to projects within this fund.

CARERS IN BEDFORDSHIRE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2024

	31.3.24	31.3.23
INCOME		
Donations And Fundraising	63,497	22,677
Contract Income	1,561,277	1,331,043
Grant Release		-
Membership		-
Contributions Received	10,259	7,973
Investment Income	3,948	278
Other Income	3,054	7,928
	1,642,035	**1,369,899**
EXPENDITURE		
Programme Direct Costs	412,791	341,377
Hall Hire	8,261	8,204
Rent And Rates	60,195	60,351
Taxis		
Vehicle Hire	3,635	1,440
Travel	7,434	6,277
Electricity	5,793	4,934
Gas	1,805	1,834
Water	1,007	911
Printing	5,140	5,614
Postage	993	1,793
Telephone	8,563	8,664
Stationery	619	549
Computer	13,018	26,550
Office Maintenance		
Repairs		
Cleaning	3,140	1,312
Fuel		-
Motor Expenses		-
Sundry Office Expenses	3,247	9,880
Insurance	5,810	4,572
Refreshments	1,769	2,546
Bank Charges	300	221
Salaries Wages and Temporary Staff	1,004,037	829,886
Staff Training	7,035	4,874
Pensions	17,925	14,139
Staff Checks	1,356	1,337
Legal	2,004	2,288
Audit & Accountancy	3,905	4,513
Professional		
Recruitment Expenses	35	488
Depreciation	8,592	8,503
	1,588,409	**1,353,057**
	53,626	**16,842**

CARERS IN BEDFORDSHIRE

England & Wales - Charity number 1135507

Accounts

Carers in bedfordshire



ANNUAL REVIEW 2022/23

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WELCOME

Welcome to this year's annual report, we hope it provides an inspiring insight into how our dedicated team of staff and volunteers have worked to reach our vision of *Every Carer feeling recognised, respected, and supported in their role*.

This year has been another year of growth as demand for our services continues to increase. The areas of need we see most are based around mental health, physical health, benefits and finances.

With growing demand, we continue to review how we work and what we provide to ensure that our services remain relevant, accessible, and responsive. We cannot afford to stand still in an ever changing climate and I would like extend my gratitude to our Board of Trustees and the Carers Panel, who have been unwavering in their support and constructive input over the past year.

Carers in Bedfordshire is not an island, we are part of an important and sometimes complex system of organisations that come into carers lives and whilst we come in all different shapes and sizes, our successes and challenges are shared. Without the support of the Local Authorities, Integrated Care Board and our voluntary sector partners we could not achieve what we do.

Of course, none of our achievements would have been possible without our dedicated team of staff and volunteers who continue to go above and beyond in their commitment to improving the lives of carers across Bedfordshire.



CHRIS STELLING

Chief Executive Officer

It's been another successful year in which Carers in Bedfordshire has continued to adapt to the post-Covid world, particularly in making the most of technology. This has meant, among other things, that we've seen an increase of 60% in carers registered with us, since Covid, and staff now spend 33% more time on frontline services.

A particular highlight came when we won the Transforming with Digital Award in the UK Charity Governance Awards 2023. To receive national recognition, not just amongst carers' charities but across the whole charitable sector, is an indication of the way in which that adaptation I refer to has improved our services.

We still have much to do, of course, and we look forward to working ever more closely with other organisations to improve the whole system for carer support in the next few years. No one organisation can do it all alone.

As always, I would particularly like to thank all our funders, donors, partners, members and volunteers without whom we simply couldn't operate as we do.

We're delighted to have welcomed Mercy Canning, Jagdeep Ahluwalia, Joanne Preston and Michelle Evans-Riches as new trustees. Their combined knowledge and experience will help to ensure that we continue to grow in future years.



PHIL TAVERNER

Chairperson

ABOUT US

OUR VISION

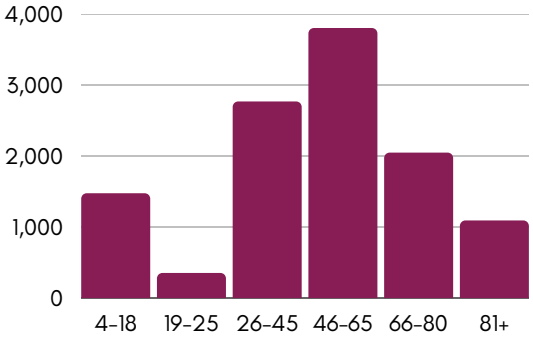
Carers will feel recognised, respected and supported in their role.

OUR MISSION

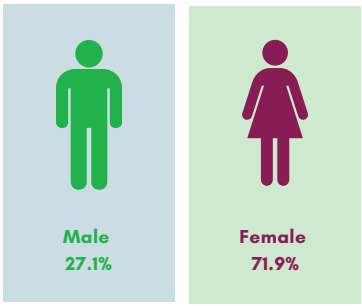
To give carers access to the support, information and skills that enhances their wellbeing and enables them to remain in a caring role for as long as they choose.

WHO WE SUPPORT

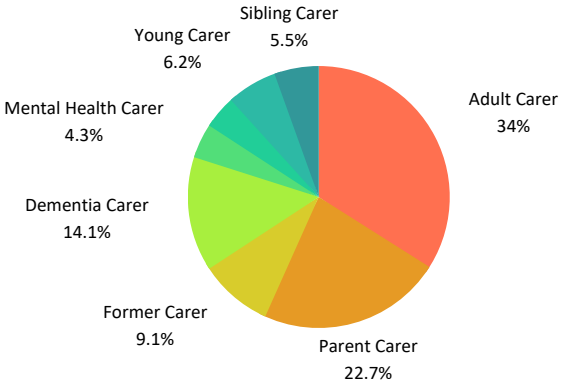
Age of carers



Gender of carers



Carer Types supported



We support more than **11,500** carers across Bedford Borough and Central Bedfordshire that's a **21%** increase from last year

HOW WE SUPPORT

We're a local charity which has supported unpaid family carers of all ages since 2004. They might be an older person looking after a spouse with dementia, a young person caring for a disabled sibling, a parent supporting a child with additional needs, or an adult looking after a partner with a mental health condition or addiction.

Our compassionate and knowledgeable Support Workers give a listening ear and practical advice. They help carers navigate the health and social care system, or reassure someone dealing with a difficult situation at home.

We are regulated by the Charity Commission and comply with Company Law. We're a Network Partner of Carers Trust, and also work closely with Carers UK, the UK's two national carer charities.

We have a busy program of peer support groups and activities to brings carers together. We run regular social groups, one-off activities and wellbeing events.

We help carers have their say on caring matters in Bedfordshire, and beyond, working with the NHS, local councils, and influencing government, local and national.

Our services include counselling, wellbeing sessions, coping with hospital admissions, grants, benefits advice and information such as the Carers magazine.

We are well connected locally with many health and social care organisations and have strong links with businesses, schools and employers.

Our Memory Navigation Service is for people living with memory loss and dementia, and their carers.

We work closely with local and national agencies and can signpost carers to specialised sources of support.





We only do what makes life better for carers – carers are at the heart of our values.

OUR YEAR IN NUMBERS



We have 40 members of staff (29 full-time equivalents) and 83 volunteers working across Bedfordshire to give carers access to support, information and skills which enhance their wellbeing and enables them to remain in a caring role for as long as they choose.

66,000 interactions with carers
an increase of 38% from last year

20,224 telephone conversations
an increase of 44% from last year

133,000 unique website page views
an increase of 33% from last year

£216,080 carers grants awarded
decrease of 12% from last year

1097 unique carers attended our groups
decrease of 21% from last year

5070 hours donated by volunteers
an increase of 23% from last year

STRATEGIC PRIORITIES

As a charity supporting so many people with a diverse range of needs the Board of Trustees set strategic priorities to guide the charity in what it chooses to do and for whom. Otherwise the charity can be pulled in a number of different directions and end up working towards goals that are not rooted in its core vision and mission. In 2020 the Board published its strategic plan for the coming years; within that plan it committed to five key objectives.

OUR FIVE KEY OBJECTIVES:

Reach more carers

Be transparent, efficient and effective

Work in Partnership

Invest in high quality support

Advocate with carers





HOW WE REACHED MORE CARERS

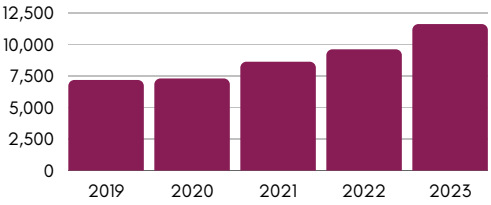
We supported professionals to identify carers

We ran a programme designed to increase carer awareness with GP's. Supported by Dr Simon Lowe we worked with every practice across Bedfordshire to identify Carer Champions and embed our referral form into the GP's System so that GP'S could refer carers far easier than before. We also developed a digital carer awareness training package for GP's so that they can access training at their convenience. We aim to push this out to more GP's over the coming year.

> "I really liked it; it doesn't feel like training which is nice because it's so informative but also with the videos gives it a very 'real' feel rather than having to go through slides and slides of information. I think the videos and the 'to the point' information makes it a lot easier to digest.'



The number of carers registered with us has increased by over 40% since 2019



Digital Advances and Re-Branding

We worked to modernise our Branding and build new digital resources

We designed and built our new Online Support Hub which gives carers an easy way to find useful information.

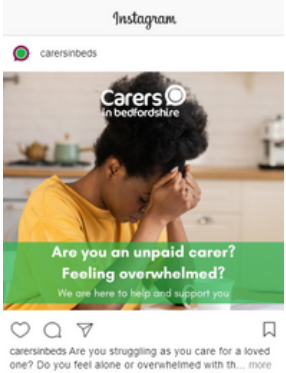
We also rebranded all our printed literature and online presence making it more engaging, eye catching and modern, we introduced our "Blobs" to help communicate our message to our diverse range of carers.



Social Media Strategy

We changed the way we engaged on social media

We decided to use the platforms to highlight more broadly "Who we are and what we do" and reduce our specific event posts. Our events are too numerous and far reaching, and are already advertised to carers via our bulletins. By adopting a more clear focus about our service we have been able to use social media to increase brand awareness and registrations.



HOW WE REACHED MORE CARERS

Identifying Gaps in Carer Demographics - While we understand that there are thousands of carers who may require our support, we also recognize that there are certain carer demographics that we fail to reach as effectively as we would like.

This year we prioritised reaching out to male carers as while they represent 42% of the carer population, they only represent 27% of those registered with us.

We got funding from the Heads Up Community Fund to trial some new ways of engaging carers with great results.

Heads Up Community Fund helped us:

- Deliver a media campaign to encourage more male carers to register with us.
  - Leaflets were delivered to 7,500 households
  - A banner was displayed in Kempston Rovers Football Club and we were featured on their website
  - A Men Care Too postcard was inserted into our parent carer guide. Copies of the guide were distributed at this year's River Festival in Bedford and via local schools.
- A new dedicated web page was designed for male carers

The campaign **increased** our male carer registrations by **88%**



National Lottery Funding

The success of the Men Care Too campaign gave us the confidence to expand this approach to reach more carers. We were delighted that the National Lottery saw the value in this work and agreed to fund us from next year. This allows us to continue our work to reach those most currently significantly underrepresented.

These groups include:

- Young Adult carers (aged 18-25)
- Ethnic minorities
- Males

We look forward to seeing and reporting the results next year.

Thanks go to all of our generous grant funders for helping us achieve our goals

Here are a selection:

HARPUR TRUST · CARERS TRUST · BLCF · Garfield Weston FOUNDATION · WHITBREAD · COMMUNITY FUND · Masonic Charitable Foundation · The Wixamtree Trust · ST JOHN'S HOSPITAL TRUST

"Thank you, I don't want to cry but you have been so reassuring and helpful."

"I honestly don't know what I would have done without having someone like you to talk to."

"We are extremely grateful for what you have offered us so thank you so much it means every thing to us!"

"Thank you for the support that you give for carers."

"It has made a big difference to me to be able to come into the hub and see you, thank you for everything you do, all of you."

"“That's amazing thanks so, so much!! I have booked us on for a holiday at Butlins, we are all super excited!"

HOW WE INVESTED IN HIGH QUALITY SUPPORT

We invested in high quality support by securing a number of new and existing roles integral to supporting carers. In addition to staff training to ensure our workforce is delivering the best support possible for carers.

Wellbeing

Our adult wellbeing service has continued to flourish. 89% of carers who accessed our wellbeing service reported stable or improved wellbeing following sessions.
Individual and group support was accessed and our Wellbeing Practitioner dealt with 337 referrals.

Our Practitioner also regularly contributes wellbeing articles to our magazines and e-bulletins. From July to September 2022 she ran a 10 week social media campaign around the wellness wheel.

Demand on our counselling service has reduced significantly since we introduced our Wellbeing Practitioner.

We have seen increased demand for our young carer wellbeing service. This service focusses on one to one support for Young Carers in Bedford Borough. Funded by Bedford Borough Council's Youth Empowerment Fund, she also contributed regularly to Young Carer e-bulletins giving tips and wellbeing advice.

Benefits Advice

We saw a need, carers were not receiving the awards they were entitled to. Carers told us that they didn't know what they were eligible for, found the forms confusing and often difficult to complete alone.

The Benefits service was introduced on 1st April 2022 with one welfare rights adviser three days a week. In that time we have assisted more than 318 carers and generated **£172,265.09** for carers.

The requirement to close support plans within 90 days ensures that the work is focussed on advising on benefits entitlements and supporting with applications.
Two volunteers have supported us this year helping carers applying for Attendance Allowance, Blue Badges and giving benefits advice.

Community Nurse

In February we recruited a Community Nurse to offer Health Checks for people caring for someone with a Severe Mental Illness. Health Checks are completed at home or another place where the carer and cared for feel comfortable. The results are shared with the clients GP and other healthcare professionals. Since we began 22% identified that the person has high blood pressure.

· 24% identified that the person is prediabetic.

· Among patients diagnosed with high blood pressure, high cholesterol, or prediabetes during their health check, 70% had not previously received a professional medical assessment to detect those conditions.

HOW WE HAVE BEEN TRANSPARENT, EFFICIENT, AND EFFECTIVE

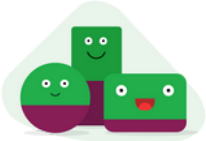
We continued to look at how we can improve services and the way we do things to ensure the charity was running as efficiently and effectively as possible.

Digital Advances

We continued to invest in our digital infrastructure and automated processes, to direct more of our resources into frontline support for carers. Examples of these initiatives are:

- Continued to developed a responsive **registration form** and enhanced database efficiencies. Due to increased demand we continued to be efficient by enhancing our registration process for carers and professionals through fundraised income. The re-design now enables Carers in Bedfordshire to make the carers journey more streamlined by identifying carers needs. The specifically designed questions mean that we can now provide bespoke support plans, intervention based around key areas that impact a carers life. The impact of this is that we can prevent, reduce and delay further needs more efficiently.
- We are now able to **text** to a carer individually through our CRM system. We can also text a whole group and people that will/have attended a session. The reply comes to the support worker individually and is recorded on interactions. Reminders for groups via text and email is now achievable, which makes it more efficient for support workers to send reminders about events.

This has impacted waiting times and allowed us to disemmenate information more quickly. These advances allow staff to concentrate more time on front line services.



Excellence for Carers Award

We were awarded the national Excellence for Carers Award by the Carers Trust, for the support the charity gives to family unpaid carers in the county.

The award follows a rigorous assessment of the support services we provide, including the quality of our leadership, staff, internal processes and engagement with key local partners and stakeholders.

Overall

To date, both small and big changes to how we work has enabled us to work with a growing number of carers within a broadly similar budget. This year we have mainly focused on embedding those changes into our everyday practice and monitoring the impact of those changes.

A key challenge for us this year was to recruit Trustees who would not only meet gaps in skills and experience but also ensure the Board has a broader representation of the people we support. We were delighted to welcome Mercy Canning, Jagdeep Ahluwalia, Joanne Preston and Michelle Evans-Riches each of whom come with a wealth of experience to help ensure the charity remains well led.

Goals for the year ahead:

- **Continue to invest in digital services to help us manage the demand on services**
- **Embed a young carers voice in Board level discussions**

FINANCIAL OVERVIEW

		2020/21	2021/22	2022/23
Income				
	Statutory bodies	953,809	975,284	820,052
	Grants and trust foundations	294,295	345,460	518,687
	Donations	21,981	33,255	22,725
	Service Charges	8,928	12,360	7,973
	Misc.	983	4,013	462
		1,279,996	1,370,372	1,369,899
Expenditure				
	Carer Services	823,754	836,621	987,033
	Dementia Services	171,178	188,821	92,084
	Carers Grants	189,307	232,669	247,870
	Fundraising	36,198	39,255	26,071
		1,220,437	1,297,366	1,353,058

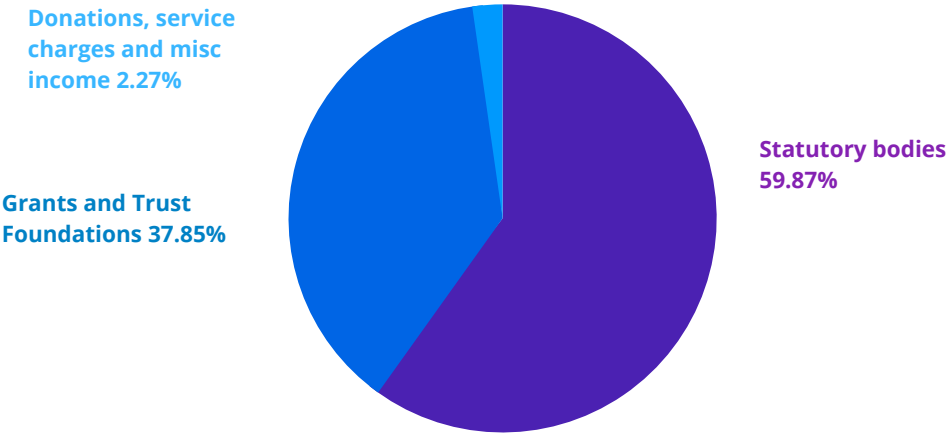


Income

We have seen our statutory income take a significant decrease, but hard work within our grants and trust team has bridged the gap as income grew in this area by approximately £173,000, allowing us to continue to meet demand on services. As well as, allowed us to enhance our core offer, develop our infrastructure and pilot new ways of working.

Our donation and service income decreased by 31% and 49% compared to the previous year, and continues to remain well below pre-Covid levels.

Overall, total income decreased by 0.7% on the previous year.

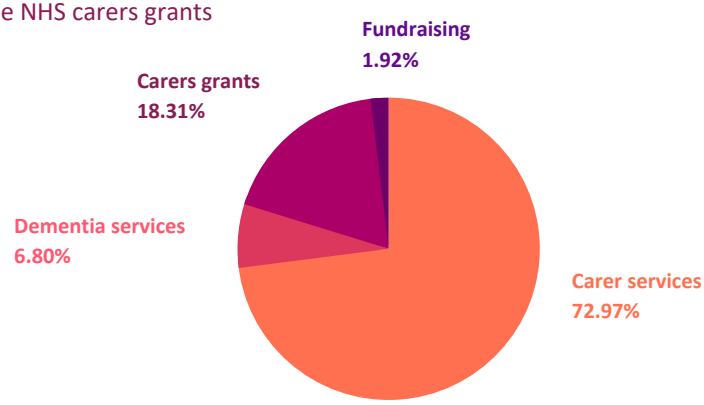


Expenditure

Expenditure increased by 3.8% excluding NHS Carers Grants (4.29% including NHS Carers Grants) compared to the previous year. This was largely due to:

- Investment in digital infrastructure, such as our website and database
- Staff training

We were delighted to end the financial year with a surplus of £38,133. This includes the funds we hold for the NHS carers grants



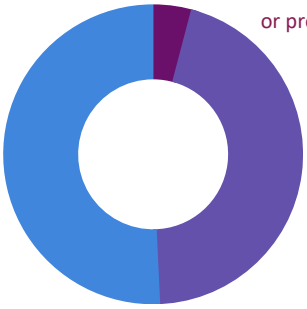
Funds in Reserves

At the end of the 2022-23 financial year the total reserves of the charity stood at £430,320. These are funds that we hold to provide resilience for the charity against any unforeseen circumstances. Our policy is to hold a minimum of 4 month's salary costs of all staff on all projects and three months' central organisational costs, and a maximum of 150% of this amount in unrestricted reserves. The total reserves figure is lower than the policy as we are currently working towards targeting a minimum of 4 months salary costs and 4 months central organisation costs.

The total funds that we hold in reserves are in three categories for future activity:

Restricted 3.8%
The funder restricts the activities or projects that the funds can be used for

Unrestricted 47.2%
Funds that are held to manage uncertainty, unforeseen financial variations and short-term changes in circumstances.



Designated 49%
We allocate the funds to activities or projects necessary to achieve certain outcomes or objectives

“I just wanted to thank you so much for the lovely food parcel, it was so kind. Have a lovely Christmas and stay safe”

“Many, many thanks for the opportunity to have all the yoga classes and reflexology sessions. It's made my January.”

“That's a very long winded way of saying I really do want your help and I value it so much and couldn't believe there was someone who could offer the assistance that you kindly proposed.”

HOW WE WORKED IN PARTNERSHIP

We worked with many partners to deliver sessions and groups, as well as team up on special projects to support carers.

Young Carers National Voice

We continued our work with Young Carers National Voice which is a growing network of local organizations that are committed to promoting the voice of young carers. The aim of the network is to bring together young carers from across the country to campaign collectively on the issues that are important to them.

Sue Ryder

Caring for someone with a life limiting illness with Sue Ryder St Johns Hospice and ELFT Macmillan Specialist Psychotherapy developed a 6 week programme for carers offering a mix of emotional and practical support for 2 hours a week. Carers able to attend in person or via Zoom. The course covered self care, coping with loss and change, managing worries, legal and financial matters, what to expect in the last days of life, organising funerals and future planning. Each session concluded with a mindfulness or relaxation exercise . Our first programme was delivered during February and March 2023 with further programmes planned for later in the year.

> "I found the course enormously helpful during a terribly stressful time of my life. I feel the course prepared me well for what was to come."

Tibbs Dementia

Since April 2022, we have increased our partnership working with Tibbs, to include regular team meetings, an internal referral system incorporated into an MS Teams channel, co-hosting groups to offer additional services and guidance to more carers. We continue to work together with them to provide service information at the Moving Forward groups and regularly promote their groups and encourage carers to attend.

Memory Assessment Service

We continue to work together with the Memory Assessment Service, providing information for those recently diagnosed at their Moving Forward groups. We also receive referrals from the Memory Assessment Service, on average this is 44 referrals per quarter.

Conference

In November 200 carers from across Bedfordshire attended an in-person and online conference aimed to help them learn from each other, make sense of and manage change, and deal with modern challenges.

There were also dozens of organisations with information stands from partner agencies and different teams within Carers in Bedfordshire, with other talks about care homes, mental capacity, power of attorney, deputyship and advocacy also taking place.

Young Carers Alliance

The Young Carers Alliance is a growing network of over 150 organisations and 350 individuals committed to changing this and improving the support available for young carers, young adult carers and their families. They bring together representatives from research, policy and practice, all of whom are committed to bringing about improved outcomes for all young carers.
The Young Carers Alliance provides opportunities for collaboration, sharing best practice and a strong, collective voice for young carers.



Young Carers Bedroom Makeover

Two Bedford young carers, aged 4 and 9, were nominated for a bedroom makeover to celebrate national Young Carers Action Day (15 March 2023). This was in recognition of the amazing care they give to three of their family members who have physical health conditions. We teamed up with **bpha**, **Baileys** heating company, **Bellgroup** and **Bedford Repair Café** to transform the bedroom which the sisters share.

Goals for the year ahead:

- **Improve carer awareness amongst health and social care staff**
- **Improve carer awareness with employers**
- **Support partner organisation to deliver support in condition specific areas**

OUR PARTNERS

Here are some of the partners we've been working collaboratively with over the last year to provide a high quality service to carers

We are grateful to the Integrated Care Board (NHS), Central Bedfordshire Council and Bedford Borough Council who have supported Carers in Bedfordshire both financially and with key projects. Whilst Carers in Bedfordshire is an independent charity we would not be able to have the impact we have without their support.

