

CARERS LINK - LANCASHIRE

England & Wales · Charity number 1156275

Details

Other names CARERS LINK

Status Registered

Legal form Charitable company

Company number [08584591](#)

Registered 2014-03-19

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

Contact

Address 54-56 Blackburn Road
Accrington
Lancashire
BB5 1LE

Phone 01254 387444

Email info@carerslinklancashire.co.uk

Website www.carerslinklancashire.co.uk

Activities

Objects: TO RELIEVE THOSE WHO ARE ILL, DISABLED, ELDERLY OR OTHERWISE HANDICAPPED LIVING IN HYNDBURN, RIBBLE VALLEY AND AREAS OF LANCASHIRE BY THE PROVISION OF INFORMATION, TRAINING AND SUPPORT FOR THEIR CARERS; AND TO RAISE PUBLIC AWARENESS IN ALL ASPECTS RELATING TO CARERS AND CARING'.

Activities: Carers Link Lancashire provides support and services to unpaid carers of all ages across East Lancashire-supporting and enabling them to continue to care for family members or friends who are ill, disabled or elderly. Carers Link Lancashire works with carers to empower and enable them to look after their own health and wellbeing.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, Disability, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** LIVING IN HYNDBURN,RIBBLE VALLEY AND AREAS OF LANCASHIRE
- Lancashire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,293,275	£1,233,927	£1,037,561	34
2024-03-31	£1,116,235	£1,085,085	£978,213	32
2023-03-31	£969,570	£874,150	£947,063	31
2022-03-31	£965,057	£865,772	£851,643	33
2021-03-31	£955,015	£881,960	£752,359	25

Trustees

Name	Role	Appointed
Andrew Gilbert		2025-10-01
BRIAN BIRTLE		2022-09-26
Brian Ozenbrook		2016-02-27
Councillor Barbara Ashworth		2021-06-16
Councillor Daniel Cassidy		2022-09-26
Jeff Leahy		2019-08-15
Melissa Fisher		2016-05-19
Mohammed Mustafa		2016-04-27
Patricia Ahmed		2018-02-07
Susan Bibby		2017-09-06

CARERS LINK - LANCASHIRE

England & Wales - Charity number 1156275

Accounts

Company Number 08584591

Charity Number 1156275

Carers Link Lancashire

Report and Financial Statements

For The Year Ended

31 March 2025

Carers Link Lancashire

Contents

	Page
Reference and administrative information	1
Trustee's Annual Report	2
Independent Auditor's report to the members	16
Statement of Financial Activities (Incorporating Income and Expenditure Account)	19
Balance sheet	20
Cash flow statement	21
Notes to the accounts	22

Carers Link Lancashire

Reference and administrative information

For the year ended 31 March 2025

Company Number 08584591

Charity Number 1156275

Registered office and operational address 54-56 Blackburn Road, Accrington, BB5 1LE

Trustees

Trustees, who are also directors under company law, who served during the year were as follows:

Brian Birtle

Jeff Leahy

Brian Ozenbrook

Daniel Cassidy

Mustafa Mohammed

Shakil Salam

Resigned September 2024

Patricia Ahmed

Barbara Ashworth

Susan Bibby

Melissa Fisher

Company Secretary

Rebecca Hodgson Secretary

Key Management

Rebecca Hodgson Chief Executive

Audra Higgin Services Manager/ Deputy to CEO

Bankers

CAF Bank Ltd 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

Virgin Money Sunderland, SR43 4JB

Charity Bank Fosse House, 182 High Street, Tonbridge, TN9 1BE

United Trust 1 Ropemaker Street, London, EC27 9AW

Triodos Bank Ltd Deanery Road, Bristol BS1 5AS

Lloyds Bank PLC Blackheath Branch, PO Box 100, Andover, BX1 1LT

Cambridge & Counties Charnwood Court, 5b New Walk, Leicester England, LE1 6TE

Auditors

MHA Richard House, 9 Winckley Square, Preston, PR1 3HP

Carers Link Lancashire

Trustees report

For the year ended 31 March 2025

The Trustees present their report and the financial statements of the charity for the accounting period ending 31 March 2025. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published October 2019.

Trustees of the charity

The Directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year were as follows:

Brian Birtle	Chairperson & Director
Jeff Leahy	Treasurer & Director
Brian Ozenbrook	Director
Daniel Cassidy	Nominated Representative
Mustafa Mohammed	Director
Shakil Salam	Director
Patricia Ahmed	Director
Barbara Ashworth	Nominated Representative
Susan Bibby	Nominated Representative
Melissa Fisher	Deputy Chairperson & Director

Objectives and activities

Carers Link Lancashire is a registered charity and a company limited by guarantee. The charity has evolved from Carers Link Hyndburn and Ribble Valley (2003) with the change being approved and adopted in 2013. All the work, projects, assets, and liabilities of the original organisation transferred to the new company, retaining the skills, knowledge and experience of staff and volunteers, and enabling the continuation of a number of successful partnerships and projects.

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

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

Carers Link Lancashire

Trustees report

For the year ended 31 March 2025

Purpose and Aims

The charitable purposes of the company as set out in our Articles of Association are to relieve those who are ill, elderly or otherwise disabled living in Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley, and areas of Lancashire by provision of information, training and support for their carers and to raise public awareness in all aspects relating to carers and caring.

Carers Link Lancashire supports unpaid carers to maintain their own health and wellbeing so that they can continue in their caring role for as long as possible.

This support is achieved through the provision of a person centred and holistic approach through collaborative partnerships, empowerment, innovation, and representation across East Lancashire.

The Charity's vision is to be a values and outcomes driven organisation that enables:

- Carers to feel valued as individuals and recognised for their contribution to society
- Carers to lead happy, fulfilling lives with access to good quality person centred support and services Carers to improve their overall physical and mental health and wellbeing
- Carers to continue with their caring role preventing them from reaching crisis point

The Charity mission is to make a positive difference to the lives of carers and the people they care for by offering tailored support that is professional, respectful, non-judgemental and meets individual need.

Carers Link Lancashire has a new 3-year Strategy 2025-2028 in place which has influenced charitable delivery and activity this financial year. This current strategy has been produced through consultation and direct input from carers alongside staff and Trustees and is reviewed quarterly against objectives and targets.

This strategy includes the following strategic objectives:

- Ensure that carers are recognised and supported,
- Expand the scope of carer support & services
- Enhance carers experience and journey
- Ensure the sustainability of the charity
- Establish and maintain effective partnerships

Attached to the strategy is an operational plan which details the actions, resources and timescales required to meet the strategic objectives of the organisation.

Carers Link Lancashire

Trustees report

For the year ended 31 March 2025

Definitions of Unpaid Carers

Carer: A carer is defined as someone who spends a significant proportion of their life providing unpaid support to family or friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Young carer: A young carer is defined as a child or young person (up to the age of 18) who looks after someone in their family who has an illness, disability, mental health problem or substance misuse problem. Young carers take on practical and/or emotional caring responsibilities that would normally be expected of an adult.

Parent carer: A parent carer is defined as a person with parental responsibilities for a child under the age of 18 with additional needs.

Former carer: A former carer is defined as a person whose caring role has ceased or significantly reduced due to bereavement or the cared-for person entering residential care.

During 2024/25, the charity has been providing support to adults and young carers from across East Lancashire. East Lancashire makes up one third of Lancashire representing 42% of Lancashire's Boroughs, with a number of wards being in the top 10% of deprivation, including Burnley and Hyndburn. Across East Lancashire, 12% of the population is made up of people from a BAME population and there are a significant number of isolated rural communities such as those in Pendle and the Ribble Valley. Within these rural communities, there are high proportions of people who are over the age of 50 years, of which some are living in isolation, with limited support networks, suffering from poor emotional health and wellbeing and who are caring for an elderly family member or caring for more than one person.

According to the 2021 census, there are over 36,000 unpaid adult carers in East Lancashire, of which 47% are caring for between 1-19 hours per week, 22% are caring for 20-49 hours per week and 31% are caring for 50 hours or more per week. On average, we receive 490 referrals for new carers every quarter (3 months).

The 2021 Census also identified there were 2,533 children and young people across East Lancashire aged under 25 years that provided levels of unpaid care, of which, a huge proportion are estimated to relate to children and young people under the age of 18.

Of the identified young carers, 588 (23%) were aged 0-15 years and 1,945 (77%) aged 16-24 years. Of these, 57% were identified as undertaking between 1-19 hours of caring per week, 30% were undertaking between 20-49 hours of caring per week and 13% were undertaking over 50 hours of caring per week.

As of the 31st March 2025, 2% of registered carers are aged 18-25 years, 52% aged 26-64 years and 40% are aged 65 years plus and 6% of registered carers have unknown ages.

Carers Link Lancashire

Trustees report

For the year ended 31 March 2025

Carers Link Lancashire is a specialist carers charity who understand the needs and demands placed on carers along with the negative impacts their roles can have on them. Carers roles often affect their mental and physical health and wellbeing, financial stability, employment and career choices alongside the ability to access leisure opportunities with heightened feelings of loneliness through social isolation. Carers take on numerous responsibilities including day to day tasks, personal & medical care, transporting loved ones to health appointments and offering emotional support and advice to the person they are caring for. This demanding role often results in the carer's life being thrown into turmoil, with their own mental and emotional health and wellbeing suffering and deteriorating in the process.

In order to meet the existing and emerging needs facing carers, the charity provides a personalised, tailored and holistic service to support a wide range of unpaid carers enabling them to fulfil their roles whilst supporting them to alleviate impact and preventing them from reaching crisis point. Carers often do not recognise their role and see it as their duty and responsibility, therefore, the charity supports carers to recognise their role, providing them with person centred support and guidance on their rights as a carer.

All charitable work undertaken ensures that:

- Carers feel valued as individuals and are recognised for their contribution to society
- Carers are able to lead happy, fulfilling lives with access to good quality person centred support and services.
- Carers overall physical and mental health and wellbeing are improved
- Carers are able to continue with their caring role preventing them from reaching crisis point

Public benefit statement

The charity's Trustees have complied with their duty to have due regard to the guidance on public benefit published by the commission in exercising their powers or duties during this period.

Strategic report

Achievements and performance

The charity's main activities, support and beneficiaries are described below.

All charitable activities focus on supporting unpaid carers and are undertaken in order to further Carers Link Lancashire's charitable purposes for the public benefit.

During the year, Carers Link Lancashire has strived to offer high quality support and services to its beneficiaries.

Adult Carers

Throughout the year, the charity continued to work successfully alongside ncompass towards a brighter future in successfully delivering the Lancashire Carers Service. This service works across the county providing support, guidance and information to adult carers with n-compass delivering support in North and Central Lancashire and our charity delivering support in East Lancashire. The service supports people in their caring role, undertaking statutory carers assessments and supporting their emotional health and wellbeing. This sees the two organisations jointly delivering the statutory Lancashire carers service until 2026

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2025

Achievements and performance (Continued)

Adult Carers

Carers Link Lancashire provides a wide range of high quality, person centred support and services to unpaid adult carers living in East Lancashire across the Boroughs of Burnley, Pendle, Rossendale, Hyndburn and the Ribble Valley.

Identifying carers, particularly hidden carers, is a prime objective for Carers Link Lancashire. Throughout the year, 1,873 new carers have been identified and registered with the service.

Throughout the year, a further 1,486 existing registered carers also requested further support and services from the charity.

All registered carers receive regular information, support and services to assist them within their caring roles and during the year we have provided 3,971 one-to-one sessions with carers.

The charity provides a wide range of provision and services to support adult carers within their roles including:

- An accessible and inclusive community facility on Blackburn Road in Accrington offering an information and support hub, community café, garden and charity shop
- A further two charity shops in Haslingden and Colne with information & support areas for carers and the wider communities
- A new charity shop, information & support hub & community meeting room/space being developed in Bacup, which will be open towards the latter end of 2025
- Partner of Carers Lancashire – delivering aligned statutory services & support for carers across Lancashire
- Identification of all carers and hidden carers
- Undertaking Statutory Carers Assessments and commissioning personal budgets in line with the Care Act- looking at all the needs of the carer and those they care for to ensure we can help them access everything they need to help them provide better care and support their own health and wellbeing
- Making outgoing referrals and recommendations to Social Care for commissioned respite
- 1-2-1 support, both face to face in the community or home, via zoom, skype, over the telephone, emails
- Respite opportunities including trips, events, activities and complementary therapies to enable regular short breaks, respite from their caring roles, stress relief and improved health and well-being
- Free counselling services with volunteer counsellors
- Peace of Mind for Carers Plan, a contingency plan, enabling free replacement care should they be unable to continue their caring role due to emergency
- Connecting communities- Befriending Service, a matched volunteer providing free respite opportunities in the persons home

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2025

- Free complimentary and holistic therapies such as reiki, massage & reflexology
- Free Max Cards allowing parent carers free or discounted access to major and local attractions
- Free Go2 Leisure cards where we have all health and well-being providers including local leisure centre providing free and discounted local facilities
- Peer support groups and forums
- Free welfare and benefits support including form filling to ensure carers have access to the benefits they are entitled to
- Delivery of free carers awareness training to groups and professionals to raise awareness of carers needs
- Delivery of free understanding dementia courses
- Carers caravan in the Lake District offering respite opportunities and holidays

As of 31st March 2025, Carers Link Lancashire has:

- 13450 registered adult carers (an increase of +12.4% from 23/24)
- 13% of registered carers are BME
- 14% of registered carers are caring for someone with dementia
- 12% of registered carers are caring for someone with a Mental Health condition

PRIMARY CONDITIONS:

- 14.2% of registered carers are caring for someone with dementia
- 34.3% of registered carers are caring for an older person
- 15.6% of registered carers are caring for a person with PDSI
- 11.9% of registered carers are caring for someone with a mental health condition
- 9% of registered carers are caring for a learning disability
- 0.5% of registered carers are caring for someone with substance misuse
- 12.4% of registered carers are caring for a disabled child
- 2.2% of conditions are unknown/undisclosed

AREA:

- 25% of registered carers are from Burnley
- 24% of registered carers are from Pendle
- 15% of registered carers are from Rossendale
- 23% of registered carers Hyndburn
- 10% of registered carers are from Ribble Valley
- 2% of registered carers are from another area but are caring for someone in the local authority area

Young Carers

In addition to the work with adult carers, throughout the year, the organisation has also undertaken young carers support across Hyndburn and Ribble Valley. The young carers project was funded by BBC Children in Need until 31st October 2024 and the Eric Wright Charitable Trust to work directly with young carers aged 0-18 years from across Hyndburn and the Ribble Valley to improve their health and wellbeing. The BBC CIN Funding came to an end during the year, therefore, from the 1st November 2024, the service was fully funded from The Eric Wright Trust alongside investing some charitable reserves as match funding.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2025

The charity's young carers services provide holistic, person centred and whole family approaches to services and support to meet individual needs support includes:

- Initial assessments to identify need alongside realistic and achievable action plans
- Intensive 1-2-1 support to meet need alongside regularly reviewing progress
- Monthly face to face and virtual targeted group sessions based and age appropriate which provide young carers with a safe environment to take a break from their caring role, develop new friendships and receive peer support from those in similar situations
- Targeted groups and activities that promote self-confidence and wellbeing, both emotional, mental and physical health
- Provide support across education, employment and training ensuring young carers are able to make informed choices about their caring role and education, employment or training opportunities
- Targeted work with schools and colleges to enable identification and support for young carers

Throughout the year, the service has continued to successfully meet objectives and provide young carers with holistic and individual support and services to improve their immediate and long-term outcomes including transition into adulthood, health and wellbeing, participation/achievement in education, employment and training and engagement in positive social and recreational activities.

Throughout the year, the young carers projects have successfully worked with 166 young and have provided some of the following:

- Provided 44 targeted group sessions for groups of young carers
- Undertaken 344 1-2-1's with young carers
- Provided 20 free trips and activities
- Provided 172 free respite opportunities
- Worked with 52 local schools in East Lancashire

As of the 31st March 2025 the young carers team were supporting 93 registered young carers from Hyndburn & Ribbles Valley as follows:

Age:

- 2% are aged 6 years
- 6% are aged 7 years
- 5% are aged 8 years
- 8% are aged 9 years
- 12% are aged 10 years
- 52% are aged 11-15 years
- 15% are aged 16-18 years

Caring for:

- 32% Mum
- 16% Dad
- 24% Brother
- 12% Sister
- 16% Another relative

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2025

Cared for conditions:

- 30% are caring for a Disabled Child/Sibling
- 4% are caring for someone with a Learning Disability
- 17% are caring for someone with a Mental Health problem
- 2% are caring for an older person (65 yrs +)
- 31% are caring for someone with PD/SI
- 1% are caring for someone with substance misuse
- 0% are caring for someone with dementia
- 15% of conditions are unknown/not disclosed

All young carers who are registered with the service are provided with information, support and services which are tailored to meet their individual needs. This includes:

- One to one support to identify and address specific needs
- Developing an action plan to address specific issues such as problems at school, low levels of self confidence and self-esteem and isolation. This action plan is then regularly reviewed to ensure their needs are being met
- Targeted group sessions to build friendships and peer support, reduce isolation, improve self-confidence and self-esteem and provide support during transitional periods
- Opportunities to access respite and a break from their caring role through engagement in positive activities aimed specifically at improving their health and wellbeing
- Empowering young carers to make long lasting lifestyle changes and develop aspirations for the future
- Enabling young carers to have a normal childhood outside of their caring role
- Assisting young carers to make their caring role more manageable
- Building resilience
- Equipping young carers with self-help methods, coping mechanisms and techniques

Volunteers

As of 31st March 2025, Carers Link Lancashire has 81 active volunteers who are assisting in supporting in the direct delivery of services. Throughout the year, 132 registered volunteers have provided the organisation with a total of 7047 volunteering hours. Volunteers have continued to support the charity and its beneficiaries through roles including supporting at events, groups and activities, community café, shops and garden, driving, young carers, administration, counselling and complementary therapies.

If the volunteering hours offered by volunteers during the year was quantified into a paid salary at national minimum wage, this would work out as £80,617.67 (£11.44 per hour).

Carers Assessments

Due to the Care Act 2014, carers are now recognised in their own right and are entitled to have their own needs assessed, identified and met through a carer's assessment. From this assessment, a personal budget can also be commissioned. The organisation has taken on this statutory duty from the Local Authority, undertaking carers assessments and commissioning a personal budget directly from them.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2025

Throughout the year, the charity has undertaken a total of 4352 statutory Carers Assessments and Reviews. budgets to carers in East Lancashire. From these assessments, 39% of carers have been commissioned a monetary personal budget to meet their needs and 61% of carers have had their needs met through universal services through our charity's services & support.

Peace of Mind for Carers

During the year, the charity has undertaken 374 New POM4C plans (Peace of Mind for Carers) This contingency plan still remains an invaluable service for carers. Carers often describe this plan as their 'lifeline' should they unexpectedly be unable to continue with their caring role. The plan prevents carers from worrying about who will look after the people they care for in the event of something unexpectedly happening to them. This constant worry carries a high risk of affecting their emotional health and wellbeing, causing stress, preventing them from having a life of their own alongside their caring role.

The POM4C service is free and can be activated 365 days a year, 24 hours a day. Family members or friends can be contacted in the event of an emergency, or free replacement care can be provided by a domiciliary care provider in the cared for persons own home for up to 72 hours. This service can also prevent strain on the health and social care system, preventing those who are reaching crisis point from accessing accident and emergency services and social care providers.

Over the past 24 months, there have been issues with replacement care being provided as this is part of the crisis service through Lancashire County Council and has often reached maximum capacity. Therefore, LCC are continuing to review and consult with carers and commissioners about the future of this service.

Carer Awareness Training (CAT)

Throughout the year, the charity has delivered 54 CAT sessions to a range of audiences with 540 professionals receiving the training. This service enables professionals to become 'Carer Champions' for their teams.

On average approx. 10 professionals attended each Carers Awareness Training Session.

Welfare and Benefits Support

The charity has continued to provide welfare and benefits support to carers offering appointments remotely and face to face across East Lancashire. During the year, we have secured £643,663.80 in benefits for our registered carers. An increase of +6% compared to the previous year.

Managing Risk

The charity has comprehensive risk management policies and procedures in place including a Risk Policy, Risk Register and monthly Risk Maps that highlight any potential or uncertain risks that may face the charity, its resource, services and beneficiaries.

The Risk Register is reviewed annually and focuses on all areas of the charity including Governance, Operational, Finance & Resources, External and Compliance with a thorough risk analysis of each of the areas.

The charity has three sub-groups which report directly into the Board covering Finance and Resources, Governance and Risk and Remuneration. At every Governance and Risk meeting, a live risk map is produced referencing any potential areas of risk along with suggestions to mitigate risk. This is scrutinised by the sub group members before providing a thorough report at the board meetings.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2025

Managing Risk

The charity also has a Business Continuity Plan in place. The charity's Trustees have given consideration to the major risks to which the organisation is exposed and satisfied themselves that systems and procedures are established in order to provide the necessary assurances that risk is being effectively managed.

The Trustees always have going concern around the majority of charitable income being derived from government grants in respect of the statutory adult contract, however, throughout the year the charity have been successful in procuring this contract in partnership with Ncompass until 2026.

Financial review

Over the financial year, the charity's main source of income has been the adult carers services/Lancashire Carers Service commissioned through Lancashire County Council. For the year, this makes up 77% of income, a decrease of 5% compared to funding in 2023/24.

The charity has also continued to benefit by owning its own headquarters which have significantly reduced running costs, with security of ownership. Further benefits have also been seen through the charity's community facility. All floors of the headquarters are self-contained and independent supporting longer-term sustainability should income drop with each area being able to be sub-let.

The charity has still continued to move forward with strategic objectives throughout the year including fully renovating its second owned property in Colne which now houses a fully functioning charity shop and information and support hub.

The charity now has 3 charity shops /information and support hubs and 1 community café covering the areas of Hynburn, Pendle and Rossendale. These trading facilities support the charity in strengthening diversification of income and sustainability, lessening the charity's dependence on the Lancashire County Council contract. This trading sits alongside the continuing task of seeking new and securing existing ongoing sources of funding.

During the year, the charity has also invested unrestricted reserves in purchasing a property in Bacup and Rossendale. This property will be renovated over the coming 12 months and will house a fourth charity shop, information and support hub and free community meeting space.

During the financial year, the total income received has been £1,293,275 (£1,116,235 2023/2024) an increase of 16% compared to 2023/24

In addition to the Lancashire County Council income, a substantial amount of financial support was received from BBC Children in Need and The Eric Wright Trust in respect of young carers services.

Additional smaller financial contributions for revenue and capital have also been received and greatly appreciated from Ribble Valley Borough Council. As always, the charity are extremely grateful to all their funders for their support and for making it possible for Carers Link Lancashire to provide a service to carers in East Lancashire.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2025

As laid out in the Charity's Investment Policy, Carers Link Lancashire seeks to produce the best financial return within an acceptable level of risk, on the financial investments it makes. Financial risk is managed by ensuring sufficient liquidity is available to meet foreseeable needs. As the majority of the company's debtors are public sector bodies, the level of credit risk is low. The Trustees review the Investment Policy annually, and where appropriate receive advice from a suitably qualified, independent financial company, as well as reviewing attitude to risk on an annual basis. At present, funds are being placed with several financial institutions in order to mitigate against possible bank collapses, and advice is sought from our investment advisor when required to minimise the risks of our portfolio.

The Trustees always have going concerns around the charities longer term sustainability, with the main sources of income from Lancashire County Council which is due to end on 30th September 2026. The charity is likely to tender for this service late 2025 / early 2026 and is very determined to continue to secure this contract continuing to provide specialist support to carers in East Lancashire.

The charity has secured Eric Wright funding until 2026 which moving forward also remains the only young carers funding, however, the charity is committed to continue to search and apply for additional funding streams to continue to deliver young carers services beyond 2026.

Reserves Policy

As of the 31 March 2025, the total charity funds stand at £1,037,561 (£978,213 2024) of which, £622,333 is invested in fixed assets and £Nil is restricted.

The total charity funds also comprise of fixed assets including the value of all owned properties in Accrington and Colne. Therefore, even though this is included in the total amount of total charity funds, it does not represent readily available free monetary reserves.

The Trustees have reviewed the funds available to the organisation and £70,429.76 has been designated for the following:

- £40,000 Property Repair & Unexpected Maintenance
- £30,429.26 Redundancy costs

After designation and fixed assets £344,799 is free reserves and represents 3 months of budgeted recurrent expenditure (3.1 months 2023/24) The policy for free reserves is that Carers Link Lancashire will maintain free reserves not being less than three months expenditure. Therefore, the charity is meeting its reserves policy adequately. The main source of income for the organisation still remains to be generated from Lancashire County Council who continue to make payments in arrears. Therefore, charitable reserves are essential to maintain adequate cash flow levels.

In the event that all or any funding is lost the reserves will enable Carers Link Lancashire to maintain a service to carers whilst researching and sourcing other funding. To this end, the Trustees deem it prudent to designate funds from the reserves to cover the potential resulting redundancies and to secure services for carers.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2025

Plans for future periods

Throughout the year, our charity has worked hard to achieve business objectives as outlined in the organisations Strategy and Operational Plan 2021-2024 and furthermore, has also implementing the new 3 year strategy 2025-2028, which includes expanding our ability to provide accessible services, identifying and supporting all carers in East Lancashire and ensuring the charity is more sustainable in the longer term. This has been supported by us investing unrestricted reserves in purchasing a third property in Bacup Rossendale. This will be redeveloped over the coming 12 months with us securing capital funding and will provide another self-sustaining trading facility where we are able to provide accessible and visible support and services out in the community.

All current and future trading facilities support awareness raising of carers and services and support that is available to them in their communities. These future plans support the charity's objectives of having accessible information and support in all 5 of the boroughs that the charity covers.

The Trustees see the future direction of the charity as developing further meaningful services that meet the needs of carers. Carers Link Lancashire continues to be a proactive, learning organisation, with all of its activities being carefully planned, risk assessed and evaluated.

Structure, governance, and management

Organisation

The organisation is a charitable company limited by guarantee, number 08584591, incorporated on 25th June 2013. It was adopted as a charity on 19th March 2014.

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

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31st March 2025 was 9.

The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

All Trustees give their time voluntarily and receive no benefits from the charity.

Management

Day to day management of the charity including responsibility for the provision of services, staff management and development is delegated to the Chief Executive Officer (CEO) Rebecca Hodgson. Any proposal the CEO would like to make relating to areas beyond delegated power, is made formally in a proposal document, which firstly, where practically possible is submitted to the relevant Sub Group for scrutiny before submissions and presentation to all board members.

The CEO undergoes regular supervision and support sessions with the Chair of Trustees and provides comprehensive and up to date information and advice to all Trustees. Remuneration of Key Management Personnel is set based on benchmarks for similar roles and is overseen by the Remuneration Group. Staff salaries are reviewed annually by the board of trustees at the Remuneration Group meeting.

Carers Link Lancashire is a Network Partner of Carers Trust. This affiliation enables staff and Trustees access to a variety of training and development courses/conferences organised by the Trust. These courses/conferences are usually provided free of charge although the cost of travel to the venues is borne by Carers Link Lancashire or individual Trustees. This partnership also enables up to date information and research into carers alongside regional support from the regional manager and regional network partners.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2025

Related Parties and Relationships with Other Organisations

There are no related parties.

Carers Link Lancashire has a formal consortium agreement with ncompass, a brighter future for the purposes of tendering for and delivering The Lancashire Carers Service. This partnership is purely for the purposes of which is described with Carers Link Lancashire delivering in East Lancashire and ncompass delivering in North and Central Lancashire.

Recruitment and Appointment of Trustees

Trustees are recruited through advertisements in the organisations quarterly magazine and e-bulletins alongside individual contacts by other Board Members or members of staff.

Prospective Trustees are invited to a preliminary meeting with the CEO for discussion about the roles and responsibilities of Trustees and general information about Carers Link Lancashire.

A Trustee appointment is subject to the completion of the DBS process and two satisfactory references. Potential Trustees are then invited to meet existing Trustees at a board meeting to give a presentation about themselves and their skills, and if agreed by all Trustees, they will be co-opted on to the board with their nomination as a Trustee being put to the Annual General Meeting (AGM) for formal appointment.

The organisation has a Trustee skills matrix in place that is regularly updated and identifies the strengths and weaknesses of the Board.

The weaker areas are then addressed through the Trustee recruitment processes. A full and thorough recruitment application process is in place with an information pack for interested persons and a comprehensive Trustee Handbook is provided for all Trustees.

Induction and Training of Trustees

All Trustees undertake a thorough induction process with the CEO and then also the Chair of Trustees as and when required. As part of this, they are required to sign a code of conduct and confidentiality policy, declare their eligibility to be a Trustee alongside completing a declaration of interest's form which is reviewed annually.

Further training is provided, both in-house and externally, using a variety of methods including online and face to face training. Topics covered include all aspects of information governance, safeguarding children and vulnerable adults and equality and diversity. Updates on governance matters are distributed regularly to Trustees to ensure their knowledge remains relevant and up to date

Funds held as Custodian Trustee on behalf of others

No funds were held as custodian Trustee on behalf of any others.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2025

Statement of Responsibilities of the Trustees

The trustees (who are also directors of Carers Link Lancashire for the purposes of Company Law) are responsible for preparing the Trustee's Annual Report (including the strategic report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company Law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP FRS 102
- Make judgments and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

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

In so far as the trustees are aware:

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

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

On behalf of the board

Signature:



Brian Birtle - Chair of the Board of Trustees

December 16, 2025

Date:

Carers Link Lancashire

Independent Auditor's Report to the Members

For the year ended 31 March 2025

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

Carers Link Lancashire

Independent Auditor's Report to the Members

For the year ended 31 March 2025

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the strategic report and the directors' report) 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 have been prepared in accordance with applicable legal requirements.

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the directors' report.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, set out on page 17, 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 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

Carers Link Lancashire

Independent Auditor's Report to the Members

For the year ended 31 March 2025

from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

- Obtaining an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on those laws and regulations that have had a direct effect on the financial statements. The key laws and regulations we considered in this context include Charities Act and safeguarding regulations. In addition, we consider compliance with employee legislation, as fundamental to the Charity's operations;
- Discussions with management, including consideration of known or suspected instances of non compliance with laws and regulations and fraud;
- Enquiry of management and those charged with governance around actual and potential litigation and claims;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias;
- Reviewing minutes of meetings of those charged with governance; and
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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

A further description of our responsibilities 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.

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.

Nicola Mason MA(Cantab) ACA DChA (Senior Statutory Auditor)

for and on behalf of MHA
Chartered Accountants
Statutory Auditor
Richard House
9 Winckley Square
Preston
PR1 3HP



December 16, 2025

MHA is the trading name of MHA Audit Services LLP, a limited liability partnership in England and Wales (registered number OC455542).

Carers Link Lancashire

Statement of Financial Activities (Incorporating Income and Expenditure Account)

For the year ended 31 March 2025

	Note	Unrestricted Funds	Restricted Funds	Total 2025 £	Total 2024 £
Income from					
Donations and legacies	3	27,950	-	27,950	28,801
Charitable activities:					
Carers support and services	4	993,046	85,549	1,078,595	980,320
Retail income		117,304	-	117,304	77,265
Other trading activities	5	38,995	-	38,995	16,249
Investments	6	11,316	-	11,316	9,328
Other income	7	19,115	-	19,115	4,272
Total Income		1,207,726	85,549	1,293,275	1,116,235
Expenditure on					
Raising funds	8	157,158	8,408	165,566	147,571
Charitable activities					
Carers support and services	9	969,813	78,303	1,048,116	913,660
Other expenses – governance and support costs	10	19,850	395	20,245	23,854
Total Expenditure		1,146,821	87,106	1,233,927	1,085,085
Net income / (expenditure) for the year	11	60,905	(1,557)	59,348	31,150
Transfer between funds		(1,557)	1,557	-	-
Net movement in funds for the year		59,348	-	59,348	31,150
Reconciliation of funds					
Total funds brought forward		978,213	-	978,213	947,063
Total funds carried forward		1,037,561	-	1,037,561	978,213

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

Carers Link Lancashire**Balance Sheet****As at 31 March 2025**

	Note	2025 £	£	2024 £	£
Fixed Assets					
Tangible assets	16		622,333		509,545
Total fixed assets			622,333		509,545
Current Assets					
Debtors	17	101,114		91,946	
Cash at bank and in hand		434,203		524,997	
Total current assets		535,317		616,943	
Liabilities					
Creditors amounts falling due in less than one year	18	(120,089)		(148,277)	
Net current assets			415,228		468,666
Net Assets			1,037,561		978,213
The funds of the charity					
Restricted income funds	19		-		-
Unrestricted income funds	20		1,037,561		978,213
Total charity funds			1,037,561		978,213

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

The Notes on pages 22 to 39 form part of these accounts

Approved by the Trustees on December 16, 2025 and signed on their behalf by:



Brian Birtle (Chair)

Jeff Leahy (Treasurer)

Company number 08584591

Carers Link Lancashire

Statement of Cash Flows

For the year ended 31 March 2025

	Note	2025	2024
		£	£
Cash provided by / (used in) operating activities	23	57,761	87,383
<hr/>			
Cash flows from investing activities:			
Dividends, interest, and rents from investments		11,316	9,328
Purchase of tangible fixed assets		(159,871)	(23,158)
<hr/>			
Cash provided by/ (used in) investing activities		(148,555)	(13,830)
<hr/>			
Increase/(decrease) in cash and cash equivalents in the year		(90,794)	73,553
Cash and cash equivalents at the beginning of the year		524,997	451,444
<hr/>			
Cash and cash equivalents at the end of the year		434,203	524,997
<hr/> <hr/>			

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective October 2019) - (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

Preparation of the accounts on a going concern basis

The trustees are required to assess whether the use of going concern is appropriate, i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charitable company to continue as a going concern. The Trustees make this assessment in respect of a period of at least one year from the date of authorisation of the accounts. At the date of approving these accounts the trustees have a reasonable expectation that the charity has sufficient cash resources to enable it to meet its liabilities as they fall due for at least 12 months from the date of approval. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

There are no key judgments which the Trustees have made which have a significant effect on the accounts.

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

Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

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

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the Trustees' annual report for more information about their contribution.

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

Interest receivable

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

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the Trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Expenditure and irrecoverable VAT

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

- Costs of raising funds comprise the costs of administration in connection with fundraising and the running costs for the caravans.
- Expenditure on charitable activities includes the direct costs of the charity's activities and the associated support costs.
- Other expenditure represents those items not falling into any other heading.

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

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 9.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight-line basis over the term of the lease.

Tangible fixed assets

Individual fixed assets costing £1000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight-line basis as follows:

Land and Buildings	4% of cost per annum
Fixtures & fittings	25% of cost per annum
Office furniture & equipment	25% of cost per annum
Computer equipment	33% reducing balance with the remaining balance written off in the third year
Caravan	20% of cost per annum
Motor vehicle	25% reducing balance

Debtors

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

Current asset investments

Current asset investments include cash investments with a maturity of greater than three months from the date of acquisition or opening of the deposit or similar account and those accounts intended to be held for the longer term.

Cash at bank and in hand

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

Creditors and provisions

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

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 11. There were outstanding contributions of £6,620 at the year end. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 9.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

The money purchase plan is managed by SMART Pensions and the plan invests the contributions made by the employee and employer in an investment fund to build up over the term of the plan a pension fund which is then converted into a pension upon the employee's normal retirement year age when eligible for a state pension. The risk profile of the fund reduces as the employee gets closer to retirement. The total expense ratio of the plan is 1.25% and this is deducted from the investment fund annually. The trust has no liability beyond making its contributions and paying across the deductions for the employee's contributions.

Critical accounting estimates and areas of judgement

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will be, by definition, seldom be equal to the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are discussed below.

Useful economic life of fixed assets – The depreciation policies remain consistent with the previous year. See accounting policy.

There are no critical areas of judgement.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

3 Income from donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Donations	5,996	-	5,996	14,652
Ribble Valley	4,678	-	4,678	1,263
Caravan	17,276	-	17,276	12,896
	<hr/>	<hr/>	<hr/>	<hr/>
Total	27,950	-	27,950	28,801
	<hr/>	<hr/>	<hr/>	<hr/>
Total by fund 31 March 2025	27,950	-	27,950	28,801
	<hr/>	<hr/>	<hr/>	<hr/>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

4 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	993,046	-	993,046	910,232
ASD	-	20,850	20,850	-
	<u>993,046</u>	<u>20,850</u>	<u>1,013,896</u>	<u>910,232</u>
Young Carers				
BBC Children in Need	-	19,541	19,541	33,528
Eric Wright Charitable Trust for YC	-	32,750	32,750	24,500
Small Grants - Adults	-	3,000	3,000	-
Small Grants – Youth Carers	-	1,000	1,000	4,060
	<u>-</u>	<u>56,291</u>	<u>56,291</u>	<u>62,088</u>
Food Poverty grant		8,408	8,408	-
Building, Charity Hub and Garden				
Capital grants	-	-	-	8,000
Total	<u>-</u>	<u>8,408</u>	<u>8,408</u>	<u>8,000</u>
Total by fund 31 March 2025	<u>993,046</u>	<u>85,549</u>	<u>1,078,595</u>	<u>980,320</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

4 Income from charitable activities (Continued)

Prior year

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	910,232	-	910,232	807,290
Young Carers				
BBC Children in Need	-	33,528	33,528	36,660
Eric Wright Charitable Trust for YC	-	24,500	24,500	22,250
Children In Need youth Investment Grant	-	-	-	-
Small Grants – Youth Carers	-	4,060	4,060	4,670
	-	62,088	62,088	59,580
Building, Charity Hub and Garden				
Triangle Trust 1949 Fund	-	-	-	-
Capital grants	-	8,000	8,000	26,500
Total	-	8,000	8,000	26,500
Total by fund 31 March 2024	910,232	70,088	980,320	893,370

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

5 Income from other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Café income	38,995	-	38,995	16,249
Total	38,995	-	38,995	16,249

All income from other trading activities in the current and prior year is unrestricted.

