

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

Carers Trust

Report and Consolidated Financial Statements

Year Ended 31 March 2021

Registered Number 07697170

Introduction From Our Chair

Introduction

Our plans for the year radically changed on 23rd March 2020 when the Prime Minister instructed everybody to stay at home due to the COVID-19 pandemic. This necessitated a new way of working, including Zoom, Teams and also home/remote working. I am pleased to say that the Carers Trust team rose to these new challenges and embraced the new environment so that they could continue to offer a superlative service and support unpaid carers throughout the United Kingdom. Specifically, Carers Trust has extended its reach and now covers 81% of the UK, an increase of 5% on last year. This is supported by an increasing number of Network Partners which at the time of this report totals 123. Also, despite the COVID-19 challenges, I am pleased to report that our revenue (largely driven by grants) for the year to 31st March 2021 has increased to just shy of £10 million, an increase of approximately £4 million on the previous year. This is a testament to Carers Trust's continued operational efficiency and the trust which is placed in our ability to send grant money to those carers who are in need.

Social Care proposals

We welcomed the news that the government is finally putting forward a plan for long-term funding for health and social care. However, we are concerned that the recently announced plans will not go far enough in fixing social care, nor do they do enough to address the chronic challenges of those affected most by our broken social care system – unpaid family carers. For years, unpaid carers have had to take on more and more vital care for family members as services collapsed under the weight of cuts to social care.

In the Prime Minister's announcement on 7th September, Unpaid family carers were not mentioned once.

The government will ultimately only heap more pressure on the NHS if it fails to take this opportunity now to properly fix social care and relieve the reliance on unpaid carers.

We look forward to engaging our local services for carers, and carers themselves, so we can work with government to ensure that what unpaid carers really need from a reformed social care system is represented in plans as they move forward.

Making a difference

The benefits of being part of a wider Carers Trust Network came to the fore this year. Working with Network Partners across England, Scotland and Wales, our Carers Support Service in Northern Ireland and other institutions we have been able to implement innovative solutions to ensure we have continued to deliver for unpaid carers. Together, we reached 858,286 unpaid carers of all ages who had access to £4,377,823 in grants. Some of our key successes include:

- Working with our Network to achieve the participation of over 2,000 unpaid carers in a landmark survey on adult social care. The survey found that just 12% of unpaid carers felt supported by the social care system, providing us with strong evidence for advocacy work on behalf of unpaid carers.
- Responding immediately to the Spring 2020 COVID crisis by providing 1,933 unpaid carers in urgent need with an Emergency Fund grant of up to £300.
- Delivering 307,000 items of PPE free to twenty Network Partners so they could safely continue to provide replacement carer services in the homes of unpaid carers.
- Awarding £567,239 worth of individual grants to 2,160 unpaid carers so they could afford otherwise unaffordable essential household items like beds and washing machines as well as skills training and respite breaks.
- Our President, Her Royal Highness The Princess Royal and Her Majesty the Queen took part in their first ever online video meeting as they joined us for an online conversation with unpaid carers to mark Carers Week in June 2020. The meeting was extensively reported in the media, raising significant awareness of unpaid carers.

Introduction From Our Chair *(continued)*

Our annual Impact Report will be published shortly and will convey the many highlights of how we have delivered for unpaid carers against our strategic objectives to:

- Work with our Network to develop transformational programmes
- Support the development of solutions for unpaid carers, and
- Influence and raise awareness on behalf of unpaid carers.

In addition, I am pleased to be able to share in our Impact Report a letter from our President, Her Royal Highness The Princess Royal expressing her support for and appreciation of unpaid carers.

Board and management

During the year we have continued to strengthen our governance and management by welcoming five new Trustees and two new Executive Directors. At the same time, we have reconstituted our Nation Advisory Board for England whilst for Wales the Advisory Board has continued to grow and provide valuable feedback. Our Scotland Advisory Board has faced challenges. However, we are now giving this Board more focus and I anticipate that next year I will be able to report more favourably.

Since 1st April 2020 we have welcomed to the Carers Trust Board of Trustees Philip Worms (trustee for Scotland and digitally skilled); Sonja Woodhouse (trustee for England and a Network Partner); Chris Whitley (trustee for England and a Network Partner); Leroy Bunbury (UK trustee and a barrister), Chris Koehli MBE (Welsh trustee and an accountant). Sadly, Dr Sally Anstey had to step down as a trustee in April 2021 due to medical reasons following contracting COVID-19. Luckily however, she will remain connected to Carers Trust as she has been appointed our Welsh ambassador.

On 23rd October 2020, we were thrilled to appoint our first ever Ambassador, Dr Saul Becker. Our criteria for our first Ambassador was to find a national figure of exceptional calibre, who was able both to speak out passionately on behalf of unpaid carers and to influence policy makers to make positive changes to the lives of carers right across the UK. Saul has already made his mark and we all look forward to working with him over the coming years to promote the cause of Carers Trust and unpaid carers.

In March 2021, we appointed Rohati Chapman to the new role of Executive Director for Programmes and Impact, and in June 2021, we appointed Joe Levenson to the new role of Executive Director for Policy and External Affairs.

During the year we said goodbye to Kathryn Hill and Gareth Howells and we were sad to see them go. In particular, Gareth had been a trustee from 2016 to 2019 until he recently took on the role of CEO for 18 months. In his time with us he has contributed significantly both as a trustee and as CEO and we wish him well for the future.

We are now in the midst of recruitment for a new CEO, having appointed external search consultants and we will look forward to announcing an appointment later in the autumn. It is unlikely that we will have our new CEO in place before December and thus, in the interim, the management of the organisation will continue under the watchful eyes of the Executive team.

Finally, our Vice-Chair, Veronica Stonor will be stepping down at Christmas following 6 years (two terms) as Trustee. Following her appointment as Vice-Chair in 2018, Veronica has been instrumental in the changes within the organisation and her counsel will be greatly missed. Over the next few months we will start our recruitment for a new Vice-Chair.

Strategy including Environmental, Social and Governance (ESG)

During 2020, we completed our 5-year strategy of 2016-2020, and had planned to refresh our approach for the next three years. However, with COVID and our internal capacity stretched, we decided to postpone our work until autumn this year. We have appointed outside consultants who will work with our Executive Team and Dr Saul Becker to support us. Our intention is to engage as much as possible with our Network Partners so that at

Introduction From Our Chair *(continued)*

our virtual Network Partner Conference on 2-3 November, we will be able to share our thinking. Additionally, given our timing we will be able to involve our new CEO in the final stages of our strategy development.

As the worldwide agenda on the environment becomes a priority for all of us, we at Carers Trust are now starting to plan our journey. As a first step, at our Board meeting in September, we committed as an organisation to have ESG as part of our ongoing agenda to create an environment where innovation on sustainability can flourish.

Finances

From the outset of COVID-19 we took action to ensure our financial sustainability in order to continue with our programmes and support for unpaid carers. Overall, Carers Trust generated a surplus of £359k with year-end reserves of almost £4.7million. Of these, our general unrestricted portion is over £1.1million.

During the year, we have significantly increased our investment in supporting the growth and development of solutions for carers and in working with local partners to develop a stronger network. At the same time, we have substantially increased the amounts of grants paid out to support Network Partners and carers. Over the year these totalled £4.38m, an increase of £2.78m over last year. This increase was due to us being well placed to support the new COVID-19 government grant schemes for carers in England and Wales as well as the planned launch of our own Emergency Fund and Innovation Fund. Finally, we have designated £750,000 from our unrestricted reserves to invest in programmes and projects to support unpaid carers and further strengthen our organisation. Our key projects include:

- Investing in improved tools to support our Network Partnerships and demonstrate our collective Impact.
- Demonstrating our Network's Social Return on Investment
- Strengthening our Policy team to support our influencing across the UK and raise the carer voice
- Quality assurance accreditation
- A 'Digital First' approach to fundraising and our brand.

As a charity, our role is to use as much of our funds to help unpaid carers and therefore I am pleased to report that, for every £1 pound received, we spent 91p on charitable activities which compares to 82p for the previous year.

At the year-end, we held cash and investments totalling over £9m. Of this, £4.5m will fund Making Carers Count, an exciting new 3-year programme funded by the Association of British Insurers through the Charities Aid Foundation.

Governance

Last year I mentioned that in autumn 2019 we had a follow-up external review which showed that we were making substantial progress and I had hoped that we would adopt a structure that could measure our progress. Because of COVID, however, and the need to re-focus operational activity, measurement overall has suffered. Now that we start to return to some form of normality, I am focused on this again becoming a priority.

The Princess Royal Respite Fund for Carers

On 18th May 2021, to mark our President's 70th birthday, we launched our new Fund in the presence of Her Royal Highness The Princess Royal. The Fund aims to raise £3 million over three years to help approximately 30,000 exhausted unpaid carers so they can take a much-needed break from the constant demands of their caring role. I am pleased to report that the Fund has already received funds and pledges of £125,000 and has started to distribute respite funds.

Diversity

As trustees, we have a responsibility to create an environment where there is psychological safety and an inclusive culture. In order to create an inclusive workplace, it is important to start from a common understanding of what inclusivity really means. To further our journey in terms of equality, diversity and inclusion (EDI) we have commissioned an external subject matter expert to carry out an open and transparent analysis of our position in relation to EDI and identify areas where we can make improvements through revised strategies and an action

Introduction From Our Chair *(continued)*

plan. We are listening, learning and taking action. In particular, our commitment is to move from awareness to action in order to embed an anti-racism culture, helping us to become more inclusive. These new strategies will improve our ways of working and will also have benefits for our work in supporting unpaid carers.

Appreciation

Through our sustainability strategy we have achieved a sound financial position.

Our donations and legacy income increased by over £1.5m to £5.4m thanks to both the goodwill and support of our partners and funders and the launch of our own COVID-19 Emergency Fund. Thank you to everyone – each individual supporter, philanthropic organisation and business – who has supported us to achieve so much for so many in the past twelve months.

As an organisation, we wouldn't have achieved anything without the resilience and professionalism of our Carers Trust team. Without their dedication, our progress simply would not have happened. On behalf of all my fellow trustees, I would like to thank my Carers Trust colleagues for all that they have done during a very demanding 2020-21.

Outlook

The year ahead will continue to bring many challenges as more than ever, we need to continue our work to reach and support more unpaid carers. With your help we are confident that we can take forward our plans to support them as they recover from the ravages of the pandemic.

John McLean, OBE
Chair
23 September 2021

A handwritten signature in black ink, appearing to read 'John McLean', is written over the printed name and title.

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Trustees' Report

The Trustees present their annual report and the consolidated audited financial statements for the year ended 31 March 2021.