NHS Bedfordshire, Luton and Milton Keynes Integrated Care Board

Central Bedfordshire

BEDFORD BOROUGH COUNCIL

We are also grateful to these organisations who have worked with us to support carers:

Tibbs Dementia Foundation

SNAP Parent Carer Forum Central Bedfordshire

Alzheimer's Society

Young Carers Alliance

citizens advice

CVS Community Voluntary Service Strengthening local social action

MUSIC 24 Making Music Matter

The Open University

age UK

Queen's Park Community Organisation

dementia adventure

THE NOAH ACADEMY

The Mobility Physio

East London NHS Foundation Trust

NatWest

Direction for Bedfordshire

CARERS TRUST

CHRIST THE KING CHURCH Bedford, Bedfordshire

BEEE CREATIVE Dance connections in Herts & Beds

compass wellbeing

NHS Bedfordshire Hospitals NHS Foundation Trust

ROTARY INTERNATIONAL

mind for better mental health BLMK

Beds RCC Bedfordshire Rural Communities Charity

Kids in Action

emr METAL RECYCLING

Bedford Borough Parent Carer Forum

The Higgins Bedford

Bedfordshire Police Protecting People and Fighting Crime Together

Bedfordshire Fire and Rescue

NHS Bedfordshire Clinical Commissioning Group

adass adult social services

VOCypf Volunt

NHS Bedfordshire Talking Therapies

Primary Care Networks NHS

POhWER Voices Heard • Lives Empowered

carersUK making life better for carers

For anxiety and depression Service provided by East London NHS Foundation Trust

Since I lost my wife this July the group has been so good, helped me move forward

Thank you for the walk and chat yesterday. I really enjoyed it. Thank you for your advice too.

Thank you for today honestly makes a difference when you feel someone gets it and listens, so I don't feel like I should be over this by now. So, thank you for listening.

HOW WE ADVOCATED WITH CARERS

We advocated with carers in a number of ways helping them to get their voice heard and be the instrument for change. This included in how we run our services, how partners run theirs. This year we identified three priority areas that carers have said were most important to them:

Carer assessment process

What were carers telling us?

That the Carers offer in Bedford Borough did not give enough choice to carers about how they could access additional support.

Many carers who would benefit from an assessment were either not aware that this was an option, had been waiting for a long time or did not want the hassle of more forms to complete.

What did we do?

Discussed these concerns with the local authorities to identify a way forward. Updated our literature and guides to better emphasise when an assessment might be useful to carers.

What has changed?

Bedford Borough has now changed their offer so carers can now have the freedom to arrange and pay for support services of their choice through direct payments.
We remain in dialogue with both councils as to see how we can better work together so that carers who would benefit from an assessment can access one without going through an onerous process.

Increase Respite Options

What were carers telling us?

That their health and wellbeing was being adversely affected by not feeling able to take a break from their caring role. Carers reported that the lack of choice and access to finances were the principal reasons behind this.

What did we do?

Raised those issues with the local authorities and carried out a survey with carers to help quantify this need. We supported carers to raise these issues themselves through engagement exercises with the local authority and continued to identify this as a central barrier to carers wellbeing.

What has changed?

Central Bedfordshire have published a carers strategy which includes a commitment to review respite options.
Given the limited progress and the fact this remains a central barrier to carers wellbeing, Carers in Bedfordshire's board have taken the decision to investigate the viability of opening a respite service either by ourselves or in partnership with another organisation.

Young Carer Support in Central Bedfordshire

What were carers telling us?

That support for young carers in Central Beds wasn't comparable to the support offer in Bedford Borough

What did we do?

Raised those issues with the council, detailing where the gaps in their provision were. CBC's Healthwatch also investigated and published a report on their findings which mirrored our concerns.

What has changed?

Central Beds have updated their website so their offer is more clear and are working to recommendations from the Healthwatch report.

HOW WE ADVOCATED WITH CARERS

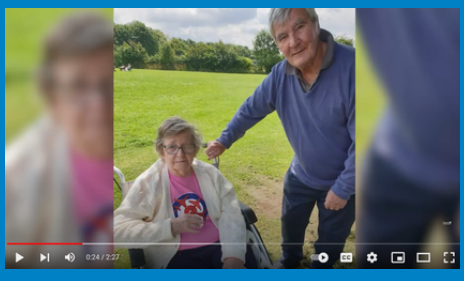
We continued to listen to carers, hearing about their lives and their concerns. We are grateful to the carers who are willing to share their stories and give their time to help us and other carers.

Carer Stories

We continued to grow our list of Carer Stories. Six carers stories were published this year to highlight the coping mechanisms used by carers facing many different types of struggles. Powerful messages – other carers can relate to, service providers can learn, informs our strategy; two of them part of the GP learning package. We thank those that were willing to share their stories and would be keen to hear from any other carers who would be willing to tell their story to help other carers and professionals alike.

Carer Stories on our YouTube channel

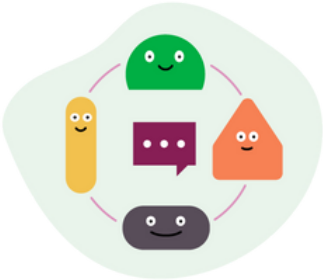




Carers Panel

This year we introduced a Carers Panel, as a formal governance measure to give trustees a direct co-produced channel of dialogue with carers. After an introductory session, two formal meetings were held this year – all are hybrid. The Panel now takes place a fortnight before the Board meeting and up to two Carers Panel members attend those as observers. Discussions have focused on accessibility and inclusion and consulting with carers.

We'd like to thank all those who serve on the Carers Panel for their commitment and support



Future Goals:

- **We will continue to advocate on those priority areas as we have not yet made the progress we would like to.**

“Everyone at Carers in Bedfordshire is wonderful/ kind and very helpful. I will be making a donation to say thank you.”

“I am blown away with everything you have told me and offered today. the whatsapp group sounds amazing and made me quite emotional thanks”

“Thank you for listening I hadn't realised I would be able to have support whilst my mum was in the Nursing Home receiving end of life care or afterwards when she passed away - didn't think I was still a carer.”

LOOKING AHEAD

There is little doubt that the past few years have created many challenges for both carers and us as an organisation. The effects of Covid and the rise in the cost of living have had a detrimental impact on carers physical and mental health. As we move forward, we need to be prepared to support a growing number of carers, allowing them to survive and thrive in their caring role, however, we know that this will not be straightforward.

Over the past four years the number of people we have supported has grown by 76% yet our income has only grown by 12%. This has meant that the amount we can spend on each carer has reduced significantly while service delivery costs are continually increasing.
To date, changes we have made in how we work, and support carers has enabled services to cope with demand, however, looking ahead, we expect demands to increase and the costs to deliver those services will also rise. Securing additional investment into those services is always difficult. Many charities around the country are facing a similar situation.

Recognising these challenges, the Board of Trustees and the Carers Panel have begun to think about how Carers in Bedfordshire positions itself in the coming years so that we remain mission focused in these ever challenging circumstances. We hope to share those plans with you in the early part of 2024.

If you are a carer or a former carer and want to help shape how we meet these challenges, then please consider joining our Carers Panel.

Rising Demand

	2019/20	2020/21	2021/22	2022/23
No. of Carers Registered	6500	8000	9,500	11,500
Income	£1,216,402	£1,279,993	£1,370,372	£1,369,899
Available expenditure per carer	£187.14	£160.00	£144.25	£119.12

Carers in bedfordshire

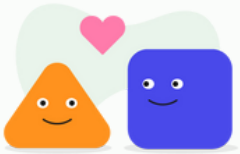
We support unpaid carers across Bedfordshire.
Carers are at the heart of everything we do.
Would you like to help?

SUPPORT US

VOLUNTEER

DONATE

BE HEARD





CARERS VOICE

www.carersinbeds.org.uk

Registered charity no 1135507
Company registered no 07140432

CYBER ESSENTIALS CERTIFIED

FR REGULATOR

EXCELLENCE FOR CARERS
Carers Trust Quality Award

REGISTERED COMPANY NUMBER: 07140432 (England and Wales)
REGISTERED CHARITY NUMBER: 1135507

AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2023

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023

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See Annual Review for a summary of achievement and performance in 2022/2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The Charity is controlled by its governing document, the Articles of Association, and constitutes a limited company, limited by guarantee as defined by the Companies Act 2006. It is registered as a charity with the Charity Commission. The Articles of Association were updated and adopted by the members at the Annual General Meeting held on 25 November 2016.

Recruitment and appointment of Directors

The Directors of the company, also charity Trustees for the purposes of charity law and under the company's articles, revised as at 25 November 2016, are known collectively as the Board.

Under the requirements of the Articles of Association, the Board consists of not fewer than four and no more than 14 persons. The members of the Board are initially appointed by the Board to fill a vacancy and at the following Annual General Meeting (AGM), appointed directors offer themselves for election. Thereafter at the third annual general meeting after their last election a Trustee Director must retire. They are eligible for re-election for two further terms and may not serve more than nine years in office.

In order to manage the transition to this new system for resignation and re-election of Trustee Directors, account shall not be taken of any time served by the Trustee director before 25 November 2016 when calculating the timing of the 3-year retirement and re-election.

Phil Taverner has acted as Chair, and Graham Mills has acted as Treasurer throughout the year. Helen Battersby retired as a director during the year.

Induction and training of new Directors

All new Directors are required to provide two satisfactory references and are subject to an enhanced DBS check. All new Directors undergo an induction programme to brief them on their obligations and are supplied with an induction pack, which includes written information about:

- The obligations of Directors and a Trustee Code of Conduct
- The Articles of Association
- The most recent Annual Report and Accounts
- Operational performance reports

Directors are encouraged to attend appropriate external training events to support them in their role.

Organisational structure

Carers in Bedfordshire (CiB) is governed by a Board which meets quarterly and is responsible for the strategic direction and policy of the organisation, ensuring that it is solvent, operating in a professional manner and delivering the outcomes for which it has been set up. The Board met on 6 occasions during the year, including at two strategy meetings. At 31 March 2023, the Board comprised 12 Trustee Directors from a variety of backgrounds relevant to the work of the charity.

The Board has two sub-committees. The Finance Committee consists of not less than 4 Directors appointed by the main Board of Directors with an appropriate mix of financial and business skills. This group has met 4 times during this financial year. The Nominations Committee deals with Board recruitment, training and succession planning.

The Chief Executive Officer (CEO) is appointed by the Board to implement the agreed strategy and to manage the day-to-day operations of the charity. To facilitate effective operations, the CEO has delegated authority, with terms of delegation approved by the Board, for operational matters including finance, employment and service delivery. A Senior Leadership Team of three, each reporting to the CEO and overseeing the work of a small team, are responsible for day-to-day operational management, supervision and training of the staff team; ensuring they develop their skills and good working practices. The staffing level for the year was an average of 29 full time equivalent employees and there were 40 individuals employed on a full or part time basis by Carers in Bedfordshire at 31 March 2023.

Related parties

The charity is a Network Partner of Carers Trust and affiliated to Carers UK. In so far as it is complementary to the charity's objectives, the charity is guided by national and local policy. At the national level it is steered by the government's National Carers' Strategy and relevant National Service Frameworks for a range of illnesses and disabilities. The charity supports the work of Bedford Borough Council, Central Bedfordshire Council, and Bedfordshire Clinical Commissioning Group Carers' Strategies and monitors the outcomes of these strategies using feedback from its membership. The Chief Executive Officer and staff are represented on key local partnerships to deliver the relevant strategies in Bedfordshire.

Membership

Each Member of the Charity undertakes that, if the Charity is wound up while they are a Member, or within one year after they cease to be a Member, they will contribute a sum not exceeding £1 to the assets of the Charity for:

- payment of the debts and liabilities of the Charity contracted before they cease to be a Member; and
- payment of the costs, charges and expenses of winding up

Honorary Life Members are Members but are exempt from subscription charges if set.

All Members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for members. At present no membership subscription is set.

Members are entitled to attend the annual general meeting of the Charity and may vote in person or by proxy. During the year ending 31 March 2023 in accordance with the Articles of Association, the level of membership fees was set as zero by the Board in order to remove barriers to membership.

Every carer registered with CiB will have access to most of the charity's services.

As at 31 March 2023 there were 12 Members, 2 Honorary Life Members and 10,714 registered carers. The underlying number of registered carers continues to increase.

Governance

The skills, experience and expertise of the Directors assure the robust governance of the Charity. Directors have experience in strategic management, systems, human resources, finance, project management, risk assessment, education, training, facilities management and an in-depth understanding of carers' issues. During the year, at least 50% of the Board have had or still have personal experience of caring.

Procedures are in place to ensure compliance with health and safety and safeguarding practice of staff, volunteers and visitors to the premises.

The Board is aware of its responsibility to ensure that the charity acts through sustainable means and is responsible for minimising its impact on the environment.

Risk management

The Board maintains a risk register which is reviewed regularly. It acts as a central repository for all significant strategic risks identified by the organisation and, for each risk, includes information such as risk probability, impact, mitigation and risk owner. The risk register was discussed in detail at each Board meeting. The Board has direct responsibility for overseeing non-financial risks, with the Finance Committee providing detailed support to the Board on financial matters including financial risks.

Public benefit

The Board of Directors has regard to the requirement to demonstrate the public benefit of the charity's activity as defined in section 4 of the Charities Act 2006. Most of the charity's services have been offered free of charge to all carers. For some services, carers are asked for a contribution towards its cost of provision.

Unpaid carers in England and Wales contribute a staggering £445 million to the economy everyday (that's £162 billion per year (source Petrillo and Bennett 2023). The value of unpaid care is equivalent to a second NHS in England and Wales, which in 2020/2021 received an estimated £164 billion in funding (source Petrillo and Bennett 2023). Accordingly, the charity's services are designed to enable those who wish to continue caring to do so; to be informed and enabled to access support and to have a voice; to have a life outside of caring, with equal opportunity to access work, leisure and education. Support is continued even if the individual with care needs is admitted to residential care or if they pass away.

Reserves policy

The Board of Directors has regard to managing its level of reserves effectively. As a not-for-profit organisation it has developed and adopted a policy on reserves, which establishes a level of reserves that is right for the charity.

Reserves are held in three categories for future activity:

- Restricted – where the funder restricts the activities or projects the funds can be used for
- Designated – where CiB determines the activities or projects necessary to achieve certain outcomes or objectives
- Unrestricted – that are held to manage uncertainty and CiB's capacity to manage unforeseen financial difficulties and short-term changes in circumstances.

CiB are working towards targeting a minimum of four month's salary costs of all staff on all projects and four months central organisational costs and a maximum of 150% of this amount in unrestricted reserves. Based on these financial statements the minimum equates to £332,406 and the maximum £498,609.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
07140432 (England and Wales)

Registered Charity number
1135507

Registered office
Carers in Bedfordshire
First Floor, Suite D1, Emerald Court
Pilgrim Centre, Brickhill Drive
Bedford
Bedfordshire
MK41 7PZ

Trustees

E Wilkinson	
G Mills	
B Wootton	
S Lowe	
J Fincham	
H Battersby	Resigned December 2022
P Taverner	
T Palmariellodiviney	
H Aylward	
N Kidby	
M Canning	Appointed 20th January 2023
J Ahluwalia	Appointed 20th January 2023
J Preston	Appointed 20th January 2023
M Evans-Riches	Appointed 21st June 2023

Key Management Personnel
Chief Executive Officer – Christopher Stelling
Finance Manager – Tracey Gill

Company Secretary
Tracey Gill FMAAT

Auditors
MDG Business Associates Audit Limited
Chartered Certified Accountants &
Registered Auditors
Room 73, The Mansion House, Wrest Park
Silsoe Bedfordshire MK45 4HR

Bankers
Barclays Bank plc
111 High Street
Bedford, MK40 1NJ

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the Directors of CiB for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charity Statement Of Recommended Practice (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;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

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

AUDITORS

The auditors, MDG Business Associates Audit Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

ON BEHALF OF THE BOARD:



.....
P Taverner - Chair

Date: 9-10-2023

Opinion

We have audited the financial statements of Carers in Bedfordshire for the year ended 31st March 2023 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 disclosed in the Auditors 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information, and except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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 where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or

- certain disclosures of trustees' remuneration specified by law are not made; or
  we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Trustees.

Respective 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 purposes 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.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors 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:

We have assessed that there is a low risk of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations central to the trading activities of the charity. This assessment has been based upon a substantive testing approach to key identified risk areas, principally being revenue recognition and the threat of override of controls by management. No suspected fraud, breach or other non-compliance with underlying laws and regulations has been identified during the sample testing undertaken during the audit process and no such issues have been raised by the board of trustees or management prior to making this assessment. A full review of available board minutes, and other supporting third party documentation where available, has been undertaken and no items have come to our attention which require to be reported to the user of the financial statements. The charity has strong internal controls and our audit testing has indicated no instances of managerial override of controls, through the testing of journal entries and other adjustments for appropriateness. No transactions have been identified as being made outside the normal course of business from the work we have performed in each key risk area of the audit. The trustees and other key local officers are informed management and as such they make regular reviews to ensure the company is compliant in all instances.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Opinion on other matter prescribed by the companies Act 2006

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

MDG Business Associates Audit Limited

Michael Grange BA (Hons) FCA (Senior Statutory Auditor)
for and on behalf of MDG Business Associates Audit Limited
Chartered Certified Accountants &
Registered Auditors
Room 73, The Mansion House, Wrest Park
Silsoe
Bedfordshire
MK45 4HR

Date: 18/10/2023

CARERS IN BEDFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2023

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Year Ended 31.3.23 Total	Year Ended 31.3.22 Total
Income from:						
Donations, legacies and other income	**2**	18,750	3,927	-	**22,677**	33,255
Investments	**3**	278			**278**	
Charitable activities		18,528	791,781	536,635	**1,346,944**	1,337,117
TOTAL INCOME		**37,556**	**795,708**	**536,635**	**1,369,899**	1,370,372
Expenditure on:						
Charitable activities		27,877	783,199	541,981	**1,353,057**	1,297,366
TOTAL EXPENDITURE		27,877	783,199	541,981	**1,353,057**	1,297,366
NET INCOME/(EXPENDITURE)		9,679	12,509	(5,346)	**16,842**	73,006
Total funds brought forward		193,484	198,246	21,748	**413,478**	340,472
TOTAL FUNDS CARRIED FORWARD		203,163	210,755	16,402	**430,320**	413,478

All transactions during the year are derived from continuing activities.

CARERS IN BEDFORDSHIRE

BALANCE SHEET
AT 31ST MARCH 2023

Company Number: 07140432 (England and Wales)

	Notes	Unrestricted and designated funds £	Restricted funds £	2023 Total funds £	2022 Total Funds £
FIXED ASSETS					
Tangible assets	7	10,897	2,898	13,795	17,307
CURRENT ASSETS					
Debtors	8	58,209		58,209	35,609
Cash at bank and in hand		766,143	116,854	882,997	702,908
		824,352	116,854	941,206	738,517
CREDITORS					
Amounts falling due within one year		421,331	103,350	524,681	342,346
NET CURRENT ASSETS		403,021	13,504	416,525	396,171
TOTAL ASSETS LESS CURRENT LIABILITIES		413,918	16,402	430,320	413,478
NET ASSETS		413,918	16,402	430,320	413,478
FUNDS	13				
Unrestricted funds				203,163	193,484
Designated funds				210,755	198,246
Restricted funds				16,402	21,748
TOTAL FUNDS				430,320	413,478

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

The financial statements were approved by the Board of Trustees on 9th October 2023 and were signed on its behalf by:



.....

P Taverner - Chair

CARERS IN BEDFORDSHIRE

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	Total Funds 2022/23	2021/22
Cash Flows from operating activities		
Net Cash flows provided from operating activities	**185,080**	153,290
Cash Flows from investing activities	**(4,991)**	(2,095)
Purchase of fixed assets		-
Change in cash in the year	**180,089**	151,195
Cash at the beginning of the year	**702,908**	551,713
Cash at the end of the year	**882,997**	702,908

RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

Net incoming/(outgoing) resources for the year, as per the Statement of Financial Activities	**16,842**	73,006
Adjustments for		
Depreciation charge	**8,503**	7,745
(Increase)/decrease in debtors	**(22,600)**	41,592
Increase/(decrease) in creditors	**182,335**	30,947
Net Cash flows provided from operating activities	**185,080**	153,290

1. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice, applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 October 2019) and the Companies Act 2006.

The company meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The Trustees consider there to be no material uncertainties about the Charity's ability to continue as a going concern. The review of the financial position, reserves level and future plans gives Trustees confidence that the charity remains a going concern for the foreseeable future

Income

All incoming financial resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable

- The value of services provided by volunteers has not been included in these accounts.

- Investment income is included when receivable.

- Incoming resources from charitable activities are accounted for when earned.

Expenditure

Expenditure is recognised on an accrual basis. Expenditure includes attributable VAT, which cannot be recovered, and is reported as part of the expenditure to which it relates. Charitable expenditure comprises of those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Allocation and apportionment of costs

Costs that can attribute to a specific activity or reserve are directly allocated within the Statement of Financial Activities.

Allocations of overheads to individual funds are based on a budget which is set at the commencement of each contract period.

1. ACCOUNTING POLICIES – continued

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office equipment/furniture	- 25% on cost
Computer equipment	-25% on cost

Fixed assets are stated at cost less accumulated depreciation. Minor additions of less than £400 are not capitalised.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the Trustees.

Designated funds can be used in accordance with the charitable objectives under contracted services or specific programmes designated by the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

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

2. DONATIONS, LEGACIES AND OTHER INCOME

	Year Ended 31.3.23	Year Ended 31.3.22
	£	£
Membership income	**0**	0
Donations, fundraising and legacies	**22,677**	33,255
	22,677	33,255

The types of membership were consolidated into one at the Annual General Meeting held in November 2016, plus Honorary Life Membership.

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for different members or categories of members. At present no membership subscription is set.

3. INVESTMENT INCOME

	Year Ended 31.3.23	Year Ended 31.3.22
	£	£
Bank interest receivable	278	0

4. NET INCOME

These are stated after charging:

	Year Ended 31.3.23	Year Ended 31.3.22
	£	£
Auditors' remuneration	4,416	4,280
Depreciation - owned assets	8,503	7,746

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2023, nor for the year ended 31st March 2022.

Trustees' Expenses
Some trustees received reimbursement for travel expenses incurred on behalf of the charity totalling £192 (2022 – £128) but the trustees gave this back to the charity as a donation.

6. STAFF COSTS

	Year Ended 31.3.23	Year Ended 31.3.22
	£	£
Wages and salaries	772,557	744,618
Social security costs	57,329	50,902
Other pension costs	14,139	13,551
Total staff costs	844,025	809,071
Training and DBS checks	6,211	10,759
Total human resources costs	850,236	819,830

The average monthly number of employees during the year was 37 (2022: 40)

No employees' emoluments exceeded £60,000 during the current or prior period.

Key management remuneration
The total employee remuneration of the key management personnel, identified members of the Carers in Bedfordshire Leadership Team and other employees having authority and responsibility for planning, directing and controlling the activities of the charity were £104,572 (2022: £97,243).

7. TANGIBLE FIXED ASSETS

	Office equipment / Furniture	Computer equipment	Totals
		£	£
COST			
At 1st April 2022	**29,524**	**59,234**	**88,758**
Additions	**2,222**	**2,769**	**4,991**
At 31st March 2023	**31,746**	**62,003**	**93,749**
DEPRECIATION			
At 1st April 2022	**27,096**	**44,355**	**71,451**
Charge for year	**1,318**	**7,185**	**8,503**
At 31st March 2023	**28,414**	**51,540**	**79,954**
NET BOOK VALUE			
At 31st March 2023	**3,332**	**10,463**	**13,795**
At 31st March 2022	**2,428**	**14,879**	**17,307**

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade debtors	**38,294**	8,795
Prepayments	**18,915**	25,814
Other debtors	**1,000**	1,000
	58,209	35,609

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	**10,374**	13,997
Taxation and social security	**14,950**	13,149
Carers breaks awarded not yet claimed	**28,991**	38,155
Deferred capital grants	**386,059**	230,027
Other creditors and accruals	**84,307**	47,018
	524,681	342,346

10. RELATED PARTY DISCLOSURES

There were no related party transactions in the year to 31 March 2023 (2022: £nil).