6 Investment income

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Income from bank deposits	11,316	-	11,316	9,328
Total	11,316	-	11,316	9,328

All investment income in the current and prior year is unrestricted.

7 Other income

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Lottery	8,110	-	8,110	-
Miscellaneous	11,005	-	11,005	4,272
Total	19,115	-	19,115	4,272

8 Cost of raising funds

	2025 £	2024 £
Caravan costs, including depreciation	10,916	19,148
Administrative costs	13,291	13,992
Trading costs	141,359	114,431
Total	165,566	147,571

Included in cost of raising funds is restricted expenditure of £Nil (2024 £ Nil) and unrestricted expenditure of £165,566 (2024 £147,571). The caravan running and depreciation costs are included as part of fundraising and donations for the use of the caravan are treated as donations.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

9 Analysis of expenditure of charitable activities

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2025	Total 2024
	£	£	£	£	£	£
Staff costs	760,668	60	64,978	-	825,706	706,478
Accommodation	25,817	-	1,314	-	27,131	21,598
Administrative costs	39,012	-	1,324	-	40,336	37,666
Project costs	78,739	2,847	2,454	-	84,040	68,392
Governance and support costs (see note 10)	56,445	93	5,041	-	61,579	56,321
Building and garden costs (see note 10)	9,132	-	192	-	9,324	23,205
	969,813	3,000	75,303	-	1,048,116	913,660
					2025	2024
					£	£
Restricted expenditure					78,303	54,255
Unrestricted expenditure					969,813	859,405
					1,048,116	913,660

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

9 Analysis of expenditure of charitable activities

Prior year

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2024	Total 2023
	£	£	£	£	£	£
Staff costs	663,569	-	42,909	-	706,478	626,124
Accommodation	20,595	-	1,002	-	21,598	39,349
Administrative costs	35,228	-	2,438	-	37,666	32,325
Project costs	60,641	779	6,972	-	68,392	26,675
Governance and support costs (see note 10)	50,591	188	5,542	-	56,321	51,016
Building and garden costs (see note 10)	21,915	-	1,290	-	23,205	18,004
	852,540	967	60,153	-	913,660	793,492
					2024	2023
					£	£
Restricted expenditure					54,255	53,419
Unrestricted expenditure					859,405	740,073
					913,660	793,492

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

10 Analysis of governance and support costs

	Basis of apportionment	Support	Governance	Total 2025	Total 2024
		£	£	£	£
Staff costs	% of income	27,122	-	27,122	28,008
Accommodation	% of income	4,631	-	4,631	22,025
Administrative costs	% of income	7,751	-	7,751	4,614
Project costs	% of income	6,779	-	6,779	6,175
Building and garden costs	Actual costs	11,908	-	11,908	1,946
Depreciation	% of income	47,078	-	47,078	43,840
Audit fees	Governance	-	13,994	13,994	16,094
Governance and support costs	Governance	-	1,469	1,469	322
		105,269	15,463	120,732	123,024
Governance and Support Costs recharged to Charitable Activities and fundraising		(67,556)		(67,556)	(66,452)
Building and accommodation costs recharged		(32,931)	-	(32,931)	(32,718)
		4,782	15,463	20,245	23,854

Prior year

	Basis of apportionment	Support	Governance	Total 2024	Total 2023
		£	£	£	£
Staff costs	% of income	28,008	-	28,008	22,630
Accommodation	% of income	22,025	-	22,025	1,620
Administrative costs	% of income	4,614	-	4,614	4,258
Project costs	% of income	6,175	-	6,175	6,885
Building and garden costs	Actual costs	1,946	-	1,946	2,632
Depreciation	% of income	43,840	-	43,840	26,879
Audit fees	Governance	-	16,094	16,094	11,927
Legal and professional	Governance	-	-	-	-
Other governance	Governance	-	322	322	459
		106,608	16,416	123,024	77,290
Governance and Support Costs recharged to Charitable Activities and fundraising		(66,452)	-	(66,452)	(60,269)
Building and accommodation costs recharged		(32,718)	-	(32,718)	(35,342)
		7,438	16,416	23,854	(18,321)

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

11 Net income / (expenditure) for the year

	2025	2024
	£	£
This is stated after charging/(crediting):		
Depreciation	47,078	39,967
Operating lease rentals		
Other	12,075	22,346
Auditor's remuneration - audit fees	12,335	16,094
	71,488	78,407

12 Staff costs

	2025	2024
	£	£
Wages and salaries	790,209	658,348
Social security costs	65,557	51,945
Pension costs	45,462	35,517
Staff travel, recruitment & other	27,707	23,443
	928,935	769,253

No employee had employee benefits in excess of £60,000 (2024: £60,000)

The average number of full-time equivalent staff employed during the period was 34 (2024: 32).

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer and the Deputy Chief Executive. The total employee benefits of the key management personnel of the charity were £110,768 (2024: £81,162).

13 Trustee remuneration and expenses, and related party transactions

Neither the Trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2024: £Nil).

Trustees received travel and subsistence expenses during the year of £nil (2024: £Nil).

Aggregate donations in the form of entries to the charity lottery from related parties were £370 (2024: £Nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2024: £Nil).

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

14 Government grants

The government grants recognised in the accounts were as follows:

	2025 £	2024 £
Lancashire County Council/ ELCCG	993,041	910,232
	993,041	910,232

There were no unfulfilled conditions and contingencies attaching to the grants.

15 Corporation Tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

16 Fixed assets: tangible assets

	Freehold Building £	Building Improvements £	Computer equipment £	Caravan and motor vehicles £	Fixtures and fittings	Total £
Cost						
At 1 April 2024	265,000	260,736	65,643	67,176	6,330	664,885
Additions	152,000	-	8,093	-	-	160,093
Disposals	-	-	-	(222)	-	(222)
At 31 March 2025	417,000	260,736	73,736	66,954	6,330	824,978
Depreciation						
At 1 April 2024	46,800	44,166	52,546	6,404	5,424	155,340
Charge for the year	10,917	11,298	9,788	14,396	680	47,079
Disposals	-	-	-	-	-	-
At 31 March 2025	57,717	55,464	62,334	20,800	6,108	202,419
Net book value						
At 31 March 2025	359,283	205,272	11,402	46,154	222	622,333
At 31 March 2024	218,200	216,570	13,097	60,773	906	509,545

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

17 Debtors

	2025	2024
	£	£
Grants receivable	83,161	76,036
Prepayments and accrued income	17,953	15,910
	<u>101,114</u>	<u>91,946</u>

18 Creditors: amounts falling due within one year

	2025	2024
	£	£
Creditors	17,792	36,927
Other creditors and accruals	30,754	35,001
Deferred income	71,543	76,349
	<u>120,089</u>	<u>148,277</u>

Deferred income relates to income received in advance for future charitable activities.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

19 Analysis of movements in restricted funds

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2025 £
Young Carers					
BBC Children in Need	-	19,541	(20,664)	1,123	-
Young Carers Preston	-	1,000	(1,000)	-	-
Eric Wright Charitable Trust	-	32,750	(32,545)	(205)	-
Adult Carers					
ASD	-	20,850	(21,489)	639	-
Small Grants	-	3,000	(3,000)	-	-
	-	77,141	(78,698)	1,557	-
Building, Garden and Charity Hub					
Retail Grant	-	8,408	(8,408)	-	-
	-	85,549	(87,106)	1,557	-

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

Analysis of movements in restricted funds (continued)

Prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2024 £
Young Carers					
BBC Children in Need	-	33,528	(34,077)	549	-
Young Carers Preston	-	4,060	(4,000)	(60)	-
Eric Wright Charitable Trust	-	24,500	(21,720)	(2,780)	-
	-	62,088	(59,797)	(2,291)	-
Building, Garden and Charity Hub					
Capital grants	-	8,000	-	(8,000)	-
	-	8,000	-	(8,000)	-
	-	70,088	(59,797)	(10,291)	-

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

Analysis of movements in restricted funds (continued)

Name of	Description, nature, and purposes of the fund
Adult Carers	Funds for this service to Adult Carers are to provide local and accessible support and points of contact between carers and Lancashire County Council Social Services Directorate. To achieve this, we work to develop a clear identity for carers, develop support and information and develop knowledge to help carers in their role and to co-ordinate consultation and involvement between carers, Carers Link Lancashire, and Lancashire County Council.
Young Carers	Funds for this service for Young Carers are to provide flexible outreach support and to offer preventative support through respite activities and breaks. To achieve this, we work to provide a proactive and responsive service, reduce isolation, increase choice and access to multi agency support and facilitate the appropriate assessment of young carers and their families by statutory agencies.

20 Analysis of movement in unrestricted funds

	Balance at 1 April 2024	Income	Expenditure	Transfers	Balance at 31 March 2025
	£	£	£	£	£
General fund	515,755	1,207,726	(1,146,821)	43,402	620,062
Designated fund					
Potential redundancy costs	29,139	-	-	1,290	30,429
3 months operating costs	273,319	-	-	73,751	347,070
Property Purchase	120,000	-	-	(120,000)	-
Renovations	40,000	-	-	-	40,000
	978,213	1,207,726	(1,146,821)	(1,557)	1,037,561

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

Prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2024 £
General fund	594,792	1,046,147	(1,025,288)	(99,896)	515,755
Designated fund					
Potential redundancy costs	23,952	-	-	5,187	29,139
3 months operating costs	273,319	-	-	-	273,319
Property Purchase	-	-	-	120,000	120,000
Renovations	40,000	-	-	-	40,000
Security costs	15,000	-	-	(15,000)	-
	947,063	1,046,147	(1,025,288)	10,291	978,213

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

Name of	Description, nature, and purposes of the fund
General Fund	The free reserves after allowing for all designated funds and including the property fixed asset.
Potential redundancy costs	This fund has been designated by the Trustees to cover potential redundancies. There is a TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006) agreement being in place.
Renovations	This fund is for planned renovation to the property.
Blackburn Road Property	This fund is designated towards potential dilapidations at 54-56 Blackburn Road, Accrington.

21 Analysis of net assets between funds

	General fund	Designated funds	Restricted funds	Total 2025
	£	£	£	£
Tangible fixed assets	622,333	-	-	622,333
Net current assets/(liabilities)	(981)	416,209	-	415,228
	621,352	416,209	-	1,037,561

Prior Year	General fund	Designated funds	Restricted funds	Total 2024
	£	£	£	£
Tangible fixed assets	509,545	-	-	509,545
Net current assets/(liabilities)	6,210	462,458	-	468,668
	515,755	462,458	-	978,213

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2025

22 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows:

	Equipment	
	2025	2024
	£	£
Less than one year	10,352	11,210
One to five years	10,804	15,824
Over five years	-	400
	21,156	27,434
	21,156	27,434

23 Reconciliation of net movement in funds to net cash flow from operating activities:

	2025	2024
	£	£
Net income/(expenditure) for the year	59,348	31,150
Adjustments for:		
Depreciation charge	47,079	39,967
Dividends, interest, and rents from investments	(11,316)	(9,328)
Decrease / (increase) in debtors	(9,186)	(63,153)
Increase / (decrease) in creditors	(28,182)	88,747
	57,761	87,383
Net cash provided by / (used in) operating activities	57,761	87,383

24 Capital commitments

	2025	2024
	£	£
Capital commitments	-	-
	-	-
	-	-

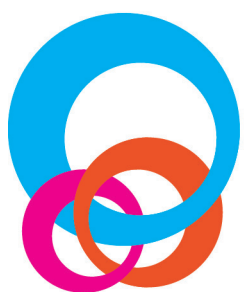
CARERS LINK - LANCASHIRE

England & Wales - Charity number 1156275

Accounts



ANNUAL REPORT 2023 - 2024



Carers Link
Lancashire
IMPROVING LIFE FOR CARERS

CONTENTS

MESSAGE FROM THE CEO	3
INTRODUCTION FROM OUR CHAIR	4
TREASURERS REPORT	6
STATISTICS AND STATE OF CARING	8
KEY ADULT STATISTICS	10
CARERS STORIES	12
YOUNG CARER STATISTICS	14
YOUNG CARER STORY	16
ASD FUNDING; CAROL POLLARD	17
NEW COLNE SHOP	18
NEW CARAVAN; 2023 HBA	19
DEMENTIA MISSION	20
WELFARE & BENEFITS SUPPORT	21
VOLUNTEER-LED SERVICES	22
RESPIRE & SHORT BREAKS	23

MESSAGE FROM THE CEO



I am delighted to share with you in this year's annual impact report some key achievements and findings from the financial year including sharing our amazing work and also carers stories.

As always, the past 12 months have been all go for us! A major achievement was renovating our property in Colne and transforming it into a new charity shop and information and support hub for carers and the wider communities in Pendle. A number of capital grants were secured along with donations and lots of volunteer time which enabled us to finally open our doors in November 2023! The shop is regularly visited by over 150 people every day and is proving to be extremely popular in Colne!

In March, I was delighted to be invited to attend Number 10 Downing Street as a guest at the official reception of Dame Barbara Windsor's Dementia Mission. At the reception, I raised the flag for carers in East Lancashire discussing the Lancashire Carers Services including specific dementia support we provide for unpaid carers in our area.

This year, a huge loss for our charity was losing our beloved Chair of Trustees Carol Pollard who died in service. Carol contributed almost a decade of her life in supporting the charity and carers in East Lancashire. Carol has left a huge hole in our charity and in our hearts. Our love and thoughts continuously go out to her family. We have plans to create a memorial area for Carol in our community garden in Accrington so that she will always be with us.

As always, I would like to thank all of our amazing staff team and volunteers for their commitment shown throughout the year.

Rebecca Hodgson

**Rebecca Hodgson
CEO Carers Link Lancashire**

2023

2024

INTRODUCTION FROM OUR CHAIR



Firstly, I must pay tribute to our previous chair, Carol Pollard, who sadly and suddenly passed away during the Christmas and New Year break. Carol had served the organisation for many years, initially as a member of the senior management team and latterly, following her retirement, as a trustee and finally as chair of trustees.

There continues to be a high level of demand for the support that carers across East Lancashire require. I am pleased to report that our dedicated team are able to provide it. This is evidenced by continuing to meet the performance targets set out in our Lancashire County Council contract and more tellingly in the feedback we receive from our carers. The feedback has been overwhelmingly positive and any negative ones have been minor.

I am also pleased to report that our third charity shop and information hub in Colne is now open. In addition to this the revised team operating the three locations are now exceeding expectations in terms of fundraising as well as providing a location where carers can access our services.

I would like to take this opportunity to thank all our Board of Trustees, both current and previous, for their commitment, expertise and passion given to the organisation throughout the year. The board of trustees, who give their time freely, possesses a wide and varied range of skills which in addition to supporting our management team, ensures that the organisation complies with charity commission and financial guidelines. The board and staff led by CEO, Rebecca, together continue to make significant progress towards achieving our key priorities.

I am also pleased to report that our committed volunteers continue to work in various roles across the organisation and encourage anyone interested in supporting our communities, especially as we seek to grow our volunteer support especially in our growing charity outlets. Anyone interested is very welcome to contact the main Accrington headquarters where you can seek further information about the various opportunities open.

Join our
volunteer
team!



I would also like to thank the Boroughs of Hyndburn and Rossendale for their continued support through the ongoing election of nomination for roles of Trustees and the support they offer to the Board.

Thanks also to our donors and contractors who continue to offer financial support in the way of grants, donation of materials and work. Projects which support the charity immensely in achieving its vision and strategy.

Special thanks to our main funders of Lancashire County Council, Eric Wright Foundation, BBC Children In Need and other smaller donors including the Ribble Valley Borough Council.



Finally, I thank once again our excellent committed staff and volunteers for their hard work in supporting our carers across Lancashire and continuing to support the charity especially during these challenging times.

B. Birtle

Brian Birtle
Chair of Trustees

BOARD OF TRUSTEES



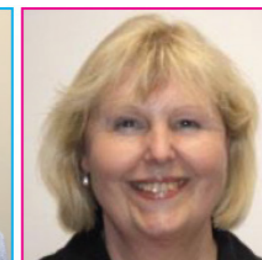
Melissa Fisher



Patricia Ahmed



Jeff Leahy



Susan Bibby



Brian Ozenbrook



Shakil Salam



Barbara Ashworth



Daniel Cassidy



Mustafa Mohammed

TREASURER'S REPORT

Carers Link Lancashire continues to progress with the charity achieving another strong financial performance. Income and expenditure both increased by more than 10% to over £1.1m, with the charity showing a very small surplus for the financial year. The cash position remains healthy at over £0.5m, well above our reserve requirements.

The second retail outlet and drop in centre in Haslingden traded well during the year and the third outlet in Colne opened in the second half. Retail trading is now starting to make a significant contribution to overall income, and it is likely that another outlet will be sought in the coming year, both to extend the charity's physical presence in the community and to generate further income.

During the year, the remaining two holiday caravans were consolidated down to one, and the improved facility is showing better occupancy rates and financial return.

Jeff Leahy

Jeff Leahy
Treasurer

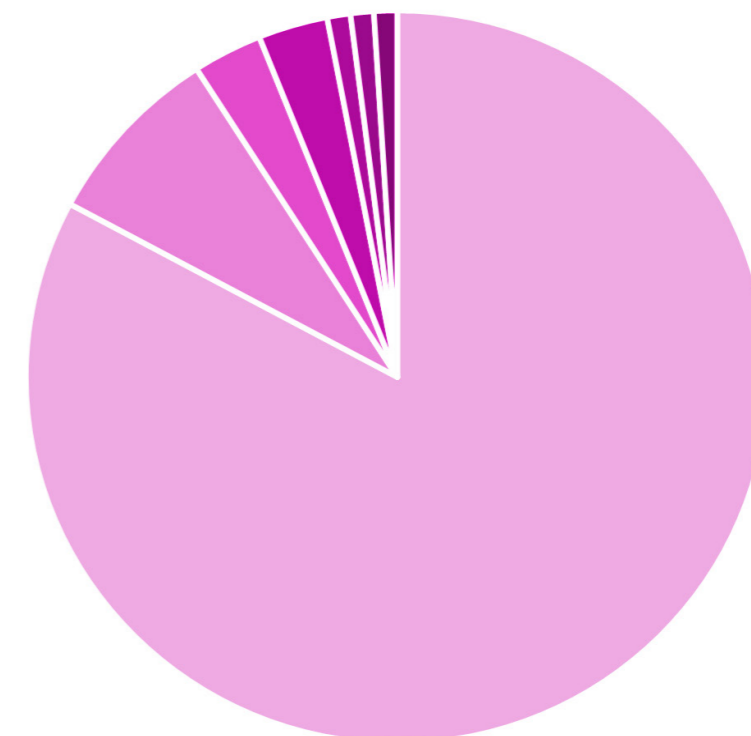


Our new Caravan!

FINANCIAL ANALYSIS

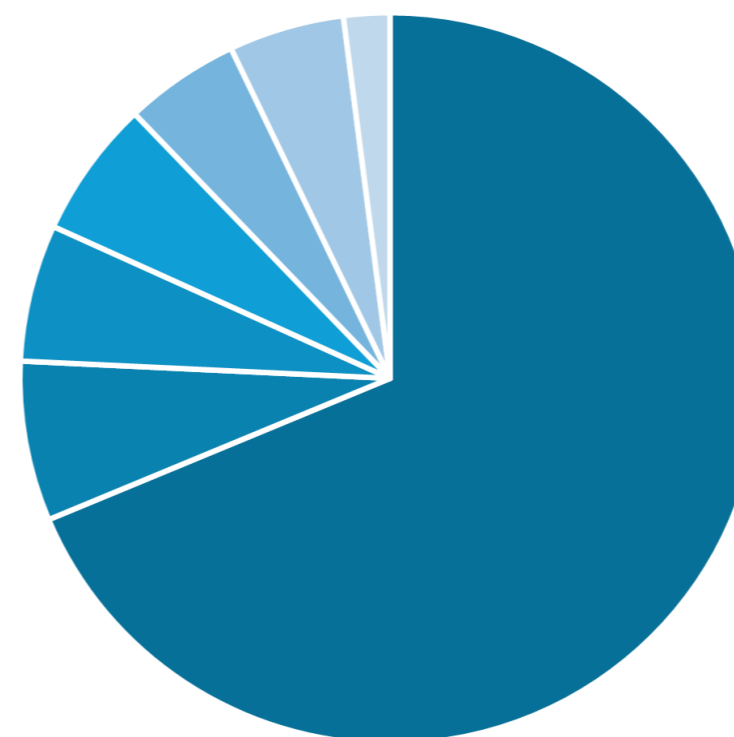
INCOME

- LCC £910,032.00 - 82%
- Trading £94,734.33 - 8%
- CIN £33,527.77 - 3%
- Grants £37,822.50 - 3%
- Donations & Fundraising £10,311.20 - 1%
- Caravan £16,267.50 - 1%
- Other £13,539.80 - 1%



EXPENDITURE

- Staff costs £741,653 - 68%
 - Trading £79,256 - 7%
 - Accommodation £68,657 - 6%
 - Project Costs £68,392 - 6%
 - Governance & Support £56,321 - 5%
 - Administrative £51,658 - 5%
 - Caravans £19,147.91 - 2%
- Total expenditure: £1,085,085**



STATISTICS & STATE OF CARING 2023

STATE OF CARING 2023, November 2023 by CARERS UK:

The report on caring and health finds that a widespread lack of support and recognition from health and care services is severely damaging unpaid carers' mental health. It highlights how people caring round the clock for older, disabled or seriously ill relatives do not have adequate support from statutory services that are in place to help them – leaving many steeped in thoughts of hopelessness, fear and dread, and urgently in need of support.



More than a quarter (27%) of unpaid carers have bad or very bad mental health, rising to 31% of those caring for more than 50 hours a week, or for over 10 years.

84% of carers whose mental health is bad or very bad have continuous low mood, 82% have feelings of hopelessness and 71% regularly feel tearful.

More than three quarters of all carers (79%) feel stressed or anxious, half (49%) feel depressed, and half (50%) feel lonely.

65% of carers agreed that the increase in the cost of living was having a negative impact on their physical and/or mental health.

68% of carers with bad or very bad mental health are living with a sense of fear or dread.

Despite feeling they are at breaking point, nearly three quarters (73%) of carers with bad or very bad mental health are continuing to provide care.

As of 31st March 2024, Carers Link Lancashire are currently supporting:

11,964 adult carers & **123** young carers in the East Lancashire area.



THE LANCASHIRE CARERS SERVICE

Throughout the year, the charity continued to work successfully alongside *n-compass* towards a brighter future in successfully delivering the Lancashire Carers Service. This service works across the county providing support, guidance and information to adult carers with *n-compass* delivering support in North and Central Lancashire and our charity delivering support in East Lancashire.

The service supports people in their caring role, undertaking statutory carers assessments and supporting their emotional health and wellbeing. This sees the two organisations jointly delivering the statutory Lancashire Carers Service until **2026**.

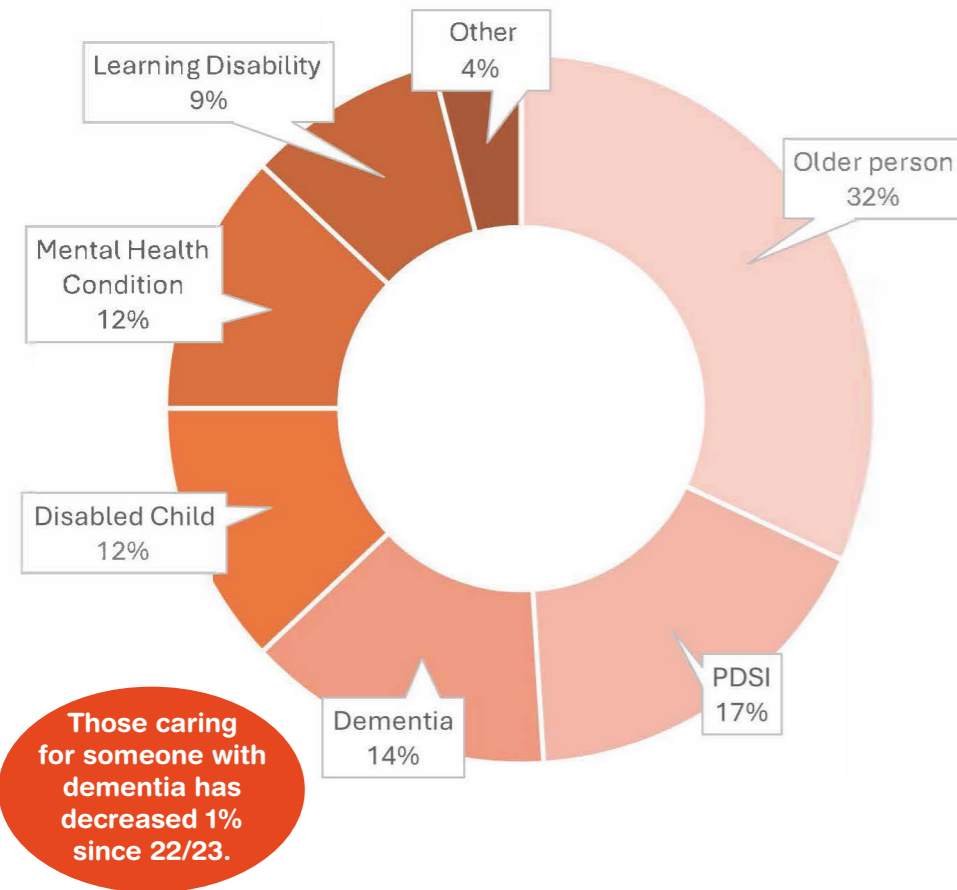
Identifying carers, particularly *hidden carers*, is a prime objective for Carers Link Lancashire. Throughout the year, **1,961** new carers have been identified and registered with the service. All registered carers receive regular information, support and services to assist them within their caring roles and during the year we have provided **4,374** one-to-one sessions with carers.

The charity provides a wide range of provision and services to support adult carers within their roles including:

- An accessible and inclusive **community facility** on Blackburn Road in Accrington
- Partner of **Carers Lancashire**, delivering aligned statutory services & support for carers across Lancashire
- Undertaking Statutory Carers Assessments and commissioning personal budgets in line with the **Care Act**
- Making outgoing referrals and recommendations to **Social Care** for commissioned respite

See the next few pages for more information on what we at Carers Link Lancashire have offered through the year...

KEY ADULT STATISTICS



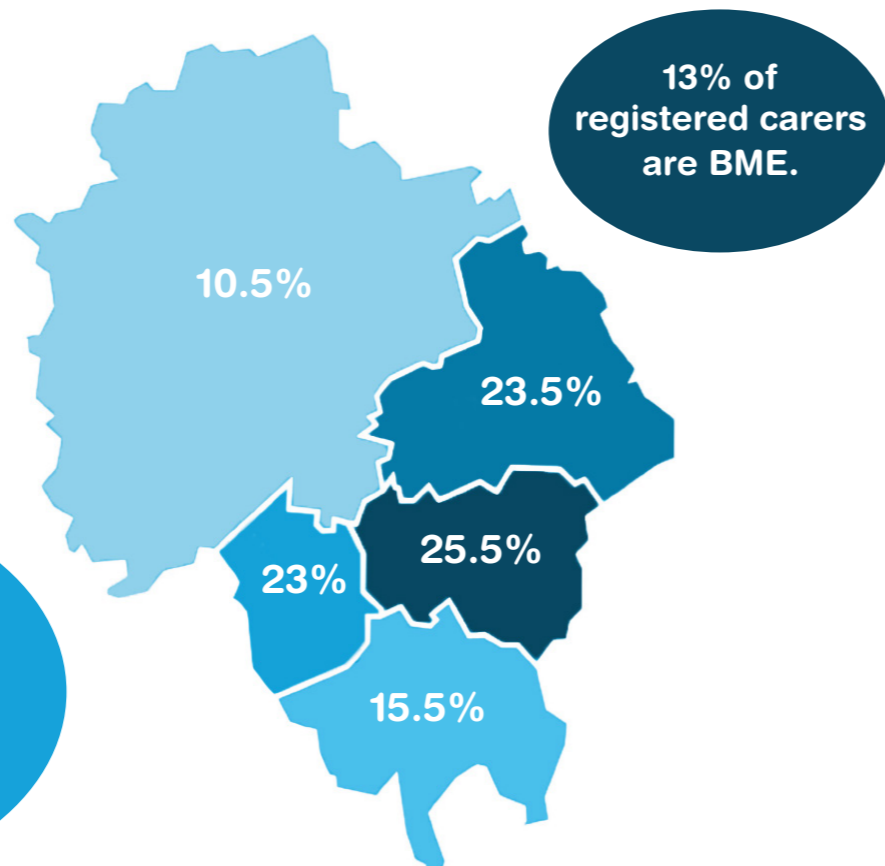
People can care for others due to a variety of conditions.

The main conditions amongst our carers are:

- 32% of registered carers are caring for an older person
- 17% of registered carers are caring for a person with PDSI
- 14% of registered carers are caring for someone with dementia
- 12% of registered carers are caring for someone with a mental health condition
- 12% of registered carers are caring for a disabled child
- 9% of registered carers are caring for someone with a learning disability
- 4% are other conditions

As of 31st March 2024, Carers Link Lancashire has:

- 25.5% registered carers from Burnley
- 23.5% registered carers from Pendle
- 23% registered carers from Hyndburn
- 15.5% registered carers from Rossendale
- 10.5% registered carers from Ribble Valley



2% of registered carers are from another area but are caring for someone in the local authority area.

1961
New referrals

1473
New Carers Assessments Undertaken

3026
Existing Registered Carers
Supported with further support and services

4374
1-2-1 Support Sessions

4818
Assessments Undertaken
(Statutory Carers Assessments/ Reviews)

734
New POM4C Emergency plans

98
Support Groups and Events
(Attended by 584 carers)

4
FREE Understanding Dementia Courses

80
Peer Support Groups
(Attended by 363 carers)

15
Organised Activities
(Attended by 171 carers)

3345
Reviewed Carers Assessments

47
Carers Awareness Training Sessions
(Training 329 professionals)

206
Counselling Sessions
(Free counselling to carers through a team of volunteer counsellors)

360
Max Cards Provided
(Enabling families to receive free and discounted access to recreational facilities)

£609k
In Benefits Secured For Carers
(Secured by providing a dedicated welfare and benefits worker who advises on benefits carers are entitled to, assisting them with completing claim forms and ensuring carers receive the benefits they are entitled to. This is a huge increase of 34% from what we achieved in 2022/23)

54
Personal Grants Secured
(With £8,634 additional income being secured for carers)

850
Go2 Leiusre Cards Issued
(Giving carers highly discounted access to a range of health and well-being services across East Lancashire)

CARERS STORIES...

Every carer's story is unique, but many share some similarities and we often find carers at our peer support groups and activities find things in common. We would like to share some of our carer's stories with you.

My caring journey is 4 years in the making, an unqualified, often desperate saga of watching 50+ years of companionship and love evaporate. At a Christmas get-together, our younger daughter had wanted to know why I was finishing my wife's sentences, which I hadn't realised, culminating in a Parkinson's diagnosis 9 months later. You eventually realise that your old life has come to an end, which it undoubtedly has, and that you now have to think and act for two, one of whom is no longer with it, and it really hurts.

In the 90s, my wife was Matron of a private Nursing Home, so I had the basic understanding of our professional helpers who are often speaking a different language. I kept a diary of everyday happenings, a litany of hope and angst on re-reading it, but there can only be one outcome, however long it takes, and that takes a lot of accepting.

Carers Link was one of these connections, provider of bulletins and advice. We have had support from Social Workers, Parkinson's Nurse, Physios, Speech Therapy, and others, as my calendar over the past years can confirm, and my thanks go to them all.

She is now getting excellent care in a Nursing Home, which is all we can ask at this stage in proceedings. The problem now is how to restart my life.

- James

My husband and I met whilst at secondary school. He was very poorly whilst at school and had brain surgery and an adrenalectomy. He grew up with an illness called Cushing Syndrome and a pituitary adenoma (tumour on the brain). We married in 2009 & have 2 amazing children. I work 40 hrs a week to support our family, but I feel I'm constantly working as looking after John especially when he's having bad days is extremely difficult and can reach breaking point. He also suffers with memory issues and they are becoming more regular: leaving the doors open/unlocked, cooker on and regularly forgetting why he has come into a room. He is not able to fight illness or infections so quite often ends up in resus. I am having to split my shifts on the days he is unwell so that I can take the children to and from school, and then continue to work at home.

Our daughter is also registered as a young carer. I would be lost without her, she is my sidekick. She knows how to help dad when he is poorly, and also takes on the role of looking after her brother when I am not there, who is awaiting an Autism diagnosis. We don't have any close family to help us and only have a few very close trusted friends who we ask for help but asking for help has been very difficult for us.

I wasn't aware of Carers Link, it was the support worker at my daughter's school referring her to the Young Carers team. Carol and Sarah from the Young Carers have supported my daughter through her dad's illness and continue to do so by having regular catch ups with her inside and outside of school. Carers Link have supported our family. I am very grateful for the staff and support I receive from them.

- Trisha

I never expected to become a carer; my husband and I both took early retirement in 1995 and went on to have years of exciting foreign travel together and separately. I was a member of many clubs and societies, did French tutoring and taught English to asylum seekers. I also volunteered with an elderly lady for 14 years, as a befriender. Then suddenly 2 years ago my husband, aged 85, began to suffer from Alzheimer's, then Parkinson's, and so began a totally different life.

I found he needed me all day long, starting with washing and dressing, and encouraging him to eat, as his weight went down rapidly. He had to go into hospital near the beginning of his illness, when he had urine retention and then began the permanent use of a catheter. Emptying that and attaching a large night bag became two tasks I dreaded, but which are now routine. My husband gets very disorientated, asking where the bedroom is and how did he get upstairs, and what day it is. I use a whiteboard on which I write each day what is happening at what time, and if I go out, I tell him on the board what time I will be back. This reduces his anxiety a little. He never goes out now, he refuses to.

Age UK and Social Services gave me the name of Carers Link, for which I am extremely grateful. I have attended sessions in Accrington, enjoyed a Carers Link theatre trip and a Christmas Party.

As a couple we are no longer husband and wife, but patient and carer, which is very different. I no longer have a companion to talk to, or to share worries with. It makes me feel quite lonely in fact. He is there, but not really there any more. Carers Link feels like a source of kindness and comfort.

- Noreen

I was a former soldier who was injured badly and took medical discharge. Upon returning to UK, I met up with my sister who was working in care industry and she helped me on a long road of recovery.

My sister was actually then badly injured on her job, to which I instantly quit my job and started to care for her, and have been since November 2013 and never looked back. The reason I took up the caring role was because she is family, and the honour to repay the debt that she had done for me. We now care for each other and our bond of siblings has never been stronger and gets stronger by the day.

- Dan

I had been the main carer for my mum after she was diagnosed with Alzheimers Disease in about the year 2000. Now, I am once again an unpaid carer for my husband. During the pandemic we, my husband and I, moved to Spain - after all, when else would you move to a new country but in the midst of a pandemic! For about 12 months we settled to our life in Spain until I noticed my husband's left hand was constantly shaking. He had several tests, MRI, CT scan, and an ECG, and the specialist told us that he had a form of dementia called Lewy Bodies. In view of the diagnosis, we decided to sell our house in Spain and move back to the UK to be near family.

My husband's family and my daughter and son-in-law were a great help. I could not have managed without their help. But I also appreciated the assistance I received from Carers Link because I was quite overwhelmed with which organisations I needed to go to for the help and when to seek that help, and they were there for me with that advice.