Reference and Administrative Details

Registered Number of Company:	07697170
Registered Charity Number (England and Wales):	1145181
Registered Charity Number (Scotland):	SC042870
Principal address and registered office:	Unit 101, 164-180 Union Street, London, SE1 0LH

President

Her Royal Highness The Princess Royal

Vice Presidents

Andrew Cozens CBE	Trevor Hemmings, CVO
Dr John Lowrie Morrison OBE	The Rt. Hon. Lord Mackay of Clashfern, KT, PC, QC
Maureen Morrison	Andrew Robertson, CBE, LLB
Dame Gillian Wagner DBE	

Directors and Trustees

The directors of the charitable company are its Trustees for the purpose of charity law. The directors of the company who served during the year ended 31 March 2021 and to date were:

Name	Appointed	Resigned	Position
Dr Sally Anstey ^w		27 April 2021	
Jackie Ashley			
Leroy Bunbury	19 February 2021		
Joanna Dodd			
Chris Koehli ^w	24 June 2021		
Linda Main, ACA			Treasurer
John McLean, OBE, FCA			Chair
Natasha Mutch-Vidal			
Veronica Stonor ^a			Vice-Chair
Chris Whitley ^a	18 September 2020		
Sonja Woodhouse ^a	29 July 2020		
Philip Worms ^s	27 April 2020		

^a Trustees who are Trustees or Chief Executives of Network Partner organisations and members of the England Advisory Board

^s Chair of Scotland Advisory Board

^w Chair of Wales Advisory Board

All Trustees serve on committees.

Executive Team

Rohatl Chapman	Executive Director for Programmes and Impact (from 1 March 2021)
Simon Hatch	Director for Wales
Kathryn Hill	Director for England (to 30 November 2020)
Gareth Howells	Chief Executive Officer (to 31 August 2021)
Svetlana Klov	Executive Director of Fundraising
Joe Levenson	Executive Director of Policy and External Affairs (from 7 June 2021)
Louise Morgan	Director for Scotland
Judith Wilson, FCA	Executive Director of Corporate Services

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Professional advice and services

Auditors Crowe U.K. LLP, Rounds Green Road, Oldbury, West Midlands, B69 2DG, UK

Bankers Barclays Bank PLC, P O Box 1500, Dominus Way, Meridian Business Park, Leicester, LE19 1RP

Structure, Governance and Management

Carers Trust, a company limited by guarantee, is a registered charity governed by its Articles of Association adopted on 1 April 2012. Carers Trust was formed on 1 April 2012 by the merger of The Princess Royal Trust for Carers (Company Number SC125046 established 17 May 1990, Charity Number SC015975,) and Crossroads Association (Company Number 1544708 established 11 February 1981, Charity Number 282102). Neither carried out any operations during the year ended 31 March 2020. Carers Trust has two wholly-owned subsidiary companies, neither of which traded during the year: Carers Enterprises Limited, company number 03244605, and Young Carers Limited, company number 11569890.

The Board of Trustees is collectively responsible for setting the organisation's objectives and business plans, providing effective leadership, setting an effective framework of prudent controls to enable risk within the business to be managed, and reviewing on an ongoing basis the performance of the organisation.

The Board reserves the making of certain decisions to itself and in other cases delegates the power to Committees and senior management. The Board meets at least quarterly, and its main responsibilities are listed below:

- corporate governance
- approval of strategy
- approval of the budget and business plan
- managing risk
- approval of accounting policies, particularly on reserves and investments
- approving the senior management establishment levels
- authority to amend the salary scale
- approval of other employment terms and conditions
- authority to terminate contracts of employment for the Chief Executive and senior management
- approval of the annual accounts
- approval of major capital expenditure contracts

With regards to the setting of **staff remuneration levels** the Board has considered the National Council for Voluntary Organisations (NCVO) guidance on this subject. The Chief Executive's remuneration is determined by the Board. All other staff including senior managers are remunerated in line with established rates of pay which are reviewed regularly to ensure they remain appropriate. Annual pay awards are subject to resources and are normally approved within the budget.

Trustee appointments: we appoint at least one Trustee to represent the Board on each of our three nation advisory boards for England, Scotland and Wales. Two further Trustees are drawn from our England advisory board. Other Trustee appointments are made following the Board's careful consideration of the collective skills and attributes required for effective governance.

New Trustees meet with the Chair and senior management as part of their initial induction as a Trustee, as a result of which further training and induction needs are individually identified. Board members were fully involved with the development of the organisation's strategic direction and plans.

All Trustees of Carers Trust give their time voluntarily and received no benefits from the charity. Expenses for reasonable travel and subsistence expenses reclaimed from the charity are set out in note 8 to the accounts.

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Structure, Governance and Management *(continued)*

Trustee indemnity insurance cover of £5m was in place during the year at a cost of £1,182 excluding Insurance Premium Tax.

The Trustees have continued to take positive steps to ensure that the Board works in line with the guidance set out in the Charity Governance Code. The governance structure is now well-established and the momentum continues. The recent appointment to the Board of a legally qualified trustee will strengthen our governance compliance further. In addition to attending the Board and Committee meetings, the Trustees also make themselves available between the scheduled Board meetings to attend other meetings and to provide guidance and advice as appropriate in relation to the business activities of Carers Trust. The contribution of individual Trustees should not therefore be assessed solely by reference to the number of Board meetings attended as shown in the table below. When Trustees were unable to attend meetings because of business or personal commitments they had the opportunity to review the papers beforehand and raise issues or questions with the Chair or Committee Chair as appropriate.

Name	Number of Board meetings available to attend	Number of Board meetings attended
Dr Sally Anstey	13	9
Jackie Ashley	13	13
Leroy Bunbury	1	1
Joanna Dodd	13	13
Chris Koehli	0	0
Linda Main, ACA	13	13
John McLean, OBE, FCA	13	11
Natasha Mutch-Vidal	13	10
Veronica Stonor	13	10
Chris Whitley	8	7
Sonja Woodhouse	8	7
Philip Worms	13	13

The Board holds four main quarterly meetings and supplementary shorter meetings as required.

The **Board Sub-Committees** are detailed below:

Appointments and Nominations Committee

- meets as required
- reviews the size, structure and composition of the Board, and oversees Board recruitment
- oversees the recruitment and remuneration of senior members of the management team.

Audit Committee

- meets as required with the Charity's external auditors and relevant senior management
- takes delegated responsibility for ensuring there is a framework of accountability for examining and reviewing all systems and methods of control, both financial and otherwise
- ensures Carers Trust is complying with all aspects of the law, relevant regulations and good practice in its financial dealings
- advises and assures the Board on best practice for risk management and practices.

Finance and General Purposes Committee

- meets quarterly in advance of Board meetings
- recommends the annual budget for Carers Trust and changes to it
- monitors all aspects of financial performance and controls and makes recommendations to the Board
- agrees procedures for financial controls
- considers the strategic risk register and reports to the Board

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Structure, Governance and Management *(continued)*

- recommends staff remuneration levels and benefits
- develops and maintains sound people management and employment policies.

The Sustainability Group was established in March 2020 as a sub-group of the Finance and General Purposes Committee. This group meets in between the Committee meetings to keep under review financial forecasts and the performance of the charity. The membership includes both Trustees and members of the Executive Team.

Nation Advisory Boards, for each of England, Scotland and Wales

The purpose of each Nation Advisory Board is to:

- uphold and promote the aims and values of the UK Charity in the Nation and to lead, support and scrutinise Carers Trust in the Nation in its strategic aims.
- be an effective means of communication between the UK Board, Carers Trust in Nations, Network Partners and the wider public.
- advise the UK Board on the distinctive features of a nation's relevant legislation, funding and policy
- develop a long-term strategy for the work of the Charity in the Nation within the overall framework of the Charity's strategy and in consultation with Network Partners and other appropriate stakeholders.
- authorise an agreement describing the partnership between Carers Trust in the Nation and Network Partners (and other stakeholders if required).
- communicate the work of Carers Trust proactively to Network Partners.
- In conjunction with the Finance and General Purposes Committee to consider, propose and monitor the annual budget for the Charity and develop a membership fee structure.
- ensure that the terms and conditions of any grants provided by the nation's Government and other funders are adhered to.

To support a consistent approach and share good practice across the UK, a Nations Oversight Panel will comprise the Nation Committee Chairs and Executive Directors who will meet with the Chief Executive at least three times a year and report to the Board.

All Committees report to the Board on their activities following each meeting and put forward recommendations for action.

Chief Executive Officer and the Executive Team

The Chief Executive Officer is responsible for the day-to-day management of the Charity's affairs and for implementing policies agreed by the Board of Trustees. The Chief Executive Officer is assisted by a group of senior managers who attend Board and Committee meetings as required, offering advice in their particular areas of expertise. This Executive Team was strengthened during the year through restructuring and new appointments. It meets at least monthly and more frequently as required, chaired by the Chief Executive.

Network Partner structure

The delivery of specialist services for carers is organised through a network of 119 Network Partners. The Network Partners are financially independent and have their own governing bodies.

Subsidiary undertakings

Carers Trust, company number 07697170, owns 100% of the issued share capital of Carers Enterprises Limited, company number 03244605 (CEL). CEL became dormant from 31 March 2020 and its balance sheet is consolidated into these group accounts. In September 2018 Carers Trust established Young Carers Limited, company number 11569890, as a wholly owned subsidiary; this company has not yet commenced trading.

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Objectives and Activities

The charity is a Public Benefit Entity and we have referred to Section 4 of the Charities Act 2011 which requires charities to have due regard to public benefit guidance published by the Charity Commission when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Carers Trust us to make a difference

Carers Trust is a major charity for, with and about carers. We work to improve support, services and recognition for anyone living with the challenges of caring, **unpaid**, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

We do this with a UK wide network of quality assured independent partners and through the provision of grants to help carers get the extra help they need to live their own lives. With these locally based Network Partners we are able to support carers in their homes through the provision of replacement care, and in the community with information, advice, emotional support, hands on practical help and access to much needed breaks. We offer specialist services for carers of people of all ages and conditions and a range of individually tailored support and group activities.

Our vision is that unpaid carers count and can access the help they need to live their lives.

Our **grant-making policy** is to apply funds to support our strategic aims; our grants programmes provide benefits to individual carers and also support the work our Network Partners carry out for the benefit of their carer communities. Each grants programme reflects the terms and conditions of external funders where applicable.

The Trustees are aware of the statutory power for charities to make **social investments** (introduced in 2016) and will keep the option under review.

Trustees' Annual Report

The Trustees present their annual report for 2020-21.