11. CAPITAL

The company has no share capital. The types of membership were consolidated into one at the Annual General Meeting held in November 2016.

The maximum number of members is 14. Each member of the Charity undertakes that, if the Charity is wound up while they are a member, or within one year after they cease to be a member, they will contribute a sum not exceeding £1 to the assets of the Charity for:

- payment of the debts and liabilities of the Charity contracted before they cease to be a member; and
- payment of the costs, charges and expenses of winding up

Honorary Life members are members but are exempt from subscription charges if set.

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for different members or categories of members. At present no membership subscription is set. Members and Honorary Life Members have voting rights at the AGM. There were 12 (2022: 42) members and 2 honorary life members as at 31 March 2023 (2022: 0).

12. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid

	2023	2022
Expiring:	**£**	£
Within one year	**40,000**	40,000
Between one and five years	**56,667**	16,667
	96,667	56,667

13. MOVEMENT IN FUNDS

	1/4/2022	Incoming Resources	Resources expended	Surplus/(deficit) for year	Transfers	31/03/2023
RESTRICTED FUNDS						
Bedford Carers Lounge- BBC	-	45,000	45,000	0		0
Carers Grants	21,327	226,578	247,872	(21,294)		33
Luton and Dunstable Carers Lounge - CBC	-	21,013	21,013	0		0
Volunteering	-	40,016	40,016	0		0
Carers Grants Admin	-	39,000	41,689	(2,689)		(2,689)
Carers Café	-	73,891	70,535	3,356		3,356
Carer Support (dementia)	-	46,318	34,144	12,174		12,174
Lottery Core Funding	470	0	156	(156)		314
BLCF Beds Coronavirus Emergency Fund	900	0	413	(413)		487
BLCF NET Coronavirus Programme	4091	0	1,500	(1,500)		2,591
Mental Health Fund – Young People	-	3,347	3,348	(1)		(1)
Social Activity for Carers	-	2,259	2,259	0		0
WEG Stability	(5,040)	19,545	14,505	5,040		0
Rookery South	-	340	335	5		5
Business Development	-	19,328	19,196	132		132
Sub total	**21,748**	**536,635**	**541,981**	**-5,346**	**0**	**16,402**
DESIGNATED FUNDS						
External designation						
Carer support (all carer types)		402,174	389,085	13,089	0	13,089
Dementia Services		56,666	57,936	(1,270)	0	(1,270)
Sibling support		33,045	33,332	(287)	0	(287)
Governance		13,483	9,117	4,366	0	4,366
Workshops, Education and Groups		65,499	59,316	6,183	0	6,183
Specialist		95,386	95,386	0		0
Health Outreach		116,452	123,028	(6,576)		(6,576)
Community Engagement		12,800	15,404	(2,604)		(2,604)
Innovation Fund		203	595	(392)	0	(392)
Carer Service Development	99,072	0	0	0	0	99,072
	99,072	**795,708**	**783,199**	**12,509**	**0**	**111,581**
Legacy	**99,174**	**0**	**0**	**0**	**0**	**99,174**
Sub total	**198,246**	**795,708**	**783,199**	**12,509**	**0**	**210,755**
UNRESTRICTED FUNDS	193,484	37,556	27,877	9,679	0	203,163
Grand Total	**413,478**	**1,369,899**	**1,353,057**	**16,842**	**0**	**430,320**

14. MOVEMENT IN FUNDS – continued

Bedford Carers Lounge – BBC	Funding received from Bedford Borough Council to open and run a Carers Advice and Information Centre within Bedford Hospital (South Wing)
Carers Grants	Funding received under contract from BLMK CCG to allow the award of grants direct to carers whose emotional and/or physical wellbeing has been adversely affected by their caring role
Luton and Dunstable Carers Lounge – CBC	Funding received from Central Bedfordshire Council to open and run a Carers Advice and Information Centre within The Luton & Dunstable Hospital
Volunteering	Bedford Borough Council have provided funding to employ a Volunteer Coordinator to identify and support the development of volunteering
Carers Café	Weekend social activities for carers, individuals with care needs and extended family
Carer support (dementia)	A range of services including identifying and coordinating a team of volunteer dementia befrienders, and running a weekly group for carers and people living with dementia in Bedfordshire
Carer support (all carer types)	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BLMK CCG acting together to offer carers support services on their behalf

Memory Navigation Services	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BLMK CCG acting together to offer support services to people affected by memory loss or dementia and their carers.
Sibling support	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BLMK CCG acting together to offer support services to young people caring for, and/or affected by the illness or disability of a sibling.
BLCF – Bedfordshire Emergency Coronavirus Fund	Funding from Bedford and Luton Community Foundation for a postal mailing to carers, additional hours for Support Workers, a social media consultant and laptops for staff working from home
BLCF NET Coronavirus Programme	Funding from Bedford and Luton Community Foundation allowed us to provide laptops for staff who were working from home
Mental Health Fund For Young People	Funding provided by Bedford and Luton Community Fund and The Sun Readers' Fund allows us to offer free counselling to young carers and young adult carers
Lottery Core Funding	This was awarded during the pandemic helping to fund core costs and purchase equipment
BLCF and Harpur Trust	To support our workshops, events and groups programme – predominantly the salary of the workshops, events and groups co-ordinator
BLCF Whitbread Fund	To support peer groups and activities in South Bedfordshire
Rookery South	Funding for young carer activities in the parishes of Ampthill, Brogborough, Cranfield, Houghton Conquest, Lidlington, Marston Moretaine, Maulden, Millbrook, Stewartby or Wootton.
Legacy	Legacies are received from individuals who gift monies to Carers in Bedfordshire in their wills. The Board of Trustees then determine how these funds can be effectively spent and allocate specific amounts to projects within this fund.

CARERS IN BEDFORDSHIRE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2023

	31.3.23	31.3.22
INCOME		
Donations And Fundraising	22,677	33,255
Contract Income	1,331,043	1,320,744
Grant Release		-
Membership		-
Contributions Received	7,973	12,360
Investment Income	278	
Other Income	7,928	4,013
	1,369,899	**1,370,372**
EXPENDITURE		
Programme Direct Costs	341,377	307,154
Hall Hire	8,204	6,290
Rent And Rates	60,351	50,185
Taxis		76
Vehicle Hire	1,440	-
Travel	6,277	4,237
Electricity	4,934	1,832
Gas	1,834	1,471
Water	911	-149
Printing	5,614	22,323
Postage	1,793	1,797
Telephone	8,664	12,231
Stationery	549	394
Computer	26,550	40,994
Office Maintenance		
Repairs		-135
Cleaning	1,312	1,557
Fuel		-
Motor Expenses		-
Sundry Office Expenses	9,880	3,151
Insurance	4,572	4,869
Refreshments	2,546	2,035
Bank Charges	221	35
Salaries Wages and Temporary Staff	829,886	795,520
Staff Training	4,874	9,486
Pensions	14,139	13,551
Staff Checks	1,337	1,273
Legal	2,288	2,118
Audit & Accountancy	4,513	6,383
Professional		732
Recruitment Expenses	488	210
Depreciation	8,503	7,746
	1,353,057	**1,297,366**
	16,842	**73,006**

CARERS IN BEDFORDSHIRE

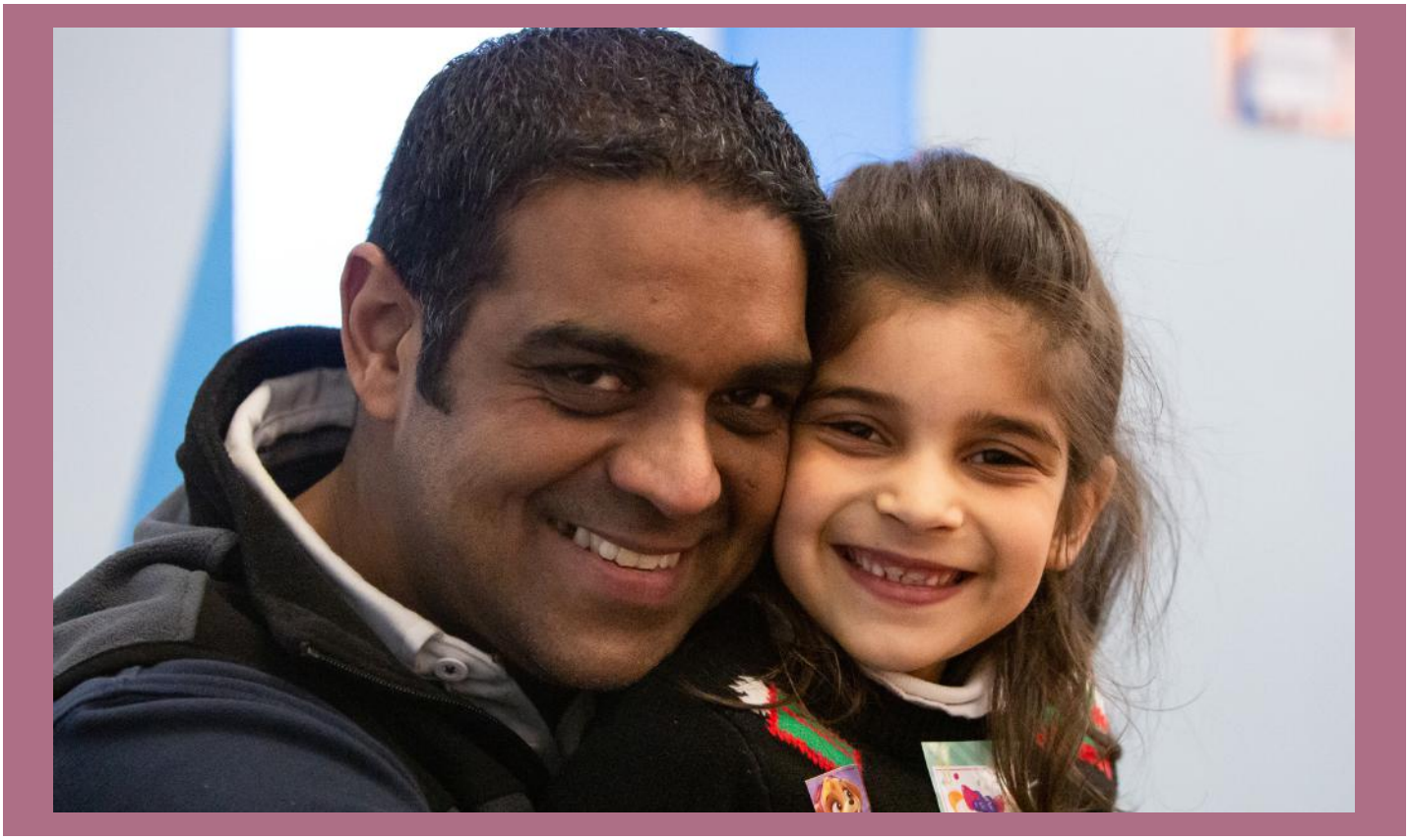
England & Wales - Charity number 1135507

Accounts


Carers
in bedfordshire
Where we
"The nicest memory I
Who is your
favorite movie star?
Name a place
fun to
"I have fun doing
What is you
Pass the ball to
ANNUAL
REVIEW 2021/22

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WELCOME

This year has been very much about finding a balance in a world where we learn to live with Covid, for carers and us as an organisation.

You will see in the review that our work to reach more carers has meant demands on our services have continued to rise. As a result, we have adapted the way we work, so we can give our most intensive support to those who need it most.

Frontline support has also increased thanks to the timely support of commissioning bodies and funders. They have trusted us to expand into more specialist areas of support, such as wellbeing and for those caring for someone with a mental health condition. Working in this way means carers do not have to wait to get the support they need and is a model we hope to develop in the future.

As ever, our team of staff, volunteers and board members remain at the centre of my appreciations. Their dedication, compassion and experience ensure each step and decision we take has the carer at the very heart of it.

I hope you enjoy reading about how we have adapted the charity and our projects,, to support carers through another challenging year.



CHRIS STELLING

Chief Executive Officer

I am very proud of the way in which Carers in Bedfordshire has continued to support people through another 12 months of the Covid pandemic.

We've refined our services to consider people who wanted to meet face-to-face again, as well as those who needed to keep their distance once restrictions were lifted.

As if the pandemic wasn't enough for carers, we also stepped in to help them deal with the cost-of-living crisis.

I would particularly like to thank all our funders, donors, partners, members and volunteers without whom we simply couldn't operate as we do.

We also thank David Dwyer, who left the Board this year, for his hard work and commitment. We're delighted to have welcomed Heather Aylward and Nicola Kidby as new trustees, and hope to strengthen the Board further next year.

In the review we've highlighted all that we have achieved together and it gives a flavour of the difference we can make for carers.



PHIL TAVERNER

Chairperson

ABOUT US

OUR VISION

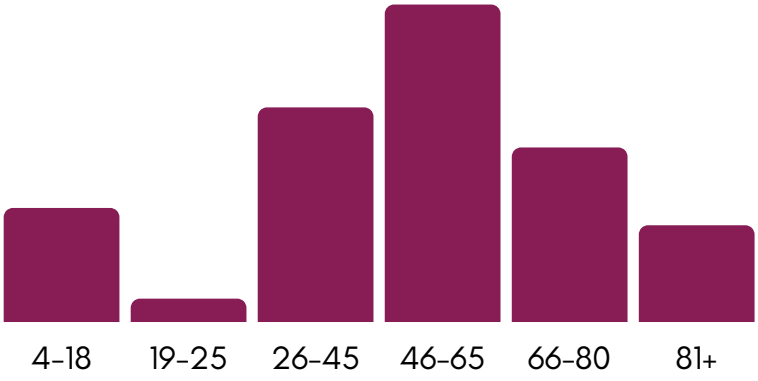
Carers will feel recognised, respected and supported in their role.

OUR MISSION

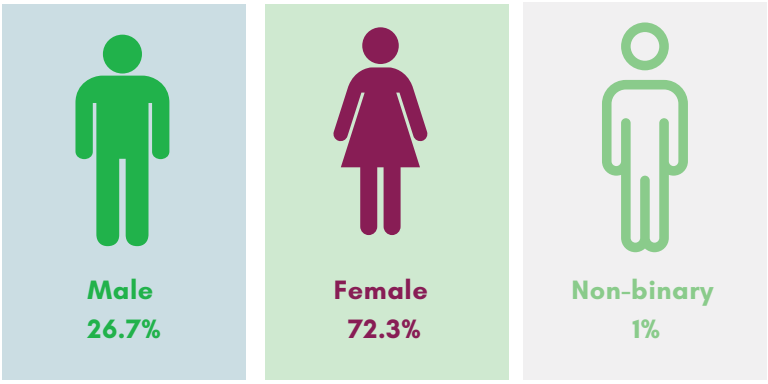
To give carers access to the support, information and skills that enhances their wellbeing and enables them to remain in a caring role for as long as they choose.

WHO WE SUPPORT

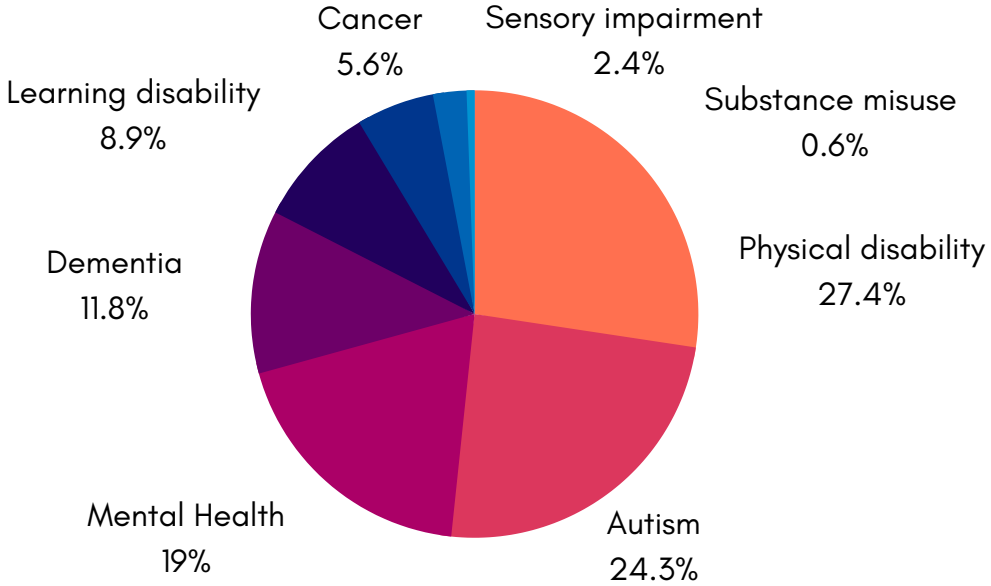
Age of carers



Gender of carers



Conditions carers are caring for



We support more than **9,500** carers across Bedford Borough and Central Bedfordshire

HOW WE SUPPORT

We're a local charity which has supported unpaid family carers of all ages since 2004. They might be an older person looking after a spouse with dementia, a young person caring for a disabled sibling, a parent supporting a child with additional needs, or an adult looking after a partner with a mental health condition or addiction.

- Our compassionate and knowledgeable Support Workers give a listening ear and practical advice. They help carers navigate the health and social care system, or reassure someone dealing with a difficult situation at home.
- We have a busy program of peer support groups and activities to brings carers together. We run regular social groups, one-off activities and wellbeing events.
- Our services include counselling, wellbeing sessions, coping with hospital admissions, grants, benefits advice and information such as the Carers magazine.
- Our Memory Navigation Service is for people living with memory loss and dementia, and their carers.
- We are regulated by the Charity Commission and comply with Company Law. We're a Network Partner of Carers Trust, and also work closely with Carers UK, the UK's two national carer charities.
- We work closely with local and national agencies and can signpost carers to specialised sources of support.
- We help carers have their say on caring matters in Bedfordshire, and beyond, working with the NHS, local councils, and influencing government, local and national.
- We are well connected locally with many health and social care organisations and have strong links with businesses, schools and employers.





We only do what makes life better for carers – carers are at the heart of our values.

OUR YEAR IN NUMBERS



We have 39 members of staff (27 full-time equivalents) and 69 volunteers working across Bedfordshire to give carers access to support, information and skills which enhance their wellbeing and enables them to remain in a caring role for as long as they choose.

47,881 interactions with carers

an increase of 115% from last year

14,000 telephone conversations

an increase of 38% from last year

100,197 unique website page views

an increase of 115% from last year

£244,460 carers grants awarded

an increase of 65% from last year

1,387 unique carers attended our groups

an increase of 23% from last year

4,131 hours donated by volunteers

an increase of 82% from last year

STRATEGIC PRIORITIES

As a charity supporting so many people with a diverse range of needs the Board of Trustees set strategic priorities to guide the charity in what it chooses to do and for whom. Otherwise the charity can be pulled in a number of different directions and end up working towards goals that are not rooted in its core vision and mission. In 2020 the Board published its strategic plan for the coming years; within that plan it committed to five key objectives.

OUR FIVE KEY OBJECTIVES:

Reach more carers

Be transparent, efficient and effective

Work in partnership

Invest in high quality support

Advocate with carers





HOW WE REACHED MORE CARERS

Two years ago we set out on a mission to reach more carers. This year we made great progress registering more, and supporting more carers, as well as doubling our website views. This objective still remains central to much of our activity.

We diversified our offer

We employed a Workshops, Events and Groups Coordinator and through funding and partnerships diversified our workshops, groups and activities to reach more carers. We offered:

- Respite and **wellbeing events for families** and **male carers**.
- A special **Khush Haal women's only group** in a diverse area of Bedford with the Queen's Park Community Organisation, to give female carers from all faiths the opportunity to seek support.
- A new support service for carers to talk to a dedicated support worker in Urdu, Punjabi or Bengali, part of our **Diverse Community Project**, as well as videos made in those languages.
- **Newly registered carers** the chance to meet other new carers and find out what support is available to them.
- A three-year support package for **former carers**.
- **Bereavement workshops** supporting carers after their loved ones they cared for passed away.
- **Activities for dementia carers** and those they care for, including online exercise groups.
- Free **counselling and activities** for young carers.
- A **young adult carer residential**.



We supported professionals to identify carers

We can't reach all carers alone so helping other key organisations to do so - has and will remain - a core part of our work. For example:

- A pilot **Schools Award** - alongside young carers we devised ten standards for schools to meet. This encouraged schools to engage with us and refer more young carers for support (see photo above).

- A **GP strategy** - to deliver talks and presentations to GP Practices, to raise awareness of carers and encourage doctors and primary care staff to identify and refer carers for support. We also asked for a Carers Champion to be the lead in the practice and a point of contact for us to work with.

Thanks go to all of our generous grant funders for helping us achieve our goals

Here are a selection:

HARPUR TRUST · CARERS TRUST · BLCF · Garfield Weston FOUNDATION · Cadent Your Gas Network · 2026 Masonic Charitable Foundation Bedfordshire · Masonic Charitable Foundation · one stop · The Sun

HOW WE REACHED MORE CARERS

Digital outreach, social media & media liaison

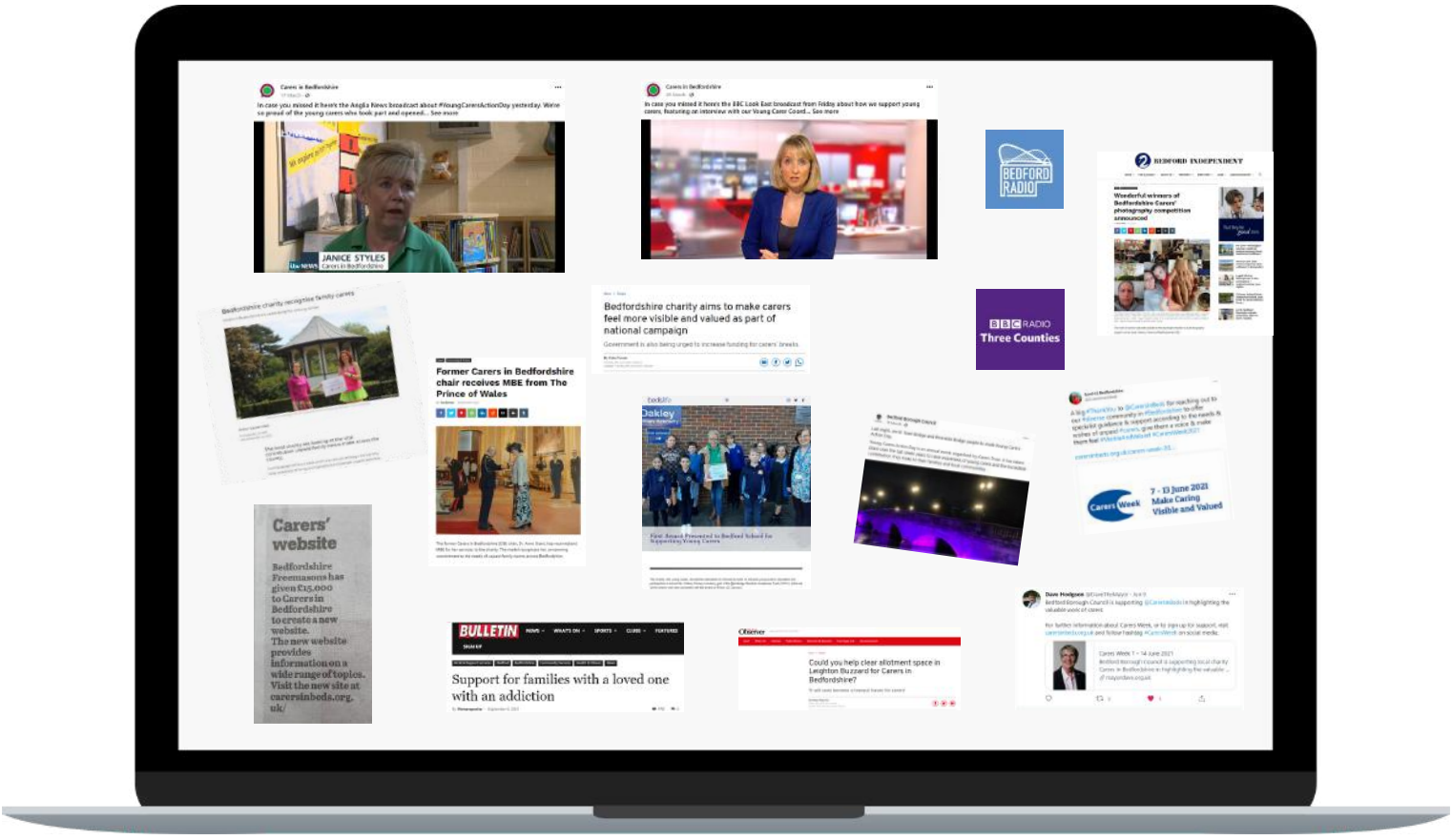
We were awarded funding to develop a new website. The new site has increased new registrations and given carers access to up-to-date information, news and advice, as well as our online chat facility.