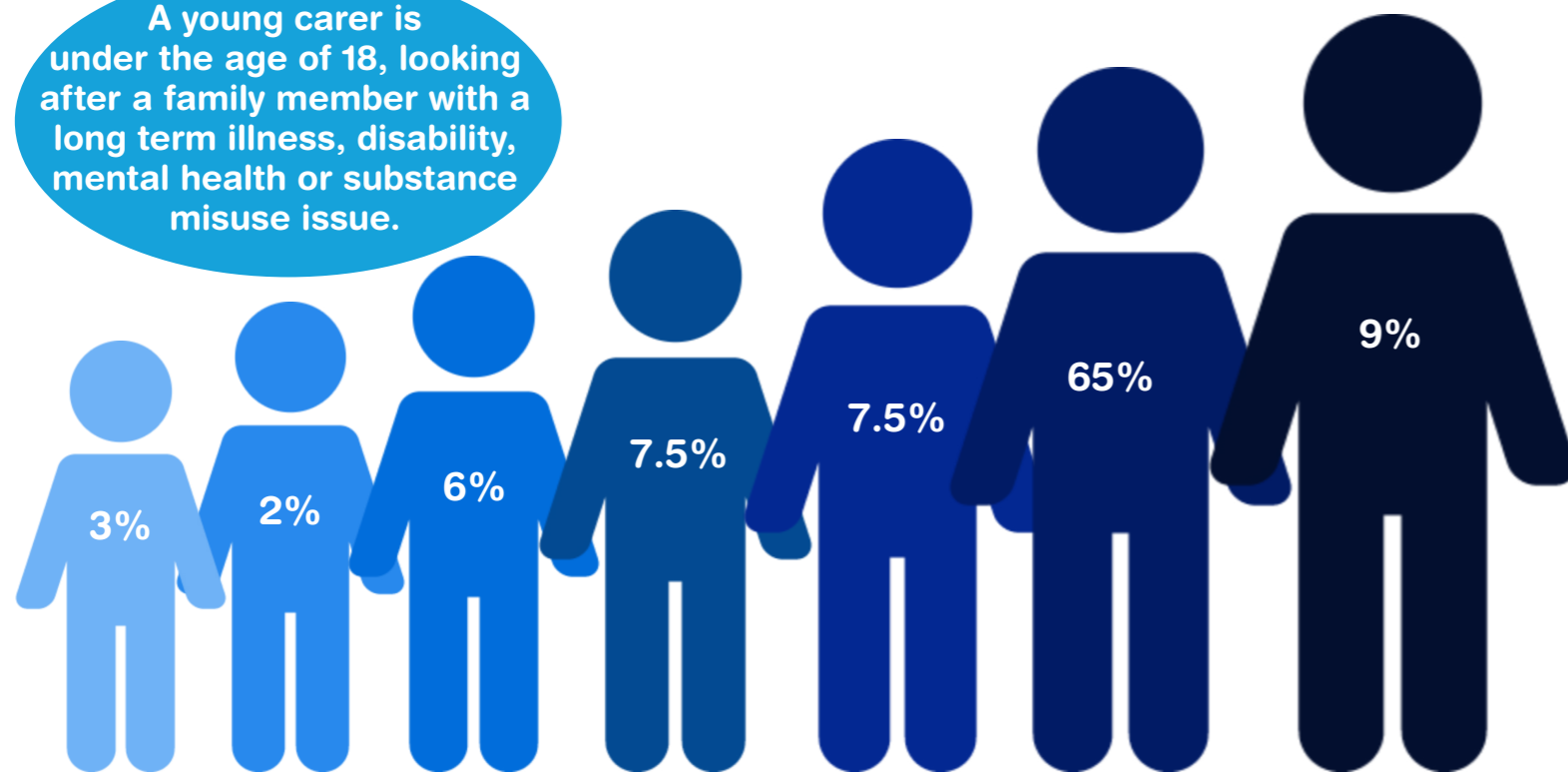
- Barbara

BBC CHILDREN IN NEED YOUNG CARERS STATISTICS

As of the 31st March 2024, the young carers team were supporting **123** registered young carers from Hyndburn & Ribble Valley of the following ages:

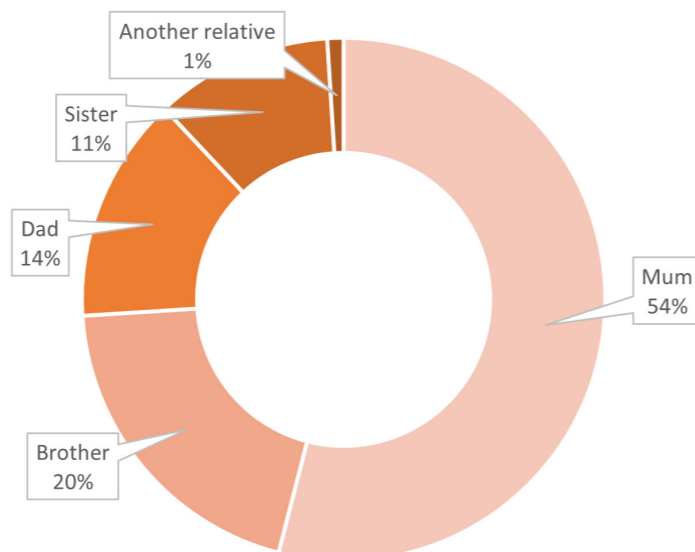
- 3% are aged 6 years
- 6% are aged 8 years
- 7.5% are aged 10 years
- 9% are aged 16-18 years
- 2% are aged 7 years
- 7.5% are aged 9 years
- 65% are aged 11-15 years

A young carer is under the age of 18, looking after a family member with a long term illness, disability, mental health or substance misuse issue.



As of 31st March 2024, Carers Link Lancashire has:

- 54% young carers caring for Mum
- 20% young carers caring for a brother
- 14% young carers caring for Dad
- 11% young carers caring for a sister
- 1% young carers caring for another relative



Our young carers are caring for those with the following conditions:

30% are caring for someone with Physical Disability/Sensory Impairment

28% are caring for a Disabled Child/Sibling

11% are caring for someone with a Learning Disability

2% are caring for someone with substance misuse

*29% of conditions are unknown/not disclosed



This is a +2% increase from 2022/23

166

Young Carers worked with throughout the year

211

1-2-1 sessions with young carers

18

Free trips and activities provided

149

Free respite opportunities provided

39

Targeted Group Sessions (+8% increase from 22/23)

52

Local schools worked with in East Lancashire

GEORGE'S YOUNG CARER STORY...

The name of this young carer has been changed.

George had his initial assessment with us earlier in the year. George is one of our youngest carers at the age of 7 and at the first meeting he had already been in a caring role for over 18 months.

George helps look after his dad who at times can become very poorly. He suffers from severe COPD, physical disability, and has a tracheotomy to help him breath and talk. It was clear after talking with George, that his dad's conditions can be very unpredictable and this at times, causes George severe anxiety. George helps his dad to get up in the mornings and helps change his tracheotomy tubes and medical equipment which George expressed he can find hard at times. George opened up about sometimes sleeping with his dad so he could check on him through the night when his dad is poorly which can also affect his sleep.

During his first 1-1, George played some board games, which helped him relax and open up about his caring role and living situation. George expressed that he often finds himself worrying about his dad whilst at school and he would really enjoy meeting other young carers his age. We facilitated this as soon as possible. Over the months George came to the trampoline park, cinema trip, and to the young carer's mindfulness activities.

George was allowed to be himself in the groups and activities and has become friends with many young carers, forging new relationships and friendships with other carers. George's family have expressed a positive change in George at home and at school, they have expressed he is much more confident, and they feel the young carers service has made a positive change to George's outlook.

George no longer feels alone and often talks about how proud he feels about helping care for his dad. School are now aware of George's caring role and make sure on arriving at school he is ok and he now has someone in school to talk to if things are not going well.



CHARM is an inter-schools event, celebrating the talents and achievements of young people throughout Hyndburn. The event was created to give the opportunity for outstanding young people to gain recognition for their talents and achievements. It's estimated that half of mental health problems start before the age of 14.

Recognising and celebrating the amazing achievements of young people can have a positive impact on their mental health. It can help raise their self esteem and create a positive foundation for future life goals.



The event also raises money for our Young Carers team and local charity YNOT Aspire through ticket sales to the final show, and through fundraising events that the local schools and their pupils arrange in the build up to the event. The March 2024 CHARM event was held at The Hollins School and raised for our Young Carers Team an amazing...

£2758.82

Legacy of Hope: Action for ASD's Final Gift Empowers Four Charities to Continue Autism Support Mission in Lancashire

The end of 2023 saw the charity being gifted almost £70,000 from Action of ASD which sadly closed down and ceased operating. The funds have been designated by our charity for the next financial year and will see the charity provides specialist ASD support for carers for 2 years.

Rebecca Hodgson, CEO of Carers Link Lancashire, shared her gratitude, saying "this funding is a game-changer for us. We're now able to establish vital support for carers of individuals with ASD".



Carol Pollard

Our beloved Chair of Trustees, Carol Pollard, sadly passed away during active service in December 2023.

Carol was with the charity for almost 10 years, inspiring others and changing the lives of everyone she met. In her 10 years' service she was our health lead, our services manager and also then our Chair of Trustees. She leaves behind her beloved husband Roger, children Jayne and James and grandchildren William, Emily and Hugo all of which we send our sincere condolences to.

She leaves a huge hole in our charity our knowledge and skills set and also our hearts. Our CEO is planning on creating a memorial area in our community garden, a place where people can reflect, remember and celebrate the contribution Carol made to our charity and carers.



NEW CHARITY SHOP IN COLNE

One of our charitable objectives is to create a chain of self sustaining shops and information and support hubs in each borough of East Lancashire!

A huge achievement during the year saw the grand opening of our third new charity shop and Information and Support Hub in Colne. Our new self-sustaining charity shop also provides a drop in facility for carers and the wider communities offering information and support.

We were so grateful to everyone who supported us in renovating the shop and getting it ready to open. Generous donations from local businesses such as Ava Rose Hamilton, Emma Hartley Bridal, Amelia's of Clitheroe and Anne Whittaker Bridal were received for our bridal boutique, and we had amazing support from kind volunteers who assisted and supported us in renovating our new shop.

A special thanks and shout out goes to Paintwell Padiham, Sovereign and Miliken Industrials Limited for donating windows, wouldn't be possible without your continued support!



NEW CARERS CARAVAN

We have a new Carers Caravan at Lakeland Haven!
Take the family to our caravan and enjoy huge discounts!

Our Carers Caravan helps those carers registered with Carers Link Lancashire to enjoy a much deserved break. The caravan is open to all carers registered with a carers service in Lancashire.

Our new caravan at Lakeland Haven, in the stunning Lake District, is a 2021 Model with a modern design, 3 bedrooms and a spacious layout for carers to relax come rain or shine on a staycation.

This year, the caravan bookings were filled incredibly fast, showing the need for it for carers.



"Caravan lovely, park lovely, activity discount and privileges included are amazing!"
- Carer

HYNDBURN BUSINESS AWARDS 2023



The charity were nominated and finalists for 2 awards at the Hyndburn Business Awards!

The charity were winners of the Large Business Award.

This is a fantastic achievement for the charity demonstrating the impact, support and services to carers and the wider communities across Hyndburn!

DEMENTIA MISSION: 10 DOWNING STREET

We were delighted that our CEO Rebecca Hodgson was invited to attend Number 10 Downing Street as a guest at the official reception of Dame Barbara Windsor's Dementia Mission.

The reception hosted by Rt Hon Victoria Atkins Secretary for state for Health & Social Care and Rt Hon Michelle Donelan Secretary of State for Science brought together representatives from charities, academics, investors business leaders and those affected by dementia to celebrate discuss how this mission will support patient and unpaid carers needs. At the reception, it was announced that Scott Mitchell, the husband of the late Dame Barbara Windsor, was appointed as People's Champion of the national mission to beat dementia, founded in his wife Dame Barbara Windsor's memory.

Rebecca said it was a pleasure to attend and meet Scott briefly at the reception and hear about the wonderful progress in research and planned initiatives which will work towards improving the lives of people living with dementia and their carers.

Rebecca discussed the Lancashire Carers Services including specific dementia support we provide for unpaid carers including dementia awareness training.

Anyone is welcome to attend our Understanding Dementia training course. See our upcoming dates and book your place via our website - Activities, Events and Courses!



WELFARE & BENEFITS SUPPORT

Many carers often struggle to balance work and care. There are also significant financial costs associated with caring, with carers often using their income or savings to pay for support services and care equipment. We already know that carers face poorer health outcomes, with a high proportion of carers struggling with mental and physical health problems and experiencing low levels of wellbeing.

During the year, we have secured a huge
£609,463.40
in benefits
for our registered carers!

Throughout the year, our welfare and benefits worker has worked hard to ensure our registered carers are supported with their overall welfare and benefits, particularly ensuring they are in receipt of the benefits that they are entitled to! This ensures that our carers and their families are not in financial poverty and hardship and are able to have their needs met.

Here is a case study of someone who we supported with welfare and benefits:

Anonymous:

I have never claimed benefits throughout my life and was very unsure of where to start.

The Carers Link Benefits Worker visited and provided information and guidance on the process on what was to come. Without this support, I would most likely not have applied due to the overwhelming process of applying for benefits. I was successful in my claim and I am grateful for this additional support.

My husband has mobility issues and I am able to use the extra money to pay for taxis which makes shopping for food much easier. I am also now able to purchase additional items for our home, one being incontinence pads which are not provided to my husband on the NHS and this additional financial support will help with these costs. Due to his continence issues, our home energy and water bills are also increasing due to additional washing of bedding and clothing, so again the benefits and financial support are a great help.

As my husband's condition progresses. I may need to purchase more costly items such as a stairlift, so having the benefits in place is peace of mind.



Read more about benefits and financial support for carers on our website

VOLUNTEERS & VOLUNTEER LED SERVICES

As at the 31st March 2024, Carers Link Lancashire has 105 active volunteers who are assisting in supporting in the direct delivery of services and facilities.

132

Registered Volunteers
(Throughout the whole year)



7475.5

Volunteering Hours Provided
(A 40% increase since 2022/23)



£77.8k

Worth of hours
(If quantified into a paid salary at national minimum wage - £10.42 per hour)



220

Free Counselling Hours Provided
For carers

RESPITE AND BREAKS

We provided a range of targeted support groups, training, events, activities and peer support opportunities aimed at overcoming loneliness and isolation. We have successfully provided:

15

Organised Activities
(Engaging with 171 Carers)

£8634

Secured in Personal Grants
(For 37 Carers)

626

Carers supported & provided with free support and respite opportunities

12

Courses
(Understanding Dementia etc engaging with 92 Carers)

80

Peer Support Groups Held
(Engaging with 363 Carers)



"I was a bit anxious beforehand, but everyone was so friendly"

"It was good to meet other carers, but best of all to have time for myself"

Throughout the year, the charity has undertaken a total of 4818 statutory carers assessments.

We commissioned **£552,442.03** in personal budgets.

64% of them had their needs met by universal services and 36% were commissioned a monetary amount to meet their unmet needs.

OUR PARTNERS



OUR FUNDERS



OUR AWARDS



FIND US:

54-56 BLACKBURN ROAD, ACCRINGTON, BB5 1LE
13 DEARDENGATE, HASLINGDEN, BB4 5QN
59 MARKET STREET, COLNE, BB8 0LL

CONTACT US:

01254 387444 info@carerslinklancashire.co.uk
www.carerslinklancashire.co.uk

Company Number 08584591

Charity Number 1156275

Carers Link Lancashire

Report and Financial Statements

For The Year Ended

31 March 2024

Carers Link Lancashire

Contents

	Page
Reference and administrative information	1
Trustee's Annual Report	2
Independent Auditor's report to the members	16
Statement of Financial Activities (Incorporating Income and Expenditure Account)	19
Balance sheet	20
Cash flow statement	21
Notes to the accounts	22

Carers Link Lancashire

Reference and administrative information

For the year ended 31 March 2024

Company Number 08584591

Charity Number 1156275

Registered office and operational address 54-56 Blackburn Road, Accrington, BB5 1LE

Trustees

Trustees, who are also directors under company law, who served during the year were as follows:

Carol Pollard Resigned 25 December 2023

Brian Birtle Appointed September 2022

Jeff Leahy

Brian Ozenbrook

Daniel Cassidy Nominated Representative

Mustafa Mohammed

Shakil Salam

Patricia Ahmed

Barbara Ashworth Nominated Representative

Susan Bibby

Melissa Fisher

Company Secretary

Rebecca Hodgson Secretary

Key Management

Rebecca Hodgson Chief Executive

Audra Higgin Services Manager/ Deputy & Services Manager

Bankers

CAF Bank Ltd 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

Yorkshire Bank Ltd 25 Manchester Road, Burnley, BB11 1HX

Scottish Widows 67 Morrison Street, Edinburgh, EH3 8YJ

Triodos Bank Ltd Deanery Road, Bristol BS1 5AS

Lloyds Bank PLC Blackheath Branch, PO Box 100, Andover, BX1 1LT

Cambridge & Counties Charnwood Court, 5b New Walk, Leicester England, LE1 6TE

Auditors

MHA Richard House, 9 Winckley Square, Preston, PR1 3HP

Carers Link Lancashire

Trustees report

For the year ended 31 March 2024

The Trustees present their report and the financial statements of the charity for the accounting period ending 31 March 2024. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published October 2019.

Trustees of the charity

The Directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year were as follows:

Carol Pollard	Resigned 25 December 2023
Brian Birtle	Director
Jeff Leahy	Treasurer & Director
Brian Ozenbrook	Director
Daniel Cassidy	Nominated Representative
Mustafa Mohammed	Director
Shakil Salam	Director
Patricia Ahmed	Director
Barbara Ashworth	Nominated Representative
Susan Bibby	Nominated Representative
Melissa Fisher	Deputy Chairperson & Director

Objectives and activities

Carers Link Lancashire is a registered charity and a company limited by guarantee. The charity has evolved from Carers Link Hyndburn and Ribble Valley (2003) with the change being approved and adopted in 2013. All the work, projects, assets, and liabilities of the original organisation transferred to the new company, retaining the skills, knowledge and experience of staff and volunteers, and enabling the continuation of a number of successful partnerships and projects.

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

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

Carers Link Lancashire

Trustees report

For the year ended 31 March 2024

Purpose and Aims

The charitable purposes of the company as set out in our Articles of Association are to relieve those who are ill, elderly or otherwise disabled living in Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley, and areas of Lancashire by provision of information, training and support for their carers and to raise public awareness in all aspects relating to carers and caring.

Carers Link Lancashire supports unpaid carers to maintain their own health and wellbeing so that they can continue in their caring role for as long as possible.

This support is achieved through the provision of a person centred and holistic approach through collaborative partnerships, empowerment, innovation, and representation across East Lancashire.

The Charity's vision is to be a values and outcomes driven organisation that enables:

- Carers to feel valued as individuals and recognised for their contribution to society
- Carers to lead happy, fulfilling lives with access to good quality person centred support and services Carers to improve their overall physical and mental health and wellbeing
- Carers to continue with their caring role preventing them from reaching crisis point

The Charity mission is to make a positive difference to the lives of carers and the people they care for by offering tailored support that is professional, respectful, non-judgemental and meets individual need.

Carers Link Lancashire has a 3-year Strategy 2021-2024 in place which has influenced charitable delivery and activity this financial year. This current strategy has been produced through consultation and direct input from carers alongside staff and Trustees and is reviewed quarterly against objectives and targets.

This strategy includes the following strategic objectives:

- Ensure that all carers are recognised and supported,
- Develop a marketing plan which recognises changes in the current and future environment
- Deliver high quality services and support for carers and the people they care for
- Establishing and maintaining effective partnerships
- Ensure our charity is sustainable

Attached to the strategy is an operational plan which details the actions, resources and timescales required to meet the strategic objectives of the organisation.

Carers Link Lancashire

Trustees report

For the year ended 31 March 2024

Definitions of Unpaid Carers

Carer: A carer is defined as someone who spends a significant proportion of their life providing unpaid support to family or friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Young carer: A young carer is defined as a child or young person (up to the age of 18) who looks after someone in their family who has an illness, disability, mental health problem or substance misuse problem. Young carers take on practical and/or emotional caring responsibilities that would normally be expected of an adult.

Parent carer: A parent carer is defined as a person with parental responsibilities for a child under the age of 18 with additional needs.

Former carer: A former carer is defined as a person whose caring role has ceased or significantly reduced due to bereavement or the cared-for person entering residential care.

During 2023/24, the charity has been providing support to adults and young carers from across East Lancashire. East Lancashire makes up one third of Lancashire representing 42% of Lancashire's Boroughs, with a number of wards being in the top 10% of deprivation, including Burnley and Hyndburn. Across East Lancashire, 12% of the population is made up of people from a BAME population and there are a significant number of isolated rural communities such as those in Pendle and the Ribble Valley. Within these rural communities, there are high proportions of people who are over the age of 50 years, of which some are living in isolation, with limited support networks, suffering from poor emotional health and wellbeing and who are caring for an elderly family member or caring for more than one person.

According to the 2021 census, there are over 36,000 unpaid adult carers in East Lancashire, of which 47% are caring for between 1-19 hours per week, 22% are caring for 20-49 hours per week and 31% are caring for 50 hours or more per week. On average, we receive 490 referrals for new carers every quarter (3 months).

The 2021 Census also identified there were 2533 children and young people across East Lancashire aged under 25 years that provided levels of unpaid care, of which, a huge proportion are estimated to relate to children and young people under the age of 18.

Of the identified young carers, 588 (23%) were aged 0-15 years and 1945 (77%) aged 16-24 years. Of these, 57% were identified as undertaking between 1-19 hours of caring per week, 30% were undertaking between 20-49 hours of caring per week and 13% were undertaking over 50 hours of caring per week.

As of the 31st March 2024, 2% of registered carers are aged 18-25 years, 63% aged 26-64 years and 31% are aged 65 years plus and 4% of registered carers have unknown ages.

Carers Link Lancashire

Trustees report

For the year ended 31 March 2024

STATE OF CARING NOVEMBER 2023 CARERS UK

The report on caring and health from Carers UK finds that a widespread lack of support and recognition from health and care services is severely damaging unpaid carers' mental health. It highlights how people caring round the clock for older, disabled or seriously ill relatives do not have adequate support from statutory services that are in place to help them – leaving many steeped in thoughts of hopelessness, fear, and dread, and urgently in need of support.

- More than a quarter (27%) of unpaid carers have bad or very bad mental health, rising to 31% of those caring for more than 50 hours a week, or for over 10 years.
- 84% of carers whose mental health is bad or very bad have continuous low mood, 82% have feelings of hopelessness and 71% regularly feel tearful.
- 68% of carers with bad or very bad mental health are living with a sense of fear or dread.
- More than three quarters of all carers (79%) feel stressed or anxious, half (49%) feel depressed, and half (50%) feel lonely.
- 65% of carers agreed that the increase in the cost of living was having a negative impact on their physical and/or mental health.

Despite feeling they are at breaking point, nearly three quarters (73%) of carers with bad or very bad mental health are continuing to provide care.

Carers Link Lancashire is a specialist carers charity who understand the needs and demands placed on carers along with the negative impacts their roles can have on them. Carers roles often affect their mental and physical health and wellbeing, financial stability, employment and career choices alongside the ability to access leisure opportunities with heightened feelings of loneliness through social isolation. Carers take on numerous responsibilities including day to day tasks, personal & medical care, transporting loved ones to health appointments and offering emotional support and advice to the person they are caring for. This demanding role often results in the carer's life being thrown into turmoil, with their own mental and emotional health and wellbeing suffering and deteriorating in the process.

In order to meet the existing and emerging needs facing carers, the charity provides a personalised, tailored and holistic service to support a wide range of unpaid carers enabling them to fulfil their roles whilst supporting them to alleviate impact and preventing them from reaching crisis point. Carers often do not recognise their role and see it as their duty and responsibility, therefore, the charity supports carers to recognise their role, providing them with person centred support and guidance on their rights as a carer.

All charitable work undertaken ensures that:

- Carers feel valued as individuals and are recognised for their contribution to society
- Carers are able to lead happy, fulfilling lives with access to good quality person centred support and services.
- Carers overall physical and mental health and wellbeing are improved
- Carers are able to continue with their caring role preventing them from reaching crisis point

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

Public benefit statement

The charity's Trustees have complied with their duty to have due regard to the guidance on public benefit published by the commission in exercising their powers or duties during this period.

Strategic report

Achievements and performance

The charity's main activities, support and beneficiaries are described below.

All charitable activities focus on supporting unpaid carers and are undertaken in order to further Carers Link Lancashire's charitable purposes for the public benefit.

During the year, Carers Link Lancashire has strived to offer high quality support and services to its beneficiaries

Adult Carers

Throughout the year, the charity continued to work successfully alongside ncompass towards a brighter future in successfully delivering the Lancashire Carers Service. This service works across the county providing support, guidance and information to adult carers with n-compass delivering support in North and Central Lancashire and our charity delivering support in East Lancashire. The service supports people in their caring role, undertaking statutory carers assessments and supporting their emotional health and wellbeing. This sees the two organisations jointly delivering the statutory Lancashire carers service until 2026

Carers Link Lancashire provides a wide range of high quality, person centred support and services to unpaid adult carers living in East Lancashire across the Boroughs of Burnley, Pendle, Rossendale, Hyndburn and the Ribble Valley.

Achievements and performance (Continued)

Identifying carers, particularly hidden carers, is a prime objective for Carers Link Lancashire. Throughout the year, 1,961 new carers have been identified and registered with the service.

Throughout the year, a further 3,026 existing registered carers also requested further support and services from the charity.

All registered carers receive regular information, support and services to assist them within their caring roles and during the year we have provided 5,655 one-to-one sessions with carers.

The charity provides a wide range of provision and services to support adult carers within their roles including:

- An accessible and inclusive community facility on Blackburn Road in Accrington offering an information and support hub, community café, garden and charity shop
- Partner of Carers Lancashire – delivering aligned statutory services & support for carers across Lancashire
- Identification of all carers and hidden carers

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

- Undertaking Statutory Carers Assessments and commissioning personal budgets in line with the Care Act- looking at all the needs of the carer and those they care for to ensure we can help them access everything they need to help them provide better care and support their own health and wellbeing
- Making outgoing referrals and recommendations to Social Care for commissioned respite
- 1-2-1 support, both face to face in the community or home, via zoom, skype, over the telephone, emails
- Respite opportunities including trips, events, activities and complementary therapies to enable regular short breaks, respite from their caring roles, stress relief and improved health and well-being
- Free counselling services with volunteer counsellors
- Peace of Mind for Carers Plan, a contingency plan, enabling free replacement care should they be unable to continue their caring role due to emergency
- Befriending Service, a matched volunteer providing free respite opportunities in the persons home
- Free complimentary and holistic therapies such a reiki, massage & reflexology
- Free Max Cards allowing parent carers free or discounted access to major and local attractions
- Free Go2 Leisure cards where we have all health and well-being providers including local leisure centre providing free and discounted local facilities
- Peer support groups and forums
- Free welfare and benefits support including form filling to ensure carers have access to the benefits they are entitled to
- Delivery of free carers awareness training to groups and professionals to raise awareness of carers needs
- Delivery of free understanding dementia courses
- Carers caravans in the Lake District and Blackpool offering respite opportunities and holidays
- 24/7 Volunteer Led Peer Support Helpline

As of 31st March 2024, Carers Link Lancashire has:

- 11964 registered adult carers
- 13 % of registered carers are BME
- 14% of registered carers are caring for someone with dementia (an increase of -1% since 2022/23)
- 12% of registered carers are caring for someone with a Mental Health condition

PRIMARY CONDITIONS:

- 14 % of registered carers are caring for someone with dementia
- 32 % of registered carers are caring for an older person

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

- 17 % of registered carers are caring for a person with PDSI
- 12 % of registered carers are caring for someone with a mental health condition
- 9% of registered carers are caring for a learning disability
- 0 % of registered carers are caring for someone with substance misuse
- 12 % of registered carers are caring for a disabled child
- 4% of conditions are unknown/undisclosed

AREA:

- 25.5% of registered carers are from Burnley
- 23.5% of registered carers are from Pendle
- 15.5% of registered carers are from Rossendale
- 23% of registered carers Hyndburn
- 10.5% of registered carers are from Ribble Valley
- 2% of registered carers are from another area but are caring for someone in the local authority area

Young Carers

In addition to the work with adult carers, throughout the year, the organisation has also undertaken young carers support across Hyndburn and Ribble Valley. The young carers project is funded by BBC Children in Need and the Eric Wright Charitable Trust to work directly with young carers aged 0-18 years from across Hyndburn and the Ribble Valley to improve their health and wellbeing.

The charity's young carers services provide holistic, person centred and whole family approaches to services and support to meet individual needs support includes:

- Initial assessments to identify need alongside realistic and achievable action plans
- Intensive 1-2-1 support to meet need alongside regularly reviewing progress
- Monthly face to face and virtual targeted group sessions based and age appropriate which provide young carers with a safe environment to take a break from their caring role, develop new friendships and receive peer support from those in similar situations
- Targeted groups and activities that promote self-confidence and wellbeing, both emotional, mental and physical health
- Provide support across education, employment and training ensuring young carers are able to make informed choices about their caring role and education, employment or training opportunities
- Targeted work with schools and colleges to enable identification and support for young carers

Throughout the year, the service has continued to successfully meet objectives and provide young carers with holistic and individual support and services to improve their immediate and long-term outcomes including transition into adulthood, health and wellbeing, participation/achievement in education, employment and training and engagement in positive social and recreational activities.

Throughout the year, the young carers projects have successfully worked with 166 young carers (and increase of +8% from 2022/23) and have provided some of the following:

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

- Provided 39 targeted group sessions for groups of young carers
- Undertaken 211 1-2-1's with young carers
- Provided 18 free trips and activities
- Provided 149 free respite opportunities
- Worked with 52 local schools in East Lancashire

As of the 31st March 2024 the young carers team were supporting 123 registered young carers from Hyndburn & Ribble Valley. as follows:

Age:

- 3% are aged 6 years
- 2% are aged 7 years
- 6% are aged 8 years
- 7.5% are aged 9 years
- 7.5% are aged 10 years
- 65% are aged 11-15 years
- 9% are aged 16-18 years

Caring for:

- 53% Mum
- 14% Dad
- 20% Brother
- 11% Sister
- 1% Another relative

cared for conditions:

- 28% are caring for a Disabled Child/Sibling
- 11% are caring for someone with a Learning Disability
- 0% are caring for an older person (65 yrs +)
- 30% are caring for someone with PD/SI
- 2% are caring for someone with substance misuse
- 0% are caring for someone with dementia
- 29% of conditions are unknown/not disclosed

All young carers who are registered with the service are provided with information, support and services which are tailored to meet their individual needs. This includes:

- One to one support to identify and address specific needs
- Developing an action plan to address specific issues such as problems at school, low levels of self confidence and self-esteem and isolation. This action plan is then regularly reviewed to ensure their needs are being met
- Targeted group sessions to build friendships and peer support, reduce isolation, improve self-confidence and self-esteem and provide support during transitional periods
- Opportunities to access respite and a break from their caring role through engagement in positive activities aimed specifically at improving their health and wellbeing
- Empowering young carers to make long lasting lifestyle changes and develop aspirations for the future

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

- Enabling young carers to have a normal childhood outside of their caring role
- Assisting young carers to make their caring role more manageable
- Building resilience
- Equipping young carers with self-help methods, coping mechanisms and techniques

Volunteers

As of 31st March 2024, Carers Link Lancashire has 105 active volunteers (+25% 22/23) who are assisting in supporting in the direct delivery of services. Throughout the year, 132 registered volunteers have provided the organisation with a total of 7475.5 volunteering hours. Volunteers have continued to support the charity and its beneficiaries through roles including supporting at events, groups and activities, community café, shop and garden, driving, young carers, administration, counselling and complementary therapies. This is a 40% increase in the number of volunteer hours in comparison to 2022/23.

If the volunteering hours offered by volunteers during the year was quantified into a paid salary at national minimum wage, this would work out as £77,894.71 (£10.42 per hour)

Carers Assessments

Due to the Care Act 2014, carers are now recognised in their own right and are entitled to have their own needs assessed, identified and met through a carer's assessment. From this assessment, a personal budget can also be commissioned. The organisation has taken on this statutory duty from the Local Authority, undertaking carers assessments and commissioning a personal budget directly from them.

Throughout the year, the charity has undertaken a total of 4,850 statutory Carers Assessments and Reviews. budgets to carers in East Lancashire. From these assessments, 62% of carers have been commissioned a monetary personal budget of between £200-£300 and 35% of carers have had their needs met through universal services through our charity.

Peace of Mind for Carers

During the year, the charity has undertaken 734 New POM4C plans (Peace of Mind for Carers) This contingency plan still remains an invaluable service for carers. Carers often describe this plan as their 'lifeline' should they unexpectedly be unable to continue with their caring role. The plan prevents carers from worrying about who will look after the people they care for in the event of something unexpectedly happening to them. This constant worry carries a high risk of affecting their emotional health and wellbeing, causing stress, preventing them from having a life of their own alongside their caring role.

The POM4C service is free and can be activated 365 days a year, 24 hours a day. Family members or friends can be contacted in the event of an emergency, or free replacement care can be provided by a domiciliary care provider in the cared for persons own home for up to 72 hours. This service can also prevent strain on the health and social care system, preventing those who are reaching crisis point from accessing accident and emergency services and social care providers.

Over the past 12 months, there have been issues with replacement care being provided as this is part of the crisis service through Lancashire County Council and has often reached maximum capacity. Therefore, LCC are continuing to review and consult with carers and commissioners about the future of this service.

Carer Awareness Training (CAT)

Throughout the year, the charity has delivered 47 CAT sessions to a range of audiences with 492 professionals receiving the training. This service enables professionals to become 'Carer Champions' for their teams.

On average approx. 11 professionals attended each Carers Awareness Training Session.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

Welfare and Benefits Support

The charity has continued to provide welfare and benefits support to carers offering appointments remotely and face to face across East Lancashire. During the year, we have secured £609,463.40 in benefits for our registered carers. a massive increase of +34% compared to the previous year (22/23 £454,091.16)

Managing Risk

The charity has comprehensive risk management policies and procedures in place including a Risk Policy, Risk Register and monthly Risk Maps that highlight any potential or uncertain risks that may face the charity, its resource, services and beneficiaries.

The Risk Register is reviewed annually and focuses on all areas of the charity including Governance, Operational, Finance & Resources, External and Compliance with a thorough risk analysis of each of the areas.

The charity has three sub-groups which report directly into the Board covering Finance and Resources, Governance and Risk and Remuneration. At every Governance and Risk meeting, a live risk map is produced referencing any potential areas of risk along with suggestions to mitigate risk. This is scrutinised by the sub group members before providing a thorough report at the board meetings. The charity also has a Business Continuity Plan in place. The charity's Trustees have given consideration to the major risks to which the organisation is exposed and satisfied themselves that systems and procedures are established in order to provide the necessary assurances that risk is being effectively managed.

The Trustees always have going concern around the majority of charitable income being derived from government grants in respect of the statutory adult contract, however, throughout the year the charity have been successful in procuring this contract in partnership with Ncompass for a further 3 years until 2026.

Financial review

Over the financial year, the charity's main source of income has been the adult carers services/Lancashire Carers Service commissioned through Lancashire County Council. For the year, this makes up 82% of income, a decrease of -1% compared to funding in 2022/23.

The charity has also continued to benefit by owning its own headquarters which have significantly reduced running costs, with security of ownership. Further benefits have also been seen through the charity's community facility All floors of the headquarters are self-contained and independent supporting longer-term sustainability should income drop with each area being able to be sub-let.

The charity has still continued to move forward with strategic objectives throughout the year including fully renovating its second owned property in Colne which now houses a fully functioning charity shop and information and support hub.

The charity now has 3 charity shops /information and support hubs and 1 community café covering the areas of Hynburn, Pendle and Rossendale. These trading facilities support the charity in strengthening diversification of income and sustainability, lessening the charity's dependance on the Lancashire County Council contract. This trading sits alongside the continuing task of seeking new and securing existing ongoing sources of funding.

During the financial year, the total income received has been £1,116,235. (£969,570 2022/2023) an increase of 15% compared to 2022/23.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

In addition to the Lancashire County Council income, a substantial amount of financial support was received from BBC Children in Need and The Eric Wright Trust in respect of young carers services.

Additional smaller financial contributions for revenue and capital have also been received and greatly appreciated from Ribble Valley Borough Council. As always, the charity are extremely grateful to all their funders for their support and for making it possible for Carers Link Lancashire to provide a service to carers in East Lancashire.

As laid out in the Charity's Investment Policy, Carers Link Lancashire seeks to produce the best financial return within an acceptable level of risk, on the financial investments it makes. Financial risk is managed by ensuring sufficient liquidity is available to meet foreseeable needs. As the majority of the company's debtors are public sector bodies, the level of credit risk is low. The Trustees review the Investment Policy annually, and where appropriate receive advice from a suitably qualified, independent financial company, as well as reviewing attitude to risk on an annual basis. At present, funds are being placed with several financial institutions in order to mitigate against possible bank collapses, and advice is sought from our investment advisor when required to minimise the risks of our portfolio.

The Trustees always have going concerns around the charities longer term sustainability, with the main sources of income from Lancashire County Council. However, as mentioned earlier, this contract has been secured until 2026. A going concern is also the BBC CIN young carers contract which ends on 31 October 2024. The charity have secured Eric Wright funding until 2026 however, to meet increasing demand and need the charity needs to receive continuation funding from this contract. The charity are currently in the process of writing a further funding application bidding for a further 3 years funding.

Reserves Policy

As of the 31 March 2024, the total charity funds stand at £978,213 (£947,063 2023) of which, £509,545 is invested in fixed assets and £Nil is restricted.

The total charity funds also comprise of fixed assets including the value of both owned properties in Accrington and Colne. Therefore, even though this is included in the total amount of total charity funds, it does not represent readily available free monetary reserves.