1) Achievements and performance

In 2016 we laid out a five-year Strategic Framework demonstrating how we aimed to achieve more for unpaid carers. That strategy has remained core to our work in 2020-2021 and we have focused on making a difference for unpaid carers by:

- Working with our Network to develop transformational programmes.
- Supporting the development of solutions for unpaid carers.
- Influencing and awareness raising.

Working with our Network to develop transformational programmes

- The Carers Trust Network includes 123 Network Partners across England, Scotland and Wales, providing information, advice, emotional support, practical help and breaks to unpaid carers.
- This year, the Network reached 858,286 unpaid carers registered with their services. This included directly supporting (online, by phone or in person) 429,195 unpaid carers, including 54,362 young carers and young adult carers across the UK.
- Network Partners are now reaching unpaid carers in 81% of all local authority areas in Great Britain.
- £4,377,823 was awarded in grants across the UK to support 33,812 unpaid carers. Of this, £567,239 was awarded directly to 2,160 unpaid carers.
- 93,535 unpaid carers received services from our 28 members regulated by the Care Quality Commission or Care Inspectorate Wales, including replacement care in the home. Our deliveries of 307,000 free items of PPE helped 20 Network Partners continue to support unpaid carers safely.
- Network Partner professionals are sharing best practice, insight and expertise via our forums, workshops and conference. 600+ Network members have accessed information on our Knowledge Hub.

Carers Trust

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Trustees' Annual Report *(continued)*

Supporting the development of solutions for unpaid carers

Anyone can become an unpaid carer at any stage of their life. This is why we develop solutions to meet unpaid carers' specific needs as their circumstances change. Our range of programmes this year included:

- Over 1,000 unpaid carers receiving telephone or signposting support from our Carers Support Service in Northern Ireland.
- Projects to support young carers, including in schools, and the professionals who work with them.
- Research and programmes to support student carers in college and university in Scotland.
- Employability support, volunteering and grants to help young adult carers transitioning into adulthood.
- Support for adult carers across London wishing to move closer to employment.
- A new English and Welsh guide for carers caring for someone with dementia.
- Resources to support older parent carers and ageing carers.

Influencing and awareness raising

- Throughout the COVID-19 crisis our influence with key decision makers has ensured unpaid carers' needs have remained high on the agenda, including:
 - Holding governments to account to protect and prioritise unpaid carers' rights and needs.
 - Giving young adult carers a voice and young carers access to education.
 - Helping unpaid carers' shopping and medicine issues to be understood.
 - Ensuring that unpaid carers were included in the phase one priority group six for the COVID-19 vaccine.
- Our primary research has helped us focus our influencing where it is needed most. Widespread media coverage of our social care survey and our survey about the impact of coronavirus on young and young adult carers, raised awareness of the enormous challenges faced by unpaid carers during the pandemic.
- Our My Mental Health project and its online toolkit has meant young and young adult carer needs are better understood by health, education and social care professionals.
- Our Triangle of Care model has continued to be adopted, encouraging service users with a mental health problem, unpaid carers and professionals to work together to improve service user wellbeing.
- Our Young Carers Action Day was a huge success. Our steering group of young and young adult carers helped us call on employers to recognise young carers' skills, and decision makers to address their education, employability and health needs. We secured extensive coverage for the day across both UK national and regional media.
- Our enhanced brand and digital strategy are helping unpaid carers find information more easily; and we have doubled the proportion of people accessing our website via social media.

2) Fundraising

We believe that it is essential that we are clear and open about the way we raise our funds and the range of ways that people can support our work. We receive donations and grants from a number of corporate partners, charitable trusts and foundations and government as well as philanthropic gifts from major donors. Individual supporters can sign up to make a regular donation, take part in a challenge event or leave a gift in their will.

Carers Trust voluntarily subscribes to the Fundraising Regulator and adheres to the Fundraising Regulator's code of practice. Carers Trust does not use third-party agencies to fundraise. The individual preferences of donors are respected and Carers Trust is aware of the need to protect the public and vulnerable people from undue pressure to donate. In 2020-21, there were two complaints, both resolved informally through correspondence.

In line with Charity Commission guidance, Charity Fundraising: a guide to trustee duties (CC20) we have a framework in place to ensure there is effective governance around our fundraising activities. We set monetary fundraising targets each year within our budget and longer term forecasts. Regular reports are made to our Finance and General Purposes Committee and our Board of Trustees on fundraising performance and our future strategy to ensure that trustees have understanding and visibility of our activities.

Trustees' Annual Report *(continued)*

3) Principal Issues, Risks and Uncertainties

COVID-19

The COVID-19 pandemic presented a significant issue. In the short to medium term we have successfully continued with our programmes, our relationships and communications, our fundraising and our operations. This has been a testament to our people, who have worked flexibly in terms of both their location and their teamwork and responsiveness to new challenges, establishing different and improved business processes within a short space of time.

COVID-19 response

Carers Trust was relatively well-placed to cope with the initial impact of COVID-19 due to strong financial performance over the last three financial years, well-established mobile working arrangements and the virtual Knowledge Hub we set up in early 2019 to support and communicate with our Network Partners.

The impact of COVID-19 in the longer term is unknown but presents potential challenges in terms of the economic, political and social environment within which our charity works to benefit unpaid carers.

We are immensely grateful to our funders and donors for their understanding of the additional challenges faced by unpaid carers and for their confirmation of continued support.

In response to COVID-19 we:

- a) Reviewed our financial position, our funding agreements and our fundraising plans to inform the development of a revised budget and we confirmed principles and parameters to maintain our financial health and focus on the resources we can provide for unpaid carers. One risk was that our funders and donors might have more limited resources due to wider economic factors or their priorities might change. We set up the Sustainability Group in March 2020 as part of this response, to work closely with and support the Executive Team. Details of our financial position and sustainability planning are set out within our Going Concern Review.
- b) Secured the agreement of our funders and donors to support the changes in delivery approach required due to COVID-19. We have been able to deliver all our planned programmes through to completion using remote/ on-line methods in place of face to face meetings and group sessions.
- c) Liaised closely with our Network Partners to maintain dialogue, provide guidance and continue to work together to champion the needs of carers.
- d) Continued our policy initiatives to raise the profile of unpaid carers and their needs in the COVID-19 climate.
- e) Considered scenario planning to be able to continue to deliver our programmes and operations in the event of staff members becoming unwell.

In addition, we:

- f) Held our postponed annual Spring conference on-line in the Autumn.
- g) Launched two new funds: our Emergency Fund to provide grants to carers affected by COVID-19 and our Innovation Fund to support partner organisations in developing new delivery approaches in the current climate.
- h) Secured significant additional funding for unpaid carers, including:
 - £0.5million additional funding from UK Government for the DCMS Loneliness COVID-19 programme to be distributed through our partner organisations to address isolation experienced by unpaid carers. This has been matched by a further £0.5m from Pears Foundation to continue the programme during 2021-22.
 - £1.35m additional funding from the Welsh Government for grants to support unpaid carers
 - £5.8m from the Association of British Insurers to deliver key programmes during the three years 2021-24. £4.5m of this grant is shown within deferred income in these accounts.
- i) Supported the Scottish government in redirecting funding for the annual Young Carers Festival to provide grants to young carers instead.

We continue to keep our programmes, operations and resources under review and to plan at least 18 months ahead with horizon scanning beyond.

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Trustees' Annual Report *(continued)*

Risk and Uncertainties

The Trustees are responsible for the management of the risks faced by the Charity. Detailed consideration of risks is delegated to the Finance & General Purposes Committee and the Audit Committee reviews the risk management process, providing assurance to the Board. The main strategic risks facing the organisation are reviewed as a standing agenda item when the Board of Trustees meets on a quarterly basis.

The Charity's management structure enables the effective monitoring of outcomes against strategic priorities and the associated risks, by both Trustees and senior management. Risk registers are in place for key projects and for nations and these inform the strategic risk register which is reviewed at least on a quarterly basis by the full Senior Management Team. To further embed risk management, it is a standing agenda item for team meetings.

Key controls which support Trustees in managing risk include:

- formal agenda for Board activity
- detailed terms of reference for all sub-committees
- comprehensive strategic and business planning, budgeting and management accounting processes
- established organisational structure and lines of reporting
- hierarchical authorisation and approval levels.

In addition to the issue of COVID-19, detailed above, the major risks facing the organisation are:

- how to engage and work effectively with our Network Partners for the benefit of carers when Network Partners are facing increasing demand coupled with resource pressures
- how to ensure we work effectively across the UK nations, engaging with stakeholders
- how to sustain our income from fundraising activities, and
- business continuity, including the risk of an IT failure or cybercrime incident.

We have worked to address these risks as follows:

- supporting Network Partners through our Knowledge Hub, Quality Mark and relationship building
- establishing strong relationships with stakeholders in each nation and planning our UK-wide programmes and policy to factor in differences between nations
- continuing our focus on applying for relevant new funding opportunities, maintaining strong relationships with our supporters and developing contingency plans
- planning for a range of business continuity scenarios, implementing a longer term project to move to fully cloud-based IT infrastructure and rolling out additional security software for mobile devices.

Stability of leadership is currently a key focus for the Trustees who have started the process of recruiting a new Chief Executive Officer. Effective arrangements and additional resources are being put in place for the interim period.

Through these measures, the Board aims to ensure the charity is positioned to deliver its strategic aims and plan for the future with confidence. Our Network Partners and other partner organisations remain central to our strategic priorities as we work together to focus on supporting unpaid carers across the UK.

4) Financial Review

During the year the charity received funds in the form of donations from charitable trusts, individual and corporate donors together with government grants and partnership fees from its network of carer partnerships across the UK. These funds have supported the key objectives of the charity as narrated above and as set out in the accounts.

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

Trustees' Annual Report *(continued)*

Financial performance

The consolidated financial performance for the charity and its subsidiary company for the year is reported in the consolidated Statement of Financial Activity and shows total income of £9,917k and total expenditure of £9,558k giving an overall surplus of £359k comprising:

	£
Surplus from activities funded by restricted reserves	113,951
Utilisation of designated reserves	(426,643)
Surplus from activities funded by unrestricted reserves	672,034
Overall surplus	359,342

Restricted-funded activities are covered, as planned, from relevant restricted reserves brought forward where projects run across more than one financial year. We have substantially increased the amounts of grants paid out to support Network Partners and carers which for the year totalled £4.38m, an increase of £2.78m over last year. This increase was due to our being well-placed to support new COVID-19 government grant schemes for carers in England and Wales as well as the planned launch of our own Emergency Fund and Innovation Fund.

We have been successful in implementing our strategy to increase the level of unrestricted funds raised, further strengthening the charity's healthy financial position to ensure we are well placed to support carers going forward.