We also introduced an animated **'Register With Us'** video, highlighting the support we offer so carers can see in just one minute what we can offer them.

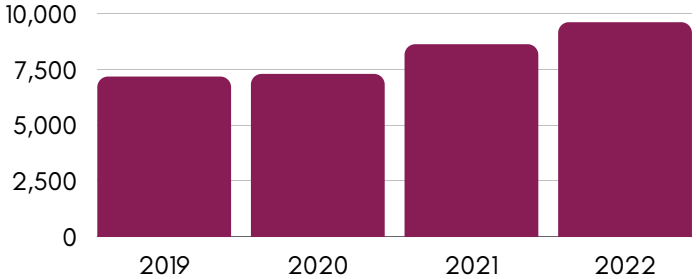
We stepped up our social media activity. Our reach went up by 35% from last year to 628,075.

We worked with dignitaries, partners and local and regional media to raise awareness of what it means to be a carer and what support is available. We also teamed up with one of our male carers, a former script writer, to introduce **a new carer blog** depicting what caring is really like.

Below are some examples of the media coverage we secured to reach tens of thousands of carers (click on the articles and videos below to view more). We are really proud to have appeared on both **ITV Anglia** and **BBC Look East**, carried out various interviews on regional and local radio stations and appeared in local newspapers, magazines and news websites.



The number of carers registered with us has increased by over 33% since 2019



Goals for the year ahead:

- **Diversify service offer further**
- **Extend our programme to reach underrepresented communities**
- **Continue to invest in digital services**

“I couldn’t be more grateful to Carers in Bedfordshire they’ve gone above and beyond to help my family.”

“It was lovely to have someone to talk to who understands the pressures of caring for someone.”

“Underprivileged families who are carers without a shadow of a doubt would be worse off without this essential charity.”

HOW WE INVESTED IN HIGH QUALITY SUPPORT

We invested in high quality support by securing a number of new and existing roles integral to supporting carers. In addition to staff training to ensure our workforce is delivering the best support possible for carers.

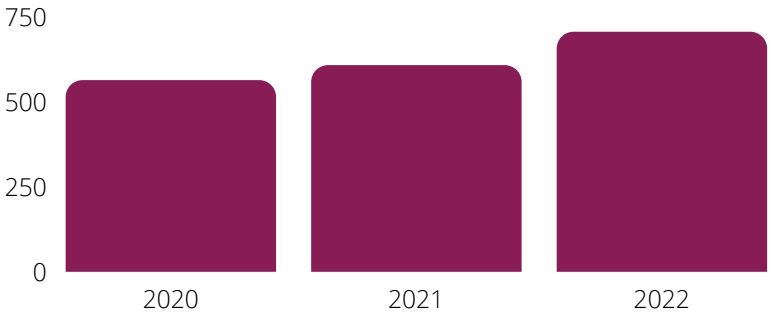
We were able to extend our Adult Wellbeing Practitioner contract from the NHS by one more year (ending December 2022) and welcomed a new member of staff to this role to build on the great work of our former practitioner.

We also secured funding from Bedford Youth Empowerment Fund for two years for a **Young Carer Wellbeing Practitioner**. Our Wellbeing Practitioners provide one to one and group support and interventions specifically for carers needs.

We were also successful in gaining funding from East London NHS Foundation Trust (ELFT) Mental Health Transformation to provide **a Carer Link Worker** in Bedford Borough, for carers looking after someone with a serious mental illness.

The role was piloted to provides carers assessments, one to ones and group interventions that are based on carer need. Following its success, two posts will now be funded for a year in Central Bedfordshire.

The number of staff members directly supporting carers is higher than ever before



Staff carried out **430** learning hours to support their development.

Investment into the frontline and support worker interventions, has led to those in high need of support decreasing to under **1%** of all registered carers, compared with 5% two years ago.

We have increased frontline support to over **700 hours** per week through expansion into more specialist roles such as our carer link workers and wellbeing practitioners



Goals for the year ahead:

- **Diversify service offer**
- **Extend our programme to reach underrepresented communities**
- **Invest in specialist support where we identify a need**
- **Invest in more proactive feedback methods**

“It's nice to be assured that you are doing a good job, which sometimes you lose sight of.”

“It's good to be connected with people and feel I now have a safety net.”

“Every little bit of help and support makes life as a carer a bit more bearable.”

HOW WE HAVE BEEN TRANSPARANT EFFICIENT & EFFECTIVE

We continued to look at how we can improve services and the way we do things to ensure the charity was running as efficiently and effectively as possible.

We invested in our digital infrastructure and automated processes, to direct more of our resources into frontline support for carers. Examples of these initiatives are:

- Developed a responsive **registration form** and enhanced database efficiencies. Carers who register with a high level of need are now automatically triaged within a maximum of 14 days. This is a vast improvement. Previously some carers with a high level of need were waiting 60 days. Those who register with a lower need level are triaged within 90 days. Carers are now able to speak to a support worker much quicker to **get the support they need, when they need it**.
- Created an **automated welcome pack**, to allow carers to access our services in a timely manner and book onto our support services.
- Created a **new referral form for professionals**, to register carers within minutes. The quick and easy form enables any professional to register a carer with their consent and all carers registered are contacted within 14 days.
- Following carer feedback we introduced a **Grants Portal** so carers can make their grant applications online with the ability to save the form and track what stage their application is at.
- Introduced an **online booking and payment system** for haircuts and treatments so that carers can book appointments at a time that suits them not us.

Goals for the year ahead:

- **Continue to invest in digital services**
- **Maintain overhead expenditure below 10% of our overall expenditure**
- **Bring a more representative voice into our governance practices**



We have increased frontline support hours **by 16%** whilst only increasing overall expenditure **by 6%.**



Our overheads (office lease, insurance, computer hardware, postage and printing) represent **only 9% of our budget**. Research conducted by Giving Evidence and Givewell, found charities spent an average of **11.5%** of their costs on administration.

Our Governance

As part of our commitment to continuously improve we worked with The Cranfield Trust to review our governance practices in line with best Practice outlined in the Charity Governance Code. The independent report found that:

- Carers in Bedfordshire has the benefit of clear leadership and good governance, and these are strengths.
- The Chief Executive and Trustees recognise each other's contributions and very much appreciate the clarity of leadership from the Board through the Chair, Vice Chair, Chair of the Finance Committee and Chair of the Nominations Committee.

FINANCIAL OVERVIEW

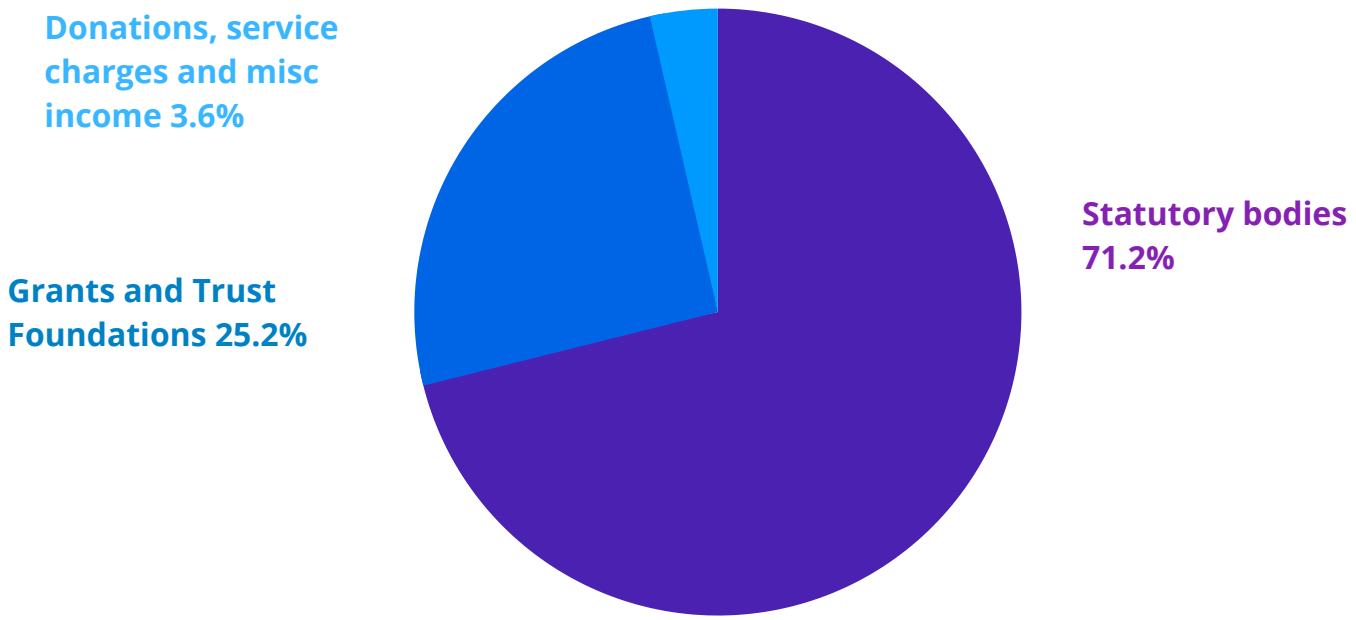
	2019/20	2020/21	2021/22
Income			
Statutory bodies	947,074	953,809	**975,284**
Grants and trust foundations	198,701	294,295	**345,460**
Donations	45827	21,981	**33,255**
Service charges	23,152	8,928	**12,360**
Misc	1,648	983	**4,013**
	1,216,402	1,279,996	**1,370,372**
Expenditure			
Carer services	905,122	823,754	**836,621**
Dementia services	185,626	171,178	**188,821**
Carers grants	226,184	189,307	**232,669**
Fundraising		36,198	**39,255**
	1,316,932	**1,220,437**	**1,297,366**

Income

Whilst more predictable than last year, when the pandemic affected some sources of income, this year was still very much focused on ensuring our income could match the demand on services. Our donation and service income rose by 51% and 38% compared to the previous year, but both remain well below pre-Covid levels.

Our grant income grew by approximately £50,000 in comparison to the previous year, thanks to the excellent work of our fundraising manager. These additional funds allowed us to enhance our core offer, develop our infrastructure and pilot new ways of working.

Overall, total income rose by 7% on the previous year.

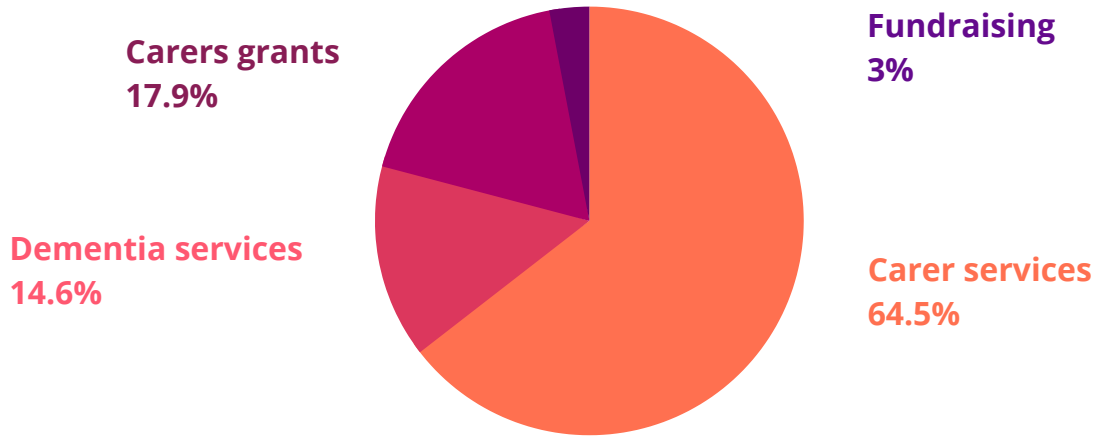


Expenditure

Expenditure increased by 3.3% excluding NHS Carers Grants (6.3% including NHS Carers Grants) compared to the previous year. This was largely due to:

- Increased events and travel as Covid restrictions were removed
- Investment in digital infrastructure, such as our website and database
- Staff training

We were delighted to end the financial year with a surplus of £73,006. This includes the funds we hold for the NHS carers grants



Funds in Reserves

At the end of the 2021-22 financial year the total reserves of the charity stood at £413,478. These are funds that we hold to provide resilience for the charity against any unforeseen circumstances. Our policy is to hold a minimum of one month's salary costs of all staff on all projects and three months' central organisational costs, and a maximum of 150% of this amount in unrestricted reserves. This year the reserves are greater than the range specified in our policy. However, the Board believes this is appropriate in the light of high inflation and the uncertainty this brings for future costs and income.

The total funds that we hold in reserves are in three categories for future activity:

Unrestricted 47%
Funds that are held to manage uncertainty, unforeseen financial variations and short-term changes in circumstances.



Restricted 5%
The funder restricts the activities or projects that the funds can be used for

Designated 48%
We allocate the funds to activities or projects necessary to achieve certain outcomes or objectives

“I honestly can say that I would be lost without my support worker. She is so kind and caring.”

“You persuaded me I had to do some self-care and it was good to have something for me to relieve the stress.”

“I am not able to discuss my daughter’s mental health with anyone as they wouldn’t understand, but I feel comfortable discussing it with you.”

HOW WE WORKED IN PARTNERSHIP

We worked with many partners to deliver sessions and groups, as well as team up on special projects to support carers.

Serious Mental Illness Carers

We were awarded funding by NHS England to raise awareness of Serious Mental Illness. Particular areas we engaged with were ensuring carers and service users with a severe mental illness received their Covid Booster and flu vaccination, improve take up of annual health checks and they were registered with their GP.

For carers looking after those with a serious mental illness, we also partnered with clinical psychologists to provide **talks on bipolar and complex emotional needs**, associated with the diagnosis of a personality disorder.

'Time to Ask' sessions gave all carers an opportunity to submit questions to professionals from **ELFT, Mind BLMK, POhWER Advocacy** and **Bedfordshire Wellbeing Service** and get answers on the day. It also provided a platform for professionals to discuss their service in further detail.

Winter Pressures Project

We received additional funding from **Central Bedfordshire Council** to support carers over the winter period from January until March. Through the **Winter Pressures project** we supported carers to access information, advice and signposting with local and national services as well as supporting carers with bills where a need was identified.

We also were able to increase the amount of one-to-one support with 1,200 proactive contacts made in the period. Additionally, we provided 18 group wellbeing sessions and 87 carers were supported one-to-one with wellbeing sessions.



Addiction Support

We joined forces with Milton Keynes based **DAFS (Drug Alcohol Family Support)** to form a **group for families of loved ones with an addiction** – the first of its kind in Bedfordshire aimed solely at carers.

Allotment Space for Carers

We were donated an **allotment space in Leighton Buzzard** by the **Linslade & Southcourt Allotment Association.** This space is being developed to become a respite area, where carers can go to help with their wellbeing and give them a respite space, by growing plants and vegetables (see photo.)

Parent Carer Partnerships

We work closely with colleagues in our SEND parent carer forums; **Bedford Borough Parent Carer Forum** and **Snap Parent Carer Forum Central Bedfordshire**, ensuring parent carers have the right information and service support in their own locality.

We have also set up a partnership with **Kids in Action** charity in Dunstable for a **new monthly Parent Carer group** to share experiences, learn from each other and gather information about services available to them.

HOW WE WORKED IN PARTNERSHIP

Groups and Sessions

We continued to work with the Citizens Advice Bureau to provide carers with information on benefits, as well as Community Bankers for NatWest about scamming.

We also worked with **Bedfordshire Rural Communities Charity, NOAH Academy, Direction for Bedfordshire, Christ The King Church** and **Bedfordshire Citizens Advice** to provide a **free Community Drop In** for Bedford residents to access information and support.

Hospital Support

Despite our Carers Hub being closed to carers due to Covid restrictions at **Bedford and Luton and Dunstable Hospitals,** we provided a Support Worker on the sites to liaise with hospital staff. They supported carers and ensured they got the discharge and treatment information needed.

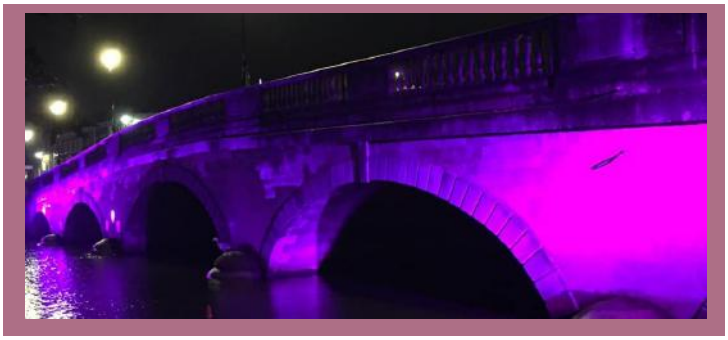
Young Carers

We teamed up with **Bedford Borough Council** to raise awareness during Young Carers Action Day, by **lighting up the town bridge purple** (see photo). Local schools got involved by **dressing in purple** and raising money for us. We also became members of the **Young Carers Alliance**, to help persuade the Government to bring about change in supporting young carers in social care, health and education.

European Metal Recycling (EMR) **donated funds towards young carer activities** and **three local Rotary Clubs** funded a young carers theatre trip.

Carers Week

During Carers Week we partnered with **local photographer Chiara MacCall** who judged our **photography competition** we asked carers to enter with an image to represent 'My Caring Role.' **Keens Shay Keens Ltd Chartered Accountants and Business Advisers (KSK)**, sponsored the competition by supplying prizes.



We also sent a **bunch of flowers,** sponsored by **Emmott Snell Solicitors,** to carers nominated by family and friends, for their valuable caring role.

Dementia Partners

Our Dementia Team has continued to work closely with the **Alzheimer's Society** and **Tibbs Dementia Foundation** to offer a cohesive support service to people living with dementia and those who care for them, as well as with the **local Memory Clinics** and **Age UK**. The team has also collaborated with:

- The **Mobility Physio** to provide exercises for balance and strength.
- **Beee creative** to provide chair dance for those with dementia and their carers.
- **Dementia Adventure** to offer Dementia Skills Sessions.
- **Music 24** for music Zoom sessions.
- The **Higgins Bedford** for Dementia Action Week 2021. We provided an Information Session and assisted with facilitating the reminiscence session.
- Many different professionals attending our **Memory Gateway sessions** including Bedfordshire Fire Service, Bedfordshire Police and Bedfordshire Rural Communities Charity.

Goals for the year ahead:

- **Expand our work with the NHS to increase access to clinical services for carers**
- **Work with employers**
- **Continue partnership work that adds value**

OUR PARTNERS

Here are some of the partners we've been working collaboratively with over the last year to provide a high quality service to carers

CARERS TRUST

Central Bedfordshire

The Mobility Physio

emmott snell solicitors

emr METAL RECYCLING

citizens advice

SNAP PARENT CARER FORUM
CENTRAL BEDFORDSHIRE

Kids in Action

Young Carers Alliance

Tibbs Dementia Foundation

Alzheimer's Society

age UK

CVS Community Voluntary Service
Strengthening local social action

MUSIC 24

The Open University

Queen's Park Community Organisation

dementia adventure

BEDFORD BOROUGH COUNCIL

East London NHS Foundation Trust

NatWest

CHRIST THE KING CHURCH
BEDFORD, BEDFORDSHIRE

BEEE CREATIVE
Dance connections in Herts & Beds

compass wellbeing

THE NOAH ACADEMY

NHS Bedfordshire Hospitals NHS Foundation Trust

ROTARY INTERNATIONAL

mind for better mental health BLMK

Beds RCC
Bedfordshire Rural Communities Charity

DAFS
Drugs Alcohol Family Support

BEDFORD BOROUGH Parent Carer FORUM

The Higgins BEDFORD

BEDFORDSHIRE POLICE
Protecting People and Fighting Crime
Together

BEDFORDSHIRE FIRE AND RESCUE

NHS Bedfordshire Clinical Commissioning Group

adass adult social services

KEENS SHAY KEENS LIMITED
CHARTERED ACCOUNTANTS AND BUSINESS ADVISERS

Primary Care Networks NHS

VOCypf
Voluntary Organisations for Children young people & families

Direction for Bedfordshire

POhWER
Voices Heard • Lives Empowered

carersUK
making life better for carers

Bedfordshire Wellbeing Service
Making a positive difference through Talking Therapies

“I have been battling for so long with no real support. It was really great that someone called who cared.”

“It's a chance to get away from the hard times and have time for us when we come to the groups with Carers in Beds.”

“This family is now turning a corner and it shows how important Carers in Bedfordshire is to the families we support.”

HOW WE ADVOCATED WITH CARERS

We advocated with carers in a number of ways helping them to get their voice heard and be the instrument for change. This included in how we run our services, how partners run theirs, how carers were affected by the pandemic and the options available to them.

Carer Forums

This year we held a series of conversations with carers on a range of subjects under the banner of 'carer forums'. Some of these forums proved to be the starting point for some exciting new initiatives and areas for co-production.

Carers Voice

We set up Carers Voice, a group of carers who were willing to give their views on subjects affecting them. These included the blog we host, on the terminology used by professionals and they also took part in our surveys and those of others.

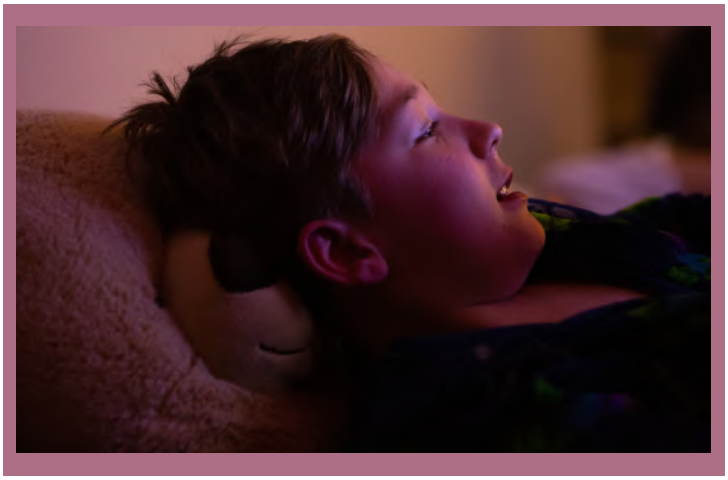
Carer Survey

Thank you to the 650 carers who filled in our **Adult Carer Survey** and gave their views and experiences of our services and told us about the impact of the Coronavirus pandemic.

Respite was highlighted as a major issue in the survey. To find out more about the issues, we consulted with carers and are now taking forward ideas to provide carers with real options. **You can view our respite report on our website**.

Advocacy

This year local authorities held consultations on their carers strategy and were keen to hear directly from carers. Our links enabled us to invite carers to have a place at the table at carer forums, which we set up. This included a young carers forum in the form of a sleepover event.



A forum about carers assessments in Bedford Borough gave carers the chance to air their views directly to commissioners. This has resulted in ongoing dialogue and a major shift in approach.

The top three topics carers want us to push are:

1. **The carer assessment process in Bedford Borough**
2. **Young carer support in Central Bedfordshire**
3. **Ensuring carers have access to a choice of high quality respite options at a time that suits them**

Goals for the year ahead:

- **Establish a carers panel that is reflective of the people we support**
- **Continue to champion topics that carers tell us are important**
- **Work with partner organisations to help amplify carers' voices**

“Thank you so much. I really felt on the edge of carer breakdown, but I feel so much calmer now.”

“Thank you so much for all the help and support you have afforded me over the years and for your continued offer of support.”

“My son gets so much out of coming to young carers. Thank you so much for all you do.”