The Trustees have reviewed the funds available to the organisation and £189,139 has been designated for the following:

- £40,000 Property Repair & Unexpected Maintenance
- £29,139 Redundancy costs
- £120,000 (Burnley or Ribble Valley)

After designation and the 2 properties £279,529 is free reserves and represents 3.1 months of budgeted recurrent expenditure (3.7 months 2022/23) The policy for free reserves is that Carers Link Lancashire will maintain free reserves not being less than three months expenditure. Therefore, the charity is meeting its reserves policy adequately. The main source of income for the organisation still remains to be generated from Lancashire County Council who continue to make payments in arrears. Therefore, charitable reserves are essential to maintain adequate cash flow levels.

In the event that all or any funding is lost the reserves will enable Carers Link Lancashire to maintain a service to carers whilst researching and sourcing other funding. To this end, the Trustees deem it prudent to designate funds from the reserves to cover the potential resulting redundancies and to secure services for carers.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

Plans for future periods

Throughout the year, our charity has worked hard to achieve business objectives as outlined in the organisations Strategy and Operational Plan 2021-2024, which include expanding our ability to provide accessible services, identifying and supporting all carers in East Lancashire and ensuring the charity is more sustainable in the longer term.

Our charity is continuing to strive to increase diversified income streams through charitable trading. In 2024/25 we will continue searching for another property in either the Ribble Valley or Burnley to house a further self-sustaining charity shop/ information and support hub. We are therefore designating charitable reserves to achieve this. All trading facilities support awareness raising of carers and services and support that is available to them in their communities. These future plans support the charity's objectives of having accessible information and support in all 5 of the boroughs that the charity covers.

The Trustees see the future direction of the charity as developing further meaningful services that meet the needs of carers. Carers Link Lancashire continues to be a proactive, learning organisation, with all of its activities being carefully planned, risk assessed and evaluated.

Structure, governance, and management

Organisation

The organisation is a charitable company limited by guarantee, number 08584591, incorporated on 25th June 2013. It was adopted as a charity on 19th March 2014.

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

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31st March 2024 was 10.

The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

All Trustees give their time voluntarily and receive no benefits from the charity.

Management

Day to day management of the charity including responsibility for the provision of services, staff management and development is delegated to the Chief Executive Officer (CEO) Rebecca Hodgson. Any proposal the CEO would like to make relating to areas beyond delegated power, is made formally in a proposal document, which firstly, where practically possible is submitted to the relevant Sub Group for scrutiny before submissions and presentation to all board members.

The CEO undergoes regular supervision and support sessions with the Chair of Trustees and provides comprehensive and up to date information and advice to all Trustees. Remuneration of Key Management Personnel is set based on benchmarks for similar roles and is overseen by the Remuneration Group. Staff salaries are reviewed annually by the board of trustees at the Remuneration Group meeting.

Carers Link Lancashire is a Network Partner of Carers Trust. This affiliation enables staff and Trustees access to a variety of training and development courses/conferences organised by the Trust. These courses/conferences are usually provided free of charge although the cost of travel to the venues is borne by Carers Link Lancashire or individual Trustees.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

This partnership also enables up to date information and research into carers alongside regional support from the regional manager and regional network partners.

Related Parties and Relationships with Other Organisations

There are no related parties.

Carers Link Lancashire has a formal consortium agreement with ncompass, a brighter future for the purposes of tendering for and delivering The Lancashire Carers Service. This partnership is purely for the purposes of which is described with Carers Link Lancashire delivering in East Lancashire and ncompass delivering in North and Central Lancashire.

Recruitment and Appointment of Trustees

Trustees are recruited through advertisements in the organisations quarterly magazine and e-bulletins alongside individual contacts by other Board Members or members of staff.

Prospective Trustees are invited to a preliminary meeting with the CEO for discussion about the roles and responsibilities of Trustees and general information about Carers Link Lancashire.

A Trustee appointment is subject to the completion of the DBS process and two satisfactory references. Potential Trustees are then invited to meet existing Trustees at a board meeting to give a presentation about themselves and their skills, and if agreed by all Trustees, they will be co-opted on to the board with their nomination as a Trustee being put to the Annual General Meeting (AGM) for formal appointment.

The organisation has a Trustee skills matrix in place that is regularly updated and identifies the strengths and weaknesses of the Board.

The weaker areas are then addressed through the Trustee recruitment processes. A full and thorough recruitment application process is in place with an information pack for interested persons and a comprehensive Trustee Handbook is provided for all Trustees.

Induction and Training of Trustees

All Trustees undertake a thorough induction process with the CEO and then also the Chair of Trustees as and when required. As part of this, they are required to sign a code of conduct and confidentiality policy, declare their eligibility to be a Trustee alongside completing a declaration of interest's form which is reviewed annually.

Further training is provided, both in-house and externally, using a variety of methods including online and face to face training. Topics covered include all aspects of information governance, safeguarding children and vulnerable adults and equality and diversity. Updates on governance matters are distributed regularly to Trustees to ensure their knowledge remains relevant and up to date

Funds held as Custodian Trustee on behalf of others

No funds were held as custodian Trustee on behalf of any others.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

Statement of Responsibilities of the Trustees

The trustees (who are also directors of Carers Link Lancashire for the purposes of Company Law) are responsible for preparing the Trustee's Annual Report (including the strategic report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company Law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP FRS 102
- Make judgments and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

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

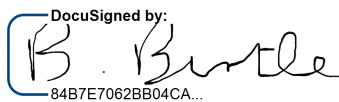
In so far as the trustees are aware:

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

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

On behalf of the board

Signature:

DocuSigned by:

84B7E7062BB04CA...

Brian Birtle - Chair of the Board of Trustees

Date: October 2, 2024
Date:

Carers Link Lancashire

Independent Auditor's Report to the Members

For the year ended 31 March 2024

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

Carers Link Lancashire

Independent Auditor's Report to the Members

For the year ended 31 March 2024

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the strategic report and the directors' report) 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 have been prepared in accordance with applicable legal requirements.

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the directors' report.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, set out on page 17, 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.

Carers Link Lancashire

Independent Auditor's Report to the Members

For the year ended 31 March 2024

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

- Obtaining an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on those laws and regulations that have had a direct effect on the financial statements. The key laws and regulations we considered in this context include Charities Act and safeguarding regulations. In addition, we consider compliance with employee legislation, as fundamental to the Charity's operations;
- Discussions with management, including consideration of known or suspected instances of non compliance with laws and regulations and fraud;
- Enquiry of management and those charged with governance around actual and potential litigation and claims;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias;
- Reviewing minutes of meetings of those charged with governance; and
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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

A further description of our responsibilities 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.

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.



Nicola Mason MA(Cantab) ACA DChA (Senior Statutory Auditor)

for and on behalf of MHA Moore and Smalley

Chartered Accountants

Statutory Auditor

Richard House

9 Winckley Square

Preston

PR1 3HP

November 8, 2024

Carers Link Lancashire

Statement of Financial Activities (Incorporating Income and Expenditure Account)

For the year ended 31 March 2024

	Note	Unrestricted Funds	Restricted Funds	Total 2024 £	Total 2023 £
Income from					
Donations and legacies	3	28,801	-	28,801	38,459
Charitable activities:					
Carers support and services	4	910,232	70,088	980,320	893,370
Retail income		77,265	-	77,265	20,069
Other trading activities	5	16,249	-	16,249	14,329
Investments	6	9,328	-	9,328	2,071
Other income	7	4,272	-	4,272	1,272
Total Income		1,046,147	70,088	1,116,235	969,570
Expenditure on					
Raising funds	8	147,571	-	147,571	98,979
Charitable activities					
Carers support and services	9	859,405	54,255	913,660	793,492
Other expenses – governance and support costs	10	18,312	5,542	23,854	(18,321)
Total Expenditure		1,025,288	59,797	1,085,085	874,150
Net income / (expenditure) before net gains / (losses) in investments					
Realised gains / (losses) on investments		20,859	10,291	31,150	95,420
		-	-	-	-
Net income / (expenditure) for the year	11	20,859	10,291	31,150	95,420
Transfer between funds		10,291	(10,291)	-	-
Net movement in funds for the year		31,150	-	31,150	95,420
Reconciliation of funds					
Total funds brought forward		947,063	-	947,063	851,643
Total funds carried forward		978,213	-	978,213	947,063

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

Carers Link Lancashire

Balance Sheet

As at 31 March 2024

	Note	2024 £	£	2023 £	£
Fixed Assets					
Tangible assets	16		509,545		526,344
Total fixed assets			509,545		526,344
Current Assets					
Debtors	17	91,946		28,793	
Current asset investments	18	-		-	
Cash at bank and in hand		524,997		451,444	
Total current assets		616,943		480,237	
Liabilities					
Creditors amounts falling due in less than one year	19	(148,277)		(59,518)	
Net current assets			468,666		420,719
Net Assets			978,213		947,063
The funds of the charity					
Restricted income funds	20		-		-
Unrestricted income funds	21		978,213		947,063
Total charity funds			978,213		947,063


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

The Notes on pages 22 to 39 form part of these accounts

Approved by the Trustees on November 6, 2024 and signed on their behalf by:

DocuSigned by:

 84B7E7062BB04CA...
Brian Birtle (Chair)


Jeff Leahy (Treasurer)

Company number 08584591

Carers Link Lancashire

Statement of Cash Flows

For the year ended 31 March 2024

	Note	2024	2023
		£	£
Cash provided by / (used in) operating activities	24	87,383	118,395
<hr/>			
Cash flows from investing activities:			
Dividends, interest, and rents from investments		9,328	2,071
Purchase of tangible fixed assets		(23,158)	(83,994)
<hr/>			
Cash provided by/ (used in) investing activities		(13,830)	(81,923)
<hr/>			
Increase/(decrease) in cash and cash equivalents in the year		73,553	36,472
Cash and cash equivalents at the beginning of the year		451,444	414,972
<hr/>			
Cash and cash equivalents at the end of the year		524,997	451,444
<hr/>			

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

Preparation of the accounts on a going concern basis

The trustees are required to assess whether the use of going concern is appropriate, i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charitable company to continue as a going concern. The Trustees make this assessment in respect of a period of at least one year from the date of authorisation of the accounts. At the date of approving these accounts the trustees have a reasonable expectation that the charity has sufficient cash resources to enable it to meet its liabilities as they fall due for at least 12 months from the date of approval. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

There are no key judgments which the Trustees have made which have a significant effect on the accounts.

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

Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

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

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the Trustees' annual report for more information about their contribution.

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

Interest receivable

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

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the Trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Expenditure and irrecoverable VAT

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

- Costs of raising funds comprise the costs of administration in connection with fundraising and the running costs for the caravans.
- Expenditure on charitable activities includes the direct costs of the charity's activities and the associated support costs.
- Other expenditure represents those items not falling into any other heading.

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

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 9.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight-line basis over the term of the lease.

Tangible fixed assets

Individual fixed assets costing £1000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight-line basis as follows:

Land and Buildings	4% of cost per annum
Fixtures & fittings	25% of cost per annum
Office furniture & equipment	25% of cost per annum
Computer equipment	33% reducing balance with the remaining balance written off in the third year
Caravan	20% of cost per annum
Motor vehicle	25% reducing balance

Debtors

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

Current asset investments

Current asset investments include cash investments with a maturity of greater than three months from the date of acquisition or opening of the deposit or similar account and those accounts intended to be held for the longer term.

Cash at bank and in hand

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

Creditors and provisions

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

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 11. There were outstanding contributions of £8,774.32 at the year end. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 9.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

The money purchase plan is managed by SMART Pensions and the plan invests the contributions made by the employee and employer in an investment fund to build up over the term of the plan a pension fund which is then converted into a pension upon the employee's normal retirement year age when eligible for a state pension. The risk profile of the fund reduces as the employee gets closer to retirement. The total expense ratio of the plan is 1.25% and this is deducted from the investment fund annually. The trust has no liability beyond making its contributions and paying across the deductions for the employee's contributions.

Critical accounting estimates and areas of judgement

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will be, by definition, seldom be equal to the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are discussed below.

Useful economic life of fixed assets - There has been a change in the depreciation policy for Caravans to 20% straight line (2023: 33% straight line) and Motor vehicles to 25% written down value (2023: 20% straight line) which is a better presentation of the fixed asset values. All other depreciation policies remain consistent with the previous year. See accounting policy.

There are no critical areas of judgement.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

3 Income from donations and legacies

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
	£	£	£	£
Donations	27,538	-	27,538	33,398
Ribble Valley	1,263	-	1,263	1,500
Eric Wright Charitable Trust	-	-	-	2,000
Miscellaneous	-	-	-	1,562
	<hr/>	<hr/>	<hr/>	<hr/>
Total	28,801	-	28,801	38,459
	<hr/>	<hr/>	<hr/>	<hr/>
Total by fund 31 March 2024	28,801	-	28,801	38,459
	<hr/>	<hr/>	<hr/>	<hr/>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

4 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	910,232	-	910,232	807,290
Young Carers				
BBC Children in Need	-	33,528	33,528	36,660
Eric Wright Charitable Trust for YC	-	24,500	24,500	22,250
Children In Need youth Investment Grant	-	-	-	-
Small Grants – Youth Carers	-	4,060	4,060	4,670
	-	62,088	62,088	59,580
Building, Charity Hub and Garden				
Triangle Trust 1949 Fund	-	-	-	-
Capital grants	-	8,000	8,000	26,500
Total	-	8,000	8,000	26,500
Total by fund 31 March 2024	910,232	70,088	980,320	893,370

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

4 Income from charitable activities (Continued)

Prior year

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	807,290	-	807,290	757,105
Adult Carers				
Henry Smith	-	-	-	-
Carers Trust	-	-	-	12,616
Eric Wright Charitable Trust	-	-	-	15,000
Small Groups	-	-	-	3,472
Tesco	-	-	-	-
	-	-	-	31,088
Young Carers				
BBC Children in Need	-	32,660	32,660	37,067
Eric Wright Charitable Trust for YC				
Preston	-	22,250	22,250	-
Small Grants – Youth Carers		4,670	4,670	-
Children In Need Youth Investment Grant	-	-	-	57,468
	-	59,580	59,580	94,535
Building, Charity Hub, and Garden				
Triangle Trust 1949 Fund	-	-	-	5,525
Capital grants	-	26,500	26,500	-
Total	-	26,500	26,500	5,525
Total by fund 31 March 2023	807,290	86,080	893,370	888,255

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

5 Income from other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Café income	16,249	-	16,249	14,329
Total	16,249	-	16,249	14,329

All income from other trading activities in the current and prior year is unrestricted.

6 Investment income

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Income from bank deposits	9,328	-	9,328	2,071
Total	9,328	-	9,328	2,071

All investment income in the current and prior year is unrestricted.

7 Other income

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Coronavirus Job Retention Scheme	-	-	-	-
Hyndburn Borough Council	-	-	-	-
Miscellaneous	4,272	-	4,272	1,272
Total	4,272	-	4,272	1,272

8 Cost of raising funds

	2024 £	2023 £
Caravan costs, including depreciation	19,148	24,156
Administrative costs	13,992	10,940
Trading costs	114,431	63,883
Total	147,571	98,979

Included in cost of raising funds is restricted expenditure of £Nil (2023 £ Nil) and unrestricted expenditure of £147,571 (2023 £98,979). The caravan running and depreciation costs are included as part of fundraising and donations for the use of the caravan are treated as donations.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

9 Analysis of expenditure of charitable activities

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2024	Total 2023
	£	£	£	£	£	£
Staff costs	663,569	-	42,909	-	706,478	626,124
Accommodation	20,595	-	1,002	-	21,598	39,349
Administrative costs	35,228	-	2,438	-	37,666	32,325
Project costs	60,641	779	6,972	-	68,392	26,675
Governance and support costs (see note 10)	50,591	188	5,542	-	56,321	51,016
Building and garden costs (see note 10)	21,915	-	1,290	-	23,205	18,004
	<u>852,540</u>	<u>967</u>	<u>60,153</u>	<u>-</u>	<u>913,660</u>	<u>793,492</u>
					2024	2023
					£	£
Restricted expenditure					54,255	53,419
Unrestricted expenditure					859,405	740,073
					<u>913,660</u>	<u>793,492</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

9 Analysis of expenditure of charitable activities

Prior year

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2023	Total 2022
	£	£	£	£	£	£
Staff costs	581,196	-	44,928	-	626,124	614,668
Accommodation	37,725	-	1,624	-	39,349	41,186
Administrative costs	30,028	-	2,297	-	32,325	32,713
Project costs	17,711	1,360	7,604	-	26,675	35,319
Governance and support costs (see note 10)	44,480	188	6,349	-	51,016	37,082
Building and garden costs (see note 10)	17,278	-	726	-	18,004	15,639
	<u>728,418</u>	<u>1,548</u>	<u>63,527</u>	<u>-</u>	<u>793,492</u>	<u>776,607</u>
					2023	2022
					£	£
Restricted expenditure					53,419	65,964
Unrestricted expenditure					740,073	710,643
					<u>793,492</u>	<u>776,607</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

10 Analysis of governance and support costs

	Basis of apportionment	Support £	Governance £	Total 2024 £	Total 2023 £
Staff costs	% of income	28,008	-	28,008	22,630
Accommodation	% of income	22,025	-	22,025	1,620
Administrative costs	% of income	4,614	-	4,614	4,258
Project costs	% of income	6,175	-	6,175	6,885
Building and garden costs	Actual costs	1,946	-	1,946	2,632
Depreciation	% of income	43,840	-	43,840	26,879
Audit fees	Governance	-	16,094	16,094	11,927
Legal and professional	Governance	-	-	-	-
Other governance	Governance	-	322	322	459
		106,608	16,416	123,024	77,290
Governance and Support Costs recharged to Charitable Activities and fundraising		(66,452)	-	(66,452)	(60,269)
Building and accommodation costs recharged		(32,718)	-	(32,718)	(35,342)
		7,438	16,416	23,854	(18,321)

Included in support costs is £5,542 of restricted expenditure (2023 £6,161) and £18,312 of unrestricted expenditure (2023 £24,482).

Prior year

	Basis of apportionment	Support £	Governance £	Total 2023 £	Total 2022 £
Staff costs	% of income	22,630	-	22,630	32,899
Accommodation	% of income	1,620	-	1,620	2,002
Administrative costs	% of income	4,258	-	4,258	3,889
Project costs	% of income	6,885	-	6,885	9,641
Building and garden costs	Actual costs	2,632	-	2,632	5,867
Depreciation	% of income	26,879	-	26,879	23,258
Audit fees	Governance	-	11,927	11,927	9,120
Legal and professional	Governance	-	-	-	4,341
Other governance	Governance	-	459	459	163
		64,904	12,386	77,290	86,839
Governance and Support Costs recharged to Charitable Activities and fundraising		(60,269)	-	(60,269)	(39,670)
Building and accommodation costs recharged		(35,342)	-	(35,342)	(33,850)
		(30,707)	12,386	(18,321)	13,319

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

11 Net income / (expenditure) for the year

	2024	2023
	£	£
This is stated after charging/(crediting):		
Depreciation	39,967	26,879
Operating lease rentals		
Other	22,346	2,104
Auditor's remuneration - audit fees	16,094	11,927
	78,407	40,910

12 Staff costs

	2024	2023
	£	£
Wages and salaries	658,348	590,818
Social security costs	51,945	45,643
Pension costs	35,517	32,964
Staff travel, recruitment & other	23,443	12,708
	769,253	682,133

No employee had employee benefits in excess of £60,000 (2023: £60,000)

The average number of full-time equivalent staff employed during the period was 32 (2023: 31).

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer and the Deputy Chief Executive. The total employee benefits of the key management personnel of the charity were £81,162 (2023: £89,142).

13 Trustee remuneration and expenses, and related party transactions

Neither the Trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2023: £Nil).

Trustees received travel and subsistence expenses during the year of £nil (2023: £Nil).

Aggregate donations from related parties were £Nil (2023: £Nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2023: £Nil).

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

14 Government grants

The government grants recognised in the accounts were as follows:

	2024 £	2023 £
Lancashire County Council/ ELCCG	910,232	807,290
	910,232	807,290

There were no unfulfilled conditions and contingencies attaching to the grants.

15 Corporation Tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

16 Fixed assets: tangible assets

	Freehold Building £	Building Improvements £	Computer equipment £	Caravan and motor vehicles £	Fixtures and fittings	Total £
Cost						
At 1 April 2023	265,000	260,736	58,433	51,228	6,330	641,727
Additions	-	-	7,210	15,948	-	23,158
Disposals	-	-	-	-	-	-
At 31 March 2024	265,000	260,736	65,643	67,176	6,330	664,885
Depreciation						
At 1 April 2023	36,200	33,302	41,445	-	4,426	115,373
Charge for the year	10,600	10,864	11,101	6,404	998	39,967
Disposals	-	-	-	-	-	-
At 31 March 2024	46,800	44,166	52,546	6,404	5,424	155,340
Net book value						
At 31 March 2024	218,200	216,570	13,097	60,773	906	509,545
At 31 March 2023	228,800	227,434	16,978	51,228	1,904	526,344

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

17 Debtors

	2024	2023
	£	£
Grants receivable	76,036	1,971
Prepayments and accrued income	15,910	26,822
	<u>91,946</u>	<u>28,793</u>

18 Current asset investments

	2024	2023
	£	£
Cash equivalents on deposit: Scottish Widows	-	-
	<u>-</u>	<u>-</u>

19 Creditors: amounts falling due within one year

	2024	2023
	£	£
Creditors	36,927	15,181
Other creditors and accruals	35,001	22,030
Deferred income	76,349	22,307
	<u>148,277</u>	<u>59,518</u>

Deferred income relates to income received in advance for future charitable activities. Deferred income as at 31 March 2023 of £22,307 has been released during the year.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

20 Analysis of movements in restricted funds

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2024 £
Young Carers					
BBC Children in Need	-	33,528	(34,077)	549	-
Young Carers Preston	-	4,060	(4,000)	(60)	-
Eric Wright Charitable Trust	-	24,500	(21,720)	(2,780)	-
	-	62,088	(59,797)	(2,291)	-
Building, Garden and Charity Hub					
Capital grants	-	8,000	-	(8,000)	-
	-	8,000	-	(8,000)	-
	-	70,088	(59,797)	(10,291)	-

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

Analysis of movements in restricted funds (continued)

Prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
Young Carers					
BBC Children in Need	-	32,660	(32,660)	-	-
Young Carers Preston	-	4,670	(4,670)	-	-
Eric Wright Charitable Trust	-	22,250	(22,250)	-	-
	-	59,580	(59,580)	-	-
Building, Garden and Charity Hub					
Capital grants	-	26,500	-	(26,500)	-
	-	26,500	-	(26,500)	-
	-	86,080	(59,580)	(26,500)	-

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

Analysis of movements in restricted funds (continued)

Name of	Description, nature, and purposes of the fund
Adult Carers	Funds for this service to Adult Carers are to provide local and accessible support and points of contact between carers and Lancashire County Council Social Services Directorate. To achieve this, we work to develop a clear identity for carers, develop support and information and develop knowledge to help carers in their role and to co-ordinate consultation and involvement between carers, Carers Link Lancashire, and Lancashire County Council.
Young Carers	Funds for this service for Young Carers are to provide flexible outreach support and to offer preventative support through respite activities and breaks. To achieve this, we work to provide a proactive and responsive service, reduce isolation, increase choice and access to multi agency support and facilitate the appropriate assessment of young carers and their families by statutory agencies.

21 Analysis of movement in unrestricted funds

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2024 £
General fund	594,792	1,046,147	(1,025,288)	(99,896)	515,755
Designated fund					
Potential redundancy costs	23,952	-	-	5,187	29,139
3 months operating costs	273,319	-	-	-	273,319
Property Purchase	-	-	-	120,000	120,000
Renovations	40,000	-	-	-	40,000
Security costs	15,000	-	-	(15,000)	-
	947,063	1,046,147	(1,025,288)	10,291	978,213
Prior year					
	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
General fund	823,460	883,490	(814,570)	(297,588)	594,792
Designated fund					
Potential redundancy costs	18,183	-	-	5,769	23,952
3 months operating costs	-	-	-	273,319	273,319
Renovations	10,000	-	-	30,000	40,000
Security costs	-	-	-	15,000	15,000
	851,643	883,490	(814,570)	26,500	947,063

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

Name of	Description, nature, and purposes of the fund
General Fund	The free reserves after allowing for all designated funds and including the property fixed asset.
Potential redundancy costs	This fund has been designated by the Trustees to cover potential redundancies. There is a TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006) agreement being in place.
Renovations	This fund is for planned renovation to the property.
Blackburn Road Property	This fund is designated towards potential dilapidations at 54-56 Blackburn Road, Accrington.

22 Analysis of net assets between funds

	General fund £	Designated funds £	Restricted funds £	Total 2024 £
Tangible fixed assets	509,545	-	-	509,545
Net current assets/(liabilities)	6,210	462,458	-	468,668
	515,755	462,458		978,213
Prior Year	General fund £	Designated funds £	Restricted funds £	Total 2023 £
Tangible fixed assets	526,344	-	-	526,344
Net current assets/(liabilities)	68,448	352,271	-	420,719
	594,792	352,271	-	947,063

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

23 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows:

	Equipment	
	2024	2023
	£	£
Less than one year	11,210	4,010
One to five years	15,824	11,768
Over five years	400	
	<u>27,434</u>	<u>15,778</u>

24 Reconciliation of net movement in funds to net cash flow from operating activities:

	2024	2023
	£	£
Net income/(expenditure) for the year	31,150	95,420
Adjustments for:		
Depreciation charge	39,967	27,288
(Gains) / losses on investments	-	-
Dividends, interest, and rents from investments	(9,328)	(2,071)
Decrease / (increase) in debtors	(63,153)	18,666
Increase / (decrease) in creditors	88,747	(20,908)
	<u>87,383</u>	<u>118,395</u>

25 Capital commitments

	2024	2023
	£	£
Capital commitments	-	-
	<u>-</u>	<u>-</u>

Company Number 08584591

Charity Number 1156275

Carers Link Lancashire

Report and Financial Statements

For The Year Ended

31 March 2024

Carers Link Lancashire

Contents

	Page
Reference and administrative information	1
Trustee's Annual Report	2
Independent Auditor's report to the members	16
Statement of Financial Activities (Incorporating Income and Expenditure Account)	19
Balance sheet	20
Cash flow statement	21
Notes to the accounts	22

Carers Link Lancashire

Reference and administrative information

For the year ended 31 March 2024

Company Number 08584591

Charity Number 1156275

Registered office and operational address 54-56 Blackburn Road, Accrington, BB5 1LE

Trustees

Trustees, who are also directors under company law, who served during the year were as follows:

Carol Pollard Resigned 25 December 2023

Brian Birtle Appointed September 2022

Jeff Leahy

Brian Ozenbrook

Daniel Cassidy Nominated Representative

Mustafa Mohammed

Shakil Salam

Patricia Ahmed

Barbara Ashworth Nominated Representative

Susan Bibby

Melissa Fisher

Company Secretary

Rebecca Hodgson Secretary

Key Management

Rebecca Hodgson Chief Executive

Audra Higgin Services Manager/ Deputy & Services Manager

Bankers

CAF Bank Ltd 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

Yorkshire Bank Ltd 25 Manchester Road, Burnley, BB11 1HX

Scottish Widows 67 Morrison Street, Edinburgh, EH3 8YJ

Triodos Bank Ltd Deanery Road, Bristol BS1 5AS

Lloyds Bank PLC Blackheath Branch, PO Box 100, Andover, BX1 1LT

Cambridge & Counties Charnwood Court, 5b New Walk, Leicester England, LE1 6TE

Auditors

MHA Richard House, 9 Winckley Square, Preston, PR1 3HP

Carers Link Lancashire

Trustees report

For the year ended 31 March 2024

The Trustees present their report and the financial statements of the charity for the accounting period ending 31 March 2024. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published October 2019.

Trustees of the charity

The Directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year were as follows:

Carol Pollard	Resigned 25 December 2023
Brian Birtle	Director
Jeff Leahy	Treasurer & Director
Brian Ozenbrook	Director
Daniel Cassidy	Nominated Representative
Mustafa Mohammed	Director
Shakil Salam	Director
Patricia Ahmed	Director
Barbara Ashworth	Nominated Representative
Susan Bibby	Nominated Representative
Melissa Fisher	Deputy Chairperson & Director

Objectives and activities

Carers Link Lancashire is a registered charity and a company limited by guarantee. The charity has evolved from Carers Link Hyndburn and Ribble Valley (2003) with the change being approved and adopted in 2013. All the work, projects, assets, and liabilities of the original organisation transferred to the new company, retaining the skills, knowledge and experience of staff and volunteers, and enabling the continuation of a number of successful partnerships and projects.

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

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

Carers Link Lancashire

Trustees report

For the year ended 31 March 2024

Purpose and Aims

The charitable purposes of the company as set out in our Articles of Association are to relieve those who are ill, elderly or otherwise disabled living in Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley, and areas of Lancashire by provision of information, training and support for their carers and to raise public awareness in all aspects relating to carers and caring.

Carers Link Lancashire supports unpaid carers to maintain their own health and wellbeing so that they can continue in their caring role for as long as possible.

This support is achieved through the provision of a person centred and holistic approach through collaborative partnerships, empowerment, innovation, and representation across East Lancashire.

The Charity's vision is to be a values and outcomes driven organisation that enables:

- Carers to feel valued as individuals and recognised for their contribution to society
- Carers to lead happy, fulfilling lives with access to good quality person centred support and services Carers to improve their overall physical and mental health and wellbeing
- Carers to continue with their caring role preventing them from reaching crisis point

The Charity mission is to make a positive difference to the lives of carers and the people they care for by offering tailored support that is professional, respectful, non-judgemental and meets individual need.

Carers Link Lancashire has a 3-year Strategy 2021-2024 in place which has influenced charitable delivery and activity this financial year. This current strategy has been produced through consultation and direct input from carers alongside staff and Trustees and is reviewed quarterly against objectives and targets.

This strategy includes the following strategic objectives:

- Ensure that all carers are recognised and supported,
- Develop a marketing plan which recognises changes in the current and future environment
- Deliver high quality services and support for carers and the people they care for
- Establishing and maintaining effective partnerships
- Ensure our charity is sustainable

Attached to the strategy is an operational plan which details the actions, resources and timescales required to meet the strategic objectives of the organisation.

Carers Link Lancashire

Trustees report

For the year ended 31 March 2024

Definitions of Unpaid Carers

Carer: A carer is defined as someone who spends a significant proportion of their life providing unpaid support to family or friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Young carer: A young carer is defined as a child or young person (up to the age of 18) who looks after someone in their family who has an illness, disability, mental health problem or substance misuse problem. Young carers take on practical and/or emotional caring responsibilities that would normally be expected of an adult.

Parent carer: A parent carer is defined as a person with parental responsibilities for a child under the age of 18 with additional needs.

Former carer: A former carer is defined as a person whose caring role has ceased or significantly reduced due to bereavement or the cared-for person entering residential care.

During 2023/24, the charity has been providing support to adults and young carers from across East Lancashire. East Lancashire makes up one third of Lancashire representing 42% of Lancashire's Boroughs, with a number of wards being in the top 10% of deprivation, including Burnley and Hyndburn. Across East Lancashire, 12% of the population is made up of people from a BAME population and there are a significant number of isolated rural communities such as those in Pendle and the Ribble Valley. Within these rural communities, there are high proportions of people who are over the age of 50 years, of which some are living in isolation, with limited support networks, suffering from poor emotional health and wellbeing and who are caring for an elderly family member or caring for more than one person.

According to the 2021 census, there are over 36,000 unpaid adult carers in East Lancashire, of which 47% are caring for between 1-19 hours per week, 22% are caring for 20-49 hours per week and 31% are caring for 50 hours or more per week. On average, we receive 490 referrals for new carers every quarter (3 months).

The 2021 Census also identified there were 2533 children and young people across East Lancashire aged under 25 years that provided levels of unpaid care, of which, a huge proportion are estimated to relate to children and young people under the age of 18.

Of the identified young carers, 588 (23%) were aged 0-15 years and 1945 (77%) aged 16-24 years. Of these, 57% were identified as undertaking between 1-19 hours of caring per week, 30% were undertaking between 20-49 hours of caring per week and 13% were undertaking over 50 hours of caring per week.

As of the 31st March 2024, 2% of registered carers are aged 18-25 years, 63% aged 26-64 years and 31% are aged 65 years plus and 4% of registered carers have unknown ages.

Carers Link Lancashire

Trustees report

For the year ended 31 March 2024

STATE OF CARING NOVEMBER 2023 CARERS UK

The report on caring and health from Carers UK finds that a widespread lack of support and recognition from health and care services is severely damaging unpaid carers' mental health. It highlights how people caring round the clock for older, disabled or seriously ill relatives do not have adequate support from statutory services that are in place to help them – leaving many steeped in thoughts of hopelessness, fear, and dread, and urgently in need of support.

- More than a quarter (27%) of unpaid carers have bad or very bad mental health, rising to 31% of those caring for more than 50 hours a week, or for over 10 years.
- 84% of carers whose mental health is bad or very bad have continuous low mood, 82% have feelings of hopelessness and 71% regularly feel tearful.
- 68% of carers with bad or very bad mental health are living with a sense of fear or dread.
- More than three quarters of all carers (79%) feel stressed or anxious, half (49%) feel depressed, and half (50%) feel lonely.
- 65% of carers agreed that the increase in the cost of living was having a negative impact on their physical and/or mental health.

Despite feeling they are at breaking point, nearly three quarters (73%) of carers with bad or very bad mental health are continuing to provide care.

Carers Link Lancashire is a specialist carers charity who understand the needs and demands placed on carers along with the negative impacts their roles can have on them. Carers roles often affect their mental and physical health and wellbeing, financial stability, employment and career choices alongside the ability to access leisure opportunities with heightened feelings of loneliness through social isolation. Carers take on numerous responsibilities including day to day tasks, personal & medical care, transporting loved ones to health appointments and offering emotional support and advice to the person they are caring for. This demanding role often results in the carer's life being thrown into turmoil, with their own mental and emotional health and wellbeing suffering and deteriorating in the process.

In order to meet the existing and emerging needs facing carers, the charity provides a personalised, tailored and holistic service to support a wide range of unpaid carers enabling them to fulfil their roles whilst supporting them to alleviate impact and preventing them from reaching crisis point. Carers often do not recognise their role and see it as their duty and responsibility, therefore, the charity supports carers to recognise their role, providing them with person centred support and guidance on their rights as a carer.

All charitable work undertaken ensures that:

- Carers feel valued as individuals and are recognised for their contribution to society
- Carers are able to lead happy, fulfilling lives with access to good quality person centred support and services.
- Carers overall physical and mental health and wellbeing are improved
- Carers are able to continue with their caring role preventing them from reaching crisis point

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

Public benefit statement

The charity's Trustees have complied with their duty to have due regard to the guidance on public benefit published by the commission in exercising their powers or duties during this period.

Strategic report

Achievements and performance

The charity's main activities, support and beneficiaries are described below.

All charitable activities focus on supporting unpaid carers and are undertaken in order to further Carers Link Lancashire's charitable purposes for the public benefit.

During the year, Carers Link Lancashire has strived to offer high quality support and services to its beneficiaries

Adult Carers

Throughout the year, the charity continued to work successfully alongside ncompass towards a brighter future in successfully delivering the Lancashire Carers Service. This service works across the county providing support, guidance and information to adult carers with n-compass delivering support in North and Central Lancashire and our charity delivering support in East Lancashire. The service supports people in their caring role, undertaking statutory carers assessments and supporting their emotional health and wellbeing. This sees the two organisations jointly delivering the statutory Lancashire carers service until 2026

Carers Link Lancashire provides a wide range of high quality, person centred support and services to unpaid adult carers living in East Lancashire across the Boroughs of Burnley, Pendle, Rossendale, Hyndburn and the Ribble Valley.

Achievements and performance (Continued)

Identifying carers, particularly hidden carers, is a prime objective for Carers Link Lancashire. Throughout the year, 1,961 new carers have been identified and registered with the service.

Throughout the year, a further 3,026 existing registered carers also requested further support and services from the charity.

All registered carers receive regular information, support and services to assist them within their caring roles and during the year we have provided 5,655 one-to-one sessions with carers.