Designated funds are established by the Trustees to utilise unrestricted reserves which exceed the level of the reserves policy. These funds are designated for investment in projects and activities to benefit unpaid carers and/or strengthen the charity. Funds are designated before the year end, normally to be applied within 1-3 financial years.

The consolidated balance sheet as at 31 March 2021 reported net assets of £4,693k including cash and short-term deposits of £9,246k with closing reserves as follows:

	£
Restricted reserves	1,784,877
Revaluation reserve	103,459
Designated unrestricted reserves	1,644,719
General unrestricted reserves	1,159,497
Total reserves	4,692,552

General unrestricted reserves of £46,642 and the revaluation reserve of £103,459 can only be realised by disposing of fixed assets. Unrestricted free reserves at 31 March 2021 stand at £1,112,855 after taking this into account.

The charity continued to manage costs and staff numbers closely during the year as planned, while focussing on maximising fundraising performance and programme delivery. At 31 March 2021 Trustees were pleased to resolve that a further £750,000 should be designated for new funds and strategic projects to support our future work.

There were no other material amounts which had been designated or otherwise committed as at the end of the reporting period.

The subsidiary company Carers Enterprises Limited ceased trading at 31 March 2020.

Going concern review

The Trustees and the Executive Team have reviewed the latest financial position together with forecasts and projections through to March 2023. In recognition of the ongoing uncertainty surrounding the COVID-19 pandemic and the challenging economic climate, we have continued with detailed budgeting and forecasting to achieve the following objectives:

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

Trustees' Annual Report *(continued)*

- A robust and prudent plan to achieve a breakeven position for the year 2021-22 on unrestricted income/expenditure, preserving unrestricted reserves for direct support of those that would benefit the most – carers.
- In line with our usual practice, assurance that funding is secured before a restricted project begins and that costs are contained within each project funding envelope. No restricted expenditure is committed or approved until funding has been confirmed.
- Identification of 90.4% of sources for our budgeted 2021-22 restricted income.
- Confidence that if projected funding did not materialise then restricted project activity would not go ahead, preventing financial loss.
- The identification for each project of any potential issues with the delivery of initiatives and projects in light of COVID-19 restrictions and the planned lifting of those restrictions.
- Unrestricted reserves are maintained in line with the reserves policy.

The budget and forecasts continue to be actively monitored with updates reported each month based on actual performance and new information.

Further to this going concern review, Trustees recognise that it is also important to continue to consider business proposals for new activities on a case by case basis, subject to funding cover.

Performance during the first quarter of 2021-22 has slightly exceeded the income targets set in the budget and based on detailed forecasts through to September 2022 and onwards to March 2023 the Trustees consider that the charity is in a stable, healthy financial position and remains a going concern; the accounts have been prepared on this basis.

5) Financial Management Policies

Reserves

The definition of reserves used follows the guidance given by the Charity Commission. These are funds available to be used in furtherance of the charitable objects which have not yet been spent, committed or designated. They therefore exclude restricted funds (where donors impose criteria for their use), fixed assets (which are in current use to support the ongoing work of the charity) and funds designated for specific purposes. The calculation of reserves is shown in note 16 to the financial statements.

The Board reviews the reserves policy each year and has agreed a risk-based approach to determining the level of unrestricted reserves which should be held. The Board has confirmed that its reserves policy is to hold unrestricted reserves sufficient to cover at least six months' unrestricted expenditure, with a tolerance of 10% above or below that level. On this basis, the reserves policy requirement at 31 March 2021 is £926,000.

The unrestricted free reserves of £1,112,855 held at 31 March 2021 represent over 8 months' unrestricted costs. Where unrestricted free reserves are above the policy level, the Trustees have the flexibility to apply these to invest in furthering the charity's objects where appropriate over time.

Investment Policy and Performance

Carers Trust's investment policy is to invest cash balances, which are not immediately required, subject to risk being minimised and access being rapid, within institutions that are members of the Financial Services Compensation Scheme (FSCS).

Investments may be held as cash deposits or within a portfolio of securities, through ethically and socially responsible advisers and financial institutions. During the year dividends received amounted to £nil (2019-20: £nil). During the year, funds were invested in bank deposits in accordance with the policy.

The charity has started to invest in shares and securities during 2021-22:

- The financial objective is to at least maintain the real value of the investment assets whilst generating a stable and sustainable return to fund grant making and other activities to benefit unpaid carers.
- The investment objective is to produce the best financial return within an acceptable level of risk and to generate a return of CPI plus 2% per annum over the long term after expenses. Income may be reinvested in the fund.

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

Trustees' Annual Report *(continued)*

- Carers Trust will adopt a total return approach to investment, generating the investment return from income and capital gains or losses. It is expected that if in any one year the total return is below the objective, in the long term the real value of Carers Trust will still be maintained in accordance with the investment objective above.
- Investments will be invested widely, diversified by asset class, by manager and by security. The Trustees wish to keep at least 70% of the assets in investments that can be realised within three months.
- The Trustees do not wish to adopt an exclusionary policy but individual investments may be excluded if perceived to conflict with Carers Trust's purpose. Carers Trust's appointed investment manager, Brewin Dolphin, is to give sufficient consideration to environmental, social and governance factors in their decision making process.

Financial Reporting

There is a comprehensive system of business planning which includes an annual budget both reviewed in detail and approved by the Board. The budget was comprehensively reviewed and reforecast in line with the emerging impact of the COVID-19 pandemic, and plans were put in place to achieve a breakeven position on unrestricted funds given a reduction in income. Monthly results are reported against the budget, and revised forecasts for the year are prepared and refined as appropriate. Financial planning for future years is an integral part of our strategic planning for 2022 onwards.

Financial Policies and Procedures

The Finance and General Purposes Committee reviews the scheme of delegation, which is approved by the Board. This sets out the authority that is delegated to staff and the financial regulations that apply.

Auditors

Crowe U.K. LLP are appointed as Carers Trust's auditors and have indicated their willingness to continue in office.

Statement as to Disclosure of Information to Auditors

All of the current Trustees have taken all the steps that they ought to have taken to make themselves aware of any information needed by the company's auditors for the purpose of their audit and to establish that the auditors are aware of that information. The directors are not aware of any relevant information of which the auditors are not aware.

Plans for Future Periods

Even before the pandemic, many unpaid carers didn't get the support or recognition they needed. As we know from our work across the UK, including with Network Partners, this last year has exacerbated the challenges unpaid carers face. That is why we are committed to being ambitious and innovative in our work, and why we will continue to strive to ensure that all unpaid carers across the UK are truly valued, recognised and supported. We will achieve this by:

- Advocating on behalf of, and seeking positive change for, unpaid carers including social care reform.
- Working in partnership with others to ensure we can support unpaid carers who need us the most.

Our work will centre on respite and breaks, mental health and wellbeing, and financial support with a focus on supporting young and young adult carers and ethnic minority carers.

A digital first approach, building on the development of our people, our sustainability and brand, and creating new partnerships will be key to delivering our plans. Our strategic priorities include:

- Working with partners to deliver sector leading strategic programmes of support for unpaid carers, at different ages and stages of caring. This includes Making Carers Count, funded by the COVID-19 Support Fund. £5.8m from the Association of British Insurers will help support 36,560 unpaid carers from under-represented groups.
- Developing a strategic vision for 2022 and beyond.
- Launching Her Royal Highness The Princess Royal Respite Fund for Carers, to give thousands more unpaid carers a break from caring. We are aiming to raise £3m by 2023-24.
-

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

Plans for Future Periods *(continued)*

- Developing a new carer involvement programme to enable us to root our policy and practice in unpaid carers' lived experience.
- Growing our policy and external affairs work to influence political and public opinion and ensure we are positioned at the leading edge of policy making and strategic influencing.
- Reviewing and enhancing our social impact capability and research and learning agenda, so we can better evidence the collective impact of our work over the short, medium and longer term.

Statement of Trustee's Responsibilities

The Trustees (who are also directors of Carers Trust for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period.


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

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

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

Approval

The Trustees' Report, which incorporates the Directors' Report and the Strategic Report, was approved by the Board on 23 September 2021 and signed on its behalf by:



John N M McLean, OBE, FCA
Chair, Carers Trust

Date: 23 September 2021

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

Independent Auditor's Report to the Members and Trustees of Carers Trust

Opinion

We have audited the financial statements of Carers Trust ('the charitable company') and its subsidiary ('the group') for the year ended 31 March 2021 which comprise consolidated statement of financial activities, consolidated balance sheet, consolidated statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the groups and the charitable company's affairs as at 31 March 2021 and of the group's 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 described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report 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.

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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

Independent Auditor's Report to the Members and Trustees of Carers Trust *(continued)*

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

Matters on which we are required to report by exception

In light of the knowledge and understanding of the group and charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; 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.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on pages 18, 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.

Auditor's responsibilities for the audit of the financial statements

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

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 auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

Independent Auditor's Report to the Members and Trustees of Carers Trust *(continued)*

We obtained an understanding of the legal and regulatory frameworks within which the charitable company and group operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006, the Charities Act 2011 together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.


In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's and the group's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company and the group for fraud. The laws and regulations we considered in this context for the UK operations were CQC Regulations for service providers and managers, General Data Protection Regulation (GDPR), Health and Safety and Employment legislation regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management and the Audit Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

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



Kerry Brown
Senior Statutory Auditor

Date: 30 September 2021

For and on behalf of:

Crowe U.K. LLP

Statutory Auditor

Black Country House, Rounds Green Road, Oldbury, West Midlands, B69 2DG

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

Consolidated Statement of Financial Activities incorporating an Income and Expenditure Account

	Note	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:						
Donations and legacies	2	2,069,363	0	7,472,387	9,541,750	5,517,418
Charitable activities						
Supporting the growth and development of solutions for carers		16,956	0	0	16,956	10,240
Work with local partners to develop a strong network		355,481	0	0	355,481	390,502
		372,437	0	0	372,437	400,742
Other trading activities			0	0	0	59,003
Investments	6	3,260	0	0	3,260	6,411
Other		(1,646)	0	2,083	437	19,262
Total income		2,443,414	0	7,474,470	9,917,884	6,002,836
Expenditure on:						
Raising funds						
Costs of generating donations and legacies	4	891,798	33,268	82,442	1,007,508	1,053,085
Costs of trading activities	4	0	0	0	0	67,658
Total costs of raising funds		891,798	33,268	82,442	1,007,508	1,120,743
Charitable activities						
Supporting the development of solutions for unpaid carers influencing and awareness raising		1,672	244,994	2,761,439	3,008,105	1,827,696
Work with our network to develop transformational programmes		205,161	53,599	435,504	694,264	795,921
Total costs of charitable activities	4	672,749	94,782	4,081,132	4,848,663	2,010,644
Total expenditure		1,771,380	426,643	7,360,517	9,558,540	5,755,004
Net income/ (expenditure) and net movement in funds for the year		672,034	(426,643)	113,953	359,344	247,832
Taxation on trading activities		0	0	0	0	0
Transfers between funds		(750,000)	750,000	0	0	0
Funds brought forward		1,340,922	1,321,362	1,670,924	4,333,208	4,085,376
Total funds carried forward		1,262,956	1,644,719	1,784,877	4,692,552	4,333,208

The notes on pages 26 to 46 form part of these financial statements.