Carers in bedfordshire

Thank you to everyone who has supported us this year. As you have read, we have made huge strides forward but there is much more to do and many carers who still go unsupported. If you want to join us on our mission there are many ways to do so:

SUPPORT

DONATE

VOLUNTEER

www.carersinbeds.org.uk

Registered charity no 1135507
Company registered no 07140432

CYBER ESSENTIALS CERTIFIED

A Network Partner of CARERS TRUST

TRUSTED CHARITY MARK LEVEL 1 NCVO Awarded: May 2020

Registered with FR FUNDRAISING REGULATOR

REGISTERED COMPANY NUMBER: 07140432 (England and Wales)
REGISTERED CHARITY NUMBER: 1135507

AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2022

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2022

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See Annual Review for a summary of achievement and performance in 2021/2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The Charity is controlled by its governing document, the Articles of Association, and constitutes a limited company, limited by guarantee as defined by the Companies Act 2006. It is registered as a charity with the Charity Commission. The Articles of Association were updated and adopted by the members at the Annual General Meeting held on 25 November 2016.

Recruitment and appointment of Directors

The Directors of the company, also charity Trustees for the purposes of charity law and under the company's articles, revised as at 25 November 2016, are known collectively as the Board.

Under the requirements of the Articles of Association, the Board consists of not fewer than four and no more than 14 persons. The members of the Board are initially appointed by the Board to fill a vacancy and at the following Annual General Meeting (AGM), appointed directors offer themselves for election. Thereafter at the third annual general meeting after their last election a Trustee Director must retire. They are eligible for re-election for two further terms and may not serve more than nine years in office.

In order to manage the transition to this new system for resignation and re-election of Trustee Directors, account shall not be taken of any time served by the Trustee director before 25 November 2016 when calculating the timing of the 3-year retirement and re-election.

Phil Taverner has acted as Chair, and Graham Mills has acted as Treasurer throughout the year. David Dwyer retired as a director during the year.

Induction and training of new Directors

All new Directors are required to provide two satisfactory references and are subject to an enhanced DBS check. All new Directors undergo an induction programme to brief them on their obligations and are supplied with an induction pack, which includes written information about:

- The obligations of Directors and a Trustee Code of Conduct
- The Articles of Association
- The most recent Annual Report and Accounts
- Operational performance reports

Directors are encouraged to attend appropriate external training events to support them in their role.

Organisational structure

Carers in Bedfordshire (CiB) is governed by a Board which meets quarterly and is responsible for the strategic direction and policy of the organisation, ensuring that it is solvent, operating in a professional manner and delivering the outcomes for which it has been set up. The Board met on 6 occasions during the year, including at two strategy meetings. At 31 March 2022, the Board comprised 10 Trustee Directors from a variety of backgrounds relevant to the work of the charity.

The Board has two sub-committees. The Finance Committee consist of not less than 4 Directors appointed by the main Board of Directors with an appropriate mix of financial and business skills. This group has met 3 times during this financial year. The Nominations Committee deals with Board recruitment, training and succession planning.

The Chief Executive Officer (CEO) is appointed by the Board to manage the day-to-day operations of the charity. To facilitate effective operations, the CEO has delegated authority, within terms of delegation approved by the Board, for operational matters including finance, employment and service delivery. A Leads team of four, each overseeing the work of a small team, are responsible for day-to-day operational management, supervision and training of the staff team; ensuring they develop their skills and good working practices. The staffing level for the year was an average of 27 full time equivalent employees and there were 43 individuals employed on a full or part time basis by Carers in Bedfordshire at 31 March 2022.

Related parties
The charity is a Network Partner of Carers Trust and affiliated to Carers UK. In so far as it is complementary to the charity's objectives, the charity is guided by national and local policy. At the national level it is steered by the government's National Carers' Strategy and relevant National Service Frameworks for a range of illnesses and disabilities. The charity supports the work of Bedford Borough Council, Central Bedfordshire Council, and Bedfordshire Clinical Commissioning Group Carers' Strategies and monitors the outcomes of these strategies using feedback from its membership. The Chief Executive Officer and staff are represented on key local partnerships to deliver the relevant strategies in Bedfordshire.

Membership
The maximum number of members is 200. Each member of the Charity undertakes that, if the Charity is wound up while they are a member, or within one year after they cease to be a member, they will contribute a sum not exceeding £1 to the assets of the Charity for:

- payment of the debts and liabilities of the Charity contracted before they cease to be a member; and
- payment of the costs, charges and expenses of winding up

Honorary Life members are members but are exempt from subscription charges if set.

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for members. At present no membership subscription is set.

Members are entitled to attend the annual general meeting of the Charity and may vote in person or by proxy. During the year ending 31 March 2022 in accordance with the Articles of Association, the level of membership fees were set as zero by the Board in order to remove barriers to membership.

Every carer registered with CiB will have access to most of the charity's services.

As at 31 March 2022 there were 42 members and 8,920 registered carers. The underlying number of registered carers continues to increase.

Governance
The skills, experience and expertise of the Directors assure the robust governance of the Charity. Directors have experience in strategic management, systems, human resources, finance, project management, risk assessment, education, training, facilities management and an in-depth understanding of carers' issues. During the year, at least 50% of the board have had or still have personal experience of caring.

Procedures are in place to ensure compliance with health and safety and safeguarding practice of staff, volunteers and visitors to the premises.

The Board is aware of its responsibility to ensure that the charity acts through sustainable means and is responsible for minimising its impact on the environment.

Risk management
The Board maintains a risk register which is reviewed regularly. It acts as a central repository for all significant strategic risks identified by the organisation and, for each risk, includes information such as risk probability, impact, mitigation and risk owner. The risk register was discussed in more detail at each meeting of the Finance and Risk Committee before each Board meeting. The Board has direct responsibility for overseeing non-financial risks, with the Finance Committee providing detailed support to the Board on financial matters including financial risks.

Public benefit
The Board of Directors has regard to the requirement to demonstrate the public benefit of the charity's activity as defined in section 4 of the Charities Act 2006. Most of the charity's services have been offered free of charge to all carers. For some services, carers are asked for a contribution towards its cost of provision.

The estimated value of unpaid caring in the United Kingdom is £132 billion per annum (source - Carers UK 2015). Accordingly, the charity's services are designed to enable those who wish to continue caring to do so; to be informed and enabled to access support and to have a voice; to have a life outside of caring, with equal opportunity to access work, leisure and education. Support is continued even if the individual with care needs is admitted to residential care or if they pass away.

Reserves policy

The Board of Directors has regard to managing its level of reserves effectively. As a not-for-profit organisation it has developed and adopted a policy on reserves, which establishes a level of reserves that is right for the charity.

Reserves are held in three categories for future activity:

- Restricted – where the funder restricts the activities or projects the funds can be used for
- Designated – where CiB determines the activities or projects necessary to achieve certain outcomes or objectives
- Unrestricted – that are held to manage uncertainty and CiB's capacity to manage unforeseen financial difficulties and short-term changes in circumstances.

CiB will target a minimum of one month's salary costs of all staff on all projects and three months central organisational costs and a maximum of 150% of this amount in unrestricted reserves. Based on these financial statements the minimum equates to £110,090 and the maximum £166,135. However, the Trustees maintained a level of £193k given the unique times and circumstances we were living through and prevailing uncertainty. These limits are reviewed on an annual basis.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
07140432 (England and Wales)

Registered Charity number
1135507

Registered office
Carers in Bedfordshire
First Floor, Suite D1, Emerald Court
Pilgrim Centre, Brickhill Drive
Bedford
Bedfordshire
MK41 7PZ

Trustees

E Wilkinson	
G Mills	
B Wootton	
S Lowe	
D Dwyer	Retired 13th January 2022
J Fincham	
H Battersby	
P Taverner	
T Palmariellodiviney	
H Aylward	Appointed 7th October 2021
N Kidby	Appointed 7th October 2021

Company Secretary
Tracey Gill FMAAT

Auditors
MDG Business Associates Audit Limited
Chartered Certified Accountants &
Registered Auditors
Room 73, The Mansion House, Wrest Park
Silsoe
Bedfordshire
MK45 4HR

Bankers
Barclays Bank plc
111 High Street
Bedford, MK40 1NJ

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the Directors of CiB for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charity Statement Of Recommended Practice (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;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

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

AUDITORS

The auditors, MDG Business Associates Audit Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

ON BEHALF OF THE BOARD:



.....

P Taverner - Chair

Date: 28-10-22

Opinion
We have audited the financial statements of Carers in Bedfordshire for the year ended 31st March 2022 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31st March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 disclosed in the Auditors 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
We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:
- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information
The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information, and except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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 where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or

- certain disclosures of trustees' remuneration specified by law are not made; or
  we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Trustees.

Respective 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 purposes 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.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors 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:

We have assessed that there is a low risk of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations central to the trading activities of the charity. This assessment has been based upon a substantive testing approach to key identified risk areas, principally being revenue recognition and the threat of override of controls by management. No suspected fraud, breach or other non-compliance with underlying laws and regulations has been identified during the sample testing undertaken during the audit process and no such issues have been raised by the board of trustees or management prior to making this assessment. A full review of available board minutes, and other supporting third party documentation where available, has been undertaken and no items have come to our attention which require to be reported to the user of the financial statements. The charity has strong internal controls and our audit testing has indicated no instances of managerial override of controls, through the testing of journal entries and other adjustments for appropriateness. No transactions have been identified as being made outside the normal course of business from the work we have performed in each key risk area of the audit. The trustees and other key local officers are informed management and as such they make regular reviews to ensure the company is compliant in all instances.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Opinion on other matter prescribed by the companies Act 2006

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

MDG Business Associates Audit Ltd

Michael Grange BA (Hons) FCA (Senior Statutory Auditor)
for and on behalf of MDG Business Associates Audit Limited
Chartered Certified Accountants &
Registered Auditors
Room 73, The Mansion House, Wrest Park
Silsoe
Bedfordshire
MK45 4HR

Date: 31/10/2022

CARERS IN BEDFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Year Ended 31.3.22 Total	Year Ended 31.3.21 Total
Income from:						
Donations, legacies and other income	**2**	29,918	3,337	-	**33,255**	21,981
Recognition of capital deferred grants	**3**					
Investments	**4**					371
Charitable activities		36,011	916,640	384,466	**1,337,117**	1,257,644
TOTAL INCOME		**65,929**	**919,977**	**384,466**	**1,370,372**	1,279,996
Expenditure on:						
Charitable activities		26,641	865,789	404,936	**1,297,366**	1,220,438
TOTAL EXPENDITURE		26,641	865,789	404,936	**1,297,366**	1,220,438
NET INCOME/(EXPENDITURE)		39,288	54,188	(20,470)	**73,006**	59,558
Total funds brought forward		154,196	144,058	42,218	**340,472**	280,914
TOTAL FUNDS CARRIED FORWARD		193,484	198,246	21,748	**413,478**	340,472

All transactions during the year are derived from continuing activities.

CARERS IN BEDFORDSHIRE

BALANCE SHEET
AT 31ST MARCH 2022

Company Number: 07140432 (England and Wales)

	Notes	Unrestricted and designated funds £	Restricted funds £	2022 Total funds £	2021 Total Funds £
FIXED ASSETS					
Tangible assets	8	**12,770**	**4,537**	**17,307**	**22,957**
CURRENT ASSETS					
Debtors	9	**35,609**	**-**	**35,609**	**77,201**
Cash at bank and in hand		**591,227**	**111,681**	**702,908**	**551,713**
		626,836	**111,681**	**738,517**	**628,914**
CREDITORS					
Amounts falling due within one year		**248,345**	**94,001**	**342,346**	**311,399**
NET CURRENT ASSETS		**378,491**	**17,680**	**396,171**	**317,515**
TOTAL ASSETS LESS CURRENT LIABILITIES		**391,261**	**22,217**	**413,478**	**340,472**
NET ASSETS		**391,261**	**22,217**	**413,478**	**340,472**
FUNDS	15				
Unrestricted funds				**193,484**	**154,196**
Designated funds				**198,246**	**144,058**
Restricted funds				**21,748**	**42,218**
TOTAL FUNDS				**413,478**	**340,472**

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

The financial statements were approved by the Board of Trustees on 28th October 2022 and were signed on its behalf by:

.....
P Taverner - Chair

CARERS IN BEDFORDSHIRE

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	Total Funds 2021/22	2020/21
Cash Flows from operating activities		
Net Cash flows provided from operating activities	**153,290**	207,896
Cash Flows from investing activities	**(2,095)**	(20,761)
Purchase of fixed assets		-
Change in cash in the year	**151,195**	187,135
Cash at the beginning of the year	**551,713**	364,578
Cash at the end of the year	**702,908**	551,713

RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

Net incoming/(outgoing) resources for the year, as per the Statement of Financial Activities	**73,006**	59,558
Adjustments for		
Depreciation charge	**7,745**	5,698
(Increase)/decrease in debtors	**41,592**	(5,625)
Increase/(decrease) in creditors	**30,947**	148,265
Net Cash flows provided from operating activities	**153,290**	207,896

1. ACCOUNTING POLICIES

Basis of accounting
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) and the Companies Act 2006.

The company meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

During the year, the global health crisis caused by Coronavirus (COVID-19) has continued to have a significant impact on all businesses. The Trustees has assessed the potential impact of this uncertain situation on the Charity and has put in contingency plans in order to mitigate the negative effects of any period of interrupted trading, which will enable the Charity to continue as a going concern. The review of the financial position, reserves levels and future plans gives Trustees confidence that the charity remains a going concern for the foreseeable future.

Income
All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable

- The value of services provided by volunteers has not been included in these accounts.

- Investment income is included when receivable.

- Incoming resources from charitable activities are accounted for when earned.

Expenditure
Expenditure is recognised on an accrual basis. Expenditure includes attributable VAT, which cannot be recovered, and is reported as part of the expenditure to which it relates. Charitable expenditure comprises of those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Allocation and apportionment of costs
Costs that can attribute to a specific activity or reserve are directly allocated within the Statement of Financial Activities.

Allocations of overheads to individual funds are based on a budget which is set at the commencement of each contract period.

1. ACCOUNTING POLICIES – continued

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office equipment/furniture	- 25% on cost
Computer equipment	-25% on cost

Fixed assets are stated at cost less accumulated depreciation. Minor additions of less than £400 are not capitalised.

Taxation
The charity is exempt from corporation tax on its charitable activities.

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

Designated funds can be used in accordance with the charitable objectives under contracted services or specific programmes designated by the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

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

2. DONATIONS, LEGACIES AND OTHER INCOME

	Year Ended 31.3.22	Year Ended 31.3.21
	£	£
Membership income	**0**	0
Donations, fundraising and legacies	**33,255**	21,981
	33,255	21,981

The types of membership were consolidated into one at the Annual General Meeting held in November 2016.

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for different members or categories of members. At present no membership subscription is set.

3. GRANTS RECEIVED FOR CAPITAL EXPENDITURE

Grants can be received to assist the purchase of fixed assets. These are shown in the balance sheet as Deferred Capital Grant Received in note 10. This balance is written back to the Income and Expenditure account in line with the assets' depreciable life.

4. INVESTMENT INCOME

	Year Ended 31.3.22	Year Ended 31.3.21
	£	£
Bank interest receivable	0	371

5. NET INCOME

These are stated after charging:

	Year Ended 31.3.22	Year Ended 31.3.21
	£	£
Auditors' remuneration	4,280	3,720
Depreciation - owned assets	7,746	5,698

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2022, nor for the year ended 31st March 2021.

Trustees' Expenses
Some trustees received reimbursement for travel expenses incurred on behalf of the charity totalling £128 (2021 – £99) but the trustees gave this back to the charity as a donation.

7. STAFF COSTS

	Year Ended 31.3.22	Year Ended 31.3.21
	£	£
Wages and salaries	744,618	741,105
Social security costs	50,902	52,168
Other pension costs	13,551	16,014
Total staff costs	809,071	809,287
Training and DBS checks	10,759	2,925
Total human resources costs	819,830	812,212

The average monthly number of employees during the year was 40 (2021: 39)

No employees' emoluments exceeded £60,000 during the current or prior period.

Key management remuneration
The total employee remuneration of the key management personnel, identified members of the Carers in Bedfordshire Leadership Team and other employees having authority and responsibility for planning, directing and controlling the activities of the charity were £97,243 (2021: £95,577).

8. TANGIBLE FIXED ASSETS

	Office equipment / Furniture	Computer equipment	Totals
		£	£
COST			
At 1st April 2021	**28,758**	**57,904**	**86,662**
Additions	**766**	**1,330**	**2,096**
At 31st March 2022	**29,524**	**59,234**	**88,758**
DEPRECIATION			
At 1st April 2021	**26,382**	**37,323**	**63,705**
Charge for year	**714**	**7,032**	**7,746**
At 31st March 2022	**27,096**	**44,355**	**71,451**
NET BOOK VALUE			
At 31st March 2022	**2,428**	**14,879**	**17,307**
At 31st March 2021	**2,376**	**20,581**	**22,957**

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade debtors	**8,795**	45,964
Prepayments	**25,814**	30,237
Other debtors	**1,000**	1,000
	35,609	77,201

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade creditors	**13,997**	6,636
Taxation and social security	**13,149**	14,162
Carers breaks awarded not yet claimed	**38,155**	129,846
Deferred capital grants	**230,027**	95,010
Other creditors and accruals	**47,018**	65,745
	342,346	311,399

11. RELATED PARTY DISCLOSURES

There were no related party transactions in the year to 31 March 2022 (2021: £nil).

12. CAPITAL

The company has no share capital. The types of membership were consolidated into one at the Annual General Meeting held in November 2016.

The maximum number of members is 200. Each member of the Charity undertakes that, if the Charity is wound up while they are a member, or within one year after they cease to be a member, they will contribute a sum not exceeding £1 to the assets of the Charity for:

- payment of the debts and liabilities of the Charity contracted before they cease to be a member; and
- payment of the costs, charges and expenses of winding up

Honorary Life members are members but are exempt from subscription charges if set.

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for different members or categories of members. At present no membership subscription is set. Members and Honorary Life Members have voting rights at the AGM. There were 42 (2021: 47) members and 0 honorary life members as at 31 March 2022 (2021: 0).

13. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid

	2022	2021
Expiring:	**£**	£
Within one year	**40,000**	40,000
Between one and five years	**16,667**	56,667
	56,667	96,667

14. MOVEMENT IN FUNDS

	1/4/2021	Incoming Resources	Resources expended	Surplus/(deficit) for year	Transfers	31/03/2022
RESTRICTED FUNDS						
Bedford Carers Lounge- BBC	1,515	45,000	46,515	(1,515)		
Carers Grants	33,995	220,000	232,670	(12,669)		21,327
Luton and Dunstable Carers Lounge - CBC	(543)	21,000	20,457	543		0
Volunteering	(2,600)	36,430	33,829	2,601		0
Lottery Core Funding	626	0	156	(156)		470
BLCF Beds Coronavirus Emergency Fund	1,350	0	450	(450)		900
BLCF NET Coronavirus Programme	5,727	0	1,636	(1,636)		4,091
Mental Health Fund – Young People	2,148	4,975	7,122	(2,147)		0
WEG Stability	0	8,544	13,584	(5,040)		(5,040)
Anglian Water		5,000	5,000	0		0
Business Development		43,517	43,517	0		0
Sub total	**42,218**	**384,466**	**404,936**	**-20,470**	**0**	**21,748**
DESIGNATED FUNDS						
External designation						
Carers Café	1,888	89,013	90,901	(1,888)	0	0
Carer support (dementia)	238	37,225	37,463	(238)	0	0
Carer support (all carer types)	23,235	441,098	464,333	(23,235)	0	0
Dementia Services	9,023	142,336	151,359	(9,023)	0	0
Sibling support	(438)	32,326	31,888	438	0	0
Governance	0	7,253	7,253	0	0	0
Workshops, Education and Groups	10,938	150,726	161,664	(10,938)	0	0
Winter Pressures		20,000	20,000	0	0	0
Carer Service Development		0	(99,072)	99,072	0	99,072
	44,884	**919,977**	**865,789**	**54,188**	**0**	**99,072**
Legacy	**99,174**	**0**	**0**	**0**	**0**	**99,174**
Sub total	**144,058**	**919,977**	**865,789**	**54,188**	**0**	**198,246**
UNRESTRICTED FUNDS	154,196	65,929	26,641	39,288	0	193,484
Grand Total	**340,472**	**1,370,372**	**1,297,366**	**73,006**	**0**	**413,478**

14. MOVEMENT IN FUNDS – continued

Bedford Carers Lounge – BBC	Funding received from Bedford Borough Council to open and run a Carers Advice and Information Centre within Bedford Hospital (South Wing)
Carers Grants	Funding received under contract to allow the award of grants direct to carers whose emotional and/or physical wellbeing has been adversely affected by their caring role
Luton and Dunstable Carers Lounge - CBC	Funding received from Central Bedfordshire Council to open and run a Carers Advice and Information Centre within The Luton & Dunstable Hospital
Volunteering	Bedford Borough Council have provided funding to employ a Volunteer Coordinator to identify and support the development of volunteering
Carers Café	Weekend and weekday café service for carers, individuals with care needs and extended family
Carers card and on line support	Funding received to establish and deliver a carers discount card to reward carers for their services, and to develop targeted online information
Carer support (dementia)	A range of services including identifying and coordinating a team of volunteer dementia befrienders, and running a weekly group for carers and people with dementia in Bedford, the Carers Rest.
Carer support (all carer types)	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BCCG acting together to offer carers support services on their behalf
Dementia Services	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BCCG acting together to offer support services to people affected by memory loss or dementia and their carers.
Sibling support	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BCCG acting together to offer support services to young people caring for, and/or affected by the illness or disability of a sibling.
BLCF – Bedfordshire Emergency Coronavirus Fund	Funding from Bedford and Luton Community Foundation for a postal mailing to carers, additional hours for Support Workers, a social media consultant and laptops for staff working from home

BLCF NET Coronavirus Programme	Funding from Bedford and Luton Community Foundation allowed us to provide laptops for staff who were working from home
Mental Health Fund For Young People	Funding provided by Bedford and Luton Community Fund and The Sun Readers' Fund allows us to offer free counselling to young carers and young adult carers
Lottery Core Funding	This was awarded during the pandemic helping to fund core costs and purchase equipment
BLCF Anglian Water Positive Difference Fund	To support the salary of an additional Support Worker within the Dementia Team
BLCF and Harpur Trust	To support our workshops, events and groups programme – predominantly the salary of the workshops, events and groups co-ordinator
Legacy	Legacies are received from individuals who gift monies to Carers in Bedfordshire in their wills. The Board of Trustees then determine how these funds can be effectively spent and allocate specific amounts to projects within this fund.

CARERS IN BEDFORDSHIRE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2022

	31.3.22	31.3.21
INCOME		
Donations And Fundraising	33,255	21,981
Contract Income	1,320,744	1,248,105
Grant Release	-	-
Membership	-	-
Contributions Received	12,360	8,928
Investment Income		371
Other Income	4,013	611
	1,370,372	**1,279,996**
EXPENDITURE		
Programme Direct Costs	307,154	227,444
Hall Hire	6,290	880
Rent And Rates	50,185	60,399
Taxis	76	274
Vehicle Hire	-	-
Travel	4,237	1,701
Electricity	1,832	757
Gas	1,471	962
Water	-149	565
Printing	22,323	21,974
Postage	1,797	8,528
Telephone	12,231	25,472
Stationery	394	526
Computer	40,994	25,378
Office Maintenance		
Repairs	-135	131
Cleaning	1,557	950
Fuel	-	-
Motor Expenses	-	-
Sundry Office Expenses	3,151	10,030
Insurance	4,869	4,888
Refreshments	2,035	262
Bank Charges	35	1,032
Salaries Wages and Temporary Staff	795,520	793,273
Staff Training	9,486	1,975
Pensions	13,551	16,014
Staff Checks	1,273	950
Legal	2,118	2,160
Audit & Accountancy	6,383	3,733
Professional	732	3,826
Recruitment Expenses	210	655
Depreciation	7,746	5,698
	1,297,366	**1,220,437**
	73,006	**59,559**

CARERS IN BEDFORDSHIRE

England & Wales - Charity number 1135507

Accounts

Carers in bedfordshire

ANNUAL REVIEW 2020/21



CYBER ESSENTIALS CERTIFIED

A Network Partner of CARERS TRUST

TRUSTED CHARITY MARK LEVEL 1 NCVO Awarded: May 2020

Registered with FUNDRAISING REGULATOR

0300 111 1919 | www.carersinbeds.org.uk | contact@carersinbeds.org.uk

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Lesley, one of our volunteers working from home, making carer cards during lockdown

WELCOME FROM OUR CHAIR



Welcome to the Carers in Bedfordshire Annual Review 2020/21, my first as your new Chair.