The charity provides a wide range of provision and services to support adult carers within their roles including:

- An accessible and inclusive community facility on Blackburn Road in Accrington offering an information and support hub, community café, garden and charity shop
- Partner of Carers Lancashire – delivering aligned statutory services & support for carers across Lancashire
- Identification of all carers and hidden carers

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

- Undertaking Statutory Carers Assessments and commissioning personal budgets in line with the Care Act- looking at all the needs of the carer and those they care for to ensure we can help them access everything they need to help them provide better care and support their own health and wellbeing
- Making outgoing referrals and recommendations to Social Care for commissioned respite
- 1-2-1 support, both face to face in the community or home, via zoom, skype, over the telephone, emails
- Respite opportunities including trips, events, activities and complementary therapies to enable regular short breaks, respite from their caring roles, stress relief and improved health and well-being
- Free counselling services with volunteer counsellors
- Peace of Mind for Carers Plan, a contingency plan, enabling free replacement care should they be unable to continue their caring role due to emergency
- Befriending Service, a matched volunteer providing free respite opportunities in the persons home
- Free complimentary and holistic therapies such a reiki, massage & reflexology
- Free Max Cards allowing parent carers free or discounted access to major and local attractions
- Free Go2 Leisure cards where we have all health and well-being providers including local leisure centre providing free and discounted local facilities
- Peer support groups and forums
- Free welfare and benefits support including form filling to ensure carers have access to the benefits they are entitled to
- Delivery of free carers awareness training to groups and professionals to raise awareness of carers needs
- Delivery of free understanding dementia courses
- Carers caravans in the Lake District and Blackpool offering respite opportunities and holidays
- 24/7 Volunteer Led Peer Support Helpline

As of 31st March 2024, Carers Link Lancashire has:

- 11964 registered adult carers
- 13 % of registered carers are BME
- 14% of registered carers are caring for someone with dementia (an increase of -1% since 2022/23)
- 12% of registered carers are caring for someone with a Mental Health condition

PRIMARY CONDITIONS:

- 14 % of registered carers are caring for someone with dementia
- 32 % of registered carers are caring for an older person

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

- 17 % of registered carers are caring for a person with PDSI
- 12 % of registered carers are caring for someone with a mental health condition
- 9% of registered carers are caring for a learning disability
- 0 % of registered carers are caring for someone with substance misuse
- 12 % of registered carers are caring for a disabled child
- 4% of conditions are unknown/undisclosed

AREA:

- 25.5% of registered carers are from Burnley
- 23.5% of registered carers are from Pendle
- 15.5% of registered carers are from Rossendale
- 23% of registered carers Hyndburn
- 10.5% of registered carers are from Ribble Valley
- 2% of registered carers are from another area but are caring for someone in the local authority area

Young Carers

In addition to the work with adult carers, throughout the year, the organisation has also undertaken young carers support across Hyndburn and Ribble Valley. The young carers project is funded by BBC Children in Need and the Eric Wright Charitable Trust to work directly with young carers aged 0-18 years from across Hyndburn and the Ribble Valley to improve their health and wellbeing.

The charity's young carers services provide holistic, person centred and whole family approaches to services and support to meet individual needs support includes:

- Initial assessments to identify need alongside realistic and achievable action plans
- Intensive 1-2-1 support to meet need alongside regularly reviewing progress
- Monthly face to face and virtual targeted group sessions based and age appropriate which provide young carers with a safe environment to take a break from their caring role, develop new friendships and receive peer support from those in similar situations
- Targeted groups and activities that promote self-confidence and wellbeing, both emotional, mental and physical health
- Provide support across education, employment and training ensuring young carers are able to make informed choices about their caring role and education, employment or training opportunities
- Targeted work with schools and colleges to enable identification and support for young carers

Throughout the year, the service has continued to successfully meet objectives and provide young carers with holistic and individual support and services to improve their immediate and long-term outcomes including transition into adulthood, health and wellbeing, participation/achievement in education, employment and training and engagement in positive social and recreational activities.

Throughout the year, the young carers projects have successfully worked with 166 young carers (and increase of +8% from 2022/23) and have provided some of the following:

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

- Provided 39 targeted group sessions for groups of young carers
- Undertaken 211 1-2-1's with young carers
- Provided 18 free trips and activities
- Provided 149 free respite opportunities
- Worked with 52 local schools in East Lancashire

As of the 31st March 2024 the young carers team were supporting 123 registered young carers from Hyndburn & Ribble Valley. as follows:

Age:

- 3% are aged 6 years
- 2% are aged 7 years
- 6% are aged 8 years
- 7.5% are aged 9 years
- 7.5% are aged 10 years
- 65% are aged 11-15 years
- 9% are aged 16-18 years

Caring for:

- 53% Mum
- 14% Dad
- 20% Brother
- 11% Sister
- 1% Another relative

cared for conditions:

- 28% are caring for a Disabled Child/Sibling
- 11% are caring for someone with a Learning Disability
- 0% are caring for an older person (65 yrs +)
- 30% are caring for someone with PD/SI
- 2% are caring for someone with substance misuse
- 0% are caring for someone with dementia
- 29% of conditions are unknown/not disclosed

All young carers who are registered with the service are provided with information, support and services which are tailored to meet their individual needs. This includes:

- One to one support to identify and address specific needs
- Developing an action plan to address specific issues such as problems at school, low levels of self confidence and self-esteem and isolation. This action plan is then regularly reviewed to ensure their needs are being met
- Targeted group sessions to build friendships and peer support, reduce isolation, improve self-confidence and self-esteem and provide support during transitional periods
- Opportunities to access respite and a break from their caring role through engagement in positive activities aimed specifically at improving their health and wellbeing
- Empowering young carers to make long lasting lifestyle changes and develop aspirations for the future

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

- Enabling young carers to have a normal childhood outside of their caring role
- Assisting young carers to make their caring role more manageable
- Building resilience
- Equipping young carers with self-help methods, coping mechanisms and techniques

Volunteers

As of 31st March 2024, Carers Link Lancashire has 105 active volunteers (+25% 22/23) who are assisting in supporting in the direct delivery of services. Throughout the year, 132 registered volunteers have provided the organisation with a total of 7475.5 volunteering hours. Volunteers have continued to support the charity and its beneficiaries through roles including supporting at events, groups and activities, community café, shop and garden, driving, young carers, administration, counselling and complementary therapies. This is a 40% increase in the number of volunteer hours in comparison to 2022/23.

If the volunteering hours offered by volunteers during the year was quantified into a paid salary at national minimum wage, this would work out as £77,894.71 (£10.42 per hour)

Carers Assessments

Due to the Care Act 2014, carers are now recognised in their own right and are entitled to have their own needs assessed, identified and met through a carer's assessment. From this assessment, a personal budget can also be commissioned. The organisation has taken on this statutory duty from the Local Authority, undertaking carers assessments and commissioning a personal budget directly from them.

Throughout the year, the charity has undertaken a total of 4,850 statutory Carers Assessments and Reviews. budgets to carers in East Lancashire. From these assessments, 62% of carers have been commissioned a monetary personal budget of between £200-£300 and 35% of carers have had their needs met through universal services through our charity.

Peace of Mind for Carers

During the year, the charity has undertaken 734 New POM4C plans (Peace of Mind for Carers) This contingency plan still remains an invaluable service for carers. Carers often describe this plan as their 'lifeline' should they unexpectedly be unable to continue with their caring role. The plan prevents carers from worrying about who will look after the people they care for in the event of something unexpectedly happening to them. This constant worry carries a high risk of affecting their emotional health and wellbeing, causing stress, preventing them from having a life of their own alongside their caring role.

The POM4C service is free and can be activated 365 days a year, 24 hours a day. Family members or friends can be contacted in the event of an emergency, or free replacement care can be provided by a domiciliary care provider in the cared for persons own home for up to 72 hours. This service can also prevent strain on the health and social care system, preventing those who are reaching crisis point from accessing accident and emergency services and social care providers.

Over the past 12 months, there have been issues with replacement care being provided as this is part of the crisis service through Lancashire County Council and has often reached maximum capacity. Therefore, LCC are continuing to review and consult with carers and commissioners about the future of this service.

Carer Awareness Training (CAT)

Throughout the year, the charity has delivered 47 CAT sessions to a range of audiences with 492 professionals receiving the training. This service enables professionals to become 'Carer Champions' for their teams.

On average approx. 11 professionals attended each Carers Awareness Training Session.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

Welfare and Benefits Support

The charity has continued to provide welfare and benefits support to carers offering appointments remotely and face to face across East Lancashire. During the year, we have secured £609,463.40 in benefits for our registered carers. a massive increase of +34% compared to the previous year (22/23 £454,091.16)

Managing Risk

The charity has comprehensive risk management policies and procedures in place including a Risk Policy, Risk Register and monthly Risk Maps that highlight any potential or uncertain risks that may face the charity, its resource, services and beneficiaries.

The Risk Register is reviewed annually and focuses on all areas of the charity including Governance, Operational, Finance & Resources, External and Compliance with a thorough risk analysis of each of the areas.

The charity has three sub-groups which report directly into the Board covering Finance and Resources, Governance and Risk and Remuneration. At every Governance and Risk meeting, a live risk map is produced referencing any potential areas of risk along with suggestions to mitigate risk. This is scrutinised by the sub group members before providing a thorough report at the board meetings. The charity also has a Business Continuity Plan in place. The charity's Trustees have given consideration to the major risks to which the organisation is exposed and satisfied themselves that systems and procedures are established in order to provide the necessary assurances that risk is being effectively managed.

The Trustees always have going concern around the majority of charitable income being derived from government grants in respect of the statutory adult contract, however, throughout the year the charity have been successful in procuring this contract in partnership with Ncompass for a further 3 years until 2026.

Financial review

Over the financial year, the charity's main source of income has been the adult carers services/Lancashire Carers Service commissioned through Lancashire County Council. For the year, this makes up 82% of income, a decrease of -1% compared to funding in 2022/23.

The charity has also continued to benefit by owning its own headquarters which have significantly reduced running costs, with security of ownership. Further benefits have also been seen through the charity's community facility All floors of the headquarters are self-contained and independent supporting longer-term sustainability should income drop with each area being able to be sub-let.

The charity has still continued to move forward with strategic objectives throughout the year including fully renovating its second owned property in Colne which now houses a fully functioning charity shop and information and support hub.

The charity now has 3 charity shops /information and support hubs and 1 community café covering the areas of Hynburn, Pendle and Rossendale. These trading facilities support the charity in strengthening diversification of income and sustainability, lessening the charity's dependance on the Lancashire County Council contract. This trading sits alongside the continuing task of seeking new and securing existing ongoing sources of funding.

During the financial year, the total income received has been £1,116,235. (£969,570 2022/2023) an increase of 15% compared to 2022/23.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

In addition to the Lancashire County Council income, a substantial amount of financial support was received from BBC Children in Need and The Eric Wright Trust in respect of young carers services.

Additional smaller financial contributions for revenue and capital have also been received and greatly appreciated from Ribble Valley Borough Council. As always, the charity are extremely grateful to all their funders for their support and for making it possible for Carers Link Lancashire to provide a service to carers in East Lancashire.

As laid out in the Charity's Investment Policy, Carers Link Lancashire seeks to produce the best financial return within an acceptable level of risk, on the financial investments it makes. Financial risk is managed by ensuring sufficient liquidity is available to meet foreseeable needs. As the majority of the company's debtors are public sector bodies, the level of credit risk is low. The Trustees review the Investment Policy annually, and where appropriate receive advice from a suitably qualified, independent financial company, as well as reviewing attitude to risk on an annual basis. At present, funds are being placed with several financial institutions in order to mitigate against possible bank collapses, and advice is sought from our investment advisor when required to minimise the risks of our portfolio.

The Trustees always have going concerns around the charities longer term sustainability, with the main sources of income from Lancashire County Council. However, as mentioned earlier, this contract has been secured until 2026. A going concern is also the BBC CIN young carers contract which ends on 31 October 2024. The charity have secured Eric Wright funding until 2026 however, to meet increasing demand and need the charity needs to receive continuation funding from this contract. The charity are currently in the process of writing a further funding application bidding for a further 3 years funding.

Reserves Policy

As of the 31 March 2024, the total charity funds stand at £978,213 (£947,063 2023) of which, £509,545 is invested in fixed assets and £Nil is restricted.

The total charity funds also comprise of fixed assets including the value of both owned properties in Accrington and Colne. Therefore, even though this is included in the total amount of total charity funds, it does not represent readily available free monetary reserves.

The Trustees have reviewed the funds available to the organisation and £189,139 has been designated for the following:

- £40,000 Property Repair & Unexpected Maintenance
- £29,139 Redundancy costs
- £120,000 (Burnley or Ribble Valley)

After designation and the 2 properties £279,529 is free reserves and represents 3.1 months of budgeted recurrent expenditure (3.7 months 2022/23) The policy for free reserves is that Carers Link Lancashire will maintain free reserves not being less than three months expenditure. Therefore, the charity is meeting its reserves policy adequately. The main source of income for the organisation still remains to be generated from Lancashire County Council who continue to make payments in arrears. Therefore, charitable reserves are essential to maintain adequate cash flow levels.

In the event that all or any funding is lost the reserves will enable Carers Link Lancashire to maintain a service to carers whilst researching and sourcing other funding. To this end, the Trustees deem it prudent to designate funds from the reserves to cover the potential resulting redundancies and to secure services for carers.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

Plans for future periods

Throughout the year, our charity has worked hard to achieve business objectives as outlined in the organisations Strategy and Operational Plan 2021-2024, which include expanding our ability to provide accessible services, identifying and supporting all carers in East Lancashire and ensuring the charity is more sustainable in the longer term.

Our charity is continuing to strive to increase diversified income streams through charitable trading. In 2024/25 we will continue searching for another property in either the Ribble Valley or Burnley to house a further self-sustaining charity shop/ information and support hub. We are therefore designating charitable reserves to achieve this. All trading facilities support awareness raising of carers and services and support that is available to them in their communities. These future plans support the charity's objectives of having accessible information and support in all 5 of the boroughs that the charity covers.

The Trustees see the future direction of the charity as developing further meaningful services that meet the needs of carers. Carers Link Lancashire continues to be a proactive, learning organisation, with all of its activities being carefully planned, risk assessed and evaluated.

Structure, governance, and management

Organisation

The organisation is a charitable company limited by guarantee, number 08584591, incorporated on 25th June 2013. It was adopted as a charity on 19th March 2014.

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

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31st March 2024 was 10.

The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

All Trustees give their time voluntarily and receive no benefits from the charity.

Management

Day to day management of the charity including responsibility for the provision of services, staff management and development is delegated to the Chief Executive Officer (CEO) Rebecca Hodgson. Any proposal the CEO would like to make relating to areas beyond delegated power, is made formally in a proposal document, which firstly, where practically possible is submitted to the relevant Sub Group for scrutiny before submissions and presentation to all board members.

The CEO undergoes regular supervision and support sessions with the Chair of Trustees and provides comprehensive and up to date information and advice to all Trustees. Remuneration of Key Management Personnel is set based on benchmarks for similar roles and is overseen by the Remuneration Group. Staff salaries are reviewed annually by the board of trustees at the Remuneration Group meeting.

Carers Link Lancashire is a Network Partner of Carers Trust. This affiliation enables staff and Trustees access to a variety of training and development courses/conferences organised by the Trust. These courses/conferences are usually provided free of charge although the cost of travel to the venues is borne by Carers Link Lancashire or individual Trustees.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

This partnership also enables up to date information and research into carers alongside regional support from the regional manager and regional network partners.

Related Parties and Relationships with Other Organisations

There are no related parties.

Carers Link Lancashire has a formal consortium agreement with ncompass, a brighter future for the purposes of tendering for and delivering The Lancashire Carers Service. This partnership is purely for the purposes of which is described with Carers Link Lancashire delivering in East Lancashire and ncompass delivering in North and Central Lancashire.

Recruitment and Appointment of Trustees

Trustees are recruited through advertisements in the organisations quarterly magazine and e-bulletins alongside individual contacts by other Board Members or members of staff.

Prospective Trustees are invited to a preliminary meeting with the CEO for discussion about the roles and responsibilities of Trustees and general information about Carers Link Lancashire.

A Trustee appointment is subject to the completion of the DBS process and two satisfactory references. Potential Trustees are then invited to meet existing Trustees at a board meeting to give a presentation about themselves and their skills, and if agreed by all Trustees, they will be co-opted on to the board with their nomination as a Trustee being put to the Annual General Meeting (AGM) for formal appointment.

The organisation has a Trustee skills matrix in place that is regularly updated and identifies the strengths and weaknesses of the Board.

The weaker areas are then addressed through the Trustee recruitment processes. A full and thorough recruitment application process is in place with an information pack for interested persons and a comprehensive Trustee Handbook is provided for all Trustees.

Induction and Training of Trustees

All Trustees undertake a thorough induction process with the CEO and then also the Chair of Trustees as and when required. As part of this, they are required to sign a code of conduct and confidentiality policy, declare their eligibility to be a Trustee alongside completing a declaration of interest's form which is reviewed annually.

Further training is provided, both in-house and externally, using a variety of methods including online and face to face training. Topics covered include all aspects of information governance, safeguarding children and vulnerable adults and equality and diversity. Updates on governance matters are distributed regularly to Trustees to ensure their knowledge remains relevant and up to date

Funds held as Custodian Trustee on behalf of others

No funds were held as custodian Trustee on behalf of any others.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2024

Statement of Responsibilities of the Trustees

The trustees (who are also directors of Carers Link Lancashire for the purposes of Company Law) are responsible for preparing the Trustee's Annual Report (including the strategic report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company Law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP FRS 102
- Make judgments and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

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

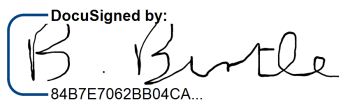
In so far as the trustees are aware:

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

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

On behalf of the board

Signature:

DocuSigned by:

84B7E7062BB04CA...

Brian Birtle - Chair of the Board of Trustees

Date: October 2, 2024
Date:

Carers Link Lancashire

Independent Auditor's Report to the Members

For the year ended 31 March 2024

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

Carers Link Lancashire

Independent Auditor's Report to the Members

For the year ended 31 March 2024

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the strategic report and the directors' report) 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 have been prepared in accordance with applicable legal requirements.

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the directors' report.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, set out on page 17, 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.

Carers Link Lancashire

Independent Auditor's Report to the Members

For the year ended 31 March 2024

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

- Obtaining an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on those laws and regulations that have had a direct effect on the financial statements. The key laws and regulations we considered in this context include Charities Act and safeguarding regulations. In addition, we consider compliance with employee legislation, as fundamental to the Charity's operations;
- Discussions with management, including consideration of known or suspected instances of non compliance with laws and regulations and fraud;
- Enquiry of management and those charged with governance around actual and potential litigation and claims;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias;
- Reviewing minutes of meetings of those charged with governance; and
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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

A further description of our responsibilities 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.

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.



Nicola Mason MA(Cantab) ACA DChA (Senior Statutory Auditor)

for and on behalf of MHA Moore and Smalley

Chartered Accountants

Statutory Auditor

Richard House

9 Winckley Square

Preston

PR1 3HP

November 8, 2024

Carers Link Lancashire

Statement of Financial Activities (Incorporating Income and Expenditure Account)

For the year ended 31 March 2024

	Note	Unrestricted Funds	Restricted Funds	Total 2024 £	Total 2023 £
Income from					
Donations and legacies	3	28,801	-	28,801	38,459
Charitable activities:					
Carers support and services	4	910,232	70,088	980,320	893,370
Retail income		77,265	-	77,265	20,069
Other trading activities	5	16,249	-	16,249	14,329
Investments	6	9,328	-	9,328	2,071
Other income	7	4,272	-	4,272	1,272
Total Income		1,046,147	70,088	1,116,235	969,570
Expenditure on					
Raising funds	8	147,571	-	147,571	98,979
Charitable activities					
Carers support and services	9	859,405	54,255	913,660	793,492
Other expenses – governance and support costs	10	18,312	5,542	23,854	(18,321)
Total Expenditure		1,025,288	59,797	1,085,085	874,150
Net income / (expenditure) before net gains / (losses) in investments		20,859	10,291	31,150	95,420
Realised gains / (losses) on investments		-	-	-	-
Net income / (expenditure) for the year	11	20,859	10,291	31,150	95,420
Transfer between funds		10,291	(10,291)	-	-
Net movement in funds for the year		31,150	-	31,150	95,420
Reconciliation of funds					
Total funds brought forward		947,063	-	947,063	851,643
Total funds carried forward		978,213	-	978,213	947,063

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

Carers Link Lancashire

Balance Sheet

As at 31 March 2024

	Note	2024 £	£	2023 £	£
Fixed Assets					
Tangible assets	16		509,545		526,344
Total fixed assets			509,545		526,344
Current Assets					
Debtors	17	91,946		28,793	
Current asset investments	18	-		-	
Cash at bank and in hand		524,997		451,444	
Total current assets		616,943		480,237	
Liabilities					
Creditors amounts falling due in less than one year	19	(148,277)		(59,518)	
Net current assets			468,666		420,719
Net Assets			978,213		947,063
The funds of the charity					
Restricted income funds	20		-		-
Unrestricted income funds	21		978,213		947,063
Total charity funds			978,213		947,063

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

The Notes on pages 22 to 39 form part of these accounts

Approved by the Trustees on November 6, 2024 and signed on their behalf by:

DocuSigned by:

 84B7E7062BB04CA...
Brian Birtle (Chair)


Jeff Leahy (Treasurer)

Company number 08584591

Carers Link Lancashire

Statement of Cash Flows

For the year ended 31 March 2024

	Note	2024	2023
		£	£
Cash provided by / (used in) operating activities	24	87,383	118,395
<hr/>			
Cash flows from investing activities:			
Dividends, interest, and rents from investments		9,328	2,071
Purchase of tangible fixed assets		(23,158)	(83,994)
<hr/>			
Cash provided by/ (used in) investing activities		(13,830)	(81,923)
<hr/>			
Increase/(decrease) in cash and cash equivalents in the year		73,553	36,472
Cash and cash equivalents at the beginning of the year		451,444	414,972
<hr/>			
Cash and cash equivalents at the end of the year		524,997	451,444
<hr/>			

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

Preparation of the accounts on a going concern basis

The trustees are required to assess whether the use of going concern is appropriate, i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charitable company to continue as a going concern. The Trustees make this assessment in respect of a period of at least one year from the date of authorisation of the accounts. At the date of approving these accounts the trustees have a reasonable expectation that the charity has sufficient cash resources to enable it to meet its liabilities as they fall due for at least 12 months from the date of approval. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

There are no key judgments which the Trustees have made which have a significant effect on the accounts.

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

Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

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

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the Trustees' annual report for more information about their contribution.

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

Interest receivable

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

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the Trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Expenditure and irrecoverable VAT

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

- Costs of raising funds comprise the costs of administration in connection with fundraising and the running costs for the caravans.
- Expenditure on charitable activities includes the direct costs of the charity's activities and the associated support costs.
- Other expenditure represents those items not falling into any other heading.

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

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 9.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight-line basis over the term of the lease.

Tangible fixed assets

Individual fixed assets costing £1000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight-line basis as follows:

Land and Buildings	4% of cost per annum
Fixtures & fittings	25% of cost per annum
Office furniture & equipment	25% of cost per annum
Computer equipment	33% reducing balance with the remaining balance written off in the third year
Caravan	20% of cost per annum
Motor vehicle	25% reducing balance

Debtors

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

Current asset investments

Current asset investments include cash investments with a maturity of greater than three months from the date of acquisition or opening of the deposit or similar account and those accounts intended to be held for the longer term.

Cash at bank and in hand

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

Creditors and provisions

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

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 11. There were outstanding contributions of £8,774.32 at the year end. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 9.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

The money purchase plan is managed by SMART Pensions and the plan invests the contributions made by the employee and employer in an investment fund to build up over the term of the plan a pension fund which is then converted into a pension upon the employee's normal retirement year age when eligible for a state pension. The risk profile of the fund reduces as the employee gets closer to retirement. The total expense ratio of the plan is 1.25% and this is deducted from the investment fund annually. The trust has no liability beyond making its contributions and paying across the deductions for the employee's contributions.

Critical accounting estimates and areas of judgement

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will be, by definition, seldom be equal to the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are discussed below.

Useful economic life of fixed assets - There has been a change in the depreciation policy for Caravans to 20% straight line (2023: 33% straight line) and Motor vehicles to 25% written down value (2023: 20% straight line) which is a better presentation of the fixed asset values. All other depreciation policies remain consistent with the previous year. See accounting policy.

There are no critical areas of judgement.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

3 Income from donations and legacies

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
	£	£	£	£
Donations	27,538	-	27,538	33,398
Ribble Valley	1,263	-	1,263	1,500
Eric Wright Charitable Trust	-	-	-	2,000
Miscellaneous	-	-	-	1,562
	<hr/>	<hr/>	<hr/>	<hr/>
Total	28,801	-	28,801	38,459
	<hr/>	<hr/>	<hr/>	<hr/>
Total by fund 31 March 2024	28,801	-	28,801	38,459
	<hr/>	<hr/>	<hr/>	<hr/>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

4 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	910,232	-	910,232	807,290
Young Carers				
BBC Children in Need	-	33,528	33,528	36,660
Eric Wright Charitable Trust for YC	-	24,500	24,500	22,250
Children In Need youth Investment Grant	-	-	-	-
Small Grants – Youth Carers	-	4,060	4,060	4,670
	-	62,088	62,088	59,580
Building, Charity Hub and Garden				
Triangle Trust 1949 Fund	-	-	-	-
Capital grants	-	8,000	8,000	26,500
Total	-	8,000	8,000	26,500
Total by fund 31 March 2024	910,232	70,088	980,320	893,370

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

4 Income from charitable activities (Continued)

Prior year

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	807,290	-	807,290	757,105
Adult Carers				
Henry Smith	-	-	-	-
Carers Trust	-	-	-	12,616
Eric Wright Charitable Trust	-	-	-	15,000
Small Groups	-	-	-	3,472
Tesco	-	-	-	-
	-	-	-	31,088
Young Carers				
BBC Children in Need	-	32,660	32,660	37,067
Eric Wright Charitable Trust for YC				
Preston	-	22,250	22,250	-
Small Grants – Youth Carers		4,670	4,670	-
Children In Need Youth Investment Grant	-	-	-	57,468
	-	59,580	59,580	94,535
Building, Charity Hub, and Garden				
Triangle Trust 1949 Fund	-	-	-	5,525
Capital grants	-	26,500	26,500	-
Total	-	26,500	26,500	5,525
Total by fund 31 March 2023	807,290	86,080	893,370	888,255

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

5 Income from other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Café income	16,249	-	16,249	14,329
Total	16,249	-	16,249	14,329

All income from other trading activities in the current and prior year is unrestricted.

6 Investment income

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Income from bank deposits	9,328	-	9,328	2,071
Total	9,328	-	9,328	2,071

All investment income in the current and prior year is unrestricted.

7 Other income

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Coronavirus Job Retention Scheme	-	-	-	-
Hyndburn Borough Council	-	-	-	-
Miscellaneous	4,272	-	4,272	1,272
Total	4,272	-	4,272	1,272

8 Cost of raising funds

	2024 £	2023 £
Caravan costs, including depreciation	19,148	24,156
Administrative costs	13,992	10,940
Trading costs	114,431	63,883
Total	147,571	98,979

Included in cost of raising funds is restricted expenditure of £Nil (2023 £ Nil) and unrestricted expenditure of £147,571 (2023 £98,979). The caravan running and depreciation costs are included as part of fundraising and donations for the use of the caravan are treated as donations.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

9 Analysis of expenditure of charitable activities

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2024	Total 2023
	£	£	£	£	£	£
Staff costs	663,569	-	42,909	-	706,478	626,124
Accommodation	20,595	-	1,002	-	21,598	39,349
Administrative costs	35,228	-	2,438	-	37,666	32,325
Project costs	60,641	779	6,972	-	68,392	26,675
Governance and support costs (see note 10)	50,591	188	5,542	-	56,321	51,016
Building and garden costs (see note 10)	21,915	-	1,290	-	23,205	18,004
	<u>852,540</u>	<u>967</u>	<u>60,153</u>	<u>-</u>	<u>913,660</u>	<u>793,492</u>
					2024	2023
					£	£
Restricted expenditure					54,255	53,419
Unrestricted expenditure					859,405	740,073
					<u>913,660</u>	<u>793,492</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

9 Analysis of expenditure of charitable activities

Prior year

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2023	Total 2022
	£	£	£	£	£	£
Staff costs	581,196	-	44,928	-	626,124	614,668
Accommodation	37,725	-	1,624	-	39,349	41,186
Administrative costs	30,028	-	2,297	-	32,325	32,713
Project costs	17,711	1,360	7,604	-	26,675	35,319
Governance and support costs (see note 10)	44,480	188	6,349	-	51,016	37,082
Building and garden costs (see note 10)	17,278	-	726	-	18,004	15,639
	<u>728,418</u>	<u>1,548</u>	<u>63,527</u>	<u>-</u>	<u>793,492</u>	<u>776,607</u>
					2023	2022
					£	£
Restricted expenditure					53,419	65,964
Unrestricted expenditure					740,073	710,643
					<u>793,492</u>	<u>776,607</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

10 Analysis of governance and support costs

	Basis of apportionment	Support £	Governance £	Total 2024 £	Total 2023 £
Staff costs	% of income	28,008	-	28,008	22,630
Accommodation	% of income	22,025	-	22,025	1,620
Administrative costs	% of income	4,614	-	4,614	4,258
Project costs	% of income	6,175	-	6,175	6,885
Building and garden costs	Actual costs	1,946	-	1,946	2,632
Depreciation	% of income	43,840	-	43,840	26,879
Audit fees	Governance	-	16,094	16,094	11,927
Legal and professional	Governance	-	-	-	-
Other governance	Governance	-	322	322	459
		106,608	16,416	123,024	77,290
Governance and Support Costs recharged to Charitable Activities and fundraising		(66,452)	-	(66,452)	(60,269)
Building and accommodation costs recharged		(32,718)	-	(32,718)	(35,342)
		7,438	16,416	23,854	(18,321)

Included in support costs is £5,542 of restricted expenditure (2023 £6,161) and £18,312 of unrestricted expenditure (2023 £24,482).

Prior year

	Basis of apportionment	Support £	Governance £	Total 2023 £	Total 2022 £
Staff costs	% of income	22,630	-	22,630	32,899
Accommodation	% of income	1,620	-	1,620	2,002
Administrative costs	% of income	4,258	-	4,258	3,889
Project costs	% of income	6,885	-	6,885	9,641
Building and garden costs	Actual costs	2,632	-	2,632	5,867
Depreciation	% of income	26,879	-	26,879	23,258
Audit fees	Governance	-	11,927	11,927	9,120
Legal and professional	Governance	-	-	-	4,341
Other governance	Governance	-	459	459	163
		64,904	12,386	77,290	86,839
Governance and Support Costs recharged to Charitable Activities and fundraising		(60,269)	-	(60,269)	(39,670)
Building and accommodation costs recharged		(35,342)	-	(35,342)	(33,850)
		(30,707)	12,386	(18,321)	13,319

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

11 Net income / (expenditure) for the year

	2024	2023
	£	£
This is stated after charging/(crediting):		
Depreciation	39,967	26,879
Operating lease rentals		
Other	22,346	2,104
Auditor's remuneration - audit fees	16,094	11,927
	78,407	40,910

12 Staff costs

	2024	2023
	£	£
Wages and salaries	658,348	590,818
Social security costs	51,945	45,643
Pension costs	35,517	32,964
Staff travel, recruitment & other	23,443	12,708
	769,253	682,133

No employee had employee benefits in excess of £60,000 (2023: £60,000)

The average number of full-time equivalent staff employed during the period was 32 (2023: 31).

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer and the Deputy Chief Executive. The total employee benefits of the key management personnel of the charity were £81,162 (2023: £89,142).

13 Trustee remuneration and expenses, and related party transactions

Neither the Trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2023: £Nil).

Trustees received travel and subsistence expenses during the year of £nil (2023: £Nil).

Aggregate donations from related parties were £Nil (2023: £Nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2023: £Nil).

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

14 Government grants

The government grants recognised in the accounts were as follows:

	2024 £	2023 £
Lancashire County Council/ ELCCG	910,232	807,290
	910,232	807,290

There were no unfulfilled conditions and contingencies attaching to the grants.

15 Corporation Tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

16 Fixed assets: tangible assets

	Freehold Building	Building Improvements	Computer equipment	Caravan and motor vehicles	Fixtures and fittings	Total
	£	£	£	£		£
Cost						
At 1 April 2023	265,000	260,736	58,433	51,228	6,330	641,727
Additions	-	-	7,210	15,948	-	23,158
Disposals	-	-	-	-	-	-
At 31 March 2024	265,000	260,736	65,643	67,176	6,330	664,885
Depreciation						
At 1 April 2023	36,200	33,302	41,445	-	4,426	115,373
Charge for the year	10,600	10,864	11,101	6,404	998	39,967
Disposals	-	-	-	-	-	-
At 31 March 2024	46,800	44,166	52,546	6,404	5,424	155,340
Net book value						
At 31 March 2024	218,200	216,570	13,097	60,773	906	509,545
At 31 March 2023	228,800	227,434	16,978	51,228	1,904	526,344

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

17 Debtors

	2024	2023
	£	£
Grants receivable	76,036	1,971
Prepayments and accrued income	15,910	26,822
	<u>91,946</u>	<u>28,793</u>

18 Current asset investments

	2024	2023
	£	£
Cash equivalents on deposit: Scottish Widows	-	-
	<u>-</u>	<u>-</u>

19 Creditors: amounts falling due within one year

	2024	2023
	£	£
Creditors	36,927	15,181
Other creditors and accruals	35,001	22,030
Deferred income	76,349	22,307
	<u>148,277</u>	<u>59,518</u>

Deferred income relates to income received in advance for future charitable activities. Deferred income as at 31 March 2023 of £22,307 has been released during the year.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

20 Analysis of movements in restricted funds

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2024 £
Young Carers					
BBC Children in Need	-	33,528	(34,077)	549	-
Young Carers Preston	-	4,060	(4,000)	(60)	-
Eric Wright Charitable Trust	-	24,500	(21,720)	(2,780)	-
	-	62,088	(59,797)	(2,291)	-
Building, Garden and Charity Hub					
Capital grants	-	8,000	-	(8,000)	-
	-	8,000	-	(8,000)	-
	-	70,088	(59,797)	(10,291)	-

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

Analysis of movements in restricted funds (continued)

Prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
Young Carers					
BBC Children in Need	-	32,660	(32,660)	-	-
Young Carers Preston	-	4,670	(4,670)	-	-
Eric Wright Charitable Trust	-	22,250	(22,250)	-	-
	-	59,580	(59,580)	-	-
Building, Garden and Charity Hub					
Capital grants	-	26,500	-	(26,500)	-
	-	26,500	-	(26,500)	-
	-	86,080	(59,580)	(26,500)	-

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

Analysis of movements in restricted funds (continued)

Name of	Description, nature, and purposes of the fund
Adult Carers	Funds for this service to Adult Carers are to provide local and accessible support and points of contact between carers and Lancashire County Council Social Services Directorate. To achieve this, we work to develop a clear identity for carers, develop support and information and develop knowledge to help carers in their role and to co-ordinate consultation and involvement between carers, Carers Link Lancashire, and Lancashire County Council.
Young Carers	Funds for this service for Young Carers are to provide flexible outreach support and to offer preventative support through respite activities and breaks. To achieve this, we work to provide a proactive and responsive service, reduce isolation, increase choice and access to multi agency support and facilitate the appropriate assessment of young carers and their families by statutory agencies.

21 Analysis of movement in unrestricted funds

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2024 £
General fund	594,792	1,046,147	(1,025,288)	(99,896)	515,755
Designated fund					
Potential redundancy costs	23,952	-	-	5,187	29,139
3 months operating costs	273,319	-	-	-	273,319
Property Purchase	-	-	-	120,000	120,000
Renovations	40,000	-	-	-	40,000
Security costs	15,000	-	-	(15,000)	-
	947,063	1,046,147	(1,025,288)	10,291	978,213
Prior year					
	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
General fund	823,460	883,490	(814,570)	(297,588)	594,792
Designated fund					
Potential redundancy costs	18,183	-	-	5,769	23,952
3 months operating costs	-	-	-	273,319	273,319
Renovations	10,000	-	-	30,000	40,000
Security costs	-	-	-	15,000	15,000
	851,643	883,490	(814,570)	26,500	947,063

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

Name of	Description, nature, and purposes of the fund
General Fund	The free reserves after allowing for all designated funds and including the property fixed asset.
Potential redundancy costs	This fund has been designated by the Trustees to cover potential redundancies. There is a TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006) agreement being in place.
Renovations	This fund is for planned renovation to the property.
Blackburn Road Property	This fund is designated towards potential dilapidations at 54-56 Blackburn Road, Accrington.

22 Analysis of net assets between funds

	General fund	Designated funds	Restricted funds	Total 2024
	£	£	£	£
Tangible fixed assets	509,545	-	-	509,545
Net current assets/(liabilities)	6,210	462,458	-	468,668
	515,755	462,458		978,213
<hr/>				
Prior Year	General fund	Designated funds	Restricted funds	Total 2023
	£	£	£	£
Tangible fixed assets	526,344	-	-	526,344
Net current assets/(liabilities)	68,448	352,271	-	420,719
	594,792	352,271	-	947,063
<hr/>				

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2024

23 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows:

	Equipment	
	2024	2023
	£	£
Less than one year	11,210	4,010
One to five years	15,824	11,768
Over five years	400	
	<u>27,434</u>	<u>15,778</u>

24 Reconciliation of net movement in funds to net cash flow from operating activities:

	2024	2023
	£	£
Net income/(expenditure) for the year	31,150	95,420
Adjustments for:		
Depreciation charge	39,967	27,288
(Gains) / losses on investments	-	-
Dividends, interest, and rents from investments	(9,328)	(2,071)
Decrease / (increase) in debtors	(63,153)	18,666
Increase / (decrease) in creditors	88,747	(20,908)
	<u>87,383</u>	<u>118,395</u>

25 Capital commitments

	2024	2023
	£	£
Capital commitments	-	-
	<u>-</u>	<u>-</u>

CARERS LINK - LANCASHIRE

England & Wales - Charity number 1156275

Accounts



ANNUAL REPORT

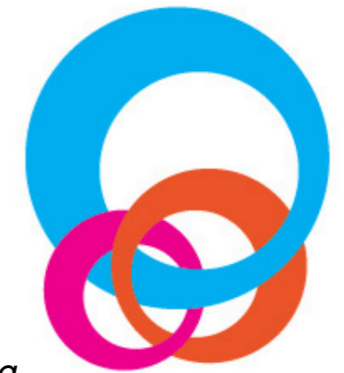
 **Carers Link**
Lancashire
IMPROVING LIFE FOR CARERS

2022 - 2023

CONTENTS

Message from the CEO	Page 3
Introduction from our Chair of Trustees	Page 4
Financial Analysis	Page 6
Treasurers Report	Page 7
State of caring 2022	Page 8
The Lancashire Carers Service	Page 9
Key Adult Statistics	Page 10
Our Staff Team	Page 13
Helping People Home Project	Page 14
Young Carers Services	Page 16
New Charity Shop In Haslingden	Page 19
Welfare and Benefits Support	Page 20
Volunteers & Volunteer led Services	Page 21
Respite, Training and Breaks for Carers	Page 22

MESSAGE FROM THE CEO



I am delighted to share with you in this year's report some key achievements and findings from the financial year including sharing some of our statistics and carers stories...