All of the above results are derived from continuing operations except as described in note 10 for the subsidiary company.

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

Charity Statement of Financial Activities incorporating an Income and Expenditure Account

	Note	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:						
Donations and legacies	2	2,069,363	0	7,472,387	9,541,750	5,517,418
Charitable activities						
Supporting the growth and development of solutions for carers		16,956	0	0	16,596	10,240
Work with local partners to develop a strong network		355,481	0	0	355,481	390,502
		<u>372,437</u>	<u>0</u>	<u>0</u>	372,437	400,742
Investments	6	3,260	0	0	3,260	6,411
Other		(1,646)	0	2,083	437	19,262
Total income		2,443,414	0	7,474,470	9,917,884	5,943,833
Expenditure on:						
Raising funds:						
Costs of generating donations and legacies	4	891,798	33,268	82,442	1,007,508	1,053,085
Charitable activities						
Supporting the development of solutions for unpaid carers		1,672	244,994	2,761,439	3,008,105	1,827,696
Influencing and awareness raising		205,161	53,599	435,504	694,264	795,921
Work with our network to develop transformational programmes		672,749	94,782	4,081,132	4,848,663	2,010,644
Total charitable activities	4	879,582	393,375	7,278,075	8,551,032	4,634,261
Total expenditure		1,771,380	426,643	7,360,517	9,558,540	5,687,346
Net income/(expenditure) and net movement in funds for the year		672,034	(426,643)	113,953	359,344	256,487
Transfers between funds		(750,000)	750,000	0	0	0
Funds brought forward		1,338,319	1,321,362	1,670,924	4,330,605	4,074,118
Total funds carried forward		1,260,353	1,644,719	1,784,877	4,689,949	4,330,605

The notes on pages 26 to 46 form part of these financial statements.
All of the above results are derived from continuing operations

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

Consolidated and Charity Balance Sheets as at 31 March 2021

	Note	Consolidated 2021 £	Charity 2021 £	Consolidated 2020 £	Charity 2020 £
Fixed assets					
Tangible assets	11	150,101	150,101	153,426	153,426
Investments					
Investments	12	0	1	0	1
Total fixed assets		150,101	150,102	153,426	153,427
Current assets					
Debtors	13	394,127	393,960	549,931	559,063
Short-term deposits		861,946	861,946	857,728	857,728
Cash at bank and in hand		8,386,293	8,383,857	3,158,482	3,144,167
		9,642,366	9,639,763	4,566,141	4,560,958
Creditors - amounts falling due within one year	14	(5,099,915)	(5,099,915)	(386,359)	(383,780)
Net current assets		4,542,451	4,539,848	4,179,782	4,177,178
Net assets		4,692,552	4,689,950	4,333,208	4,330,605
Funds					
Restricted funds	16,18	1,784,879	1,784,879	1,670,924	1,670,924
Unrestricted funds					
Designated reserves		1,644,719	1,644,719	1,321,362	1,321,362
Unrestricted funds		1,159,496	1,156,894	1,237,463	1,234,860
Revaluation reserve		103,459	103,459	103,459	103,459
Total unrestricted funds		2,907,674	2,905,072	2,662,284	2,659,681
		4,692,553	4,689,951	4,333,208	4,330,605

Approved by the board of Trustees on 23 September 2021 and signed on its behalf by:


John N M McLean, OBE, FCA
Chair, Carers Trust

The notes on pages 26 to 46 form part of these financial statements.

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

Consolidated Cash Flow Statement

	Note	2021 £	2021 £	2020 £	2020 £
<u>Cash flows from operating activities</u>					
Net cash generated from operating activities	23		5,226,333		89,316
Cash flow from investing activities					
Interest income		3,260		6,411	
Proceeds from sale of legacy property		<u>0</u>		<u>161,000</u>	
			<u>3,260</u>		<u>167,411</u>
Change in cash and cash equivalents in the reporting period			5,229,593		256,727
Cash and cash equivalents at the beginning of the reporting period			<u>4,016,210</u>		<u>3,759,483</u>
Cash and cash equivalents at the end of the reporting period	24		9,245,803		4,016,210

The notes on pages 26 to 46 form part of these financial statements.

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

Notes to the Financial Statements

1. Accounting policies

Charity Information

Carers Trust is a Company Limited by Guarantee (registered number 07697170), registered in England and Wales. Its charity registration numbers are 1145181 (England and Wales) and SC042870 (Scotland). The registered office and principal place of business is Unit 101, 164-180 Union Street, London SE1 0LH. Its principal activity is working to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

Carers Trust meets the definition of a public benefit entity under FRS102.

Basis of accounting

The financial statements have been prepared under the historical cost convention, and in accordance with:

- Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS 102));
- the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102); and
- the Companies Act 2006.

Basis of consolidation

The consolidated financial statements include the income and expenditure and assets and liabilities of Carers Trust and its subsidiary undertaking. The results of the subsidiary undertaking are consolidated on a line by line basis.

Judgements in applying accounting policies and key sources of estimation uncertainty

In preparing the financial statements, the Trustees and Directors make judgements as required and the details, if material, are reflected in the accounting policies. There are no material judgements requiring disclosure.

Tangible fixed assets and depreciation

Individual tangible fixed assets costing £5,000 or more are capitalised at their purchase cost, together with any incidental cost of acquisition. Depreciation is calculated so as to write off the cost of tangible fixed assets, less their estimated residual values, on a straight-line basis over the expected useful economic lives of the net assets concerned. The principal annual rates used for this purpose are:

Freehold land and buildings	- 2.5% on buildings; land is not depreciated
Fixtures and fittings	- 10 - 33.3%
IT equipment	- 20 - 33.3%

Where the purchase of fixtures and fittings or IT assets is in relation to office leases that have less than three years left to run, the items are not considered to be fixed assets, and are expended in full within the year that they are purchased.

Where the purchase of fixtures and fittings or IT assets is in relation to a programme with a confirmed term of less than three years left to run, the items are not considered to be fixed assets, and are expended in full within the year that they are purchased.

Gifted assets are not capitalised unless they have a material value.

On transition to FRS 102 the Charity took the option of freezing its valuation of freehold land and buildings and using that amount as deemed cost. To determine the deemed cost at 1 April 2014, the Charity used its valuation at 18 May 2009 by the external surveyors Hawkins Chartered Surveyors, members of RICS.

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

1. Accounting policies *(continued)*

Investments

Any gain or loss is taken to the Statement of Financial Activities. Investments in subsidiary undertakings are stated at cost.

Pension and retirement benefits

The charity operates a defined contribution pension scheme for employees. The charity funds pension liabilities by payments to a separately managed pension fund. Payments made to the fund are charged in the financial statements in the period to which they relate.

Income

Income is included in the Statement of Financial Activities when the Charity is legally entitled to the income, receipt is probable and the amount can be quantified with reasonable certainty.

- a) Grant income is included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy and there is probability of receipt. Where grants are related to performance and specific deliverables these are accounted for as the charity earns the right to consideration.
- b) Legacies are accounted for where there is sufficient evidence of entitlement, probability of receipt and where the amount is measurable. Legacies are recognised at the earlier of the date when the Charity receives a notification from the executors that the estate has been finalised and a distribution will be made, or when a distribution is received from the estate.
- c) No amounts are included in the financial statements for services donated by general volunteers because the low level of activity means this is not material.
- d) Donated services and facilities are brought into the Statement of Financial Activities at values agreed with donors to reflect market value. No amounts are included in the financial statements for services donated by volunteers.
- e) Income received under contractual terms covering future periods is deferred to those periods where it specifically dictates in the funding agreement that the income should not be recognised until future periods.
- f) Donations are recognised on receipt.
- g) Income from fundraising events is recognised when the event has taken place. Event income which is received in advance of an event taking place is deferred until after the event has occurred. The proceeds of fundraising events which take place in Scotland are treated as being restricted to activities within Scotland, unless an alternative restriction is made clear to attendees and donors, or it is stated that the proceeds will be for the UK wide use of The Trust.
- h) Income from investments is accounted for when receivable. Any interest earned but not received at the end of an accounting period is accrued.
- i) Other income consists of income for contracted services and for consultancy or speakers' fees. The income is recognised when goods or services have been delivered.
- j) Gifts in kind are recorded at market value on receipt of service rendered to Carers Trust.

Expenditure

Expenditure is included in the Statement of Financial Activities on an accrual's basis, exclusive of any recoverable Value Added Tax. Expenditure is recognised when a liability is incurred either explicitly or constructively.

- Costs of generating donations and legacies are those costs incurred in attracting voluntary income including the direct costs of fundraising events and activities and an appropriate allocation of support costs and those incurred in trading activities that raise funds.
- The costs of charitable activities consists of direct costs, grants and support costs.
- Direct costs include staff costs and costs paid to third parties for the delivery of services to achieve our charitable objectives.
- Support costs include central functions which have been allocated to activities on the basis of the use of resources.

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

1. Accounting policies (continued)

- Grants payable are payments made to Network Partners, other carer organisations and direct to carers, in the furtherance of the objectives of the Charity.

Costs are apportioned between activities based on the numbers of full-time equivalent staff engaged in the respective activities.

Operating leases

Rentals payable under operating leases are charged in the Statement of Financial Activities as incurred. Where dilapidation costs are anticipated at the end of a lease these are provided for.

Taxation

Carers Trust is registered with the Charity Commission and under the provisions of Section 505, Income and Corporation Taxes Act 1988, is exempt from liability to taxation.

Carers Trust is partially exempt for VAT and due to the high value of non-business and exempt activities, is unable to recover any tax on many of its purchases. All irrecoverable VAT is included within the appropriate expenditure headings.

Fund accounting

The Charity's funds comprise:

- Unrestricted funds - These are funds that can be used in accordance with the Charity's objects at the discretion of the Trustees.
- Designated funds - These are unrestricted funds that can be used in accordance with the Charity's objects which have been specifically allocated by the Trustees to achieve specific objectives.
- Restricted funds - These are funds received under a specific trust and can only be used for the specific purposes determined by the donors.