I took over as Chair from Emma Wilkinson in October after she served three years in the role. I'd like to thank Emma for introducing me to Carers in Bedfordshire in the first place and, on behalf of the whole Board, for all her hard work and commitment. We're delighted that we still have her on board as a trustee.

During the last year the world changed dramatically with the arrival of Covid-19. This meant the charity had to change as well and do things differently to continue to support carers through the various stages of lockdown.

As carers provide care for some of the most vulnerable people in society, a lot of them were shielding and became very isolated even once restrictions started to be lifted.

We had to adjust our services to provide most of our support online, but carers had to make much bigger adjustments, perhaps especially those who found themselves in a caring role unexpectedly for the first time.

Many people also had little experience dealing new online video technology and we had to ensure that we had contingencies in in place to help them along the way.

I am so proud of how our staff stepped up to provide new and innovative ways to keep carers active, socialised and supported and I'm delighted to see the extent to which carers embraced these changes.

A special thank you goes to our Treasurer Graham Mills and Finance Lead Tracey Gill for the financial reports to the Board throughout the year and the annual report. As well as to our auditors Keens Shay Keens Ltd who have checked and approved them.

I would also like to thank all our funders, donors, partners, members and volunteers for supporting this vital charity. I hope you enjoy reading about what your money or time has helped us to achieve and the impact it has on carers lives, during what has been a very tough year.

PHIL TAVERNER

Chairperson

MESSAGE FROM OUR CEO



This was my first full financial year at Carers in Bedfordshire and it is one that will live long in the memory!

When I reflect upon the uncertainty of those early weeks of April 2020, I vividly remember the surrealness of it all. The arrival of Covid-19 and the subsequent restrictions was asking a great deal from carers, often without recognition.

You will come to read about the immense amount the team has achieved this year upon a backdrop of many operational challenges and financial uncertainties. The organisation as a whole showed remarkable agility adapting to the new world.

Our frontline staff supported more carers than ever before. They were enabled to do so by our superb back-office team, who not only mobilised the charity to work from home, but kept carers informed and made sure we remained contactable for those who needed us. I was delighted to see the teams commitment recognised by the High Sheriff earlier this year.

I would like to thank the Board of Trustees and those who worked closely with me during such an uncertain period. It would have been understandable, perhaps even sensible, to stand steady during the past year. But they showed resolve, resilience and persistence to continue pushing forward on our strategic priorities, as you will come to read.

To each and every person who has supported us in our mission I want to extend my deepest gratitude. We were so grateful to those of you who took the time to say thank you, who donated their time or money to the cause, shared our mission to help us reach more carers and for being patient with the team as we began to work differently.

Our mission is simple: to give carers access to the support, information and skills to enhance their wellbeing and enable them to remain in a caring role for as long as they choose. I hope you enjoy reading how we have worked to do this during such a difficult time

CHRIS STELLING

Chief Executive Officer

ABOUT US

- We've been around since 2004 and know that people who care for a family member or friend often put their own wellbeing last. They may not even see themselves as a carer and so miss out on support which could help the whole family.
- We support carers of all ages over the phone, through face-to-face contact, support groups and workshops.
- Our services include experienced carer support workers, counselling, wellbeing sessions, coping with hospital, grants and information such as the Carers magazine.
- We work closely with local and national agencies and can signpost carers to specialised sources of support.
- Our Memory Navigation Service is for people living with memory loss and dementia, and their carers.
- We help carers have their say on caring matters in Bedfordshire, and beyond, working with the NHS, local councils, and influencing government, local and national.
- We are regulated by the Charity Commission and comply with Company Law. We're a Network Partner of Carers Trust, and also work closely with Carers UK, the UK's two national carer charities.
- We are well connected locally with many health and social care organisations and have strong links with businesses, schools and employers.
- **We only do what makes life better for carers – carers are at the heart of our values.**





ABOUT US

OUR OBJECTIVES

Reach more carers	Reaching carers was more important than ever this year and one of our top objectives.
Be transparent, efficient & effective	We took some radical decisions for the security of the charity and our mission.
Work in partnership	We've worked in partnership with many organisations to support our carers.
Invest in high quality support	We invested in high quality support through new and innovative ways to support carers.
Advocate with carers	We were involved in the Carers UK's Fairer for Carers campaign to advocate for carers' rights.

OUR VISION

Carers will feel recognised, respected and supported in their role.

OUR MISSION

To give carers access to the support, information and skills that enhances their wellbeing and enables them to remain in a caring role for as long as they choose.

OUR VALUES

We put carers at the centre of every decision we make.
We are transparent.
We work with integrity.
We are open.
We are resilient.

OUR YEAR IN NUMBERS

We supported 6,652 carers

We had 22,284 contacts with carers

548 carers grants were awarded a total of £147,671

10,169 telephone conversations were conducted

652 people were supported by groups

We registered 1,384 new carers

2,002 virtual cups of tea were made

1,126 carers were supported in 355 groups 286 carried out online

466,883 reach on social media

We sent out 17,608 copies of our quarterly Carers magazine by post and 14,544 by email

558 people were supported through our Memory Navigation Service

218 carers and 76 people with dementia attended dementia groups

We delivered 42 sessions of Cognitive Stimulation Therapy (CST)

51 people with dementia received a course of CST

71 young carers received a wellbeing assessment

786 young and sibling carers supported in the year

146 group sessions held for young carers

698 contacts with young carers made though alternative methods this year due to lockdown

1,004 times someone said 'you're on mute!'

OUR LOCKDOWN YEAR

Achieving objective: Reach more carers

Reaching carers was more important than ever this year and one of our top objectives.



Carers faced additional isolation as they shielded the person they cared for, or could not visit their loved ones in care homes. They came to us with worries and practical questions relating to the pandemic.

We hit the phones, sent out letters and postcards and went online. We found creative ways to keep carers connected to us and with each other - trying out innovative ideas like online pet shows, bake-offs, choir, yoga and quizzes (see our highlights of the year on pages 10 and 11).

Things that were unimaginable before became welcome and essential, such as counselling over Zoom. We even let some staff play Minecraft with young carers!

Everyone worked extremely hard to give carers varied and interesting activities to alleviate loneliness and isolation. One carer told us: "*You are my main contact with the outside world.*" You can read our carers' comments on page 12 about the impact we had.

Support workers were on the end of the phone to help carers with their worries and questions, practical matters and need to hear a friendly voice. All staff were offered extra wellbeing support.

The High Sheriff of Bedfordshire recognised our efforts in March with a Charitable Organisation Award for 'operating at an outstanding level throughout the pandemic and showing great versatility, kindness and care.' (See staff celebrating at the virtual ceremony above and on the front page.)

High Sheriff Susan Lousada said:
"I am so pleased to recognise Carers in Bedfordshire for the outstanding service they deliver within Bedfordshire. They quickly adapted to the challenges of this pandemic ensuring that no carer was left without contact."

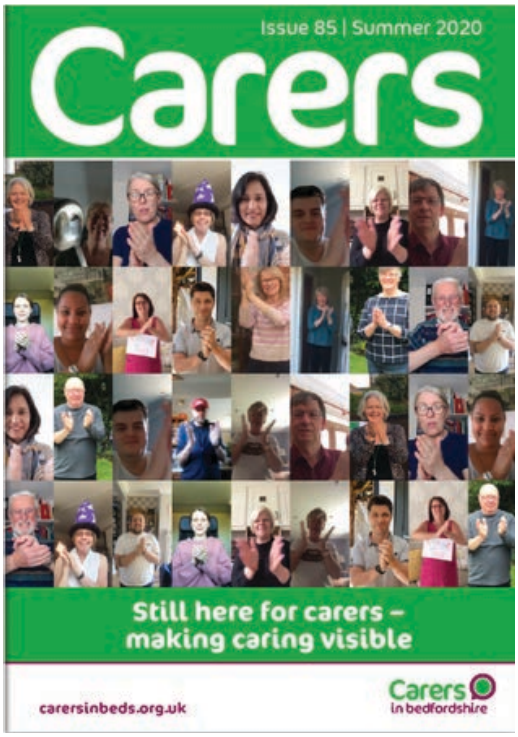
WE KEPT THE SHOP OPEN

Achieving objective: Reach more carers

Clearly this year nothing was normal and we had to swing into action to enable staff to work from home.

It seemed a good time too to move office when our lease expired. Our new office is bigger, brighter and still on the same site, so not too inconvenient for visitors who turn up to the old place. We took the decision to close the Biggleswade office and relocate staff to Bedford.

Our attention was focused on offering carers continuity and stability in a time of extreme uncertainty. So we carried on sending out the Carers magazine, and issuing the discount cards. In fact, the cards became a popular means of proving carer status at supermarket priority shopping slots we saw demand increase.





Moving day

The grants panel met online so we could carry on awarding grants. Extensions and flexibility were introduced as taking a break was no longer an option for most people. We introduced a transitions grant this year for former carers in the first year of their bereavement.

We continued too with our plans to change our logo which we unveiled in Summer 2020 for Carers Week.

The old logo had stood us in good stead since 2004 when the amazing Yvonne Clark first set up the organisation. The new logo gives us a fresh, modern look and a new emblem.

Our AGM was held online and face to face. Phil Taverner took on the role of Chairperson in October, bringing with him 50 years experience of working in social care.

HIGHLIGHTS OF THE YEAR

Achieving objective: Invest in high quality support



Our Dementia Team provided pictures, trivia, quizzes and puzzles to jog memories, start conversations and keep the brain stimulated. Read more



Our wonderful choir kept each others' spirits up with their weekly Zoom singing sessions. Read more



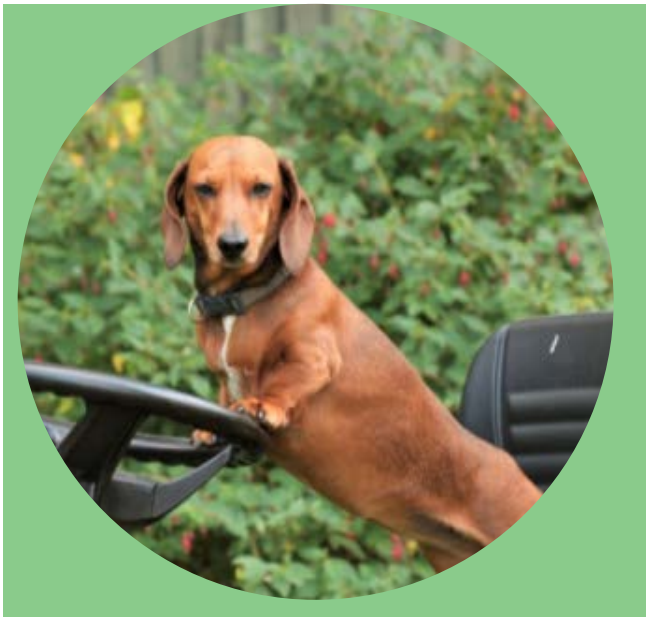
During lockdown, we put on different online sessions for young carers, including weekly Minecraft sessions, dubbed 'Minecraft Mondays.' Read more



Our Zoom yoga sessions were a big success and led to lots of positive feedback. Read more

HIGHLIGHTS OF THE YEAR

Achieving objective: Invest in high quality support



We just asked people to zoom in with their pets and talk about their value especially during lockdown.



We launched our Emergency Plan booklet and posted it to carers who might be in most need of this resource.



We sent 'Five Ways to Wellbeing' postcards to carers to let them know we were still here to support them during lockdown.



Budding chefs took part in our free six-week cooking course aimed at those taking on a new caring role or to brush up on their skills in the kitchen. Read more

WHAT CARERS SAID

Achieving objective: Invest in high quality support

Thank you so much for all the emotional support. I have really valued it and it has been so nice to hear a friendly voice on the phone.

We feel very lucky to have had the choir via Zoom throughout the pandemic when it has not been possible to meet up in person. It lifts our spirits.

I am so grateful for your call and the chance to talk to someone who understands.

Thank you very much. I am using the grant to complete a mental health diploma. It will help me to improve myself and the person I am caring for .

CiB have been crucial in helping me with my grief and through lockdown. Events on Zoom are great being available to so many people who are housebound. CiB have been very inventive and thanks too to the experts who have supported us all.

These sessions are great for unpaid carers who can't leave the house.

I am going to use the grant to help me pay for things for university.

I want to thank you for all the support this group has given me - it's helped me through some very hard times.

Thank you so much for listening, understanding and for your kindness.

Ringing Carers in Bedfordshire was the best thing I ever did - I know I was worried about it, but it has turned out really positively.

You sorted me out at the beginning and you've always been there so that has been very comforting.

I couldn't have got through lockdown without you guys.

We feel listened to with Carers in Beds.

Being a peer mentor is a really good opportunity. It gave me the confidence to go for a part time job.

We love getting the CST sheets every week - we have had so many brilliant conversations based on them and I've learnt things about my husband I didn't know.

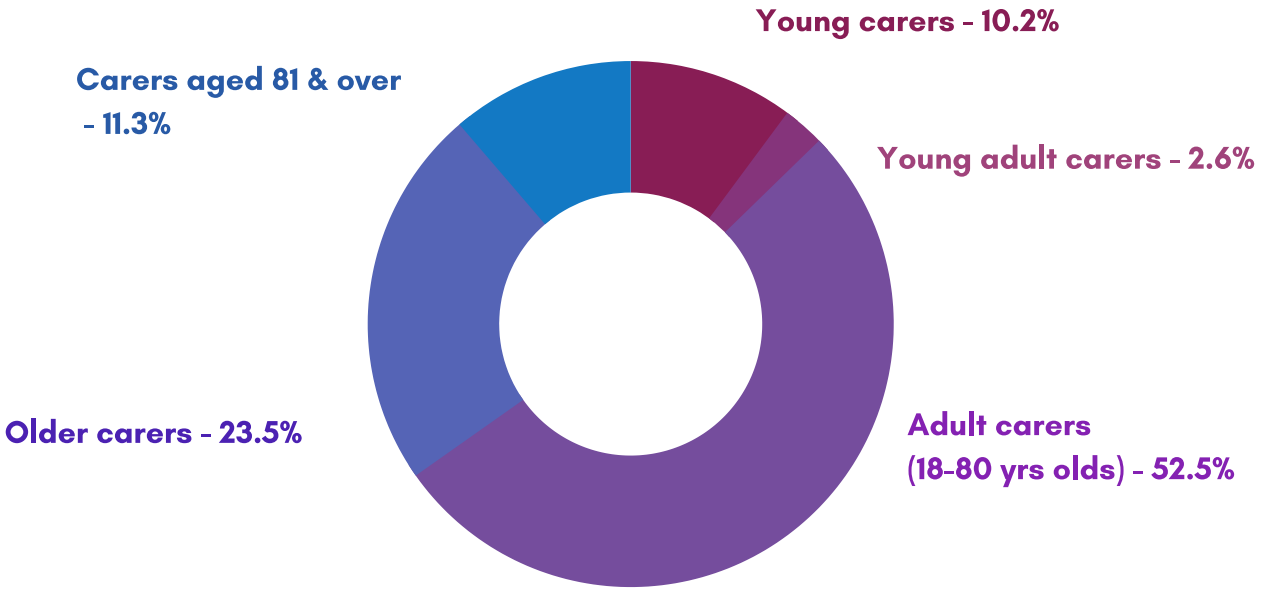
It's a chance to get away from the hard times and have time for us when we come to the groups with Carers in Beds.

We are with a group of other kids who understand what we are going through, most of our friends don't get it.

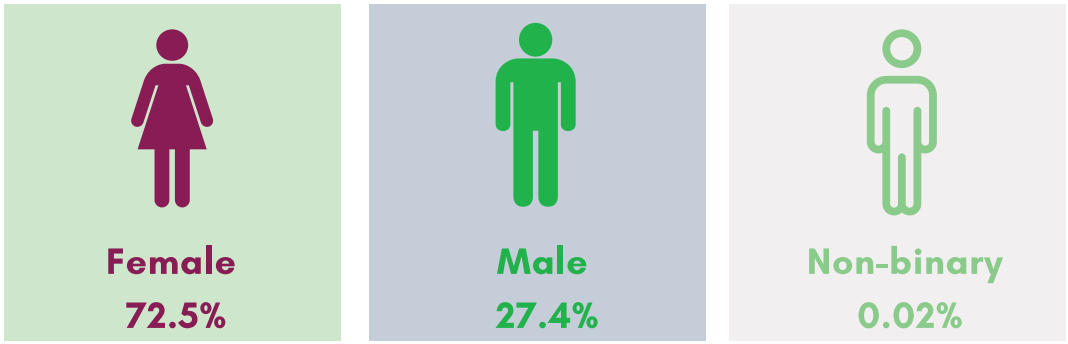
WHO WE REACHED

Achieving objective: Be transparent, efficient & effective

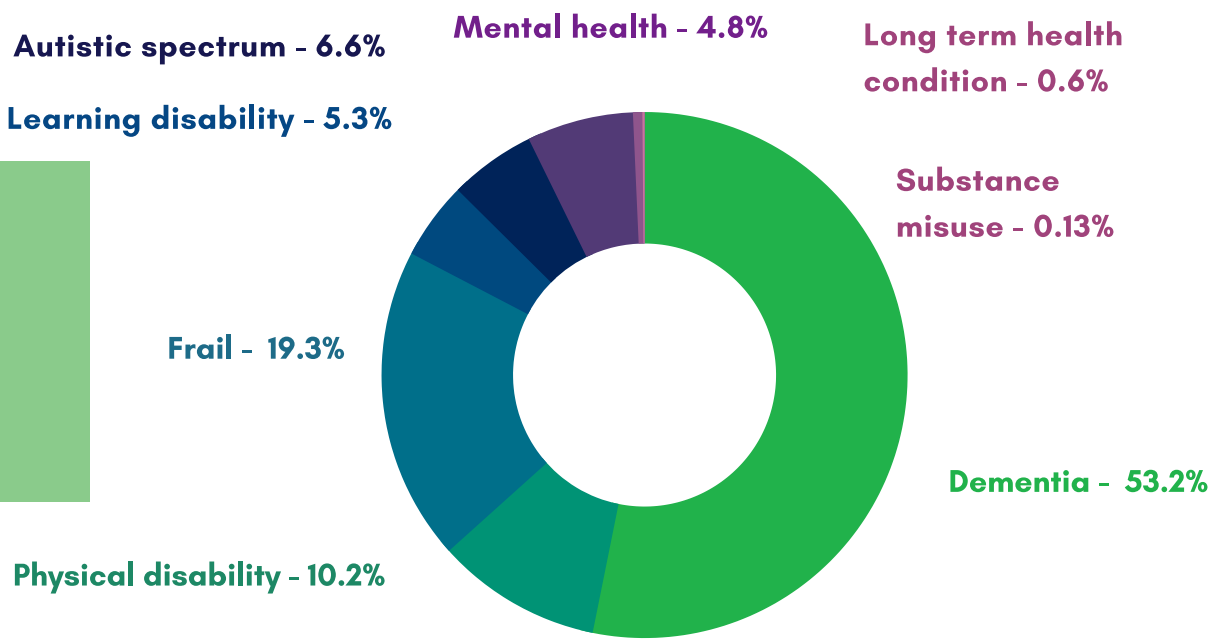
Age



Gender



Conditions of those being cared for

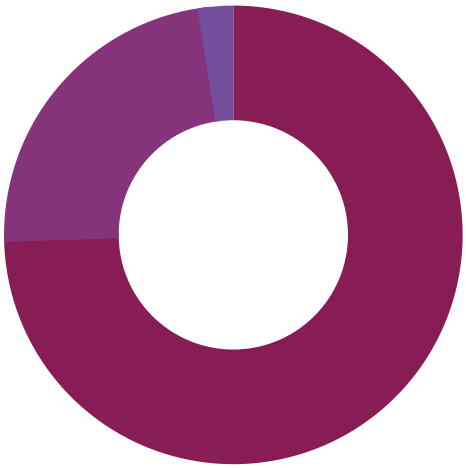


FINANCIAL OVERVIEW

Achieving objective: Be transparent, efficient & effective

	2018/19	2019/20	2020/21
Income			
Statutory bodies	941,624	947,074	953,809
Grants and trust foundations	187,524	198,701	294,295
Donations	37,545	45827	21,981
Service charges	26,673	23,152	8,928
Misc	2,354	1,648	983
	1,195,720	1,216,402	1,279,996
Expenditure			
Carer services	864,919	905,122	823,754
Dementia services	137,525	185,626	171,178
Carers grants	243,131	226,184	189,307
Fundraising			36,198
	1,245,575	1,316,932	1,220,437

Income

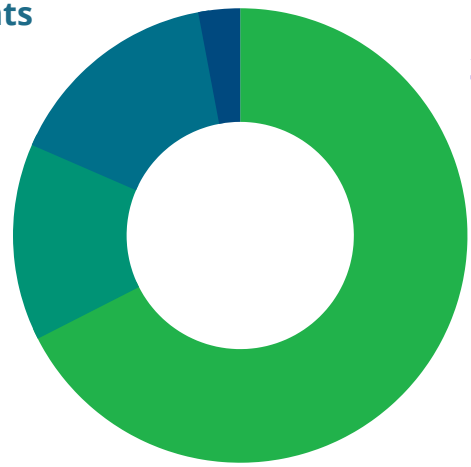


Donations, service charges and misc income 2.5%

Grants and Trust Foundations 23%

Statutory bodies 74.5%

Expenditure on services



Carers grants 15.5%

Fundraising 3%

Dementia services 14%

Carer services 67.5%

FINANCIAL OVERVIEW

Achieving objective: Be transparent, efficient & effective

Income

Forecasting and managing our income has never been more of a challenge for the finance team. At the start of the pandemic, we anticipated and began to plan for a drop in income. Jolene, our new Fundraising Manager, was tasked with an unenviable position of securing income to make up for a 61% drop in service income and a 52% drop in donation income.
We were delighted to see this hard work pay off as our grant income grew by approximately £95,000 in comparison to the previous financial year. Overall, total income for the year rose by roughly 5.2% on the previous year. A tremendous achievement given the uncertainty and challenges we have faced.

Expenditure on services

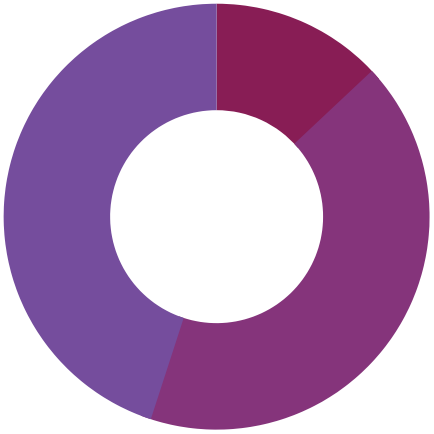
Expenditure in many areas decreased as typical costs associated with face-to face services were no longer needed. We did, however, need to increase expenditure on IT. We spent approximately £18,000 equipping our staff with the necessary equipment to work remotely and investing in our digital infrastructure. Despite the challenges, we delighted to have ended the financial year with a small surplus of £25,564 (excluding the funds we hold for Carers Grants).

Funds in Reserves

At the end of the 2020-2021 financial year the total reserves of the charity stood at £340,472.

We hold funds in the following three categories:

Restricted 13%
The funder restricts the activities or projects that the funds can be used for



Unrestricted 45%
Funds that are held to manage the uncertainty and the capacity to manage unforeseen financial difficulties and short-term changes in circumstances

Designated 42%
The charity determines the activities or projects necessary to achieve certain outcomes or objectives

CARER STORIES

Achieving objective: Invest in high quality support



Jamaal

We spoke to young carer Jamaal, who is destined for great things. At the age of 16, he shows resilience and maturity way past his years, which he puts down to being a young carer. Despite the responsibilities he carries at such a young age, he still knows how to have fun. Jamaal opens up about the challenges and positives of life as a young carer in a Q&A session and talks about how we helped him at Carers in Bedfordshire.



Eshe

Eshe is a carer for her younger brother who doesn't have much contact with others his age or people who understand that he struggles with social skills due to his Asperger's. Eshe spoke to us about the challenges in her caring role, her plans to go to university and the support we have given her.