The past 12 months have been a very busy, but exciting time for us! Our charity has worked hard to achieve charitable objectives as set out in our strategy, including longer term sustainability by securing Lancashire County Councils Statutory Carers contract for the next four years in partnership with NCompass.

Throughout the year, the charity has successfully developed a further charity shop/information and support hub in Haslingden, providing accessible services to residents from Rossendale. We have also been working hard to develop and renovate our property in Colne, securing a number of external capital grants to support us in renovating and developing the property. This property will house another charity shop & information and support hub and is set to open at the end of Summer 2023. All this work, supports our objectives of being more sustainable with more diversified funding streams whilst offering support directly in the communities we serve.

A great achievement throughout the year was the charity winning the Not For Profit Award at the Hyndburn Business Award. As always thank you to those people who nominated us, it really does mean a lot to us!

As always, I would like to thank all of our staff team and volunteers for their passion commitment and professionalism shown throughout the year, always going above and beyond to improve the lives of carers in East Lancashire. One of our staff members Carole Moulton achieved a 20 year service award this year! We are so lucky to have her on our team!

Rebecca Hodgson
CEO Carers Link Lancashire





INTRODUCTION FROM OUR CHAIR OF TRUSTEES

The economic downturn following the challenges of the past two years has continued to have significant impact on our local communities. This has resulted in people turning even more to services that can offer varying degrees of help and support, highlighting the very important role that Carers Link Lancashire has with our strong ethos on supporting the crucial role that unpaid carers have across our community.

I am very pleased to report that even within the context of the economic difficulties and the growing needs of our carers the organisation has continued to respond to our registered carers through the provision of face to face support, advice, information and respite opportunities for Carers.

The Board were delighted to have an additional two Trustee's join us during the year- Councillor Daniel Cassidy has joined us as a nominated elected member from the Hyndburn area alongside welcoming back Brian Birtle, a longstanding previous Trustee with the charity.

I would like to take this opportunity to thank all our Board of Trustees for their commitment, expertise and passion given to the organisation throughout the year. A key role for the Board is in supporting our very able management team and, led by our exceptional CEO, Rebecca, as together we continue make significant progress against our key priorities. Key to this aim is the very successful progress which has been made towards increasing our charity outlets portfolio with a second one opening in Haslingden earlier this year and a third one well underway in the Colne area as included in Rebecca's report.

I am also pleased to report that our committed volunteers continue to work in various roles across the organisation and encourage anyone interested in supporting our communities, especially as we seek to grow our volunteer support especially in our growing charity outlets. Anyone interested is very welcome to contact the main Accrington headquarters where you can seek further information about the various opportunities open.

One of our main Strategic objectives is to further develop our charity Shop portfolio and I am pleased to report that during the year a site has been procured in the Colne area to develop a second charity Shop outlet. A project plan is currently in progress along with an ongoing review of our existing charity outlet and café sited within the Blackburn Road Accrington premises.

I would also like to thank the Boroughs of Hyndburn and Rossendale for their continued support through the ongoing election of nomination for roles of Trustees and the support they offer to the Board.

Thanks also to our donors and contractors who continue to offer financial support in the way of grants, donation of materials and work.

Projects which support the Charity immensely in achieving its vision and strategy.

Special thanks to our main funders of Lancashire County Council, Eric Wright Foundation, BBC Children In Need and other smaller donors including the Ribble Valley Borough Council.

Finally, I thank once again our excellent committed staff and volunteers for their hard work in supporting our Carers across Lancashire and continuing to support the Charity especially during these challenging times

Carol Pollard

Carol Pollard
Chair of Trustee

BOARD OF TRUSTEES



Carol Pollard



Brian Birtle



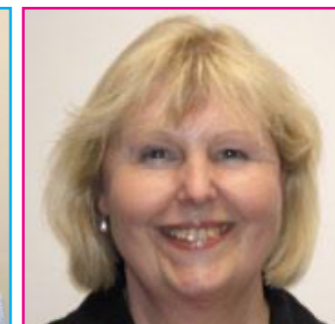
Melissa Fisher



Patricia Ahmed



Jeff Leahy



Susan Bibby



Brian Ozenbrook



Shakil Salam



Barbara Ashworth



Daniel Cassidy



Mustafa Mohammed

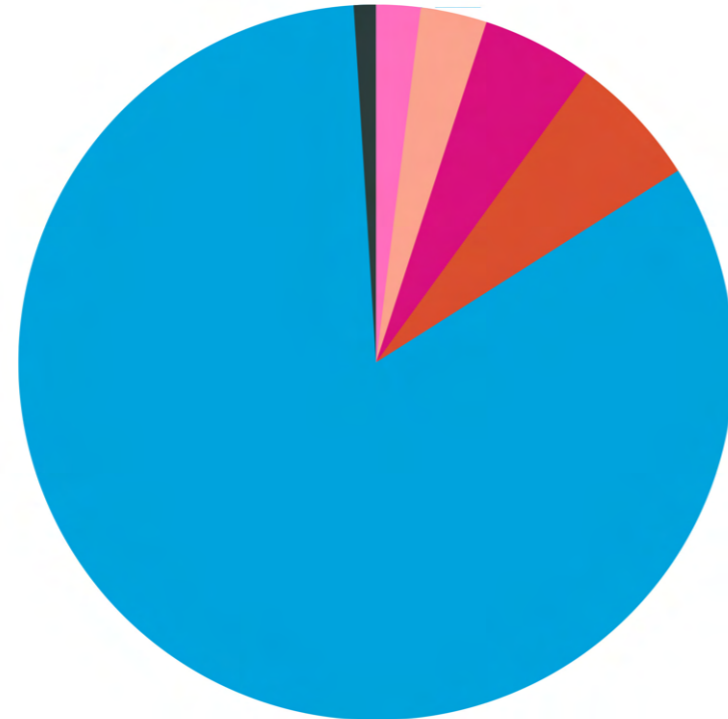
FINANCIAL ANALYSIS

INCOME

- CIN 3%
- Donations & Fundraising 2%
- Trading & Caravans 5%
- Grants 6%
- LCC 83%
- Other 1%

All Income listed:
(highest to lowest)

LCC - £807,290.36
 Grants - £57,420.00
 Trading & Caravans - £51,572.63
 CIN - £32,159.58
 Donations & Fundraising - £17,291.46
 Other - £4,904.72
 All income strands total - £970,638.75
 Income excluding LCC - £163,348.39

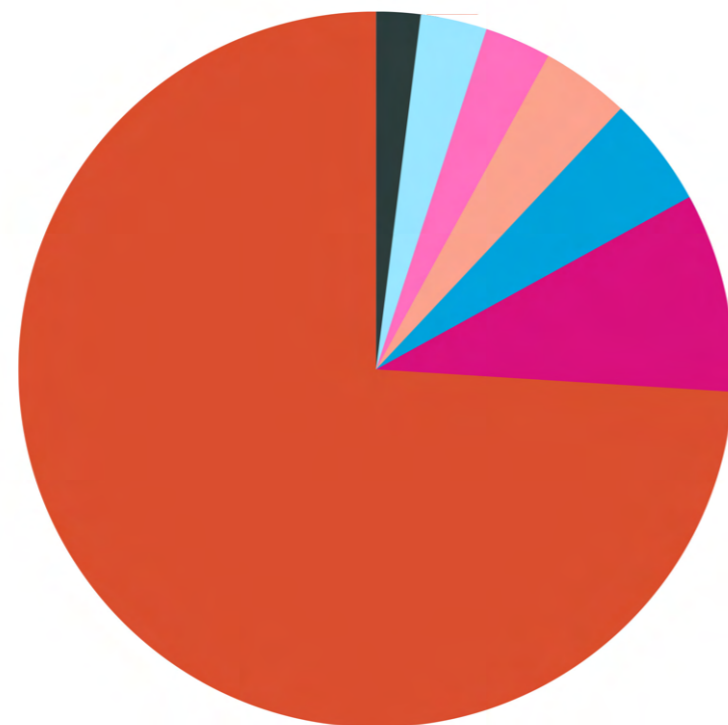


EXPENDITURE

- Trading 2%
- Caravans 3%
- Project Costs 5%
- Staff Costs 74%
- Accommodation 9%
- Governance & Support 3%
- Administrative 4%

All Expenditure listed:
(highest to lowest)

Staff Costs - £670,613.91
 Accommodation - £78,800.78
 Project Costs - £49,781.12
 Administrative - £40,687.17
 Caravans - £25,035.05
 Governance & Support - £24,115.90
 Trading - £21,369.20
 All Expense strands total - £910,443.13
 Expenditure excluding staff costs - £239,829.22



TREASURERS REPORT

Overall, the charity had a very successful year with income being above budget at just under £1m, largely due to additional revenue from Lancashire County Council.



Expenditure was slightly over budget for the year, because of additional capital costs in establishing the new charity shops and support hubs. The revenue aspects of expenditure were well managed and below budget.

The cash position remains healthy well above 3 months expenditure and reserve requirements.

Continuing the Charity's strategy of diversifying income streams by opening charity shops we committed to a 3yr leasehold on a property in Haslingden during the year. The property has since opened and is initially trading above expectations. In line with the charity's strategy this premises also builds our presence in the community by acting as a local drop-in support hub for carers. The renovation of the property in Colne purchased February 22 continues with a forecast opening date of late summer 23.

Lastly the Charity exited one of the 3 holiday park caravans it owned as it needed replacement and was no longer financially viable.

- Jeff Leahy
Treasurer



Blackburn Rd, Accrington



Deardengate, Haslingden



Market Street, Colne

STATISTICS



STATE OF CARING 2022

In 2022, carers shared their experiences which helped to inform Carers UK's State of Caring 200 Report.

10.6
MILLION

Estimated that there are around 10.6 million carers in the UK – 1 in 5 of adults are providing unpaid care.

30
PERCENT

30% - Almost 1/3 of carers said their mental health was bad or very bad.

£193
BILLION

Carers support was valued at £530 millions per day during the pandemic or £193 billion for the full year.

52
PERCENT

Over half of carers (52%) said that they need more financial support.

25
PERCENT

25% of carers said they were cutting back on essentials such as food or heating.

84
PERCENT

84% of carers in receipt of Carer's Allowance said that an increase in the value of carers' benefits would be one of the main financial changes that would make a difference to them.

77
PERCENT

77% of carers said that the rising cost of living is one of the main challenges they will face over the coming year.

5
PERCENT

5% of carers worry about continuing to juggle work and care.

63
PERCENT

63% of carers said they were extremely worried about managing their monthly costs.

41
PERCENT

41% of carers haven't taken a break in the last year. Of those, 26% of carers haven't tried to take a break because they felt it was too difficult.

As of 31st March 2023
Carers Link Lancashire
are currently supporting:

11664

**ADULT & YOUNG
CARERS**

154

**YOUNG
CARERS**



In the East Lancashire area.

The Lancashire Carers Service

During the year, in partnership with Ncompass, the charity jointly tendered for Lancashire County Council's statutory carers services contract and were awarded this contract for a further 4 years.

The Lancashire Carers Service works across the county providing support, guidance and information to adult carers. The service is delivered in partnership with n-compass who deliver in North and Central Lancashire with Carers Link Lancashire delivering in East Lancashire.

The service supports people in their caring role, undertaking statutory carers assessments and supporting their emotional health and wellbeing.

This year Carers Link saw:

1409
NEW
CARERS
ASSESSMENTS









3408
REVIEWED
CARERS
ASSESSMENTS

780
NEW
POM4C
PLANS

KEY ADULT STATISTICS



PRIMARY CONDITIONS:

-  13 % of registered carers care for someone with dementia
-  34 % of registered carers care for an older person
-  18 % of registered carers care for a person with PDSI
-  12 % of registered carers care for someone with a mental health condition
-  9% of registered carers care for a learning disability
-  0.5 % of registered carers care for someone with substance misuse
-  12 % of registered carers care for a disabled child
-  1.5% of conditions are unknown

2000
New referrals

1993
New Carers Identified
(An increase of +3.5% compared to 2021/22)

3336
Existing Registered Carers
Supported with further support and services.

5655
1-2-1 Support Sessions

4817
Assesments Undertaken
(Statutory Carers Assessments/ Reviews)

780
POM4C
Emergency plans taken

164
Support Groups and Events
(Attended by 717 carers)

13
Carers Courses
(Attended by 109 carers)

109
Peer Support Groups
(Attended by 419 carers)

11
Organised Activities
(Attended by 158 carers)

1403
Carers Supported with Respite Opportunities

55
Carers Awareness Training Sessions
(Training 684 professionals)

258
Counselling Sessions
(Free counselling hours to carers through a team of volunteer counsellors)

301
Max Cards Provided
(Enabling families to receive free and discounted access to recreational facilities)

£454k
In Benefits Secured For Carers

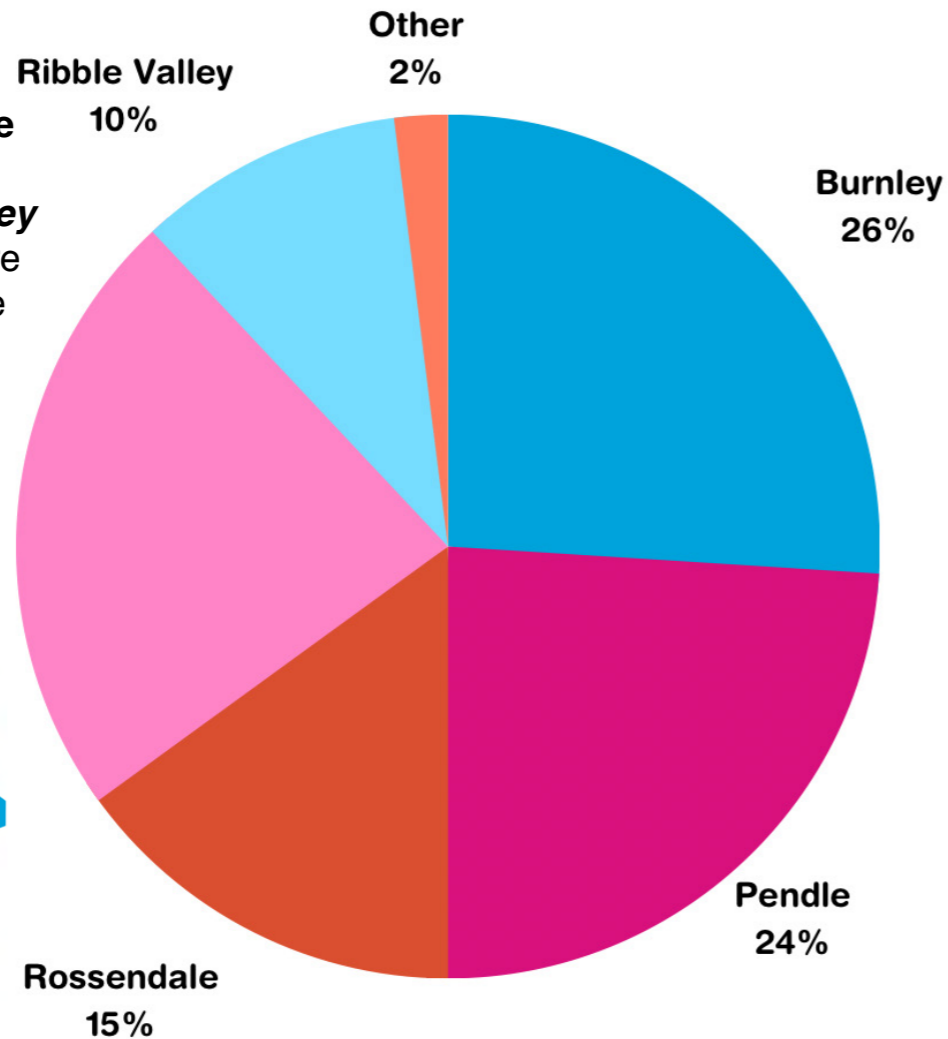
(Secured by providing a dedicated welfare and benefits worker who advises on benefits carers are entitled to, assisting them with completing claim forms and ensuring carers receive the benefits they are entitled to. This is a huge increase of +10% from what we achieved in 2021/22)

85
Personal Grants Secured
(With £15,141 additional income being secured for carers)

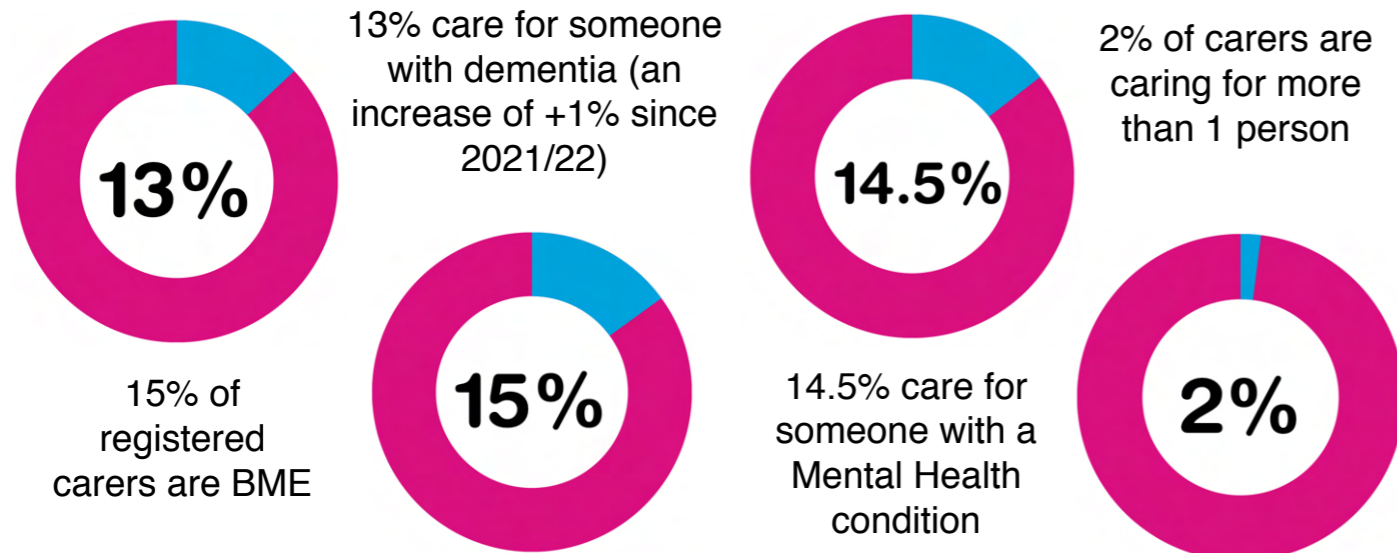
869
Go2 Leisure Cards Issued
(Gives Carers highly discounted access to a range of health and wellbeing facilities & services across East Lancashire.)

Area: Where are our Registered Carers from?

26% are from **Burnley**
 24% are from **Pendle**
 15% are from **Rossendale**
 23% are from **Hyndburn**
 10% are from **Ribble Valley**
 2% of registered carers are from **another area** but are caring for someone in the local authority area



As of 31st March 2023 Carers Link Lancashire has 11664 registered Adult Carers



OUR STAFF TEAM

Our charity is supported by a diverse workforce who have the appropriate skills knowledge and expertise in supporting carers, with 80% of our staff team either being current / former carers which enables them to be empathetic and understanding of carers needs, issues and the appropriate support required.



HYNDBURN BUSINESS AWARDS 2022

The charity were nominated and finalists for 2 awards at the Hyndburn Business Awards! The charity were winners of the Not for Profit Award.

This is a fantastic achievement for the charity demonstrating the impact, support and services to carers and the wider communities across Hyndburn!

HELPING PEOPLE HOME PROJECT

At the start of the year, we commenced our helping people home project. As part of this new initiative, we have a worker based within the ICAT team at Burnley General Hospital two days per week, working with the ICAT and hospital discharge team in identifying carers and supporting patients in returning home safely with support.

This project has not only increased the awareness of identifying and supporting carers across acute settings but has also supported a number of patients to returning home independently, overcoming and addressing wider social challenges and barriers.

The end of the year saw, Lancashire County Council being shortlisted for 2 awards including an LGC award in the Health and Social care category and the MJ Achievement Awards 2023. We look forward to hearing this outcomes next year!



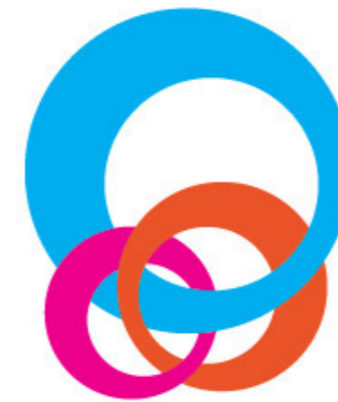
A male carer, who cares for this father and also works part time was identified on one of the wards. His father who he cares for had been admitted to hospital. His father is a double amputee, has heart failure and breathing difficulties has been in and out of hospital.

The worker contacted the carer and discussed his and his fathers needs, together the worker and carer, collaboratively developed an action plan. The worker identified that the family were suffering from poverty. It was identified that the family home was extremely cold and the fire wasn't working. The father was highly likely of future hospital admissions. His current health conditions were also exacerbated / contributed to by his cold home.

Alongside the fire not working, the family found it too expensive to use the heating with issues with the boiler and also had a number of cracks in the ceilings due to a leaking toilet and general poor house maintenance.

The house was also cluttered with furniture and other items that were no longer of use, creating further hazards in the home.

Carers Link Lancashire identified that Burnley Council could help using the Emergency Grants Funding, a referral was made and the worker and Burnley Council liaised on numerous occasions to make sure the carer received the correct support. A referral was then made for benefits support, support was then provided on claiming Carers Allowance.



As a result of our support the following outcomes were achieved:

Financial support including personal budget and carers allowance



The house is now warm and dry with an efficient heating system



The house has been decluttered and is clean and tidy



The carer is in receipt of bereavement counselling



A contingency planning is now in place



The carer said he was very pleased with the service he had received from the project and Burnley Council, he said we had been helpful and amazing in meeting his, his father and wider family's needs. The carer said they felt supported by the Carers' Service to continue to carry out his caring role.

Throughout the year, the charity has under taken a total of 4850 statutory carers assessments of which 35% of them had their needs met by universal services. A further 62% were commissioned a monetary amount to meet their unmet needs.

We commissioned

£497,888.02

Carers Assessments & Personal Budgets

BBC CHILDREN IN NEED YOUNG CARERS SERVICES

As of the 31st March 2023 the Young Carers team were supporting 154 registered young carers from Hyndburn & Ribbles Valley.

Our Young Carers Statistics are as follows:

154
Young Carers Worked with This Year

31
Free Trips and Activities Provided
(From Arts and Crafts to Picnics and Pantomime Trips)

267
1-2-1 Sessions undertaken
(+3.5% more than in 2021/22)

36
Target Group Sessions Provided

175
Free Respite Opportunities Provided

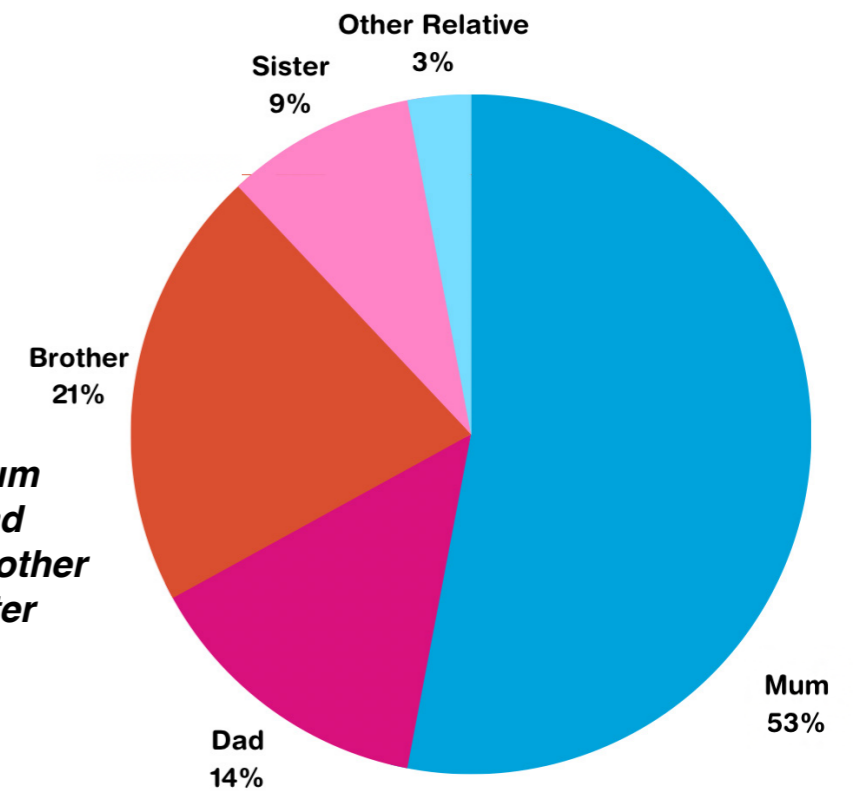
52
Schools Worked With in East Lancashire



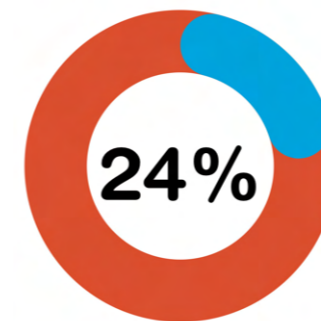
STATISTICS

Who do our Young Carers care for?

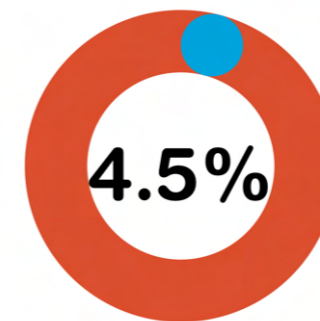
53% Care for their **Mum**
14% Care for their **Dad**
21% Care for their **Brother**
9% Care for their **Sister**
3% Care for **Another relative**



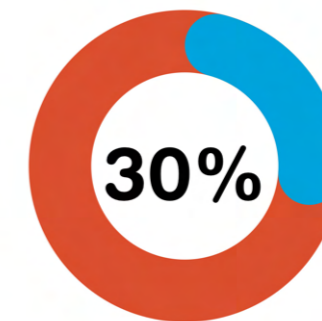
Cared for Conditions:



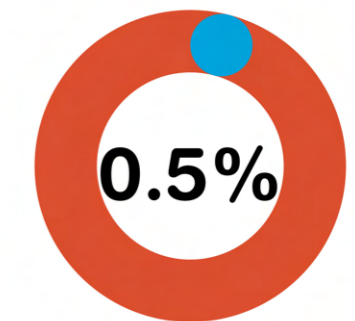
24% are caring for a Disabled Child/ Sibling



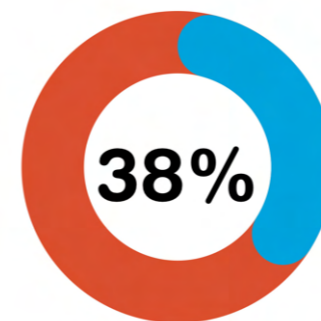
4.5% are caring for someone with a Learning Disability



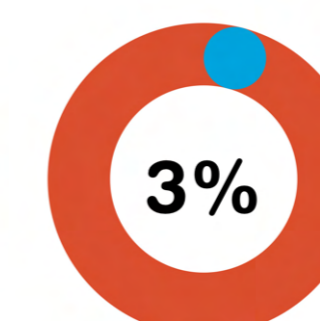
30% are caring for someone with a Mental Health problem



0.5% are caring for an older person (65 yrs +)









38% are caring for someone with PD/SI

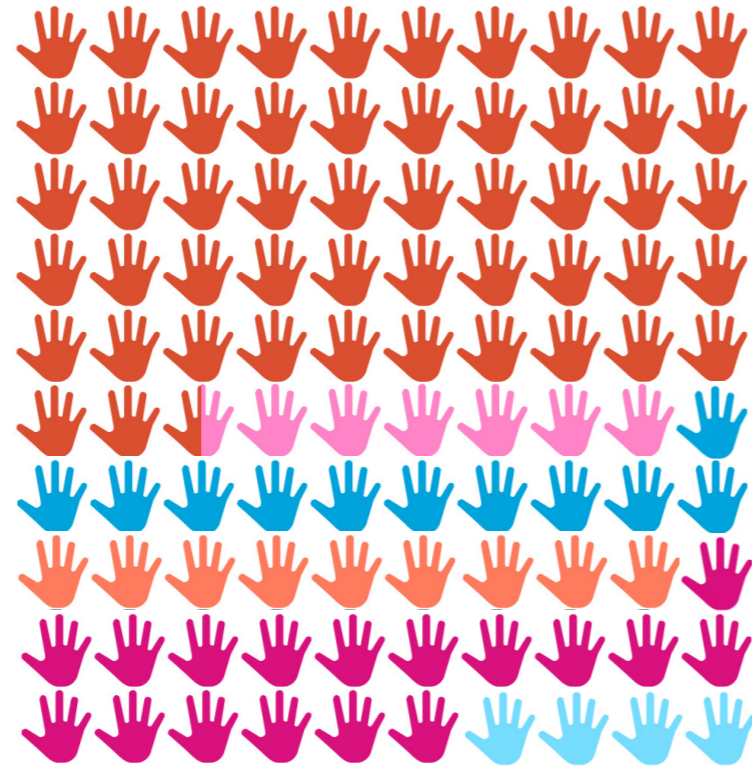


3% of conditions are unknown/not disclosed



How old are our Young Carers?

-  4% are aged 7 years 6.5%
-  are aged 8 years 9% are
-  aged 9 years
-  11% are aged 10 years
-  52.5% are aged 11-15 years
-  17% are aged 16-18 years



Case Study

Pippa aged 10 lives with her mum, dad and younger sister. Mum has a personality disorder and Crohns disease, dad has some learning difficulties and needs help reading and writing and her sister is on the autism spectrum. Life is hard for Pippa and she does a lot to help at home although dad is mums main carer. Pippa helps dress mum when she is ill and in pain, helps with shopping and spends a lot of time playing and helping her sister as she responds better to Pippa.

As Pippa and her sister attend the same school she does not really get a break from her sister as she wants to be with Pippa at playtime and lunchtime. The caring role and responsibility really impacts on Pippa and she was constantly saying she was tired at school and seeing the school nurse who reported that Pippa was struggling to cope and she was referred to young carers project.

We felt the yoga and wellbeing sessions would be ideal for Pippa alongside other interventions

that we started to put in place. Pippa has attended every session and would come early to make sure she got her favorite yoga mat. Initially Pippa found it difficult to concentrate but each week she made progress and really started to benefit from the sessions. She became more relaxed and both mum and school commenting on the difference they noticed in Pippa. As well as learning new skills Pippa also made some new friends in the group and they would practice their yoga poses together.

Pippa has been showing her sister some of the things she learnt and mum said it has calmed her sister down and they practice the breathing together. Pippa's sleep has improved as well as she knows how to help herself relax with the mindfulness techniques she learnt. At the end of the sessions we would see how happy Pippa was and she has been given her own yoga mat to practice at home. Pippa is coping much better with her caring role and in school since she started the sessions.

NEW CHARITY SHOP IN HASLINGDEN



A huge achievement at the end of the financial year was the grand opening of our new charity shop / information and support hub in Haslingden.

We are delighted to finally be able to offer accessible facilities for carers in Rossendale! Our new self-sustaining charity shop which also houses an information and support hub for the benefit of carers, the people they care for and also the wider communities in Haslingden is there to offer drop in facilities and information and support.



We were so grateful to everyone who supported us in renovating the shop and getting it ready to open. Generous donations from local businesses were received including kind volunteers who assisted and supported us in renovating our new shop. Special thanks to Paintwell Padiham, Tesco Burnley & Rodo for donating all painting supplies and equipment, Miliken Industrials Limited for flooring and the community payback team for supporting in redecoration works. This wouldn't be possible without your continued support!



Our future aim is to create a chain of self sustaining shops/ information and support hubs in each borough of East Lancashire!

WELFARE & BENEFITS SUPPORT

Many carers struggle to balance work and care.

There are also significant financial costs associated with caring, with carers often using their income or savings to pay for support services and care equipment. We already know that carers face poorer health outcomes, with a high proportion of carers struggling with mental and physical health problems and experiencing low levels of wellbeing.

Throughout the year, our welfare and benefits worker has worked hard to ensure our registered carers are supported with their overall welfare and benefits, particularly in ensuring in receipt of the benefits that they are entitled to! This ensures that our carers and their families are not in financial poverty and hardship and are able to have their needs met.

During the year, we have secured a huge **£454,091.16** in benefits for our registered carers!

CASE STUDY

Victor was initially referred to Carers Link for a Carers Assessment, Peace of Mind Plan and Benefit Advice in July 2022, due to a deterioration in his wife, Judy's, health. At this time, Victor was working three days per week at ASDA, but it was becoming increasingly likely that Victor was going to have to give up employment in order to care for his wife.

Victor had already sourced the Attendance Allowance application but needed help completing the form due to his dyslexia. A home visit was arranged with the welfare and benefits worker, and the application was completed. Victor highly commended Neal Atkinson and advised that it is clear that 'he is a person who wants to help people'. Due to the length and complexity of the forms, Victor advised that he wouldn't have been able to do this without support and after Neal's input, Judy was awarded the higher rate of attendance allowance.

In January 2023, Judy suffered a fall, backwards, from the top to bottom of the stairs. Around the same time, Victor had a pacemaker fitted and was unable to provide the same level of support. Victor was able to put money from the attendance allowance towards purchasing a stairlift after he was informed of lengthy wait times through Lancashire County Council. This financial support enabled Judy to return home from hospital, and support Victor in meeting her needs. Victor said having the additional funds to put towards the stairlift was a 'godsend'.

Due to his recent operation, Victor cannot take on all of the housework without detriment to his own recovery, but with the regular attendance allowance payments, he is able to employ a private cleaner. This support has enabled the couple to maintain a safe and habitable home environment and ensures that Victor can focus on Judy's needs, knowing that chores are being taken care of.

Neal has now completed a blue badge application for Victor which will enable himself and his wife to access the community together. Victor explained that he had 'looked everywhere' for support, prior to being put in contact with the carers service and 'just couldn't find the help'. Victor had called multiple agencies and advised that he felt ready to give up on the process until he was put in contact with Carers Link.



VOLUNTEERS & VOLUNTEER LED SERVICES

As at the 31st March 2022, Carers Link Lancashire has 84 active volunteers who are assisting in supporting in the direct delivery of services and facilities.

Throughout the year we have been supported by 140 local volunteers.

We have recruited 41 new volunteers throughout the past year.

Our certified and trained counselling volunteers provided 258 free counselling sessions for carers.

Volunteers provided the charity with 5351 free volunteering hours this year alone.

If quantified into a paid salary at national minimum wage, this would work out as £56,292.52 in volunteering time.



We provided a range of targeted support groups, training, events, activities and peer support opportunities aimed at overcoming loneliness and isolation. We have successfully provided:

11
Organised Activities
(Engaging with 158 Carers)

1403
Carers Provided with Respite Opportunities

164
Face to Face Support Groups and Events
(Attended by 717 Carers)

13
Courses
(Understanding Dementia etc engaging with 109 carers)

109
Peer Support Groups Held
(Engaging with 419 carers)



“Thank you so much for a great day out it was a lovely break and the weather could not have been nicer! Thanks again to everyone who organised it xxx
— Anne Atkin via Facebook

Carers Awareness Training (CAT)
Throughout the year the charity has delivered 55 CAT sessions to a range of audiences with 684 professionals receiving the training throughout the year.

FORMER CARERS/ BEREAVEMENT SUPPORT GROUP
Carers Link Lancashire Community Facility Centre
54/56 Blackburn Road, Accrington
The third Wednesday of every month!

Carers Link Lancashire
info@carerslinklancashire.co.uk
Telephone 01254 387444

MALE CARER SUPPORT GROUP
@ Burnley Cricket Club, Belvedere Road, BB10 4BN
Did you know that 4 out of 10 male Carers never get a break from their caring role?
Last Thursday of every month, From 10:30am to 12:30pm

Carers Link Lancashire
BURNLEY FC IN THE COMMUNITY

VETERANS BREAKFAST CLUB
Hosted by Accrington Stanley Community Trust
@ Carers Link Lancashire Community Facility Centre, Blackburn Road, Accrington
The last Wednesday of every month!