Valuation of donated services

Where goods and services have been donated to the Charity, the Trustees value these on a deemed market value basis.

Going concern

The accounts have been prepared on a going concern basis. As set out in their Financial Review, the Trustees consider that, based on performance for 2020-21, the budget for 2021-22 and forward plans and cashflow projections, the Charity remains a going concern. In reaching this conclusion the Trustees considered the potential impact of COVID-19 on the charity's financial health and operations.

2. Income from donations and legacies

Group	Unrestricted 2021 £	Designated 2021 £	Restricted 2021 £	Total 2021 £	Total 2020 £
Donations	1,721,025	0	3,418,581	5,139,606	3,737,536
Government grants	107,800	0	4,007,806	4,115,606	1,607,697
Legacies	240,538	0	46,000	286,538	172,184
	2,069,363	0	7,472,387	9,541,750	5,517,417

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

2. Income from donations and legacies *(continued)*

Charity	Unrestricted 2021 £	Designated 2021 £	Restricted 2021 £	Total 2021 £	Total 2020 £
Donations	1,721,025	0	3,418,581	5,139,606	3,737,536
Government grants	107,800	0	4,007,806	4,115,606	1,607,697
Legacies	240,358	0	46,000	286,538	172,184
	2,069,363	0	7,472,387	9,541,750	5,517,417

3. Government grant income

	2021 £	2020 £
Northern Ireland Executive	99,750	99,750
Scottish Government	421,138	456,671
UK Government	1,247,527	119,107
National Lottery Community Fund	614,493	664,892
Welsh Government	1,732,698	267,277
	4,115,606	1,607,697

Grants from the Scottish and Welsh Governments are provided to support Carers Trust in furthering its charitable objects in these nations.

Grants from the Northern Ireland Executive and the UK Government are provided for health improvement projects.

The National Lottery Community Fund grant supports a project called 'Working for Carers', to help carers to work whilst fulfilling their caring roles. This grant was part of the Building Better Opportunities (BBO) programme.

There were no unfulfilled conditions or other contingencies attaching to the grants listed above.

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

4. Expenditure

	2021 Direct costs £	2021 Grants payable £	2021 Support costs £	2021 Total costs £	2020 Total Costs £
Expenditure - Group					
Expenditure on raising funds					
Cost of generating donations and legacies	607,488	5,000	395,021	1,007,509	1,053,085
Cost of generating fundraising trading	0	0	0	0	67,658
	<u>607,488</u>	<u>5,000</u>	<u>395,021</u>	<u>1,007,509</u>	<u>1,120,743</u>
Expenditure on Charitable activities					
Supporting the development of solutions for unpaid carers	312,103	2,659,721	36,282	3,008,106	1,827,696
Influencing and awareness raising	501,752	45,456	147,056	694,264	795,921
Working with our network to develop transformational programmes	2,676,196	1,667,646	504,821	4,848,663	2,010,643
	<u>3,490,051</u>	<u>4,372,923</u>	<u>688,159</u>	<u>8,551,033</u>	<u>4,634,260</u>
Total expenditure 2020-21	4,097,539	4,377,823	1,083,180	9,558,542	5,755,003
Total expenditure 2019-20	3,156,886	1,602,915	995,202	5,755,003	

Analysis of support costs - Group	Cost of generating funds	Supporting the development of solutions	Influencing and awareness raising	Working with our network	Total	Total
	2021 £	2021 £	2021 £	2021 £	2021 £	2020 £
Group						
Finance	152,385	13,996	56,729	194,742	417,852	102,487
Information technology	60,805	5,585	22,636	77,706	166,732	217,298
Administration and premises	37,471	3,442	13,950	47,887	102,750	183,141
Chief Executive's office, legal and management	79,431	7,296	29,570	101,510	217,807	247,627
Human resources	53,353	4,900	19,862	68,183	146,298	202,472
Governance	11,576	1,063	4,309	14,793	31,741	42,177
Total	395,021	36,282	147,056	504,821	1,083,180	995,202
Total 2019-20	439,115	5,075	141,838	409,174	995,202	

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

4. Expenditure (continued)

Expenditure – Charity	2021 Direct costs £	2021 Grants payable £	2021 Support costs £	2021 Total costs £	2020 Total costs £	
Expenditure on raising funds						
Cost of generating donations and legacies	607,488	5,000	395,020	1,007,508	1,053,085	
Cost of generating fundraising trading	0	0	0	0	0	
	607,488	5,000	395,020	1,007,508	1,053,085	
Expenditure on Charitable activities						
Supporting development of solutions for unpaid carers	312,103	2,659,721	36,282	3,008,106	1,827,696	
Influencing and awareness raising	501,752	45,456	147,056	694,264	795,921	
Working with our network to develop transformational programmes	2,676,196	1,667,646	504,821	4,848,663	2,010,643	
	3,490,051	4,372,823	688,159	8,551,033	4,634,261	
Total expenditure 2020-21	4,097,539	4,377,823	1,083,180	9,558,542	5,687,346	
Total expenditure 2019-20	3,089,229	1,602,916	995,201	5,687,346		
Analysis of support costs - Charity	Cost of generating funds 2021 £	Supporting the development of solutions 2021 £	Influencing and awareness raising 2021 £	Working with our network 2021 £	Total 2021 £	Total 2020 £
Finance	152,385	13,996	56,729	194,742	417,852	102,487
Information technology	60,805	5,585	22,636	77,706	166,732	217,298
Administration and premises	37,471	3,442	13,950	47,887	102,750	183,141
Chief Executive's office, legal and management	79,431	7,296	29,570	101,510	217,807	247,627
Human resources	53,353	4,900	19,862	68,183	146,298	202,472
Governance	11,576	1,063	4,309	14,793	31,741	42,177
Total	395,021	36,282	147,056	504,821	1,083,180	995,202
Total 2019-20	439,115	5,075	141,838	409,174	995,202	

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

5. Net income

	Group 2021 £	Charity 2021 £	Group 2020 £	Charity 2020 £
Net income is stated after charging:				
Depreciation	3,325	3,325	3,325	3,325
Auditor's remuneration - audit of these financial statements	18,775	18,775	13,000	13,000
Auditor's remuneration - audit of subsidiary financial statements	0	0	750	0
Auditor's remuneration - other services	848	848	700	275
Operating lease charges	103,336	103,336	136,903	136,903

6. Income from investments

	Group 2021 £	Charity 2021 £	Group 2020 £	Charity 2020 £
Interest	3,260	3,260	6,411	6,411

7. Grants awarded – Group and Charity

	Total 2021 £	Total 2020 £
Grants payable:		
Grants paid to Network Partners	3,562,231	1,103,689
Grants paid to other institutions	248,353	15,697
Grants paid to individuals	567,239	483,529
	4,377,823	1,602,916

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

7. Grants awarded – Group and Charity (continued)

Grants awarded in the year

Material grants (>£50,000 in total) payable to Network Partners were as follows:

	Total 2021 £	Total 2020 £
Blackpool Carers Centre#	53,121	0
Bridgend Carers Centre^	72,119	0
Camden Carers Centre*	124,318	119,799
Carers Lewisham*	105,667	86,708
Carers Outreach Service (Bangor Carers)*	55,721	0
Carers Support West Sussex#	57,880	0
Carers Trust Carmarthenshire (Sir Gar)^	144,625	0
Carers Trust North Wales Crossroads Care^	132,363	0
Carers Trust South East Wales^	615,191	0
Crossroads Care North West#	73,214	0
Carers Leeds	0	50,840
Harrow Carers*	192,580	159,464
NEWCIS FLINTSHIRE^	66,942	0
Northamptonshire Carers#	56,000	0
Powys Carers Service Ltd T/A Ceredu (CAF)^	141,625	0
Redbridge Carers Support Service*	140,519	144,017
Solihull Carers Centre#	50,196	0
Swansea Carers Centre^	197,618	0
Other Network Partners	1,282,533	542,861
	3,562,231	1,103,689

The Network Partners marked:

* Participated in the Working for Carers programme during both years

^ Participated in the Welsh Government COVID Support Fund

Participated in DCMS Loneliness Fund, DCMS/Pears Foundation Community Match Challenge plus others

Carers Leeds participated in the Carers Good Health programme in 2019-20.

8. Staff costs

	2021 Group £	2021 Charity £	2020 Group £	2020 Charity £
Salaries	2,379,037	2,379,037	2,187,944	2,187,944
Social security costs	239,474	239,474	224,316	224,316
Pension costs	107,165	107,165	99,118	99,118
	2,725,676	2,725,676	2,511,378	2,511,378
Temporary staff costs	133,104	133,104	107,091	107,091
Total employee costs	2,858,780	2,858,780	2,618,469	2,618,469

Redundancy costs included in the above amount to £15,124; (2019-20: £nil) for one redundancy which was fully funded at 31 March 2021).

Carers Trust operates a defined contribution pension scheme for all staff. The Charity's contribution is between 5 and 7 per cent of salary with staff making contributions of 5% upwards.

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

8. Staff costs (continued)

Charity and Group	2021 Headcount	2021 FTE	2020 Headcount	2020 FTE
The average number of employees during the year was:				
Supporting the growth and development of solutions for carers	6	7	6	5
Influencing and awareness raising	11	8	11	10
Working with local partners to develop a strong network	26	24	26	23
Fundraising	11	10	11	11
Governance	1	1	1	1
Support*	7	7	7	7
	62	57	62	57

*including Chief Executive's office

All employees are employed by the charity. The subsidiary companies have no employees.

The number of employees whose emoluments for the year, excluding employee pension contributions, exceeded £60,000 was:

	2021	2020
£60,001 - £70,000	3	3
£70,001 - £80,000	2	2
£80,001 - £90,000	1	0

Pension contributions of £16,449 (2019-20: £17,315) were paid to 5 (2019-20: 5) of these employees. Pension contributions for all senior management positions were £20,309.

The aggregate of emoluments for all senior management positions was £507,422 (2019-20: £488,431). These are the staff listed on page 7.