Roger

After caring for his wife for more than 10 years and having received a lot advice and support from Carers in Bedfordshire, Roger decided he wanted to give something back. After his wife moved into nursing care, he began volunteering for us.

SPECIAL PROJECTS

Achieving objective: Reaching more carers

The pandemic brought additional challenges for carers' wellbeing.

In response, we introduced a brand-new role in January, a Wellbeing Practitioner. Caroline Carter works with individuals to draw up a personalised wellbeing plan and to practice wellbeing techniques with them. Her one-off and short courses are popular - and reach even more people on YouTube.

Male carers were an under-represented group, as research shows men find it difficult to seek out support. The British Journal of GPs found barriers such as stigmas around mental health and a preference for self-reliance, make it more difficult for men to come forward for help.



To address this issue, we put on events and talks aimed specifically at male carers registered with us. We hosted a successful *Autism and ADHD Talk for Dads and Granddad's* to help men feel more comfortable, knowing there would be other male carers joining the session who shared similar situations.



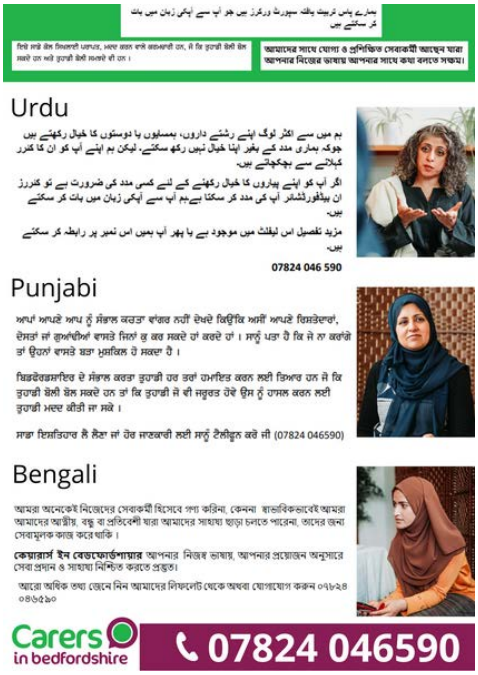
Carer Deepesh (pictured above) said: "*What I found extremely useful was a run through Autism spectrum disorder and ADHD for dads, as usually it is mums that would attend these sessions. It was great to be able to share experiences and hear from other dads."*

We also put on a falconry and clay pigeon shooting sessions, as well as a cookery course (see page 11), which gave men a chance to switch off from their caring duties, as well as to learn new skills.

SPECIAL PROJECTS

Achieving objective: Reaching more carers

A grant from the Carers Trust enabled us to take on another exciting endeavour and extend our valuable service to carers whose first language is Bengali, Punjabi and Urdu.



Having Bengali, Punjabi and Urdu speaking support workers means carers from these communities who may have faced a language and cultural barrier can speak with us direct, without needing to go through an interpreter or family member.

We promoted this diverse community service through videos, social media, leaflets and posters in the three languages.

We were recognised by HM Lord-Lieutenant of Bedfordshire, Helen Nellis, at our virtual launch event.

She said: "*This is a great initiative and recognises that, in all communities, there are people quietly caring for relatives and friends. It is important for carers everywhere to realise that there is help and support available to sustain them through this vital role.*

"*By reaching out in this way, Carers in Bedfordshire are seeking to engage with all carers to help overcome some of the barriers which prevent carers from accessing the help and services that are available.*"

Cause for Applause

We launched this campaign to celebrate people who go the extra mile for carers every day, many of whom don't realise what a positive impact they're having.
Watch our videos of all the inspiring nominations.



SPECIAL PROJECTS

Achieving objective: Work in partnership

Young Carers Action Day in March saw us paint the town purple!

We teamed up with Bedford Borough Council to support young carers during Young Carers Action Day, by lighting up the town bridge purple, the official colour of the campaign.



We also worked together to empower young carers and give them a voice through a podcast series called Welcome To My World.



Seven young carers from Bedford took part in recording the podcasts, available on all streaming services.

They cover a different topic in each one focusing on young carers' feelings, emotions, experiences and challenges they face on a day-to-day basis.

Businesses, young carers, schools and members of the public wore purple and donated to help



us to carry out the valuable support we provide to young carers.

We sent craft packs, courtesy of the Carers Trust, to all young carers registered with us, so they could support the national day of action.

FREE PPE FOR CARERS

We worked in partnership with Bedford Borough Council and Central Bedfordshire Council to spread the word to carers the local authorities were offering free Personal Protective Equipment (PPE) to protect them and the person they are caring for from Covid.



PARTNERSHIP WORKING

Achieving objective: Work in partnership & advocate with carers

We delivered many of sessions and groups in partnership with others.

Time to Ask' sessions give carers an opportunity to submit questions to professionals from other services and get answers on the day. It also provides a platform for professionals to discuss their service in further detail.

We have had sessions with Impact Mental Health, Mind BLMK, Bedford Adult Social services and ELFT (East London foundation Trust).

We have also worked with ELFT People Participation, developing a carer awareness training programme alongside carers for their staff teams.

With carer wellbeing as a top priority, we have partnered with clinical psychologists to provide talks on maintaining wellbeing and boosting self confidence as well as anxiety in lockdown. We continue to work with the Citizens Advice Bureau to provide carers with information on benefits.

Our Dementia Team has continued to work closely with the Alzheimer's Society and Tibbs Dementia Foundation to offer a cohesive service to support people living with dementia and those who care for them, as well as with the local memory clinics and Age UK Bedfordshire.

The team has also collaborated with:



- The Mobility Physio to provide exercises for balance and strength.
- Creative Connections to provide chair dance for those with dementia and their carers.
- Dementia Adventure to offer Dementia Skills Sessions.
- Music 24 for music Zoom session.



We joined the Carer's UK's Fairer For Carers campaign to advocate for carers. We urged people to write to their local MP to call for a £20 a week supplement to the Carer's Allowance, to help carers manage both the higher costs of caring and the lack of services available to help them stay in work.

PARTNERSHIP WORKING

Achieving objective: Work in partnership

Here are some of the partners we've been working collaboratively with over the last year to provide a high quality service to carers

CARERS TRUST

The Mobility Physio

citizens advice

Tibbs Dementia Foundation

Alzheimer's Society

East London NHS Foundation Trust

IMPACT Mental Health Peer Support

Bedford Borough Council

age UK

mind for better mental health BLMK

CREATIVE CONNECTIONS

dementia adventure

NHS Bedfordshire Clinical Commissioning Group

carersUK making life better for carers

Central Bedfordshire

SOME THINGS CHANGED

Achieving objective: Be transparent, efficient & effective

We took a long hard look at the efficiency and effectiveness of our services, and made some radical decisions for the security of the charity and our mission.

A review of the relaxation therapy service concluded that it was not financially viable through employing our own relaxation therapist.
We now contract with local therapists to offer this at wellbeing sessions. Carers may also be eligible to apply for an NHS carers grant to take up therapy with a local private practitioner.



Reducing the isolation that carers experience is a key mission of Carers in Bedfordshire. We created a new events team to set up online and other workshops, groups and events across the Bedford and Central Bedfordshire.



We streamlined our staffing for the future and reduced or compacted staff hours. New staff were recruited, some to brand new posts, in response to the changing needs of carers.

We moved our finance, telephones and HR systems into the cloud. This not only reduced our costs, but helps our journey towards a paperless organisation.

We secured funding to equip all field staff with laptops and improved our internal digital communications.

Extra welfare was offered to staff such as online yoga, nordic walking, online Thursday coffee morning, lots of advice on working from home, as well as access to an employee support facility.

WE WELCOMED NEW FACES

Achieving objective: Be transparent, efficient & effective

Here are the new staff and trustees we have welcomed over the past year. They have all made such a difference to the organisation in helping to support our carers and make them feel visible and valued, helping us to be an efficient and effective organisation.

Welcome to our new staff



Debi Chegi-Hughes
Parent Carer Support Worker



Nicky Harris
Adult Carer Support Worker



Harriet Opalanski
Operations Manager



Caroline Carter
Wellbeing Practitioner



Helen Hutchinson
Communications Officer



Jolene Macnaughton
Fundraising Manager



Anni Berman
Dementia Carers Support Worker



Lynne Sims
Dementia Carers Support Worker

Welcome to new trustees



David Dwyer



Helen Battersby



Jacqui Fincham

OUR SUPPORTERS

Achieving objective: Invest in high quality support

This year we welcomed Jolene Macnaughton, our first fundraising manager. Jolene quickly had a positive impact on the charity, crucially attracting more and larger trust, foundations and grant funding, than in previous years, to enable us to support more for carers. We were grateful to receive Covid specific grants, as well as grants towards new and existing projects to invest in high quality support.

Fundraising for our supporters was difficult during the height of the pandemic. Events were cancelled and challenges postponed, as our supporters kept safe indoors. But Covid didn't stop everyone, however...



Millbrook Golf Club raised over **£2,000** during the short periods of time when they were allowed on the golf course!

Lands Improvement

Lands Improvement Holdings donated **£5,000** towards our work in Houghton Regis and we received generous donations from Dunster House Limited, A Class Care, Bedford Lions Club and All Saints Church in Leighton Buzzard.



Carers and former carers offered their support on a regular basis and we want to say a big thank you to them for their kindness. A special thank you goes to those who made donations in memory of a loved one.

OUR SUPPORTERS

Achieving objective: Invest in high quality support

Ongoing grants from The Harpur Trust and Children in Need supported our early response project and young carer peer mentoring programme respectively.

We also received grants from local organisations such as Bedford and Luton Community Foundation, St. John Hospital Trust and the Gale Family Charity Trust.



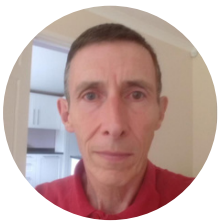
At Christmas we delivered over 300 hampers to carers across Bedfordshire. Thanks to the generosity of our members, and shops and supermarkets across the county, sweet treats and toiletries were given to carers who had had a particularly challenging year.

One carer told us: "I was so touched when a driver arrived with a Christmas parcel for me. Thank you very much for your kindness and thoughtfulness. The gifts were so beautifully presented and sparkly, in what has been quite a difficult year for all"

OUR VOLUNTEERS

In Volunteers week, we paid tribute to those volunteers who managed to volunteer from home during lockdown. They were vital in helping us to keep services running. Meet some of them:





Martin is one of our IT volunteers who helps carers with all things digital, including using Zoom.



Pam calls newly registered carers so that we can give them the right level of support. She would normally have been in the Bedford hospital lounge.



Lesley is one of our senior admin volunteers. She takes minutes at Board meetings and makes up the carers card.



Hanna, Chris and Veronica got to grips with offering counselling by phone or Zoom.



Peter continued his memory navigator role from home, finding that carers appreciated his call especially under lockdown.



Marion, as well as being a Memory Navigator, also signed up to help us create our activity packs for people with memory loss and dementia.

OUR VOLUNTEERS

Achieving objective: Be transparent, efficient & effective

Our army of 100 volunteers managed to clock up 2,271 hours during lockdown. It's understandably down from the previous year's total, due to being unable to run face-to-face events.

But is still represents a whopping £27,252 - helping us to make efficient and effective savings, while investing in high quality support.



Sue Wildman was delighted to be nominated for Bedford Independent Everyday Hero, Volunteer of the Year.

Sue symbolises all that is great about so many of our volunteers: totally committed, totally trustworthy and totally versatile. Having been a carer herself, she knows full well that family carers often put their own needs last, feeling exhausted, isolated and guilty about getting help for themselves.

We thank all those volunteers who stepped up over the course of the year to take on different roles and to help out where they could. The messages of support from those who could not volunteer at this time also meant so much to us.

Carers in bedfordshire

Get involved

support

donate

volunteer

0300 111 1919
contact@carersinbeds.org.uk
www.carersinbeds.org.uk
Charity number 1135507
Company Limited No. 07140432

Emerald Court, Pilgrim Centre, Bedford MK41 7PZ

Bedfordshire Memory Navigation Service
0300 1919 9090
info@memoryinbeds.org.uk

CYBER ESSENTIALS CERTIFIED

A Network Partner of CARERS TRUST

TRUSTED CHARITY MARK LEVEL 1 NCVO Awarded May 2020

Registered with FR FUNDRAISING REGULATOR

REGISTERED COMPANY NUMBER: 07140432 (England and Wales)
REGISTERED CHARITY NUMBER: 1135507

AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2021

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021

	Page
Reserves policy	3
Reference and administrative details	3-4
Statement of the Trustees responsibilities	5
Report of the Independent Auditors	6-8
Statement of Financial Activities	9
Balance Sheet	10
Statement of Cash Flows	11
Notes to the Financial Statements	12-19
Detailed Statement of Financial Activities	20

See Annual Review for a summary of achievement and performance in 2020/2021

Reserves policy
The Board of Directors has regard to managing its level of reserves effectively. As a not-for-profit organisation it has developed and adopted a policy on reserves, which establishes a level of reserves that is right for the charity.

Reserves are held in three categories for future activity:

- Restricted – where the funder restricts the activities or projects the funds can be used for
- Designated – where CiB determines the activities or projects necessary to achieve certain outcomes or objectives
- Unrestricted – that are held to manage uncertainty and CiB's capacity to manage unforeseen financial difficulties and short-term changes in circumstances.

CiB will target a minimum of one month's salary costs of all staff on all projects and three months central organisational costs and a maximum of 150% of this amount in unrestricted reserves. Based on these financial statements the minimum equates to £112,368 and the maximum £168,552. These limits are reviewed on an annual basis.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
07140432 (England and Wales)

Registered Charity number
1135507

Registered office
Carers in Bedfordshire
First Floor, Suite D1, Emerald Court
Pilgrim Centre, Brickhill Drive
Bedford
Bedfordshire
MK41 7PZ

Trustees

E Wilkinson	
G Mills	
B Wootton	
S Lowe	
K Lee	(retired 26th June 2020)
E Curtis	(retired 30th September 2020)
G Dearing	(retired 17th June 2020)
D Dwyer	Appointed 17th June 2020
J Fincham	Appointed 17th June 2020
H Battersby	
P Taverner	
T Palmariellodiviney	

Company Secretary
Tracey Gill FMAAT

Auditors
Keens Shay Keens Limited
Chartered Accountants & Registered Auditors
2nd Floor Exchange Building
16 St Cuthberts Street
Bedford
Bedfordshire, MK40 3JG

Bankers
Barclays Bank plc
111 High Street
Bedford, MK40 1NJ

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the Directors of CiB for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charity Statement Of Recommended Practice (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;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

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

AUDITORS

The auditors, Keens Shay Keens Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

ON BEHALF OF THE BOARD:

.....
P Taverner - Chair

Date: 27-8-21

Opinion

We have audited the financial statements of Carers in Bedfordshire for the year ended 31st March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 disclosed in the Auditors 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information, and except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatements 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 where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or

we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Trustees.

Respective 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 purposes 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.

Our responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors 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:

We have assessed that there is a low risk of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations central to the trading activities of the charity. This assessment has been based upon a substantive testing approach to key identified risk areas, principally being revenue recognition and the threat of override of controls by management. No suspected fraud, breach or other non-compliance with underlying laws and regulations has been identified during the sample testing undertaken during the audit process and no such issues have been raised by the board of trustees or management prior to making this assessment. A full review of available board minutes, and other supporting third party documentation where available, has been undertaken and no items have come to our attention which require to be reported to the user of the financial statements. The charity has strong internal controls and our audit testing has indicated no instances of managerial override of controls, through the testing of journal entries and other adjustments for appropriateness. No transactions have been identified as being made outside the normal course of business from the work we have performed in each key risk area of the audit. The trustees and other key local officers are informed management and as such they make regular reviews to ensure the company is compliant in all instances.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Opinion on other matter prescribed by the companies Act 2006
In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the

charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Keens Shay Keens

Michael Grange BA (Hons) FCA (Senior Statutory Auditor)
for and on behalf of Keens Shay Keens Limited
Chartered Accountants &
Registered Auditors
2nd Floor Exchange Building
16 St Cuthberts Street
Bedford
Bedfordshire
MK40 3JG

Date: 2/9/2021

CARERS IN BEDFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Year Ended 31.3.21 Total	Year Ended 31.3.20 Total
Income from:						
Donations, legacies and other income	**2**	20,328	1,653	-	**21,981**	45,827
Recognition of capital deferred grants	**3**	-	-	-		
Investments	**4**	371	-	-	**371**	600
Charitable activities		36,698	789,921	431,024	**1,257,644**	1,169,975
TOTAL INCOME		**57,397**	**791,574**	**431,024**	**1,279,996**	1,216,402
Expenditure on:						
Charitable activities		21,433	806,382	392,623	**1,220,438**	1,316,932
TOTAL EXPENDITURE		21,433	806,382	392,623	**1,220,438**	1,316,932
NET INCOME/(EXPENDITURE)		35,965	(14,808)	38,401	**59,558**	(100,530)
Total funds brought forward		118,231	158,866	3,817	**280,914**	381,444
TOTAL FUNDS CARRIED FORWARD		154,196	144,058	42,218	**340,472**	280,914

All transactions during the year are derived from continuing activities.

CARERS IN BEDFORDSHIRE

BALANCE SHEET
AT 31ST MARCH 2021

Company Number: 07140432 (England and Wales)

	Notes	Unrestricted and designated funds £	Restricted funds £	2021 Total funds £	2020 Total Funds £
FIXED ASSETS					
Tangible assets	8	**16,803**	**6,154**	**22,957**	**7,894**
CURRENT ASSETS					
Debtors	9	**77,201**	**-**	**77,201**	**71,576**
Cash at bank and in hand		**359,714**	**191,999**	**551,713**	**364,578**
		436,915	**191,999**	**628,914**	**436,154**
CREDITORS					
Amounts falling due within one year		**155,464**	**155,935**	**311,399**	**163,134**
NET CURRENT ASSETS		**281,451**	**36,064**	**317,515**	**273,020**
TOTAL ASSETS LESS CURRENT LIABILITIES		**298,254**	**42,218**	**340,472**	**280,914**
NET ASSETS		**298,254**	**42,218**	**340,472**	**280,914**
FUNDS	15				
Unrestricted funds				**154,196**	**118,231**
Designated funds				**144,058**	**158,866**
Restricted funds				**42,218**	**3,817**
TOTAL FUNDS				**340,472**	**280,914**

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

The financial statements were approved by the Board of Trustees on 27th August 2021 and were signed on its behalf by:

27-8-2021

P Taverner - Chair

CARERS IN BEDFORDSHIRE

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Total Funds 2020/21	2019/20
Cash Flows from operating activities		
Net Cash flows provided from operating activities	**207,896**	(110,000)
Cash Flows from investing activities	**(20,761)**	(5,883)
Purchase of fixed assets	**-**	-
Change in cash in the year	**187,135**	(115,850)
Cash at the beginning of the year	**364,578**	480,428
Cash at the end of the year	**551,713**	364,578

RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

Net incoming/(outgoing) resources for the year, as per the Statement of Financial Activities	**59,558**	(100,529)
Adjustments for		
Depreciation charge	**5,698**	2,859
(Increase)decrease in debtors	**(5,625)**	(20,915)
Increase(decrease) in creditors	**148,265**	8,615
Net Cash flows provided from operating activities	**207,896**	(110,000)

1. ACCOUNTING POLICIES

Basis of accounting
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) and the Companies Act 2006.

The company meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

During the year, the global health crisis caused by Coronavirus (COVID-19) has had a significant impact on all businesses. The Trustees has assessed the potential impact of this uncertain situation on the Charity and has put in contingency plans in order to mitigate the negative effects of any period of interrupted trading, which will enable the Charity to continue as a going concern. The review of the financial position, reserves levels and future plans gives Trustees confidence that the charity remains a going concern for the foreseeable future.

Income
All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable
- The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from charitable activities are accounted for when earned.

Expenditure
Expenditure is recognised on an accruals basis. Expenditure includes attributable VAT, which cannot be recovered, and is reported as part of the expenditure to which it relates. Charitable expenditure comprises of those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Allocation and apportionment of costs
Costs that can attribute to a specific activity or reserve are directly allocated within the Statement of Financial Activities.

Allocations of overheads to individual funds are based on a budget which is set at the commencement of each contract period.

1. ACCOUNTING POLICIES – continued

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office equipment/furniture	- 25% on cost
Computer equipment	-25% on cost

Fixed assets are stated at cost less accumulated depreciation. Minor additions of less than £400 are not capitalised.

Taxation
The charity is exempt from corporation tax on its charitable activities.

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

Designated funds can be used in accordance with the charitable objectives under contracted services or specific programmes designated by the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

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

2. DONATIONS, LEGACIES AND OTHER INCOME

	Year Ended 31.3.21	Year Ended 31.3.20
	£	£
Membership income	**0**	0
Donations, fundraising and legacies	**21,981**	45,827
	21,981	45,827

The types of membership were consolidated into one at the Annual General Meeting held in November 2016.

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for different members or categories of members. At present no membership subscription is set.

3. GRANTS RECEIVED FOR CAPITAL EXPENDITURE

Grants can be received to assist the purchase of fixed assets. These are shown in the balance sheet as Deferred Capital Grant Received in note 10. This balance is written back to the Income and Expenditure account in line with the assets' depreciable life.

4. INVESTMENT INCOME

	Year Ended 31.3.21	Year Ended 31.3.20
	£	£
Bank interest receivable	371	600

5. NET INCOME

These are stated after charging:

	Year Ended 31.3.21	Year Ended 31.3.20
	£	£
Auditors' remuneration	3,720	2,762
Depreciation - owned assets	5,698	2,859

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2021, nor for the year ended 31st March 2020.

Trustees' Expenses
Some trustees received reimbursement for travel expenses incurred on behalf of the charity totalling £99 (2020 – £764) but the trustees gave this back to the charity as a donation.

7. STAFF COSTS

	Year Ended 31.3.21	Year Ended 31.3.20
	£	£
Wages and salaries	741,105	752,044
Social security costs	52,168	50,941
Other pension costs	16,014	10,539
Total staff costs	809,287	813,524
Training and DBS checks	2,925	6,307
Total human resources costs	812,212	819,831

The average monthly number of employees during the year was 39 (2020: 36)

No employees' emoluments exceeded £60,000 during the current or prior period.

Key management remuneration
The total employee remuneration of the key management personnel, identified members of the Carers in Bedfordshire Leadership Team and other employees having authority and responsibility for planning, directing and controlling the activities of the charity were £95,577 (2020: £79,046).

8. TANGIBLE FIXED ASSETS

	Office/ Furniture	Computer equipment £	Totals £
COST			
At 1st April 2020	**26,032**	**39,869**	**65,901**
Additions	**2,726**	**18,035**	**20,761**
At 31st March 2021	**28,758**	**57,904**	**86,662**
DEPRECIATION			
At 1st April 2020	**26,032**	**31,975**	**58,007**
Charge for year	**350**	**5,348**	**5,698**
At 31st March 2021	**26,382**	**37,323**	**63,705**
NET BOOK VALUE			
At 31st March 2021	**2,376**	**20,581**	**22,957**
At 31st March 2020	**0**	**7,894**	**7,894**

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade debtors	**45,964**	37,206
Prepayments	**30,237**	33,370
Other debtors	**1,000**	1,000
	77,201	71,576

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	**6,636**	11,560
Taxation and social security	**14,162**	11,975
Carers breaks awarded not yet claimed	**129,846**	100,611
Deferred capital grants	**95,010**	4,750
Other creditors and accruals	**65,745**	34,238
	311,399	163,134

11. RELATED PARTY DISCLOSURES

There were no related party transactions in the year to 31 March 2021 (2020: £nil).

12. CAPITAL

The company has no share capital. The types of membership were consolidated into one at the Annual General Meeting held in November 2016.

The maximum number of members is 200. Each member of the Charity undertakes that, if the Charity is wound up while they are a member, or within one year after they cease to be a member, they will contribute a sum not exceeding £1 to the assets of the Charity for:

- payment of the debts and liabilities of the Charity contracted before they cease to be a member; and
- payment of the costs, charges and expenses of winding up

Honorary Life members are members but are exempt from subscription charges if set.

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for different members or categories of members. At present no membership subscription is set. Members and Honorary Life Members have voting rights at the AGM. There were 47 (2020: 49) members and 0 honorary life members as at 31 March 2021 (2020: 0).

13. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid

	2021	2020
Expiring:	**£**	£
Within one year	**40,000**	26,790
Between one and five years	**56,667**	13,995
	96,667	40,785

14. MOVEMENT IN FUNDS

	1/4/2020	Incoming Resources	Resources expended	Surplus/(deficit) for year	Transfers	31/03/2021
RESTRICTED FUNDS						
Bedford Carers Lounge- BBC	442	45,137	44,064	1,073	0	1,515
Carers Grants	3,302	220,000	189,307	30,693	0	33,995
Harpur Trust	(1,698)	16,729	15,031	1,698	0	0
Luton and Dunstable Carers Lounge - CBC and LBC	168	51,105	51,816	(711)	0	(543)
Support Groups	829	0	829	(829)	0	0
Young carer peer mentoring - Children in Need	484	28,188	28,672	(484)	0	0
Volunteering	290	31,892	34,782	(2,890)	0	(2,600)
Lottery Core Funding		14,631	14,005	626	0	626
BLCF Beds Coronavirus Emergency Fund		7,500	6,150	1,350	0	1,350
BLCF NET Coronavirus Programme		6,924	1,197	5,727	0	5,727
Mental Health Fund – Young People		5,944	3,796	2,148	0	2,148
CiN Booster		2,974	2,974	0	0	0
Sub total	**3,817**	**431,024**	**392,623**	**38,401**	**0**	**42,218**
DESIGNATED FUNDS						
External designation						
Carers Café	150	86,963	85,225	1,738	0	1,888
Carers discount card and on line support	5,292	0	5,292	(5,292)	0	0
Carer support (dementia)	(1,980)	43,316	41,098	2,218	0	238
Carer support (all carer types)	(7,435)	435,576	404,906	30,671	0	23,235
Dementia Services	27,292	111,811	130,080	(18,269)	0	9,023
Sibling support	175	19,649	20,262	(614)	0	(438)
Workshops, Education and Groups		94,259	83,321	10,938		10,938
	23,494	791,574	770,184	21,391	0	44,884
Legacy	**135,372**	**0**	**36,198**	**(36,198)**	**0**	**99,174**
Sub total	**158,866**	**791,574**	**806,382**	**(14,807)**	**0**	**144,058**
UNRESTRICTED FUNDS	118,231	57,398	21,432	35,965	0.00	154,196
Grand Total	**280,914**	**1,279,996**	**1,220,437**	**59,559**	**0**	**340,472**

14. MOVEMENT IN FUNDS – continued

Bedford Carers Lounge – BBC	Funding received from Bedford Borough Council to open and run a Carers Advice and Information Centre within Bedford Hospital (South Wing)
Carers Grants	Funding received under contract to allow the award of grants direct to carers whose emotional and/or physical wellbeing has been adversely affected by their caring role
Luton and Dunstable Carers Lounge - CBC and LBC	Funding received from Central Bedfordshire Council and Luton Borough Council to open and run a Carers Advice and Information Centre within The Luton & Dunstable Hospital
Young carer peer mentoring - Children in Need	Funding received from Children in Need to complement funds within the carer support contract to identify and support young carers as peer mentors to support others, in school and other contexts
Volunteering	Bedford Borough Council have provided funding to employ a Volunteer Coordinator to identify and support the development of volunteering
Harpur Trust	Funding received from the Harpur Trust to complement funds within the carer support contract to establish a volunteer-led 'early response' service delivering timely support to carers whose needs can be met through information or someone to talk to.
Carers Café	Weekend and weekday café service for carers, individuals with care needs and extended family
Carers discount card and on line support	Funding received to establish and deliver a carers discount card to reward carers for their services, and to develop targeted online information
Carer support (dementia)	A range of services including identifying and coordinating a team of volunteer dementia befrienders, and running a weekly group for carers and people with dementia in Bedford, the Carers Rest.
Carer support (all carer types)	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BCCG acting together to offer carers support services on their behalf
Dementia Services	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BCCG acting together to offer support services to people affected by memory loss or dementia and their carers.

Sibling support	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BCCG acting together to offer support services to young people caring for, and/or affected by the illness or disability of a sibling.
BLCF – Bedfordshire Emergency Coronavirus Fund	Funding from Bedford and Luton Community Foundation for a postal mailing to carers, additional hours for Support Workers, a social media consultant and laptops for staff working from home
BLCF NET Coronavirus Programme	Funding from Bedford and Luton Community Foundation allowed us to provide laptops for staff who were working from home
Mental Health Fund For Young People	Funding provided by Bedford and Luton Community Fund and The Sun Readers' Fund allows us to offer free counselling to young carers and young adult carers
Children in Need Booster Grant	Additional funding from Children in Need for online gaming groups and postal mailings to young carers
Legacy	Legacies are received from individuals who gift monies to Carers in Bedfordshire in their wills. The Board of Trustees then determine how these funds can be effectively spent and allocate specific amounts to projects within this fund.

CARERS IN BEDFORDSHIRE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2021

	31.3.21	31.3.20
INCOME		
Donations And Fundraising	21,981	45,827
Contract Income	1,248,105	1,145,775
Grant Release	-	-
Membership	-	-
Contributions Received	8,928	23,151
Investment Income	371	600
Other Income	611	1,049
	1,279,996	**1,216,402**
EXPENDITURE		
Programme Direct Costs	227,444	310,454
Hall Hire	880	12,465
Rent And Rates	60,399	44,107
Taxis	274	2,859
Vehicle Hire	-	1,375
Travel	1,701	13,107
Electricity	757	2,698
Gas	962	1,704
Water	565	402
Printing	21,974	28,413
Postage	8,528	8,548
Telephone	25,472	22,051
Stationery	526	3,600
Computer	25,378	21,863
Office Maintenance		
Repairs	131	241
Cleaning	950	3,360
Fuel	-	-
Motor Expenses	-	-
Sundry Office Expenses	10,030	748
Insurance	4,888	1,747
Refreshments	262	8,508
Bank Charges	1,032	394
Salaries Wages and Temporary Staff	793,273	802,985
Staff Training	1,975	5,169
Pensions	16,014	10,539
Staff Checks	950	1,138
Legal	2,160	1,710
Audit & Accountancy	3,733	2,775
Professional	3,826	492
Recruitment Expenses	655	620
Depreciation	5,698	2,859
	1,220,437	**1,316,931**
	59,559	**(100,529)**

REGISTERED COMPANY NUMBER: 07140432 (England and Wales)
REGISTERED CHARITY NUMBER: 1135507

AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2021

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FOR THE YEAR ENDED 31ST MARCH 2021

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See Annual Review for a summary of achievement and performance in 2020/2021

Reserves policy
The Board of Directors has regard to managing its level of reserves effectively. As a not-for-profit organisation it has developed and adopted a policy on reserves, which establishes a level of reserves that is right for the charity.

Reserves are held in three categories for future activity:

- Restricted – where the funder restricts the activities or projects the funds can be used for
- Designated – where CiB determines the activities or projects necessary to achieve certain outcomes or objectives
- Unrestricted – that are held to manage uncertainty and CiB's capacity to manage unforeseen financial difficulties and short-term changes in circumstances.

CiB will target a minimum of one month's salary costs of all staff on all projects and three months central organisational costs and a maximum of 150% of this amount in unrestricted reserves. Based on these financial statements the minimum equates to £112,368 and the maximum £168,552. These limits are reviewed on an annual basis.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
07140432 (England and Wales)

Registered Charity number
1135507

Registered office
Carers in Bedfordshire
First Floor, Suite D1, Emerald Court
Pilgrim Centre, Brickhill Drive
Bedford
Bedfordshire
MK41 7PZ

Trustees

E Wilkinson	
G Mills	
B Wootton	
S Lowe	
K Lee	(retired 26th June 2020)
E Curtis	(retired 30th September 2020)
G Dearing	(retired 17th June 2020)
D Dwyer	Appointed 17th June 2020
J Fincham	Appointed 17th June 2020
H Battersby	
P Taverner	
T Palmariellodiviney	

Company Secretary
Tracey Gill FMAAT

Auditors
Keens Shay Keens Limited
Chartered Accountants & Registered Auditors
2nd Floor Exchange Building
16 St Cuthberts Street
Bedford
Bedfordshire, MK40 3JG

Bankers
Barclays Bank plc
111 High Street
Bedford, MK40 1NJ

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the Directors of CiB for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charity Statement Of Recommended Practice (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;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

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

AUDITORS

The auditors, Keens Shay Keens Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

ON BEHALF OF THE BOARD:

.....
P Taverner - Chair

Date: 27-8-21

Opinion

We have audited the financial statements of Carers in Bedfordshire for the year ended 31st March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 disclosed in the Auditors 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information, and except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatements 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 where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or

we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Trustees.

Respective 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 purposes 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.

Our responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors 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:

We have assessed that there is a low risk of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations central to the trading activities of the charity. This assessment has been based upon a substantive testing approach to key identified risk areas, principally being revenue recognition and the threat of override of controls by management. No suspected fraud, breach or other non-compliance with underlying laws and regulations has been identified during the sample testing undertaken during the audit process and no such issues have been raised by the board of trustees or management prior to making this assessment. A full review of available board minutes, and other supporting third party documentation where available, has been undertaken and no items have come to our attention which require to be reported to the user of the financial statements. The charity has strong internal controls and our audit testing has indicated no instances of managerial override of controls, through the testing of journal entries and other adjustments for appropriateness. No transactions have been identified as being made outside the normal course of business from the work we have performed in each key risk area of the audit. The trustees and other key local officers are informed management and as such they make regular reviews to ensure the company is compliant in all instances.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Opinion on other matter prescribed by the companies Act 2006
In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements

Use of our report
This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the

charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Keens Shay Keens

Michael Grange BA (Hons) FCA (Senior Statutory Auditor)
for and on behalf of Keens Shay Keens Limited
Chartered Accountants &
Registered Auditors
2nd Floor Exchange Building
16 St Cuthberts Street
Bedford
Bedfordshire
MK40 3JG

Date: 2/9/2021

CARERS IN BEDFORDSHIRE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Year Ended 31.3.21 Total	Year Ended 31.3.20 Total
Income from:						
Donations, legacies and other income	**2**	20,328	1,653	-	**21,981**	45,827
Recognition of capital deferred grants	**3**	-	-	-		
Investments	**4**	371	-	-	**371**	600
Charitable activities		36,698	789,921	431,024	**1,257,644**	1,169,975
TOTAL INCOME		**57,397**	**791,574**	**431,024**	**1,279,996**	1,216,402
Expenditure on:						
Charitable activities		21,433	806,382	392,623	**1,220,438**	1,316,932
TOTAL EXPENDITURE		21,433	806,382	392,623	**1,220,438**	1,316,932
NET INCOME/(EXPENDITURE)		35,965	(14,808)	38,401	**59,558**	(100,530)
Total funds brought forward		118,231	158,866	3,817	**280,914**	381,444
TOTAL FUNDS CARRIED FORWARD		154,196	144,058	42,218	**340,472**	280,914

All transactions during the year are derived from continuing activities.

CARERS IN BEDFORDSHIRE

BALANCE SHEET
AT 31ST MARCH 2021

Company Number: 07140432 (England and Wales)

	Notes	Unrestricted and designated funds £	Restricted funds £	2021 Total funds £	2020 Total Funds £
FIXED ASSETS					
Tangible assets	8	**16,803**	**6,154**	**22,957**	**7,894**
CURRENT ASSETS					
Debtors	9	**77,201**	**-**	**77,201**	**71,576**
Cash at bank and in hand		**359,714**	**191,999**	**551,713**	**364,578**
		436,915	**191,999**	**628,914**	**436,154**
CREDITORS					
Amounts falling due within one year		**155,464**	**155,935**	**311,399**	**163,134**
NET CURRENT ASSETS		**281,451**	**36,064**	**317,515**	**273,020**
TOTAL ASSETS LESS CURRENT LIABILITIES		**298,254**	**42,218**	**340,472**	**280,914**
NET ASSETS		**298,254**	**42,218**	**340,472**	**280,914**
FUNDS	15				
Unrestricted funds				**154,196**	**118,231**
Designated funds				**144,058**	**158,866**
Restricted funds				**42,218**	**3,817**
TOTAL FUNDS				**340,472**	**280,914**

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

The financial statements were approved by the Board of Trustees on 27th August 2021 and were signed on its behalf by:

27-8-2021

P Taverner - Chair

CARERS IN BEDFORDSHIRE

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Total Funds 2020/21	2019/20
Cash Flows from operating activities		
Net Cash flows provided from operating activities	**207,896**	(110,000)
Cash Flows from investing activities	**(20,761)**	(5,883)
Purchase of fixed assets	**-**	-
Change in cash in the year	**187,135**	(115,850)
Cash at the beginning of the year	**364,578**	480,428
Cash at the end of the year	**551,713**	364,578

RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

Net incoming/(outgoing) resources for the year, as per the Statement of Financial Activities	**59,558**	(100,529)
Adjustments for		
Depreciation charge	**5,698**	2,859
(Increase)decrease in debtors	**(5,625)**	(20,915)
Increase(decrease) in creditors	**148,265**	8,615
Net Cash flows provided from operating activities	**207,896**	(110,000)

1. ACCOUNTING POLICIES

Basis of accounting
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) and the Companies Act 2006.

The company meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

During the year, the global health crisis caused by Coronavirus (COVID-19) has had a significant impact on all businesses. The Trustees has assessed the potential impact of this uncertain situation on the Charity and has put in contingency plans in order to mitigate the negative effects of any period of interrupted trading, which will enable the Charity to continue as a going concern. The review of the financial position, reserves levels and future plans gives Trustees confidence that the charity remains a going concern for the foreseeable future.

Income
All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable
- The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from charitable activities are accounted for when earned.

Expenditure
Expenditure is recognised on an accruals basis. Expenditure includes attributable VAT, which cannot be recovered, and is reported as part of the expenditure to which it relates. Charitable expenditure comprises of those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Allocation and apportionment of costs
Costs that can attribute to a specific activity or reserve are directly allocated within the Statement of Financial Activities.

Allocations of overheads to individual funds are based on a budget which is set at the commencement of each contract period.

1. ACCOUNTING POLICIES – continued

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office equipment/furniture	- 25% on cost
Computer equipment	-25% on cost

Fixed assets are stated at cost less accumulated depreciation. Minor additions of less than £400 are not capitalised.

Taxation
The charity is exempt from corporation tax on its charitable activities.

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

Designated funds can be used in accordance with the charitable objectives under contracted services or specific programmes designated by the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

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

2. DONATIONS, LEGACIES AND OTHER INCOME

	Year Ended 31.3.21	Year Ended 31.3.20
	£	£
Membership income	**0**	0
Donations, fundraising and legacies	**21,981**	45,827
	21,981	45,827

The types of membership were consolidated into one at the Annual General Meeting held in November 2016.

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for different members or categories of members. At present no membership subscription is set.

3. GRANTS RECEIVED FOR CAPITAL EXPENDITURE

Grants can be received to assist the purchase of fixed assets. These are shown in the balance sheet as Deferred Capital Grant Received in note 10. This balance is written back to the Income and Expenditure account in line with the assets' depreciable life.

4. INVESTMENT INCOME

	Year Ended 31.3.21	Year Ended 31.3.20
	£	£
Bank interest receivable	371	600

5. NET INCOME

These are stated after charging:

	Year Ended 31.3.21	Year Ended 31.3.20
	£	£
Auditors' remuneration	3,720	2,762
Depreciation - owned assets	5,698	2,859

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2021, nor for the year ended 31st March 2020.

Trustees' Expenses
Some trustees received reimbursement for travel expenses incurred on behalf of the charity totalling £99 (2020 – £764) but the trustees gave this back to the charity as a donation.

7. STAFF COSTS

	Year Ended 31.3.21	Year Ended 31.3.20
	£	£
Wages and salaries	741,105	752,044
Social security costs	52,168	50,941
Other pension costs	16,014	10,539
Total staff costs	809,287	813,524
Training and DBS checks	2,925	6,307
Total human resources costs	812,212	819,831

The average monthly number of employees during the year was 39 (2020: 36)

No employees' emoluments exceeded £60,000 during the current or prior period.

Key management remuneration
The total employee remuneration of the key management personnel, identified members of the Carers in Bedfordshire Leadership Team and other employees having authority and responsibility for planning, directing and controlling the activities of the charity were £95,577 (2020: £79,046).

8. TANGIBLE FIXED ASSETS

	Office/ Furniture	Computer equipment £	Totals £
COST			
At 1st April 2020	**26,032**	**39,869**	**65,901**
Additions	**2,726**	**18,035**	**20,761**
At 31st March 2021	**28,758**	**57,904**	**86,662**
DEPRECIATION			
At 1st April 2020	**26,032**	**31,975**	**58,007**
Charge for year	**350**	**5,348**	**5,698**
At 31st March 2021	**26,382**	**37,323**	**63,705**
NET BOOK VALUE			
At 31st March 2021	**2,376**	**20,581**	**22,957**
At 31st March 2020	**0**	**7,894**	**7,894**

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade debtors	**45,964**	37,206
Prepayments	**30,237**	33,370
Other debtors	**1,000**	1,000
	77,201	71,576

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	**6,636**	11,560
Taxation and social security	**14,162**	11,975
Carers breaks awarded not yet claimed	**129,846**	100,611
Deferred capital grants	**95,010**	4,750
Other creditors and accruals	**65,745**	34,238
	311,399	163,134

11. RELATED PARTY DISCLOSURES

There were no related party transactions in the year to 31 March 2021 (2020: £nil).

12. CAPITAL

The company has no share capital. The types of membership were consolidated into one at the Annual General Meeting held in November 2016.

The maximum number of members is 200. Each member of the Charity undertakes that, if the Charity is wound up while they are a member, or within one year after they cease to be a member, they will contribute a sum not exceeding £1 to the assets of the Charity for:

- payment of the debts and liabilities of the Charity contracted before they cease to be a member; and
- payment of the costs, charges and expenses of winding up

Honorary Life members are members but are exempt from subscription charges if set.

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for different members or categories of members. At present no membership subscription is set. Members and Honorary Life Members have voting rights at the AGM. There were 47 (2020: 49) members and 0 honorary life members as at 31 March 2021 (2020: 0).

13. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid

	2021	2020
Expiring:	**£**	£
Within one year	**40,000**	26,790
Between one and five years	**56,667**	13,995
	96,667	40,785

14. MOVEMENT IN FUNDS

	1/4/2020	Incoming Resources	Resources expended	Surplus/(deficit) for year	Transfers	31/03/2021
RESTRICTED FUNDS						
Bedford Carers Lounge- BBC	442	45,137	44,064	1,073	0	1,515
Carers Grants	3,302	220,000	189,307	30,693	0	33,995
Harpur Trust	(1,698)	16,729	15,031	1,698	0	0
Luton and Dunstable Carers Lounge - CBC and LBC	168	51,105	51,816	(711)	0	(543)
Support Groups	829	0	829	(829)	0	0
Young carer peer mentoring - Children in Need	484	28,188	28,672	(484)	0	0
Volunteering	290	31,892	34,782	(2,890)	0	(2,600)
Lottery Core Funding		14,631	14,005	626	0	626
BLCF Beds Coronavirus Emergency Fund		7,500	6,150	1,350	0	1,350
BLCF NET Coronavirus Programme		6,924	1,197	5,727	0	5,727
Mental Health Fund – Young People		5,944	3,796	2,148	0	2,148
CiN Booster		2,974	2,974	0	0	0
Sub total	**3,817**	**431,024**	**392,623**	**38,401**	**0**	**42,218**
DESIGNATED FUNDS						
External designation						
Carers Café	150	86,963	85,225	1,738	0	1,888
Carers discount card and on line support	5,292	0	5,292	(5,292)	0	0
Carer support (dementia)	(1,980)	43,316	41,098	2,218	0	238
Carer support (all carer types)	(7,435)	435,576	404,906	30,671	0	23,235
Dementia Services	27,292	111,811	130,080	(18,269)	0	9,023
Sibling support	175	19,649	20,262	(614)	0	(438)
Workshops, Education and Groups		94,259	83,321	10,938		10,938
	23,494	791,574	770,184	21,391	0	44,884
Legacy	**135,372**	**0**	**36,198**	**(36,198)**	**0**	**99,174**
Sub total	**158,866**	**791,574**	**806,382**	**(14,807)**	**0**	**144,058**
UNRESTRICTED FUNDS	118,231	57,398	21,432	35,965	0.00	154,196
Grand Total	**280,914**	**1,279,996**	**1,220,437**	**59,559**	**0**	**340,472**

14. MOVEMENT IN FUNDS – continued

Bedford Carers Lounge – BBC	Funding received from Bedford Borough Council to open and run a Carers Advice and Information Centre within Bedford Hospital (South Wing)
Carers Grants	Funding received under contract to allow the award of grants direct to carers whose emotional and/or physical wellbeing has been adversely affected by their caring role
Luton and Dunstable Carers Lounge - CBC and LBC	Funding received from Central Bedfordshire Council and Luton Borough Council to open and run a Carers Advice and Information Centre within The Luton & Dunstable Hospital
Young carer peer mentoring - Children in Need	Funding received from Children in Need to complement funds within the carer support contract to identify and support young carers as peer mentors to support others, in school and other contexts
Volunteering	Bedford Borough Council have provided funding to employ a Volunteer Coordinator to identify and support the development of volunteering
Harpur Trust	Funding received from the Harpur Trust to complement funds within the carer support contract to establish a volunteer-led 'early response' service delivering timely support to carers whose needs can be met through information or someone to talk to.
Carers Café	Weekend and weekday café service for carers, individuals with care needs and extended family
Carers discount card and on line support	Funding received to establish and deliver a carers discount card to reward carers for their services, and to develop targeted online information
Carer support (dementia)	A range of services including identifying and coordinating a team of volunteer dementia befrienders, and running a weekly group for carers and people with dementia in Bedford, the Carers Rest.
Carer support (all carer types)	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BCCG acting together to offer carers support services on their behalf
Dementia Services	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BCCG acting together to offer support services to people affected by memory loss or dementia and their carers.

Sibling support	We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BCCG acting together to offer support services to young people caring for, and/or affected by the illness or disability of a sibling.
BLCF – Bedfordshire Emergency Coronavirus Fund	Funding from Bedford and Luton Community Foundation for a postal mailing to carers, additional hours for Support Workers, a social media consultant and laptops for staff working from home
BLCF NET Coronavirus Programme	Funding from Bedford and Luton Community Foundation allowed us to provide laptops for staff who were working from home
Mental Health Fund For Young People	Funding provided by Bedford and Luton Community Fund and The Sun Readers' Fund allows us to offer free counselling to young carers and young adult carers
Children in Need Booster Grant	Additional funding from Children in Need for online gaming groups and postal mailings to young carers
Legacy	Legacies are received from individuals who gift monies to Carers in Bedfordshire in their wills. The Board of Trustees then determine how these funds can be effectively spent and allocate specific amounts to projects within this fund.

CARERS IN BEDFORDSHIRE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2021

	31.3.21	31.3.20
INCOME		
Donations And Fundraising	21,981	45,827
Contract Income	1,248,105	1,145,775
Grant Release	-	-
Membership	-	-
Contributions Received	8,928	23,151
Investment Income	371	600
Other Income	611	1,049
	1,279,996	**1,216,402**
EXPENDITURE		
Programme Direct Costs	227,444	310,454
Hall Hire	880	12,465
Rent And Rates	60,399	44,107
Taxis	274	2,859
Vehicle Hire	-	1,375
Travel	1,701	13,107
Electricity	757	2,698
Gas	962	1,704
Water	565	402
Printing	21,974	28,413
Postage	8,528	8,548
Telephone	25,472	22,051
Stationery	526	3,600
Computer	25,378	21,863
Office Maintenance		
Repairs	131	241
Cleaning	950	3,360
Fuel	-	-
Motor Expenses	-	-
Sundry Office Expenses	10,030	748
Insurance	4,888	1,747
Refreshments	262	8,508
Bank Charges	1,032	394
Salaries Wages and Temporary Staff	793,273	802,985
Staff Training	1,975	5,169
Pensions	16,014	10,539
Staff Checks	950	1,138
Legal	2,160	1,710
Audit & Accountancy	3,733	2,775
Professional	3,826	492
Recruitment Expenses	655	620
Depreciation	5,698	2,859
	1,220,437	**1,316,931**
	59,559	**(100,529)**