Carers Link Lancashire
VIC
Improving Life for Carers
Strain Belong Thrive

CANCER AWARENESS DROP IN MORNING
Carers Link Lancashire Community Facility Centre
54/56 Blackburn Road, Accrington
The first Wednesday of every month!

Carers Link Lancashire
MACMILLAN CANCER SUPPORT
info@carerslinklancashire.co.uk
Telephone 01254 387444

DEMENTIA CARERS SUPPORT CAFE
Carers Link Lancashire Community Facility Centre
54/56 Blackburn Road, Accrington
The first Tuesday of every month!

Carers Link Lancashire
info@carerslinklancashire.co.uk
Telephone 01254 387444

CARERS MEETUP CAFE
Carers Link Lancashire Community Facility Centre
54/56 Blackburn Road, Accrington
The last Monday of every month!

Carers Link Lancashire
info@carerslinklancashire.co.uk
Telephone 01254 387444

FREE COOKING WITH KINDNESS COURSE
From 12:00pm - 2:30pm on Wednesday 30th August, Wednesday 6th September & Wednesday 13th September
At the Eco Community Hub
*Please note all sessions must be attended.

The aim of the project is to use fresh produce to create meals and recipes for those who may not always have the means or money to cook fresh.

The 3rd and final session will be a celebration where you will be able to invite your family to eat the food you have created a menu for and practiced cooking.

Pennine Lancashire Community Farm, Burleigh Street BURNLEY BB12 0DU

Carers Week 2023
Knit & Natter
Why not take time to relax and explore a new hobby? Whether you're an expert or beginner, join the first session of our FREE knitting group where you can learn how to knit, crochet and meet new people. All materials will be provided.
Interested? Contact Angela on 01254 387444 or at activities@carerslinklancashire.co.uk
Wednesday 7th June 11am - 3pm
Carers Link community facility, Accrington

Carers Link Lancashire
IMPROVING LIFE FOR CARERS

CARERS MEETUPS
Taking place every month from 11am - 1pm
Carers and the person you care for can join us for a cup of tea or lunch at one of our Carers Cafes across East Lancashire. If you haven't been to a Carers Cafe before, don't worry as a staff member will be there to greet you with a warm welcome.

- ROSSENDALE** (1st Thursday of the month)
Haslingden Community Link, Bury Rd, Haslingden, BB4 5PG
- RIBBLE VALLEY** (3rd Tuesday of the month)
Colborne House Cafe, 15 Wellgate, Clitheroe, BB7 2DP
- PENDLE** (3rd Friday of the month)
Lakeside Cafe, Ball Grove Drive, Colne, BB8 7HY
- HYNDBURN** (4th Monday of every month)
Carers Link Facility, 54-56 Blackburn Road, Accrington, BB5 1LE
- BURNLEY** (4th Wednesday of the month)
Little Barista, 7 Howe Walk, Burnley, BB11 10B

Follow our socials to keep up with all of our group activities:
Find us on Instagram @carerslinklancashire
Find us on Facebook Carers Link Lancashire



OUR PARTNERS



OUR FUNDERS



OUR AWARDS



FIND US:
CARERS LINK
LANCASHIRE
54-56 BLACKBURN ROAD,
ACCRINGTON, BB5 1LE

13 DEARDENGATE,
HASLINGDEN BB4 5QN

CONTACT US:
TEL 01254 387444
info@carerslinklancashire.co.uk
www.carerslinklancashire.co.uk

Company Number 08584591

Charity Number 1156275

Carers Link Lancashire

Report and Financial Statements

For The Year Ended

31 March 2023

Carers Link Lancashire

Contents

	Page
Reference and administrative information	1
Trustee's Annual Report	2
Independent Auditor's report to the members	15
Statement of Financial Activities (Incorporating Income and Expenditure Account)	18
Balance sheet	19
Cash flow statement	20
Notes to the accounts	21

Carers Link Lancashire

Reference and administrative information

For the year ended 31 March 2023

Company Number 08584591

Charity Number 1156275

Registered office and operational address 54-56 Blackburn Road, Accrington, BB5 1LE

Trustees

Trustees, who are also directors under company law, who served during the year were as follows:

Carol Pollard

Brian Birtle Appointed September 2022

Jeff Leahy

Brian Ozenbrook

Daniel Cassidy Nominated Representative Appointed September 2022

Mustafa Mohammed

Shakil Salam

Patricia Ahmed

Barbara Ashworth Nominated Representative

Susan Bibby

Melissa Fisher

Company Secretary

Rebecca Hodgson Secretary

Key Management

Rebecca Hodgson Chief Executive

Audra Higgin Services Manager/ Deputy & Services Manager

Bankers

CAF Bank Ltd 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

Yorkshire Bank Ltd 25 Manchester Road, Burnley, BB11 1HX

Scottish Widows 67 Morrison Street, Edinburgh, EH3 8YJ

Triodos Bank Ltd Deanery Road, Bristol BS1 5AS

Lloyds Bank PLC Blackheath Branch, PO Box 100, Andover, BX1 1LT

Cambridge & Counties Charnwood Court, 5b New Walk, Leicester England, LE1 6TE

Auditors

MHA Moore & Smalley LLP Richard House, 9 Winckley Square, Preston, PR1 3HP

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2023

The Trustees present their report and the financial statements of the charity for the accounting period ending 31 March 2023. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published October 2019.

Trustees of the charity

The Directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year were as follows:

Carol Pollard	Chairperson & Director
Brian Birtle	Director Appointed September 2022
Jeff Leahy	Treasurer & Director
Brian Ozenbrook	Director
Daniel Cassidy	Nominated Representative Appointed September 2022
Mustafa Mohammed	Director
Shakil Salam	Director
Patricia Ahmed	Director
Barbara Ashworth	Nominated Representative
Susan Bibby	Nominated Representative
Melissa Fisher	Deputy Chairperson & Director

Objectives and activities

Carers Link Lancashire is a registered charity and a company limited by guarantee. The charity has evolved from Carers Link Hyndburn and Ribble Valley (2003) with the change being approved and adopted in 2013. All the work, projects, assets, and liabilities of the original organisation transferred to the new company, retaining the skills, knowledge and experience of staff and volunteers, and enabling the continuation of a number of successful partnerships and projects.

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

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

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2023

Purpose and Aims

The charitable purposes of the company as set out in our Articles of Association are to relieve those who are ill, elderly or otherwise disabled living in Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley, and areas of Lancashire by provision of information, training and support for their carers and to raise public awareness in all aspects relating to carers and caring.

Carers Link Lancashire supports unpaid carers to maintain their own health and wellbeing so that they can continue in their caring role for as long as possible.

This support is achieved through the provision of a person centred and holistic approach through collaborative partnerships, empowerment, innovation, and representation across East Lancashire.

The charity's vision is to be a values and outcomes driven organisation that enables:

- Carers to feel valued as individuals and recognised for their contribution to society
- Carers to lead happy, fulfilling lives with access to good quality person centred support and services
- Carers to improve their overall physical and mental health and wellbeing
- Carers to continue with their caring role preventing them from reaching crisis point

The charity's mission is to make a positive difference to the lives of carers and the people they care for by offering tailored support that is professional, respectful, non-judgemental and meets individual need.

Carers Link Lancashire has a 3-year Strategy 2021-2024 in place which has influenced charitable delivery and activity this financial year. This current strategy has been produced through consultation and direct input from carers alongside staff and Trustees and is reviewed quarterly against objectives and targets.

This strategy includes the following strategic objectives:

- Ensure that all carers are recognised and supported,
- Develop a marketing plan which recognises changes in the current and future environment
- Deliver high quality services and support for carers and the people they care for
- Establishing and maintaining effective partnerships
- Ensure our charity is sustainable

Attached to the strategy is an operational plan which details the actions, resources and timescales required to meet the strategic objectives of the organisation.

Definitions of Unpaid Carers

Carer: A carer is defined as someone who spends a significant proportion of their life providing unpaid support to family or friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Young carer: A young carer is defined as a child or young person (up to the age of 18) who looks after someone in their family who has an illness, disability, mental health problem or substance misuse problem. Young carers take on practical and/or emotional caring responsibilities that would normally be expected of an adult.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2023

Parent carer: A parent carer is defined as a person with parental responsibilities for a child under the age of 18 with additional needs.

Former carer: A former carer is defined as a person whose caring role has ceased or significantly reduced due to bereavement or the cared-for person entering residential care.

During 2022/23, the charity has been providing support to adults and young carers from across East Lancashire. East Lancashire makes up one third of Lancashire representing 42% of Lancashire's Boroughs, with a number of wards being in the top 10% of deprivation, including Burnley and Hyndburn. Across East Lancashire, 12% of the population is made up of people from a BAME population and there are a significant number of isolated rural communities such as those in Pendle and the Ribble Valley. Within these rural communities, there are high proportions of people who are over the age of 50 years, of which some are living in isolation, with limited support networks, suffering from poor emotional health and wellbeing and who are caring for an elderly family member or caring for more than one person.

According to the 2011 census, there are over 43,000 unpaid adult carers in East Lancashire, of which 63% are caring for between 1-19 hours per week, 13% are caring for 20-49 hours per week and 24% are caring for 50 hours or more per week. On average, we receive 381 referrals for new carers every quarter (3 months).

As of the 31st March 2023, 2% of registered carers are aged 18-25 years, 63% aged 26-64 years and 32% are aged 65 years plus and 3% of registered carers have unknown ages.

The 2011 Census also identified there were 3,499 children and young people across East Lancashire aged under 25 years that provided levels of unpaid care, of which, a huge proportion are estimated to relate to children and young people under the age of 18.

Of the identified young carers, 924 (26%) were aged 0-15 years and 2,575 (74%) aged 16-24 years. Of these, 72% were identified as undertaking between 1-19 hours of caring per week, 16% were undertaking between 20-49 hours of caring per week and 12% were undertaking over 50 hours of caring per week. The census demonstrated that those providing 50+ hours of care per week were 5 times more likely to report their general health as 'not good'.

In 2022, research published by Carers UK in the State of Caring 2022 report suggested:

- There is an estimated 10.6 million carers in the UK – 1 in 5 of adults are providing unpaid care
- Carers support was valued at £530 million per day during the pandemic or £193 billion for the full year
- 25% of carers said they were cutting back on essentials such as food or heating
- 77% of carers said that the rising cost of living is one of the main challenges they will face over the coming year
- 63% of carers were extremely worried about managing their monthly costs
- 30% - Almost 1/3 of carers said their mental health was bad or very bad
- 5% of carers worry about continuing to juggle work and care
- Over half of carers (52%) said that they need more financial support. 84% of carers in receipt of Carer's Allowance said that an increase in the value of carers' benefits would be one of the main financial changes that would make a difference to them.
- 41% of carers haven't taken a break in the last year. Of those, 26% of carers haven't tried to take a break because they felt it was too difficult.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2023

Carers Link Lancashire is a specialist carers charity who understand the needs and demands placed on carers along with the negative impacts their roles can have on them. Carers roles often affect their mental and physical health and wellbeing, financial stability, employment and career choices alongside the ability to access leisure opportunities with heightened feelings of loneliness through social isolation. Carers take on numerous responsibilities including day to day tasks, personal & medical care, transporting loved ones to health appointments and offering emotional support and advice to the person they are caring for. This demanding role often results in the carer's life being thrown into turmoil, with their own mental and emotional health and wellbeing suffering and deteriorating in the process.

In order to meet the existing and emerging needs facing carers, the charity provides a personalised, tailored and holistic service to support a wide range of unpaid carers enabling them to fulfil their roles whilst supporting them to alleviate impact and preventing them from reaching crisis point. Carers often do not recognise their role and see it as their duty and responsibility, therefore, the charity supports carers to recognise their role, providing them with person centred support and guidance on their rights as a carer.

All charitable work undertaken ensures that:

- Carers feel valued as individuals and are recognised for their contribution to society
- Carers are able to lead happy, fulfilling lives with access to good quality person centred support and services
- Carers overall physical and mental health and wellbeing are improved
- Carers are able to continue with their caring role preventing them from reaching crisis point

Public benefit statement

The charity's Trustees have complied with their duty to have due regard to the guidance on public benefit published by the commission in exercising their powers or duties during this period.

Strategic report

Achievements and performance

The charity's main activities, support and beneficiaries are described below.

All charitable activities focus on supporting unpaid carers and are undertaken in order to further Carers Link Lancashire's charitable purposes for the public benefit.

During the year, Carers Link Lancashire has strived to offer high quality support and services to its beneficiaries

Adult Carers

Throughout the year, the charity continued to work successfully alongside ncompass towards a brighter future in successfully delivering the Lancashire Carers Service. This service works across the county providing support, guidance and information to adult carers with n-compass delivering support in North and Central Lancashire and our charity delivering support in East Lancashire. The service supports people in their caring role, undertaking statutory carers assessments and supporting their emotional health and wellbeing.

During the year, the partnership again jointly tendered for procurement of this contract and were successful. This sees the partnership delivering the statutory Lancashire carers service for a further 4 years until 2026.

Carers Link Lancashire provides a wide range of high quality, person centred support and services to unpaid adult carers living in East Lancashire across the Boroughs of Burnley, Pendle, Rossendale, Hyndburn and the Ribble Valley.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2023

Achievements and performance (Continued)

Identifying carers, particularly hidden carers, is a prime objective for Carers Link Lancashire. Throughout the year, 2,000 new carers have been identified and registered with the service. We have seen an increase in the numbers of newly identified carers compared to 21/22 by +3.5%

Throughout the year, a further 3,336 existing registered carers also requested further support and services from the charity.

All registered carers receive regular information, support and services to assist them within their caring roles and during the year we have provided 5,655 one-to-one sessions with carers.

The charity provides a wide range of provision and services to support adult carers within their roles including:

- An accessible and inclusive community facility on Blackburn Road in Accrington offering an information and support hub, community café, garden and charity shop
- Partner of Carers Lancashire – delivering aligned statutory services & support for carers across Lancashire
- Identification of all carers and hidden carers
- Undertaking Statutory Carers Assessments and commissioning personal budgets in line with the Care Act- looking at all the needs of the carer and those they care for to ensure we can help them access everything they need to help them provide better care and support their own health and wellbeing
- Making outgoing referrals and recommendations to Social Care for commissioned respite
- 1-2-1 support, both face to face in the community or home, via zoom, skype, over the telephone, emails
- Respite opportunities including trips, events, activities and complementary therapies to enable regular short breaks, respite from their caring roles, stress relief and improved health and well-being
- Free counselling services with volunteer counsellors
- Peace of Mind for Carers Plan, a contingency plan, enabling free replacement care should they be unable to continue their caring role due to emergency
- Befriending Service, a matched volunteer providing free respite opportunities in the persons home
- Free complimentary and holistic therapies such as reiki, massage & reflexology
- Free Max Cards allowing parent carers free or discounted access to major and local attractions
- Free Go2 Leisure cards where we have all health and well-being providers including local leisure centre providing free and discounted local facilities
- Peer support groups and forums
- Free welfare and benefits support including form filling to ensure carers have access to the benefits they are entitled to
- Delivery of free carers awareness training to groups and professionals to raise awareness of carers needs
- Delivery of free understanding dementia courses
- Carers caravans in the Lake District and Blackpool offering respite opportunities and holidays
- 24/7 Volunteer Led Peer Support Helpline

As of 31st March 2023 Carers Link Lancashire has:

- 11664 registered adult carers
- 13 % of registered carers are BME
- 15% of registered carers are caring for someone with dementia (an increase of +1% since 2021/22)
- 14.5% of registered carers are caring for someone with a Mental Health condition
- 2% of carers are caring for more than one person.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2023

PRIMARY CONDITIONS:

- 13 % of registered carers are caring for someone with dementia
- 34 % of registered carers are caring for an older person
- 18 % of registered carers are caring for a person with PDSI
- 12 % of registered carers are caring for someone with a mental health condition
- 9% of registered carers are caring for a learning disability
- 0.5 % of registered carers are caring for someone with substance misuse
- 12 % of registered carers are caring for a disabled child
- 1.5% of conditions are unknown

AREA:

- 26% of registered carers are from Burnley
- 24% of registered carers are from Pendle
- 15% of registered carers are from Rossendale
- 23% of registered carers Hyndburn
- 10% of registered carers are from Ribble Valley
- 2% of registered carers are from another area but are caring for someone in the local authority area

Young Carers

In addition to the work with adult carers, throughout the year, the organisation has also undertaken young carers support across Hyndburn and Ribble Valley. The young carers project is funded by BBC Children in Need and the Eric Wright Charitable Trust to work directly with young carers aged 0-18 years from across Hyndburn and the Ribble Valley to improve their health and wellbeing.

The charity's young carers services provide holistic, person centred and whole family approaches to services and support to meet individual needs support includes:

- Initial assessments to identify need alongside realistic and achievable action plans
- Intensive 1-2-1 support to meet need alongside regularly reviewing progress
- Monthly face to face and virtual targeted group sessions based and age appropriate which provide young carers with a safe environment to take a break from their caring role, develop new friendships and receive peer support from those in similar situations
- Targeted groups and activities that promote self-confidence and wellbeing, both emotional, mental and physical health
- Provide support across education, employment and training ensuring young carers are able to make informed choices about their caring role and education, employment or training opportunities
- Targeted work with schools and colleges to enable identification and support for young carers

Throughout the year, the service has continued to successfully meet objectives and provide young carers with holistic and individual support and services to improve their immediate and long-term outcomes including transition into adulthood, health and wellbeing, participation/achievement in education, employment and training and engagement in positive social and recreational activities.

Throughout the year, the young carers projects have successfully worked with 154 young carers and have provided some of the following:

- Provided 36 targeted group sessions for groups of young carers
- Undertaken 267 1-2-1's with young carers (+3.5% more than in 2021/22)
- Provided 31 free trips and activities
- Provided 175 free respite opportunities
- Worked with 52 local schools in East Lancashire

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2023

As of the 31st March 2023 the young carers team were supporting 154 registered young carers from Hyndburn & Ribble Valley. as follows:

Age:

- 0% are aged 6 years
- 4% are aged 7 years
- 6.5% are aged 8 years
- 9% are aged 9 years
- 11% are aged 10 years
- 52.5% are aged 11-15 years
- 17% are aged 16-18 years

Caring for:

- 53% Mum
- 14% Dad
- 21% Brother
- 9% Sister
- 3% Another relative

cared for conditions:

- 24% are caring for a Disabled Child/Sibling
- 4.5% are caring for someone with a Learning Disability
- 30% are caring for someone with a Mental Health problem
- 0.5% are caring for an older person (65 yrs +)
- 38% are caring for someone with PD/SI
- 0% are caring for someone with substance misuse
- 0% are caring for someone with dementia
- 3% of conditions are unknown/not disclosed

All young carers who are registered with the service are provided with information, support and services which are tailored to meet their individual needs. This includes:

- One to one support to identify and address specific needs
- Developing an action plan to address specific issues such as problems at school, low levels of self confidence and self-esteem and isolation. This action plan is then regularly reviewed to ensure their needs are being met
- Targeted group sessions to build friendships and peer support, reduce isolation, improve self-confidence and self-esteem and provide support during transitional periods
- Opportunities to access respite and a break from their caring role through engagement in positive activities aimed specifically at improving their health and wellbeing
- Empowering young carers to make long lasting lifestyle changes and develop aspirations for the future
- Enabling young carers to have a normal childhood outside of their caring role
- Assisting young carers to make their caring role more manageable
- Building resilience
- Equipping young carers with self-help methods, coping mechanisms and techniques

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2023

Volunteers

As of 31st March 2023, Carers Link Lancashire has 84 active volunteers who are assisting in supporting in the direct delivery of services. Throughout the year, 146 registered volunteers have provided the organisation with a total of 5,351 volunteering hours. Volunteers have continued to support the charity and its beneficiaries through roles including supporting at events, groups and activities, community café, shop & garden, driving, young carers, administration, counselling and complementary therapies.

If the volunteering hours offered by volunteers during the year was quantified into a paid salary at national minimum wage, this would work out as £52,292.52 in volunteering time.

Carers Assessments

Due to the Care Act 2014, carers are now recognised in their own right and are entitled to have their own needs assessed, identified and met through a carer's assessment. From this assessment, a personal budget can also be commissioned. The organisation has taken on this statutory duty from the Local Authority, undertaking carers assessments and commissioning a personal budget directly from them.

Throughout the year, the charity has undertaken a total of 4,850 statutory Carers Assessments and Reviews. From these assessments, 35% of carers have been commissioned a monetary personal budget of between £200-£300 to meet their unmet needs, whilst 62% of carers were able to have their needs met universally through the charity's services and support. Throughout the year, the charity has commissioned £497,888.02 in personal budgets to carers in East Lancashire

Peace of Mind for Carers

During the year, the charity has undertaken 780 New POM4C plans (Peace of Mind for Carers) This contingency plan still remains an invaluable service for carers. Carers often describe this plan as their 'lifeline' should they unexpectedly be unable to continue with their caring role. The plan prevents carers from worrying about who will look after the people they care for in the event of something unexpectedly happening to them. This constant worry carries a high risk of affecting their emotional health and wellbeing, causing stress, preventing them from having a life of their own alongside their caring role.

The POM4C service is free and can be activated 365 days a year, 24 hours a day. Family members or friends can be contacted in the event of an emergency, or free replacement care can be provided by a domiciliary care provider in the cared for persons own home for up to 72 hours. This service can also prevent strain on the health and social care system, preventing those who are reaching crisis point from accessing accident and emergency services and social care providers.

Over the past 12 months, there have been issues with replacement care being provided as this is part of the crisis service through Lancashire County Council and has often reached maximum capacity. Therefore, LCC are continuing to review and consult with carers and commissioners about the future of this service.

Carer Awareness Training (CAT)

Throughout the year, the charity has delivered 55 CAT sessions to a range of audiences with 684 professionals receiving the training. This service enables professionals to become 'Carer Champions' for their teams.

On average approx. 12 professionals attended each Carers Awareness Training Session.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2023

Welfare and Benefits Support

The charity has continued to provide welfare and benefits support to carers offering appointments remotely and face to face. Throughout the year, the charity has secured £454,091.16 in unclaimed benefits for carers in East Lancashire, a massive increase of +11% compared to the previous year.

Managing Risk

The charity has comprehensive risk management policies and procedures in place including a Risk Policy, Risk Register and monthly Risk Maps that highlight any potential or uncertain risks that may face the charity, its resource, services and beneficiaries.

The Risk Register is reviewed annually and focuses on all areas of the charity including Governance, Operational, Finance & Resources, External and Compliance with a thorough risk analysis of each of the areas.

The charity has three sub-groups which report directly into the Board covering Finance and Resources, Governance and Risk and Remuneration. At every Governance and Risk meeting, a live risk map is produced referencing any potential areas of risk along with suggestions to mitigate risk. This is scrutinised by the sub group members before providing a thorough report at the board meetings. The charity also has a Business Continuity Plan in place. The charity's Trustees have given consideration to the major risks to which the organisation is exposed and satisfied themselves that systems and procedures are established in order to provide the necessary assurances that risk is being effectively managed.

The Trustees always have going concern around the majority of charitable income being derived from government grants in respect of the statutory adult contract, however, throughout the year the charity have been successful in procuring this contract in partnership with Ncompass for a further 4 years until 2026.

Financial review

Over the financial year, the charity's main source of income has been the adult carers services/Lancashire Carers Service commissioned through Lancashire County Council. For the year, this makes up 83.3% of income, an increase of +5.8% compared to funding in 2021/22.

The charity has also continued to benefit by owning its own headquarters which have significantly reduced running costs, with security of ownership. Further benefits have also been seen through the charity's community facility. All floors of the headquarters are self-contained and independent supporting longer-term sustainability should income drop with each area being able to be sub-let.

The charity has still continued to move forward with business objectives and during the year the charity have renovated the charity's second property in Colne which will house a further charity shop and information and support hub in late 2023.

During the year, the charity have also taken on a 3 year lease at a property in Haslingden, which towards the end of the financial year, opened its doors with a second charity shop and information and support hub. These new trading facilities will strengthen diversification of income and sustainability, lessening the charity's dependence on the Lancashire County Council contract. This trading sits alongside the continuing task of seeking new and securing existing ongoing sources of funding, as well as monitoring the budgets associated with our current projects.

During the financial year, the total income received has been £969,570 (£965,055 21/22) an increase of 0.47% compared to 2021/22.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2023

In addition to the Lancashire County Council income, a substantial amount of financial support was received from BBC Children in Need and The Eric Wright Trust in respect of young carers services.

Additional smaller financial contributions for revenue and capital have also been received and greatly appreciated from Ribble Valley Borough Council, Screwfix, and Eric Wright. As always, the charity are extremely grateful to all their funders for their support and for making it possible for Carers Link Lancashire to provide a service to carers in East Lancashire.

As laid out in the Charity's Investment Policy, Carers Link Lancashire seeks to produce the best financial return within an acceptable level of risk, on the financial investments it makes. Financial risk is managed by ensuring sufficient liquidity is available to meet foreseeable needs. As the majority of the company's debtors are public sector bodies, the level of credit risk is low. The Trustees review the Investment Policy annually, and where appropriate receive advice from a suitably qualified, independent financial company, as well as reviewing attitude to risk on an annual basis. At present, funds are being placed with several financial institutions in order to mitigate against possible bank collapses, and advice is sought from our investment advisor when required to minimise the risks of our portfolio.

The Trustees always have going concerns around the charities longer term sustainability, with the main sources of income from Lancashire County Council. However, as mentioned earlier, this contract has been secured for a further 4 years until 2026.

Reserves Policy

As of the 31 March 2023, the total charity funds stand at £947,063 (£851,643 2022) of which, £526,314 is invested in fixed assets and £Nil is restricted.

The total charity funds also comprise of fixed assets including the value of both owned properties in Accrington and Colne. Therefore, even though this is included in the total amount of total charity funds, it does not represent readily available free monetary reserves.

The Trustees have reviewed the funds available to the organisation and £78,952 has been designated for the following:

- £40,000 Property Repair & Unexpected Maintenance
- £23,952 Redundancy costs
- £15,000 Building security at Blackburn Road

After designation and the 2 properties £341,797 is free reserves and represents 3.7 months of budgeted recurrent expenditure (3.9 months 2021/22) The policy for free reserves is that Carers Link Lancashire will maintain free reserves not being less than three months expenditure. Therefore, the charity is meeting its reserves policy adequately. The main source of income for the organisation still remains to be generated from Lancashire County Council who continue to make payments in arrears. Therefore, charitable reserves are essential to maintain adequate cash flow levels.

In the event that all or any funding is lost the reserves will enable Carers Link Lancashire to maintain a service to carers whilst researching and sourcing other funding. To this end, the Trustees deem it prudent to designate funds from the reserves to cover the potential resulting redundancies and to secure services for carers.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2023

Plans for future periods

Throughout the year, our charity has worked hard to achieve business objectives as outlined in the organisations Strategy and Operational Plan 2021-2024, which include expanding our ability to provide accessible services, identifying and supporting all carers in East Lancashire and ensuring the charity is more sustainable in the longer term.

Our charity is continuing to strive to increase diversified income streams through charitable trading including opening a further 3rd retail / support facility in Colne in late 2023. All 3 outlets will also house information and support hubs to enable awareness raising of carers and services and support that is available to them in their communities.

Further future plans include ensuring we have established a charity shop / information and support hub in all 5 of the boroughs that the charity covers. Therefore, once Colne is fully functioning, further research and development work will be undertaken to establish another shop in the Ribble Valley and Burnley areas.

The Trustees see the future direction of the charity as developing further meaningful services that meet the needs of carers. Carers Link Lancashire continues to be a proactive, learning organisation, with all of its activities being carefully planned, risk assessed and evaluated.

Structure, governance, and management

Organisation

The organisation is a charitable company limited by guarantee, number 08584591, incorporated on 25th June 2013. It was adopted as a charity on 19th March 2014.

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

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

The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

All Trustees give their time voluntarily and receive no benefits from the charity.

Management

Day to day management of the charity including responsibility for the provision of services, staff management and development is delegated to the Chief Executive Officer (CEO) Rebecca Hodgson. Any proposal the CEO would like to make relating to areas beyond delegated power, is made formally in a proposal document, which firstly, where practically possible is submitted to the relevant Sub Group for scrutiny before submissions and presentation to all board members.

The CEO undergoes regular supervision and support sessions with the Chair of Trustees and provides comprehensive and up to date information and advice to all Trustees. Remuneration of Key Management Personnel is set based on benchmarks for similar roles and is overseen by the Remuneration Group. Staff salaries are reviewed annually by the board of trustees at the Remuneration Group meeting.

Carers Link Lancashire is a Network Partner of Carers Trust. This affiliation enables staff and Trustees access to a variety of training and development courses/conferences organised by the Trust. These courses/conferences are usually provided free of charge although the cost of travel to the venues is borne by Carers Link Lancashire or individual Trustees.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2023

This partnership also enables up to date information and research into carers alongside regional support from the regional manager and regional network partners.

Related Parties and Relationships with Other Organisations

There are no related parties.

Carers Link Lancashire has a formal consortium agreement with ncompass, a brighter future for the purposes of tendering for and delivering The Lancashire Carers Service. This partnership is purely for the purposes of which is described with Carers Link Lancashire delivering in East Lancashire and ncompass delivering in North and Central Lancashire.

Recruitment and Appointment of Trustees

Trustees are recruited through advertisements in the organisations quarterly magazine and e-bulletins alongside individual contacts by other Board Members or members of staff.

Prospective Trustees are invited to a preliminary meeting with the CEO for discussion about the roles and responsibilities of Trustees and general information about Carers Link Lancashire.

A Trustee appointment is subject to the completion of the DBS process and two satisfactory references. Potential Trustees are then invited to meet existing Trustees at a board meeting to give a presentation about themselves and their skills, and if agreed by all Trustees, they will be co-opted on to the board with their nomination as a Trustee being put to the Annual General Meeting (AGM) for formal appointment.

The organisation has a Trustee skills matrix in place that is regularly updated and identifies the strengths and weaknesses of the Board.

The weaker areas are then addressed through the Trustee recruitment processes. A full and thorough recruitment application process is in place with an information pack for interested persons and a comprehensive Trustee Handbook is provided for all Trustees.

Induction and Training of Trustees

All Trustees undertake a thorough induction process with the CEO and then also the Chair of Trustees as and when required. As part of this, they are required to sign a code of conduct and confidentiality policy, declare their eligibility to be a Trustee alongside completing a declaration of interest's form which is reviewed annually.

Further training is provided, both in-house and externally, using a variety of methods including online and face to face training. Topics covered include all aspects of information governance, safeguarding children and vulnerable adults and equality and diversity. Updates on governance matters are distributed regularly to Trustees to ensure their knowledge remains relevant and up to date

Funds held as Custodian Trustee on behalf of others

No funds were held as custodian Trustee on behalf of any others.

Statement of Responsibilities of the Trustees

The trustees (who are also directors of Carers Link Lancashire for the purposes of Company Law) are responsible for preparing the Trustee's Annual Report (including the strategic report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company Law requires the trustees to prepare financial statements

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2023

for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP FRS 102
- Make judgments and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

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

In so far as the trustees are aware:

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

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

On behalf of the board

Signature:



Carol Pollard - Chair of the Board of Trustees

Date: 27/10/2023.....

Independent Auditor's Report to the Members

For the year ended 31 March 2023

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

Independent Auditor's Report to the Members

For the year ended 31 March 2023

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the strategic report and the directors' report) 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 have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, set out on page 17, 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.

Independent Auditor's Report to the Members

For the year ended 31 March 2023

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

- Obtaining an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on those laws and regulations that have had a direct effect on the financial statements. The key laws and regulations we considered in this context include Charities Act and safeguarding regulations. In addition, we consider compliance with employee legislation, as fundamental to the Charity's operations;
- Discussions with management, including consideration of known or suspected instances of non compliance with laws and regulations and fraud;
- Enquiry of management and those charged with governance around actual and potential litigation and claims;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias;
- Reviewing minutes of meetings of those charged with governance; and
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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

A further description of our responsibilities 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.

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.

Nicola Mason (Senior Statutory Auditor)
for and on behalf of MHA Moore and Smalley
Chartered Accountants
Statutory Auditor
Richard House
9 Winckley Square
Preston
PR1 3HP

Nicola Mason

31/10/2023

Carers Link Lancashire

Statement of Financial Activities (Incorporating Income and Expenditure Account)

For the year ended 31 March 2023

	Note	Unrestricted Funds	Restricted Funds	Total 2023 £	Total 2022 £
Income from					
Donations and legacies	3	38,459	-	38,459	36,898
Charitable activities:					
Carers support and services	4	807,290	86,080	893,370	888,255
Other trading activities	5	34,398	-	34,398	33,308
Investments	6	2,071	-	2,071	180
Other income	7	1,272	-	1,272	6,416
Total Income		883,490	86,080	969,570	965,055
Expenditure on					
Raising funds	8	98,979	-	98,979	75,855
Charitable activities					
Carers support and services	9	740,073	53,419	793,492	776,607
Other expenses – governance and support costs	10	(24,482)	6,161	(18,321)	13,310
Total Expenditure		814,570	59,580	874,150	865,772
Net income / (expenditure) before net gains / (losses) in investments					
Realised gains / (losses) on investments		68,920	26,500	95,420	99,284
		-	-	-	-
Net income / (expenditure) for the year	11	68,920	26,500	95,420	99,284
Transfer between funds		26,500	(26,500)	-	-
Net movement in funds for the year		95,420	-	95,420	99,284
Reconciliation of funds					
Total funds brought forward		851,643	-	851,643	752,359
Total funds carried forward		947,063	-	947,063	851,643

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

Carers Link Lancashire

Balance Sheet

As at 31 March 2023

	Note	2023 £	£	2022 £	£
Fixed Assets					
Tangible assets	16		526,344		469,637
Total fixed assets			526,344		469,637
Current Assets					
Debtors	17	28,793		47,459	
Current asset investments	18	-		81,420	
Cash at bank and in hand		451,444		333,552	
Total current assets		480,237		462,431	
Liabilities					
Creditors amounts falling due in less than one year	19	(59,518)		(80,425)	
Net current assets			420,719		382,006
Net Assets			947,063		851,643
The funds of the charity					
Restricted income funds	20	-		-	
Unrestricted income funds	21		947,063		851,643
Total charity funds			947,063		851,643

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

The Notes on pages 24 to 41 form part of these accounts

Approved by the Trustees on 27/10/2023 and signed on their behalf by:

Carol Pollard (Chair)

Jeff Leahy (Treasurer)

Company number 08584591

Carers Link Lancashire

Statement of Cash Flows

For the year ended 31 March 2023

	Note	2023	2022
		£	£
Cash provided by / (used in) operating activities	24	118,395	215,988
<hr/>			
Cash flows from investing activities:			
Dividends, interest, and rents from investments		2,071	180
Purchase of tangible fixed assets		(83,994)	(164,983)
<hr/>			
Cash provided by/ (used in) investing activities		(81,923)	(164,803)
<hr/>			
Increase/(decrease) in cash and cash equivalents in the year		36,472	51,184
Cash and cash equivalents at the beginning of the year		414,972	363,788
<hr/>			
Cash and cash equivalents at the end of the year		451,444	414,972
<hr/>			

Notes to the financial Statements

Year ended 31 March 2023

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective October 2019) - (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

Preparation of the accounts on a going concern basis

The trustees are required to assess whether the use of going concern is appropriate, i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charitable company to continue as a going concern. The Trustees make this assessment in respect of a period of at least one year from the date of authorisation of the accounts. The recent measures taken by the Government to combat the spread of the corona virus resulted in the closure of the café and shop but has not impacted significantly on other services. In the year ending 31 March 2023, income from the shop may be significantly lower than anticipated. At the date of approving these accounts the trustees have a reasonable expectation that the charity will be able to manage the situation and that it has sufficient cash resources to enable it to meet its liabilities as they fall due for at least 12 months from the date of approval. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

There are no key judgments which the Trustees have made which have a significant effect on the accounts.

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

Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

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

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the Trustees' annual report for more information about their contribution.

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

Interest receivable

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

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the Trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Expenditure and irrecoverable VAT

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

- Costs of raising funds comprise the costs of administration in connection with fundraising and the running costs for the caravans.
- Expenditure on charitable activities includes the direct costs of the charity's activities and the associated support costs.
- Other expenditure represents those items not falling into any other heading.

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

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 9.

Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight-line basis over the term of the lease.

Tangible fixed assets

Individual fixed assets costing £1000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight-line basis as follows:

Land and Buildings	4% of cost per annum
Fixtures & fittings	25% of cost per annum
Office furniture & equipment	25% of cost per annum
Computer equipment	33% reducing balance with the remaining balance written off in the third year
Caravan	33.3% of cost per annum

Debtors

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

Current asset investments

Current asset investments include cash investments with a maturity of greater than three months from the date of acquisition or opening of the deposit or similar account and those accounts intended to be held for the longer term.

Cash at bank and in hand

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

Creditors and provisions

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

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 11. There were outstanding contributions of £4,013 at the year end. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 9.