Trustees' remuneration

The Trustees neither received nor waived any emoluments during the year (2019-20: £nil)

Travel and subsistence expenses incurred by and reimbursed to the Trustees are as follows:

2021 Number	2020 Number	2021 £	2020 £
9	9	207	11,808

Carers Trust

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9. Comparatives for the Statement of Financial Activities - Consolidated

	Note	Unrestricted funds 2020 £	Designated funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Income from:						
Donations and legacies	2	2,175,724	0	3,341,693	5,517,417	5,607,352
Charitable activities						
Supporting the growth and development of solutions for carers		10,000	0	240	10,240	44,782
Work with local partners to develop a strong network		390,502	0	0	390,502	422,595
		400,502	0	240	400,742	467,377
Other trading activities		59,003	0	0	59,003	443,327
Investments	6	6,411	0	0	6,411	4,433
Other		18,629	0	633	19,262	53,072
Total income		2,660,269	0	3,342,566	6,002,835	6,575,561
Expenditure on:						
Raising funds						
Costs of generating donations and legacies	4	1,007,839	0	45,246	1,053,085	1,032,592
Costs of trading activities	4	67,658	0	0	67,658	442,938
Total costs of raising funds		1,075,497	0	45,246	1,120,743	1,475,530
Charitable activities						
Supporting the growth and development of solutions for carers		954	0	1,826,742	1,827,696	1,335,417
Influence society to improve carers' lives		269	0	461,979	462,248	431,351
Work with local partners to develop a strong network		774,664	100,180	1,135,799	2,010,643	1,737,049
Raising the profile and awareness of carers and the caring role		255,215	78,458	0	333,673	206,226
Total charitable activities	4	1,031,102	178,638	3,424,520	4,634,260	3,710,043
Total expenditure		2,106,599	178,638	3,469,766	5,755,003	5,185,573
Net loss/ (gain) on investments		0	0	0	0	0
Net income/ (expenditure) and net movement in funds for the year		553,670	(178,638)	(127,200)	247,832	1,389,989
Taxation on trading activities		0	0	0	0	0
Transfers between funds		(1,000,000)	1,000,000	0	0	0
Funds brought forward		1,787,252	500,000	1,798,124	4,085,376	2,695,388
Total funds carried forward		1,340,922	1,321,362	1,670,924	4,333,208	4,085,376

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

9. Comparatives for the Statement of Financial Activities (continued) – Charity

STATEMENT OF FINANCIAL ACTIVITIES - CHARITY	Note	Unrestricted funds 2020 £	Designated funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Income from:						
Donations and legacies	2	2,175,724	0	3,341,693	5,517,417	5,607,352
Charitable activities						
Supporting the growth and development of solutions for carers		10,000	0	240	10,240	44,782
Work with local partners to develop a strong network		390,502	0	0	390,502	422,595
		400,502	0	240	400,742	467,377
Investments	6	6,411	0	0	6,411	4,433
Other		18,629	0	633	19,262	62,204
Total income		2,601,266	0	3,342,566	5,942,832	6,141,366
Expenditure on:						
Raising funds						
Costs of generating donations and legacies	4	1,007,839	0	45,246	1,053,085	1,032,592
Charitable activities						
Supporting the growth and development of solutions for carers		954	0	1,826,742	1,827,696	1,335,417
Influence society to improve carers' lives		269	0	461,979	462,248	431,351
Work with local partners to develop a strong network		774,664	100,180	1,135,799	2,010,643	1,737,049
Raising the profile and awareness of carers and the caring role		255,215	78,458	0	333,673	206,226
Total charitable activities	4	1,031,102	178,638	3,424,520	4,634,260	3,710,043
Total expenditure		2,038,941	178,638	3,469,766	5,687,345	4,742,635
Net loss/ (gain) on investments		0	0	0	0	0
Net income/ (expenditure) and net movement in funds for the year		562,325	(178,638)	(127,200)	256,487	1,398,731
Transfers between funds		(1,000,000)	1,000,000	0	0	0
Funds brought forward		1,775,994	500,000	1,798,124	4,074,118	2,675,387
Total funds carried forward		1,338,319	1,321,362	1,670,924	4,330,605	4,074,119

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

12. Investments

Group and charity	2021	2020
Investment in subsidiary	£	£
	1	1

The valuation shown above at 31 March 2021 related to the charity's investment in the subsidiary company. The group held no investments.

13. Debtors

	Group 2021 £	Charity 2021 £	Group 2020 £	Charity 2020 £
Trade debtors	42,976	42,809	47,780	47,780
Other debtors	107,947	107,947	70,444	70,444
Prepayments	129,724	129,724	123,195	123,195
Accrued income	113,480	113,480	308,512	308,512
Amounts due from group undertakings	0	0	0	9,132
	394,127	393,960	549,931	559,063

There were no contingent assets at 31 March 2021. (2020: The charity subsequently identified a contingent asset of £97,000 in respect of an increase in the value of a legacy received after the year end).

14. Creditors

	Group 2021 £	Charity 2021 £	Group 2020 £	Charity 2020 £
Trade creditors	270,273	270,273	67,575	67,575
Social security and other taxation	97,721	97,721	66,908	66,908
Accruals and deferred income	4,714,410	4,714,410	186,801	184,222
Other creditors	17,512	17,512	65,075	65,075
	5,099,915	5,099,915	386,359	383,780

Accruals and deferred income includes £4.3m relating to the Making Carers Count programme which is being delivered over 3 years.

15. Financial Instruments

	Group 2021 £	Charity 2021 £	Group 2020 £	Charity 2020 £
Financial assets				
Cash and cash equivalents	9,248,239	9,245,803	4,016,210	4,001,895
Financial assets that are debt instruments measured at amortised cost	264,403	264,236	426,736	435,868
	9,512,642	9,510,039	4,442,946	4,437,763
Financial liabilities				
Financial liabilities measured at amortised cost	(5,002,195)	(5,002,195)	(333,323)	(316,871)

Carers Trust

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16. Reserves

Group	Unrestricted reserves			Restricted funds	Total
	General funds	Designated reserves	Revaluation reserve		
	£	£	£	£	£
At 1 April 2020	1,237,463	1,321,362	103,459	1,670,924	4,333,208
Net income/(expenditure) for the year	672,034	(426,643)	0	113,953	359,344
Transfer between funds	(750,000)	750,000	0	0	0
At 31 March 2021	1,159,497	1,644,719	103,459	1,784,877	4,692,552

Charity	Unrestricted reserves			Restricted funds	Total
	General funds	Designated reserves	Revaluation reserve		
	£	£	£	£	£
At 1 April 2020	1,234,860	1,321,362	103,459	1,670,924	4,330,605
Net income/(expenditure) for the year	672,034	(426,643)	0	113,953	359,344
Transfer between funds	(750,000)	750,000	0	0	0
At 31 March 2021	1,156,894	1,644,719	103,459	1,784,877	4,689,949

17. Grant Commitments

	2021	2020
	£	£
Grants to Network Partners	75,551	30,461

Carers Trust

Report and consolidated financial statements for the year ended 31 March 2021

18. Analysis of funds: 2020-21

	Note	At 1 April 2020 £	Income £	Expenditure £	Transfer £	At 31 March 2021 £
Restricted funds						
BBO - National Lottery (N, E & W London)	a	43,605	354,458	357,447	0	40,616
BBO - National Lottery (S & Central London)	a	26,765	260,035	232,810	0	53,990
Brighter Futures: Quilter	b	108,045	364,392	203,977	0	268,460
Core Scotland	c	28,254	188,188	159,140	0	57,302
Going Further Going Higher	d	55,726	0	46,794	0	8,932
Mental Health & Wellbeing (ME-WE)	e	(10,233)	97,226	78,861	0	8,132
Mental Health Programme - Scotland	f	41,988	43,113	58,719	0	26,382
My Mental Health	g	37,085	30,000	62,124	0	4,961
Pears - Policy and Grants	h	22,507	425,000	398,258	0	49,249
People's Postcode Lottery	i	206,779	300,000	166,738	0	340,041
Planning for Tomorrow	j	46,145	25,000	50,859	0	20,286
Rank Cares Partnership	k	65,845	190,847	206,377	0	50,314
Scottish Young Carers Festival	l	20,860	123,500	111,553	0	32,807
Welsh Government	m	74	54,886	50,034	0	4,926
Welsh Policy & Research	n	35,214	42,319	55,616	0	21,917
Young Carers in Schools - phase 2	o	29,940	10,000	11,924	0	28,016
Young Carers Scotland	p	71,552	18,661	74,153	0	16,060
Young Carers in FE & HE, Scotland	q	26,878	96,610	98,536	0	24,952
Age Cymru-Older Carers	r	0	69,128	66,794	0	2,334
Carer Aware	s	0	209,405	209,402	0	3
2021 Hardship Fund (Welsh Govt)	t	0	1,385,000	1,369,423	0	15,577
Emergency Support Fund	u	0	164,295	164,295	0	0
Connected Carers(Loneliness)	v	0	650,000	650,064	0	(64)
DCMS/Pears CMS Respite	w	0	500,000	512,219	0	(12,219)
Bloom & Wild	x	0	55,404	30,500	0	24,904
Making Carers Count	y	0	1,322,626	1,322,626	0	0
Other Scottish funds below £50,000 income/ expenditure		142,062	165,452	196,879	0	110,635
Other UK funds below £50,000 income/ expenditure		671,833	328,925	414,395	0	586,364
Total restricted funds		1,670,923	7,474,470	7,360,517	0	1,784,876
Revaluation reserve		103,459	0	0	0	103,459
Designated reserves		1,321,362	0	426,643	750,000	1,644,719
General unrestricted reserves - charity		1,234,861	2,443,413	1,771,380	(750,000)	1,156,894
Total charity funds		4,330,605	9,917,883	9,558,540	0	4,689,951
General unrestricted reserves - subsidiary		2,603	0	0	0	2,603
Total consolidated funds		4,333,208	9,917,883	9,558,540	0	4,692,554

Transfers between funds

Transfers between funds were as follows:

- Funds of £750,000 (2019-20: £1,000,000) were designated by the Board for projects and activities to benefit unpaid carers and/or to strengthen the charity. Funds are designated before the year end, normally to be applied within 1-2 financial years.

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18. Analysis of funds: 2019-20

2019-20 Comparative figures		At 1 April 2019	Income	Expenditure	Transfer	At 31 March 2020
	Note	£	£	£	£	£
Restricted funds						
BBO - National Lottery (N, E & W London)	a	40,450	377,898	374,743	0	43,605
BBO - National Lottery (S & Central London)	a	15,647	286,994	275,876	0	26,765
Brighter Futures: Quilter	b	46,230	351,670	289,855	0	108,045
Core Scotland	c	70,981	116,791	159,518	0	28,254
Going Further Going Higher	d	0	75,000	19,274	0	55,726
Mental Health & Wellbeing (ME-WE)*	e	32,856	25,083	68,172	0	(10,233)
Mental Health Programme - Scotland	f	46,902	50,756	55,670	0	41,988
My Mental Health	g	52,958	67,014	82,887	0	37,085
Pears - Policy and Grants	h	12,728	425,000	415,221	0	22,507
People's Postcode Lottery	i	314,616	212,500	320,337	0	206,779
Planning for Tomorrow	j	30,625	70,358	54,838	0	46,145
Rank Cares Partnership	k	81,798	181,401	197,355	0	65,844
Scottish Development Funds	l	343	70,567	70,910	0	0
Scottish Young Carers Festival	m	46,105	127,350	152,595	0	20,860
Welsh Government	n	0	262,526	262,452	0	74
Welsh Policy and Research	o	0	54,200	18,986	0	35,214
Young Carers in Schools - phase 2	p	88,220	10,000	68,280	0	29,940
Young Carers Scotland	q	59,191	58,460	46,099	0	71,552
Young Carers in FE & HE, Scotland	r	17,527	98,744	89,393	0	26,878
Other Scottish funds below £50,000 income/ expenditure		123,959	112,034	93,931	0	142,062
Other UK funds below £50,000 income/ expenditure		716,988	308,221	353,376	0	671,833
Total restricted funds		1,798,124	3,342,567	3,469,768	0	1,670,923
Revaluation reserve		103,459	0	0	0	103,459
Designated reserves		500,000	0	178,638	1,000,000	1,321,362
General unrestricted reserves - charity		1,672,535	2,601,266	2,038,940	(1,000,000)	1,234,861
Total charity funds		4,074,118	5,943,833	5,687,346	0	4,330,605
General unrestricted reserves - subsidiary		11,258	59,003	67,658	0	2,603
Total consolidated funds		4,085,376	6,002,836	5,755,004	0	4,333,208

Purpose of restricted funds

The restricted funds with income or expenditure of more than £50,000 during the year are for the following purposes:

- Building Better Opportunities programme: two projects for North, East & West London and South & Central London respectively. Working with Network Partners to deliver a project to support carers and ex-carers to access employment. Funded by the European Social Fund and the National Lottery Community Fund. Additional funding raised by Deloitte Internal Client Services Team.
- Brighter Futures: Quilter
A programme of grants to provide activities to support Young Adult Carers in developing skills, overcoming barriers and planning for their futures. Includes the development of intervention models for engagement and transitions.

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18. Analysis of funds (continued)

- c) Core Scotland Grant
Scottish Government grant awarded to Carers Trust to enable Carers Trust Scotland to carry out core work supporting carers and centres across Scotland. This work delivers a number of the key areas of the Scottish Government strategy for carers. This activity is further supported by fundraising and donations for our work in Scotland.
- d) Going Further, Going Higher
Funding from major donor to create a young/young adult carer ambassador programme to support colleges and universities in recognising and supporting young carers
- e) Mental Health and Wellbeing (ME-WE) Project: EU Horizon 2020 funding
This project is funded by the European Commission to improve the mental wellbeing and resilience of young adult carers, in partnership with six organisations across Europe.
- f) Mental Health Programme, Scotland
Funding from the Scottish Government to support carers in looking after their own mental health while they are needing to care for a friend or relative.
- g) My Mental Health
Funding from the D D McPhail Charitable Settlement for a three year project to empower young and young adult carers to campaign for improvements in mental health services for other young carers. Also funded by Simplyhealth Group, Javon Charitable Trust and Constance Travis Charitable Trust.
- h) Pears – Policy and Grants
Funds provided by the Pears Foundation to support Carers Trust's policy work and our small grants funds for carers.
- i) People's Postcode Lottery (Postcode Care Trust)
Corporate donations to fund:
 - grants to individual carers to enable them to access respite, skills courses and essential household items
 - programme development and innovation, and
 - programmes to address carers' loneliness and isolation.
- j) Planning for tomorrow, Legal & General
This programme is developing a model of support for older carers and bereaved carers.
- k) Rank Cares Partnership
Fundraising initiative by the Rank Group plc to provide carers with grants for essential equipment, replacement care and respite and opportunities to pursue educational courses and skills development openings.
- l) Scottish Young Carers Festival
Scottish Government funding to support a young carers festival in the summer of each year.
- m) Welsh Government
Welsh Government grant awarded to Carers Trust to enable Carers Trust Wales to carry out vital work supporting carers across Wales. This work delivers a number of the key areas of the previous Welsh Government Carers Strategy and aligns with the work of the Ministerial Advisory Group on Carers.
- n) Welsh Policy and Research
Funding provided by the Shaw Foundation, the Waterloo Foundation and Novartis to support policy, research and engagement activities in Wales, together with events for carers.
- o) Young Carers in Schools, phase 2
Enabling schools across England to better identify and support young carers through a new young carer and parent ambassador programme. Funded by Simplyhealth Group Limited and the Eranda Rothschild

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18. Analysis of funds *(continued)*

Foundation, with additional donations from the Constance Travis Trust, The Charterhouse Charitable Trust and the Sobell Foundation.

- p) Young Carers Scotland: funding from the Corra Foundation on behalf of Scottish Ministers. Support for young carers services, sharing best practice and working in partnership with services to improve quality and engagement.
- q) Young Carers in FE & HE (Scotland)
Funding from the Scottish Funding Council to provide support to young carers in Further and Higher
- r) Age Cymru-Older Carers
Welsh Govt sustainability social service 3rd sector grant. April 20- Mar 23.
Partnership with Age Cymru, Welsh govt funding for us to develop person- centred service models to identify, and better meet the needs of older carers and carers of people with dementia.
- s) Carers Aware
Welsh Govt sustainability social service 3rd sector grant. April 20- Mar 23
To transfer carer recognition, respect and support across health and social care settings in Wales.
- t) Welsh Government Hardship Fund
Welsh Govt funded hardship grant fund for unpaid carers. Supporting unpaid carers in Wales as a result of the significant and negative impact of COVID 19 virus during the winter months.
- u) Emergency Support Fund
Grants to relieve experienced by hardship by unpaid carers during COVID 19.
- v) Connected Carers (Loneliness)
 - DCMS funding for grant funds for specialist support to address carers' increased loneliness caused by COVID 19.
 - Network partners to deliver regular group activities to connect with others from home.
 - Grants to network partners to adapt their carers support services to strengthen online support.
- w) DCMS -Community match challenge for respite
 - Time for ME fund
 - Respite development fund
 - Carer respite support fund
- x) Bloom & Wild
A grant programme to support unpaid carers through individual and group activity grants and delivering programmes aimed at improving education and equality for young carers.
- y) Making Carers Count
 - Making hidden carers count, creating collaborations to improve engagement with groups of unpaid carers' who are currently underrepresented in local carers support services.
 - Improving support for Young Carers and Young Adult Carers who have been put in an even ore vulnerable position due to the pandemic.
 - Increasing access to peer support, a grant to Carers UK to improve the accessibility and experience of their online Carer community.

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19. Analysis of net assets between funds

Group at 31 March 2021	Unrestricted funds*	Designated funds	Restricted funds	Total funds
	£	£	£	£
Fixed assets	150,101	0	0	150,101
Investments	0	0	0	0
Current assets	1,464,841	1,644,719	6,532,806	9,642,366
Current liabilities	(351,988)	0	(4,747,927)	(5,099,916)
	1,262,954	1,644,719	1,784,879	4,692,552

Charity at 31 March 2021	Unrestricted funds*	Designated funds	Restricted funds	Total funds
	£	£	£	£
Fixed assets	150,101	0	0	150,101
Investments	1	0	0	1
Current assets	1,462,239	1,644,719	6,532,806	9,639,764
Current liabilities	(351,988)	0	(4,747,927)	(5,099,916)
	1,260,353	1,644,719	1,784,879	4,689,951

Group at 31 March 2020	Unrestricted funds*	Designated funds	Restricted funds	Total funds
	£	£	£	£
Fixed assets	153,426	0	0	153,426
Investments	0	0	0	0
Current assets	1,406,005	1,321,361.75	1,838,773	4,566,139
Current liabilities	(218,509)	0	(167,850)	(386,359)
	1,340,922	1,321,362	1,670,923	4,333,207

Charity at 31 March 2020	Unrestricted funds*	Designated funds	Restricted funds	Total funds
	£	£	£	£
Fixed assets	153,426	0	0	153,426
Investments	1	0	0	1
Current assets	1,400,822	1,321,362	1,838,773	4,560,956
Current liabilities	(215,929)	0	(167,850)	(383,779)
	1,338,320	1,321,362	1,670,923	4,330,605

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20. Operating Lease Commitments

	Land and buildings	Other	Land and buildings	Other
	2021	2021	2020	2020
	£	£	£	£
Within one year	81,045	1,652	102,445	1,652
In two to five years	78,077	0	28,944	1,652
	159,122	1,652	131,390	3,304

21. Pension

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in independently administered funds. The pension charge represents contributions payable by the Charity and the Group to the funds and amounted to £97,557 (2019-20: £99,118).

22. Related Party Transactions

No related party transactions took place between the Charity and its subsidiary companies.

Related party transactions took place between the Charity and organisations connected to the Trustees as follows:

Trustee	Related Party	Membership Fees Received		Grants/Funding Paid	
		2020-21	2019-20	2020-21	2019-20
		£	£	£	£
Sally Chandler, CEO	Hillingdon Carers	n/a	2,050	n/a	8,555
Gareth Howells, CEO	Carers Trust South East Wales (up to Nov 2019)	n/a	5,500	n/a	13,987
Veronica Stonor, Chair	Newcastle Carers	2,050	2,050	24,655	22,742
Philip White, Trustee	North Argyll Carers Centre	n/a	750	n/a	5,852
Sonja Woodhouse, CEO / Garth Murphy, Trustee	Carers Trust Heart of England	8,688	8,688	14,805	10,114
Tim Poole, CEO	Carers Gloucestershire	n/a	2,563	n/a	0
Christine Whiley, CEO	Carers Resource	8,688	n/a	29,843	n/a

n/a = no related party relationship in the financial year

For 2020-21 there were no other related party transactions to disclose (2019-20: none).

All the above related party transactions were transacted on standard business terms. There were no outstanding balances at 31 March 2021.

Carers Trust

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23. Reconciliation of net resources to net cash outflow from operating activities

	2021	2020
	£	£
Net income for the reporting period	359,346	247,833
Depreciation of tangible fixed assets	3,325	3,325
Donation of legacy property fixed asset	0	0
Reduction in value of legacy property	0	35,000
Dividends and interest from investments	(3,260)	(6,411)
(Increase)/decrease in debtors	155,971	(214,210)
Increase in creditors	4,710,951	23,780
Net cash generated from operating activities	5,226,333	89,316

24. Reconciliation of net cash flow to movement in net funds

Analysis of net funds	As at 1 April 2020	Cash flow	As at 31 March 2021
	£	£	£
Cash on short term deposit	857,728	4,217	861,945
Cash at bank and in hand	3,158,482	5,225,376	8,383,858
	4,016,210	5,229,593	9,245,803