Notes to the financial Statements

Year ended 31 March 2023

The money purchase plan is managed by SMART Pensions and the plan invests the contributions made by the employee and employer in an investment fund to build up over the term of the plan a pension fund which is then converted into a pension upon the employee's normal retirement year age when eligible for a state pension. The risk profile of the fund reduces as the employee gets closer to retirement. The total expense ratio of the plan is 1.25% and this is deducted from the investment fund annually. The trust has no liability beyond making its contributions and paying across the deductions for the employee's contributions.

Critical accounting estimates and areas of judgement

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will be, by definition, seldom be equal to the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are discussed below.

Useful economic life of fixed assets - See accounting policy.

There are no critical areas of judgement.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

3 Income from donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Donations	33,398	-	33,398	25,144
Ribble Valley	1,500	-	1,500	1,500
Eric Wright Charitable Trust	2,000	-	2,000	4,568
Miscellaneous	1,562	-	1,562	5,686
	<hr/>	<hr/>	<hr/>	<hr/>
Total	38,459	-	38,459	36,898
	<hr/>	<hr/>	<hr/>	<hr/>
Total by fund 31 March 2023	38,459	-	38,459	36,898
	<hr/>	<hr/>	<hr/>	<hr/>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2023

4 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	807,290	-	807,290	757,105
Adult Carers				
Carers Trust	-	-	-	12,616
Eric Wright Charitable Trust	-	-	-	15,000
Small Groups	-	-	-	3,472
	-	-	-	31,088
Young Carers				
BBC Children in Need	-	32,660	36,660	37,067
Eric Wright Charitable Trust for YC	-	22,250	22,250	-
Children In Need youth Investment Grant	-	-	-	57,468
Small Grants – Youth Carers	-	4,670	4,670	-
	-	59,580	59,580	94,535
Building, Charity Hub and Garden				
Triangle Trust 1949 Fund	-	-	-	5,525
Capital grants	-	26,500	26,500	-
Total	-	26,500	26,500	5,525
Total by fund 31 March 2023	807,290	86,080	893,370	888,255

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2023

4 Income from charitable activities (Continued)

Prior year

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	757,105	-	757,105	740,520
Adult Carers				
Henry Smith	-	-	-	-
Carers Trust	-	12,616	12,616	10,674
Eric Wright Charitable Trust	-	15,000	15,000	7,805
Small Groups	3,472	-	3,472	-
Tesco	-	-	-	500
	<u>3,472</u>	<u>27,616</u>	<u>31,088</u>	<u>18,979</u>
Young Carers				
BBC Children in Need	-	37,067	37,067	45,577
Eric Wright Charitable Trust for YC				
Preston	-	-	-	20,000
Children In Need Youth Investment Grant	-	57,468	57,468	-
	<u>-</u>	<u>94,535</u>	<u>94,535</u>	<u>65,577</u>
Building, Charity Hub, and Garden				
Triangle Trust 1949 Fund	5,525	-	5,525	12,724
Lancashire Environmental Fund	-	-	-	-
Hyndburn Borough Council	-	-	-	57,360
Total	<u>5,525</u>	<u>-</u>	<u>5,525</u>	<u>70,084</u>
Total by fund 31 March 2022	<u><u>766,103</u></u>	<u><u>122,151</u></u>	<u><u>888,255</u></u>	<u><u>895,160</u></u>

Notes to the financial Statements

Year ended 31 March 2023

5 Income from other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Café and retail income	34,398	-	34,398	33,308
Total	34,398	-	34,398	33,308

All income from other trading activities in the current and prior year is unrestricted.

6 Investment income

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Income from bank deposits	2,071	-	2,071	180
Total	2,071	-	2,071	180

All investment income in the current and prior year is unrestricted.

7 Other income

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Coronavirus Job Retention Scheme	-	-	-	2,141
Hyndburn Borough Council	-	-	-	4,275
Miscellaneous	1,272	-	1,272	
Total	1,272	-	1,272	6,416

8 Cost of raising funds

	2023 £	2022 £
Caravan costs, including depreciation	24,156	21,517
Administrative costs	10,940	2,730
Trading costs	63,883	51,608
Total	98,979	75,855

Included in cost of raising funds is restricted expenditure of £Nil (2022 £12,371) and unrestricted expenditure of £98,979 (2022 £62,714). The caravan running and depreciation costs are included as part of fundraising and donations for the use of the caravan are treated as donations.

Notes to the financial Statements

Year ended 31 March 2023

9 Analysis of expenditure of charitable activities

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2023	Total 2022
	£	£	£	£	£	£
Staff costs	581,196	-	44,928	-	626,124	614,668
Accommodation	37,725	-	1,624	-	39,349	41,186
Administrative costs	30,028	-	2,297	-	32,325	32,713
Project costs	17,711	1,360	7,604	-	26,675	35,319
Governance and support costs (see note 10)	44,480	188	6,349	-	51,016	37,082
Building and garden costs (see note 10)	17,278	-	726	-	18,004	15,639
	<u>728,418</u>	<u>1,548</u>	<u>63,527</u>	<u>-</u>	<u>793,492</u>	<u>776,607</u>
					2023	2022
					£	£
Restricted expenditure					53,419	65,964
Unrestricted expenditure					740,073	710,643
					<u>793,492</u>	<u>776,607</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2023

9 Analysis of expenditure of charitable activities

Prior year

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2022	Total 2021
	£	£	£	£	£	£
Staff costs	570,629	13,564	27,017	3,458	614,668	624,504
Accommodation	40,561	-	600	25	41,186	34,042
Administrative costs	30,544	211	1,870	88	32,713	36,249
Project costs	18,630	10,899	5,790	-	35,319	25,396
Governance and support costs (see note 10)	30,604	3,258	3,220	-	37,082	37,315
Building and garden costs (see note 10)	15,576	-	63	-	15,639	15,696
	706,544	27,932	38,560	3,571	776,607	773,202
					2022	2021
					£	£
Restricted expenditure					65,964	92,768
Unrestricted expenditure					710,643	680,434
					776,607	773,202

Notes to the financial Statements

Year ended 31 March 2023

10 Analysis of governance and support costs

	Basis of apportionment	Support £	Governance £	Total 2022 £	Total 2021 £
Staff costs	% of income	22,630	-	22,630	32,899
Accommodation	% of income	1,620	-	1,620	2,002
Administrative costs	% of income	4,258	-	4,258	3,889
Project costs	% of income	6,885	-	6,885	9,641
Building and garden costs	Actual costs	2,632	-	2,632	5,867
Depreciation	% of income	26,879	-	26,879	23,258
Audit fees	Governance	-	11,927	11,927	9,120
Legal and professional	Governance	-	-	-	4,341
Other governance	Governance	-	459	459	163
		64,904	12,386	77,290	86,839
Governance and Support Costs recharged to Charitable Activities and fundraising		(60,269)	-	(60,269)	(39,670)
Building and accommodation costs recharged		(35,342)	-	(35,342)	(33,850)
		(30,707)	12,386	(18,321)	13,319

Included in support costs is £6,161 of restricted expenditure (2022 £4,608) and (£24,482) of unrestricted expenditure (2022 £8,701).

Prior year

	Basis of apportionment	Support £	Governance £	Total 2022 £	Total 2021 £
Staff costs	% of income	32,899	-	32,399	25,481
Accommodation	% of income	2,002	-	2,002	3,965
Administrative costs	% of income	3,889	-	3,889	3,332
Project costs	% of income	9,641	-	9,641	1,246
Building and garden costs	Actual costs	3,389	2,469	5,867	62,326
Depreciation	% of income	23,258	-	23,258	21,806
Audit fees	Governance	-	9,120	9,120	9,000
Legal and professional	Governance	-	-	-	4,341
Other governance	Governance	-	163	163	84
		75,077	11,752	86,829	131,581
Governance and Support Costs recharged to Charitable Activities and fundraising		(39,670)	-	(39,670)	(41,685)
Building and accommodation costs recharged		(33,850)	-	(33,850)	(33,533)
		1,558	11,752	13,310	56,363

Notes to the financial Statements

Year ended 31 March 2023

11 Net income / (expenditure) for the year

	2023	2022
	£	£
This is stated after charging/(crediting):		
Depreciation	26,879	23,258
Operating lease rentals		
Other	2,104	1,948
Auditor's remuneration - audit fees	11,927	9,120
	<hr/>	<hr/>
	40,910	34,326
	<hr/>	<hr/>

12 Staff costs

	2023	2022
	£	£
Wages and salaries	590,818	581,585
Social security costs	45,643	42,831
Pension costs	32,964	33,221
Staff travel, recruitment & other	12,708	17,657
	<hr/>	<hr/>
	682,133	675,294
	<hr/>	<hr/>

No employee had employee benefits in excess of £60,000 (2022: £60,000)

The average number of full-time equivalent staff employed during the period was 31 (2022: 33).

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer and the Deputy Chief Executive. The total employee benefits of the key management personnel of the charity were £89,142 (2022: £83,974).

13 Trustee remuneration and expenses, and related party transactions

Neither the Trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2022: £Nil).

Trustees received travel and subsistence expenses during the year of £nil (2022: £Nil).

Aggregate donations from related parties were £Nil (2022: £Nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2022: £Nil).

Notes to the financial Statements

Year ended 31 March 2023

14 Government grants

The government grants recognised in the accounts were as follows:

	2023	2022
	£	£
Lancashire County Council/ ELCCG	807,290	757,105
	807,290	757,105

There were no unfulfilled conditions and contingencies attaching to the grants.

15 Corporation Tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

16 Fixed assets: tangible assets

	Freehold Building	Building Improvements	Computer equipment	Caravan and motor vehicles	Fixtures and fittings	Total
	£	£	£	£		£
Cost						
At 1 April 2022	265,000	191,790	43,385	69,551	6,330	576,056
Additions	-	68,946	15,048	-	-	83,994
Disposals	-	-	-	(18,323)	-	(18,323)
At 31 March 2023	265,000	260,736	58,433	51,228	6,330	641,727
Depreciation						
At 1 April 2022	25,600	25,196	35,060	18,323	2,240	106,419
Charge for the year	10,600	8,106	6,395	-	2,187	27,288
Disposals	-	-	-	(18,323)	-	(18,323)
At 31 March 2023	36,200	33,302	41,445	-	4,426	115,383
Net book value						
At 31 March 2023	228,800	227,434	16,978	51,228	1,904	526,344
At 31 March 2022	239,400	166,594	8,325	51,228	4,090	469,637

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2023

17 Debtors

	2023	2022
	£	£
Grants receivable	1,971	21,124
Prepayments and accrued income	26,822	26,335
	28,793	47,459

18 Current asset investments

	2023	2022
	£	£
Cash equivalents on deposit: Scottish Widows	-	81,420
	-	81,420

19 Creditors: amounts falling due within one year

	2023	2022
	£	£
Creditors	15,181	8,022
Other creditors and accruals	22,030	25,416
Deferred income	22,307	46,987
	59,518	80,425

Deferred income relates to income received in advance for future charitable activities. Deferred income as at 31 March 2022 of £46,987 has been released during the year.

20 Analysis of movements in restricted funds

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
Young Carers					
BBC Children in Need	-	32,660	(32,660)	-	-
Young Carers Preston	-	4,670	(4,670)	-	-
Eric Wright Charitable Trust	-	22,250	(22,250)	-	-
	-	59,580	(59,580)	-	-
Building, Garden and Charity Hub					
Capital grants	-	26,500	-	(26,500)	-
	-	26,500	-	(26,500)	-
	-	86,080	(59,580)	(26,500)	-

Analysis of movements in restricted funds (continued)

Prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Adult Carers					
Carers Trust	1,948	12,616	(12,872)	(1,692)	-
Eric Wright Charitable Trust	-	15,000	(15,603)	603	-
	<u>1,948</u>	<u>27,616</u>	<u>(28,475)</u>	<u>(1,089)</u>	<u>-</u>
Young Carers					
BBC Children in Need	1,657	37,067	(37,817)	(907)	-
Children In Need Youth Investment Grant	-	57,468	-	(57,468)	-
	<u>1,657</u>	<u>94,535</u>	<u>(37,817)</u>	<u>(58,375)</u>	<u>-</u>
Building, Garden and Charity Hub					
Lancashire Environmental Fund	12,131	-	-	(12,131)	-
Coronavirus Job Retention Scheme	-	2,141	(2,141)	-	-
	<u>12,131</u>	<u>2,141</u>	<u>(2,141)</u>	<u>(12,131)</u>	<u>-</u>
	<u>15,736</u>	<u>124,292</u>	<u>(68,433)</u>	<u>(71,595)</u>	<u>-</u>

Analysis of movements in restricted funds (continued)

Name of	Description, nature, and purposes of the fund
Adult Carers	Funds for this service to Adult Carers are to provide local and accessible support and points of contact between carers and Lancashire County Council Social Services Directorate. To achieve this, we work to develop a clear identity for carers, develop support and information and develop knowledge to help carers in their role and to co-ordinate consultation and involvement between carers, Carers Link Lancashire, and Lancashire County Council.
Young Carers	Funds for this service for Young Carers are to provide flexible outreach support and to offer preventative support through respite activities and breaks. To achieve this, we work to provide a proactive and responsive service, reduce isolation, increase choice and access to multi agency support and facilitate the appropriate assessment of young carers and their families by statutory agencies.

21 Analysis of movement in unrestricted funds

	Balance at 1 April 2022	Income	Expenditure	Transfers	Balance at 31 March 2023
	£	£	£	£	£
General fund	823,460	883,490	(814,570)	(297,588)	594,792
Designated fund					
Potential redundancy costs	18,183	-	-	5,769	23,952
3 months operating costs	-	-	-	273,319	273,319
Renovations	10,000	-	-	30,000	40,000
Security costs	-	-	-	15,000	15,000
	851,643	883,490	(814,570)	26,500	947,063
Prior year					
	Balance at 1 April 2021	Income	Expenditure	Transfers	Balance at 31 March 2022
	£	£	£	£	£
General fund	661,625	840,763	(797,339)	118,411	823,460
Designated fund					
Potential redundancy costs	19,998	-	-	(1,815)	18,183
Anticipated loss from retail	-	-	-	-	-
Renovations	40,000	-	-	(30,000)	10,000
Blackburn Road Property	15,000	-	-	(15,000)	-
	736,623	840,763	(797,339)	71,596	851,643

Notes to the financial Statements

Year ended 31 March 2023

Name of	Description, nature, and purposes of the fund
General Fund	The free reserves after allowing for all designated funds and including the property fixed asset.
Potential redundancy costs	This fund has been designated by the Trustees to cover potential redundancies. There is a TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006) agreement being in place.
Renovations	This fund is for planned renovation to the property.
Blackburn Road Property	This fund is designated towards potential dilapidations at 54-56 Blackburn Road, Accrington.

22 Analysis of net assets between funds

	General fund	Designated funds	Restricted funds	Total 2023
	£	£	£	£
Tangible fixed assets	526,344	-	-	526,344
Net current assets/(liabilities)	68,448	352,271	-	420,719
	594,792	352,271	-	947,063
<hr/>				
	General fund	Designated funds	Restricted funds	Total 2022
	£	£	£	£
Tangible fixed assets	469,637	-	-	469,637
Net current assets/(liabilities)	353,822	28,183	-	382,005
	823,459	28,183	-	851,643
<hr/>				

Notes to the financial Statements

Year ended 31 March 2023

23 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows:

	Equipment	
	2023	2022
	£	£
Less than one year	4,010	1,948
One to five years	11,768	4,383
Over five years		
	15,778	6,331
	15,778	6,331

24 Reconciliation of net movement in funds to net cash flow from operating activities:

	2023	2022
	£	£
Net income/(expenditure) for the year	95,420	99,284
Adjustments for:		
Depreciation charge	27,288	23,252
(Gains) / losses on investments	-	-
Dividends, interest, and rents from investments	(2,071)	(180)
Decrease / (increase) in debtors	18,666	108,422
Increase / (decrease) in creditors	(20,908)	(14,790)
	118,395	215,988
Net cash provided by / (used in) operating activities	118,395	215,988

25 Capital commitments

	2023	2022
	£	£
Capital commitments	-	-
	-	-
	-	-



Carers Link Lancashire

Audit Findings Report for the year ended 31
March 2023





Contents

Executive summary	3
Key audit risks	5
Significant risks	6
Elevated risks	7
Going concern	8
Financial statements	9
Adjustments	10
Unadjusted misstatements	11
Control deficiencies and recommendations	12
Written representations	13
Communication plan	14
Confirmation of independence and objectivity	15
Appendix A: Recent and upcoming changes	16





Introduction

This Audit Findings Report (AFR) has been prepared to aid discussion with you about the significant and other matters encountered during the audit and how we have concluded on them.

Status update

Our audit work has been completed.

Audit risks

We have obtained sufficient and appropriate audit evidence to conclude on the risks identified in the Outline Audit Strategy.

Going concern

The financial statements have been prepared on the going concern basis and we believe that this is appropriate because of the level of reserves held.

Financial statements

We have reviewed your draft financial statements and the accounting policies are appropriate and have been applied consistently; the disclosures are in line with the 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. The assumptions used in your key accounting estimates are reasonable.

We do not expect to modify our audit or otherwise include either an 'emphasis of matter' or 'other matter' paragraph.

Adjustment

We have made one adjustment to the draft accounts which is shown on page 10 . Total unadjusted misstatements, as shown page 11, represent a net overstatement of surplus of £2,540

Executive summary continued



Control recommendations

There are no recommendations in respect of the current or prior year.

Written representations

In addition to standard management representations, we will be requesting the following specific written representations from you:

- You have reviewed and approved the adjusted misstatements on page 10;
- You do not believe that the unadjusted misstatements on page 11 require adjustment as they are immaterial individually and in aggregate;

Independence

We confirm that MHA Moore and Smalley and the engagement team are independent and that our integrity and objectivity are not impaired.

Key audit risks



The key audit risks we identified at the audit planning stage are illustrated below. Where these have changed during the audit process, we have reflected this below. The subsequent pages in this document detail the conclusions of our audit work in response to these risks.

Throughout the audit, we have considered our initial observations and discussions with you surrounding risk and the likelihood of misstatement at the financial statement level, as well as the magnitude/impact these may have on the financial statements. The most significant identified risks will have both a high level of likelihood (and/or complexity) and a high level of impact on the financial statements. We have highlighted these on the below risk heat map and updated as necessary since our Outline Audit Strategy initially presented to you. Our audit conclusions in response to these risks are detailed on the following pages and are categorised as significant and elevated risks. All other risks are considered normal risks and are tested in accordance with the International Standards on Auditing (ISA).



Key Audit Risks	
1	Management override of controls
2	Risk of fraud in revenue
3	Trustees report
4	Going concern
<i>All other risks are considered normal risks</i>	

Significant risks

The significant audit risks identified at the planning stage are set out below, together with the results of our testing:

	Risk	Audit work and conclusion
1	<p>Management override of controls</p> <p>Management is in a unique position to perpetrate fraud because of management's ability to manipulate accounting records and prepare fraudulent financial statements by overriding controls that otherwise appear to be operating effectively. Although the level of risk of management override of controls will vary from entity to entity, the risk is nevertheless present in all entities. Due to the unpredictable way in which such override could occur, it is a risk of material misstatement due to fraud and thus a significant risk.</p>	<ul style="list-style-type: none"> • Tested the appropriateness of journal entries recorded in the general ledger and other adjustments made in the preparation of the financial statements. • Made inquiries of individuals involved in the financial reporting process about inappropriate or unusual activity relating to the processing of journal entries and other adjustments. • Reviewed accounting estimates for bias and evaluate whether this represents a risk of material misstatement due to fraud. <p>From the audit work undertaken, we can conclude that there is no evidence of management override of controls.</p>
2	<p>Income recognition and risk of fraud in revenue</p> <p>It is a rebuttable presumption that the risk of fraud in revenue is significant. Income may not have been allocated correctly between restricted and unrestricted funds. Additionally, income may not be recognised in the correct period or in full.</p>	<ul style="list-style-type: none"> • Reviewed cashbooks, credit card statements, expense claim forms and any non-routine transactions outside the normal course of business. • Reviewed income received at the year-end to ensure it is included in the correct period and perform an analytical review of income received to highlight unexpected variances. • Agreed material grant income to the terms of the grant offer to ensure that it is recognised correctly between restricted and unrestricted income. • Selected a sample of income streams and tested to supporting documentation. <p>From the audit work undertaken, it can be concluded that income is not materially mis-stated.</p>

Elevated risks



The elevated audit risks identified at the planning stage are set out below, together with the results of our testing:

	Risk	Audit work and conclusion
4	<p>Trustees' annual report</p> <p>The Trustee' annual report may not be consistent with the accounts and all required disclosures may not be included. We are required to state in our audit report that the trustees' annual report has been prepared in accordance with applicable legal requirements, and state that we have not identified any material misstatements in the trustees' annual report</p>	<p>We have read the trustees' annual report and checked that it fulfils the requirements. We have also requested additional audit evidence to back up narrative on key elements of the trustees' annual report as applicable.</p> <p>We have obtained sufficient and appropriate audit evidence over this area.</p>

Going concern



It is not the auditor's responsibility to determine whether, or not, an entity can prepare its financial statements using the going concern basis of accounting; this is the responsibility of management. Our responsibility under ISA 570 is to obtain sufficient appropriate audit evidence about the appropriateness of management's use of the going concern basis of accounting in the preparation of the financial statements. The results and conclusions of our testing in relation to going concern are set out below:

Risk	Audit work and conclusion
<p>Going concern</p> <p>The accounts are prepared on the going concern basis when it is not appropriate to do so. New audit report requirements have led to enhanced auditor reporting in relation to going concern, where we have to set out our conclusions in a separate section of the audit report. Our audit work must include consideration of events after the year end and any factors affecting the future financial performance and position of the charity.</p>	<p>As requested, management have provided us with their own assessment of going concern and we have considered whether there are any events or conditions which could cast significant doubt over the entities' ability to continue trading as a going concern. We have reviewed the formal forecasts to March 2024 and informal expectations of results for a period of at least twelve months following approval of the accounts and considered whether the entities appear to have sufficient cash resources to meet their liabilities as they fall due.</p> <p>We have obtained sufficient and appropriate audit evidence over this area.</p>



We are required by ISAs to make certain communications you as set out below:

Aspect of financial statements	Conclusions
Accounting policies and financial statement disclosures	<p>The financial statements have been prepared in accordance with the 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. As part of our audit work, we have reviewed your draft financial statements including the accounting policies which we found to be appropriate and have been applied consistently. We wish to draw the following to your attention:-</p> <ul style="list-style-type: none">• On discussion with the CEO and finance officer, it was considered appropriate for the refurbishment costs at the Colne property to be classified as fixed assets rather than as expenses on the basis that they represent a significant improvement in the property.
Key accounting estimates	We identified no key accounting estimates.
Audit reports	There are no expected modifications to the audit reports and we do not intend to include either an 'emphasis of matter' or 'other matter' paragraph.
Other matters we are required to report to you	There are no other matters that we need to report to you.

Adjustments



This is a summary of the adjustments made to the financial statements during the course of our work:

	Balance sheet		Profit and loss account	
	Dr	Cr	Dr	Cr
Capitalisation of Colne property refurbishment	68,946	-	-	68,946
Overstated deferred income – late client adjustment	412	-	-	412
Total	69,358	-	-	69,358
Profit impact				69,358

Unadjusted misstatements



This is a summary of the uncorrected misstatements identified during the course of our work. As noted above, you will be asked to confirm via a letter of representation that you do not consider it necessary to adjust them as they are immaterial, individually and in aggregate.

	Balance sheet		Profit and loss account	
	Dr	Cr	Dr	Cr
<u>Factual</u>				
Under-stated accruals	-	2,540	2,540	
Total	-	2,540	2,540	
Profit impact				(2,540)



Control deficiencies and recommendations

The purpose of our audit was for us to express an opinion on the financial statements. It included consideration of internal control relevant to the preparation of the financial statements in order for us to design appropriate audit procedures, but not for the purpose of expressing an opinion on the effectiveness of internal controls. The following are deficiencies that we identified during the audit that we believe should be brought to your attention.

There are no recommendations in respect of the current or prior year.

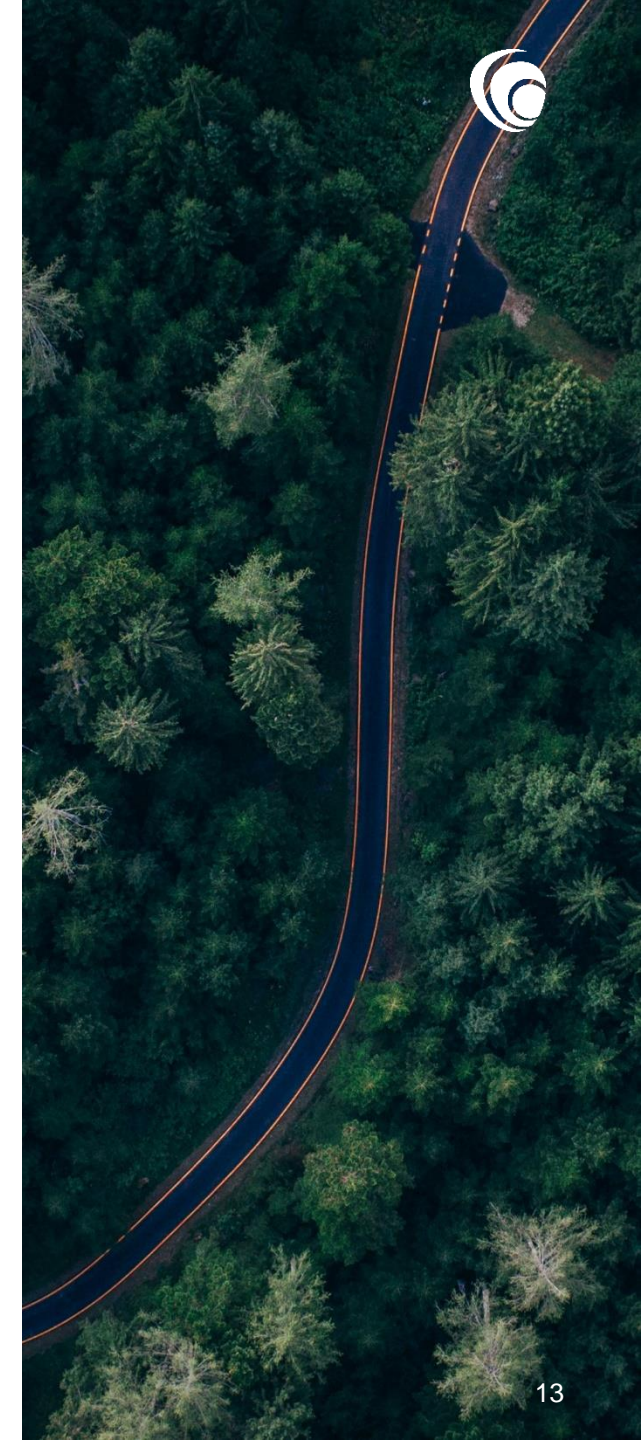
Written representations

As part of our completion process, we will ask you to provide a letter making certain representations to us including that:

- You have fulfilled your responsibilities in respect of the preparation of the financial statements including that they reflect all transactions and any assumptions in respect of estimates made are reasonable;
- We have had access to all relevant information, books and records;
- Individual and aggregated unadjusted misstatements are immaterial;
- You have disclosed any non-compliance with laws and regulations/ litigations and claims to us and that they have been accounted for appropriately; and
- Any relevant post-balance sheet event adjustments/ disclosures are properly included in the financial statements.

Additionally, we will request representations on certain matters in respect of fraud and related parties and:

- You have reviewed and approved the adjustments shown on the schedule of Adjusted misstatements;





Communication plan

As we noted in our Outline Audit Strategy Document, ISA 260, ISQM (UK) 1* and certain other ISAs specify the communications we are required to make and we have summarised these as follows:

Required communications	OAS	AFR
The respective responsibilities of the auditor and management/ those charged with governance	✓	
An overview of the planned scope and timing of our audit, including the significant risks we have identified	✓	
Significant facts and matters that may bear upon our integrity, objectivity and independence	✓	✓
Non-compliance with laws and regulations	✓	✓
Events or conditions identified that may cast significant doubt on the entity's ability to continue as a going concern	✓	✓
Our views about significant qualitative aspects of your accounting practices, including accounting policies, accounting estimates and financial statement disclosures		✓
Any significant matters arising and/ or significant difficulties encountered during the audit		✓
Uncorrected misstatements the effect they may have on the opinion on our report		✓
Significant deficiencies in internal control identified during the audit		✓
Circumstances that will affect the form and content of our report, including modifications to the auditor's report or the inclusion of an emphasis of matter paragraph		✓
Identified or suspected fraud which results in a material misstatement of the financial statements and whether it involves management		✓
The written representations we are requesting		✓

In addition, we will maintain other such timely communication as required throughout the audit to ensure there is robust two-way dialogue between us and those charged with governance, particularly if we encounter any significant difficulties during the audit.

* *International Standard on Quality Management (UK) 1: Quality Management For Firms That Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*

Confirmation of independence and objectivity



In line with the FRC’s Revised Ethical Standard 2019, as part of our audit planning procedures we are required to assess any threats to our integrity and objectivity, including any which could impair our independence. Where such threats are identified, we are required to implement safeguards which will either:

- Eliminate the threat; or
- Reduce the threat to level at which independence is not compromised.

We have identified the following potential threats and have outlined how we plan to guard against them:

Non-audit services		
Threats	Fee Level £	Safeguards
We prepare your financial statements which could give rise to management and self-review threats.	2,145	We consider the preparation of your financial statements to be mechanical in nature. Management will be asked to approve the financial statements and any adjustments proposed in arriving at the final reported figures.
	£2,145	Total non-audit service fees as percentage of audit fee = 25%

We must assess all non-audit services provided to you by us as auditor, in addition to the annual audit, where these may heighten the threat of self-review during our audit work. Where cumulative non-audit fees exceed 100% of the annual audit fee, these are flagged internally and safeguards put in place, as detailed above. Significant threats may leave us no option but to resign from the non-audit service or the annual audit itself. In addition, all of our partners and staff are required to make annual declarations about their independence and ‘fit and proper status’.

We consider that appropriate safeguards are in place to address the threats to our independence. We confirm that MHA Moore and Smalley and the engagement team are independent and that our integrity and objectivity are not impaired. Please be advised that, under the ethical standards of audit, prior to approval of the financial statements, all outstanding fees must be settled in full



Appendix A: Recent and upcoming changes

Quality Management (ISQM1 & ISQM2)

The FRC has published two new Quality Management (QM) standards. ISQM1 introduces a new risk-based approach to quality management at audit firm level, requiring us to establish clear quality objectives, risk assessments and response strategies to those risks. ISQM2 is a new standard addressing the eligibility, appointment and responsibilities of an Engagement Quality Reviewer. We already have a robust quality management system in place which we have been proactively revising to ensure we comply with these new requirements.

We are required to have systems of quality management designed and implemented, in accordance with ISQM 1, by 15 December 2022.

Quality Management for an Audit of Financial Statements – ISA 220

This revised standard focuses on the critically important role of the engagement lead in managing and achieving quality in an audit engagement. It also reinforces the importance of quality to all members of audit team. The requirements and application material are more explicit about what the engagement lead needs to review, including a listing of examples of significant judgments in relation to the audit.

The revised standard is effective for audits of financial statements for periods beginning on or after 15 December 2022.

Audits of Group Financial Statements (Including the Work of Component Auditors) – ISA 600

In September 2022, the FRC issued revised ISA 600 on Audits of Group Financial Statements (Including the Work of Component Auditors) to reflect major changes made by the International Auditing and Assurance Standards Board (IAASB) to this standard.

ISA (UK) 600 (Revised September 2022) introduces a risk-based approach for planning and performing a group audit engagement. It requires audit teams to focus more on: identifying and assessing the risks of material misstatement and performing further audit procedures in response to those risks; and on planning an approach to obtaining sufficient appropriate audit evidence (what needs to be done, at which components and by whom). As in other recently revised standards, revised ISA 600 emphasises the important of professional scepticism. It also clarifies aspects of communication between the group auditors and the component auditors.

The revised standard is effective for audits of financial statements for periods beginning on or after 15 December 2023.

Audit Evidence – ISA 500

The IAASB is currently working on a project to revise ISA 500 Audit Evidence. This is partly in order to modernise the standard to take account of the variety of information sources available to auditors and also to recognise the use of technology, both in the context of:

- an entity's use of technology in preparing the financial statements and in generating other underlying information; and
- the auditor's use of technology in performing audit procedures.

It will also aim to clarify the concept of sufficient appropriate audit evidence and once again emphasise the auditor's responsibility to exercise professional scepticism.

Currently, the timeline is that the revised standard would be approved in summer 2024 and is not likely to be effective for audits of financial statements earlier than for periods beginning on or after 15 December 2024.

This memorandum has been prepared by MHA Moore and Smalley in connection with the audit of the financial statements of Carers Link Lancashire and has been prepared solely for the benefit of this organisation. MHA Moore and Smalley neither owes nor accepts any duty of care to any third party and shall not be liable for any loss, damage and/or expense which is caused by any reliance that any other party may place on this information.

Moore and Smalley LLP is a limited liability partnership that is registered in England and Wales under registration number OC313896 whose registered office is Richard House, 9 Winckley Square, Preston, Lancashire, PR1 3HP. The term “partner” indicates a member of the LLP who is not in partnership for the purposes of the Partnership Act 1890 and a list of members is available from the registered office. The LLP trades as MHA Moore and Smalley and is registered to carry on audit work in the UK by The Institute of Chartered Accountants in England and Wales and is authorised and regulated by the Financial Conduct Authority. Moore and Smalley LLP trading as MHA Moore and Smalley is a member of MHA, an independent member of Baker Tilly International Limited, the members of which are separate and independent legal entities. Baker Tilly International Limited is an English company. Baker Tilly International provides no professional services to clients. Each member firm is a separate and independent legal entity, and each describes itself as such. Moore and Smalley LLP is not Baker Tilly International’s agent and does not have the authority to bind Baker Tilly International or act on Baker Tilly International’s behalf. None of Baker Tilly International, Moore and Smalley LLP, nor any of the other member firms of Baker Tilly International has any liability for each other’s acts or omissions. Arrandco Investments Limited is the registered owner of the UK trade mark for the name Baker Tilly. The associated logo is used under licence from Baker Tilly International Limited.

Moore and Smalley C.A. Limited is a limited company that is registered in England and Wales under company number 5373155. Its directors are Deborah Wood FCA and Christine Wilson FCA and its registered office is Richard House, 9 Winckley Square, Preston, Lancashire, PR1 3HP. Moore and Smalley C.A. Limited is a wholly owned subsidiary of Moore and Smalley LLP and trades as MHA Moore and Smalley.

Moore and Smalley LLP (Blackpool) is a member of AISMA, Association of Independent Specialist Medical Accountants.

Moore and Smalley C.A. Limited (Nottingham) is a member of AISMA, Association of Independent Specialist Medical Accountants.

CARERS LINK - LANCASHIRE

England & Wales - Charity number 1156275


Accounts



Annual Report 2021-2022

CONTENTS

01 CHAIR OF TRUSTEES	4
02 TREASURERS REPORT	6
03 CEO REPORT	8
04 THE LANCASHIRE CARER SERVICE	10
05 CARER STORY	12
06 VOLUNTEER LED SERVICES	15
07 CARERS COMMUNITY FACILITY	16
08 YOUNG CARERS SERVICE	18
09 PARTNERSHIP WORKING	20
10 A BREAK FROM CARING	22



Our mission is to make a positive difference to the lives of carers and the people they care for by offering tailored support that is professional, respectful, non-judgemental and meets individual need.



Carers Link Lancashire

10,823

REGISTERED ADULT CARERS

26%

OF REGISTERED CARERS ARE FROM
BURNLEY

24%

OF REGISTERED CARERS ARE FROM
PENDLE

23%

OF REGISTERED CARERS ARE FROM
HYNDBURN

14%

OF REGISTERED CARERS ARE FROM
ROSSENDALE

11%

OF REGISTERED CARERS ARE FROM RIBBLE
VALLEY

2%

OF REGISTERED CARERS RESIDE OUTSIDE
OF EAST LANCASHIRE BUT CARE FOR
SOMEONE WITHIN THE AREA

INTRODUCTION FROM THE CHAIR OF TRUSTEES

This is my second annual report since being elected as Chair of Trustees in September 2020.

It has been a challenging two years for the organisation with the ongoing pandemic and the economic and social impact upon our communities.

However, despite this I am very pleased to report that the organisation has continued to provide ongoing support for our registered carers by offering different ways of engagement and increasing new referrals.



I am also pleased to report that our performance against key contracts such as Lancashire County Council have been more than met and with us again being awarded Children In Need funding ensuring that we are able to continue providing support for our Young Carers.

Since the retirement of Brian Birtle as Trustee in the role of Treasurer the finance role has continued to be very ably managed by Jeff Leahy with the support of the finance group and the wider Board of Trustees. You will find an overview of the organisations financial position within the accounts and Treasurers reports sections of this annual report.

I have continued to be supported by our excellent team of Trustees and management team and am assured that the governance structures we have in place continue to provide and support our ability to respond to the external challenges the organisation faces so that we can demonstrate an effective, viable and efficient service for the benefit of our carers across the footprint of East Lancashire.

I am as ever grateful for the ongoing commitment of my Trustee colleagues for their advice and support to the Board and sub groups which requires time, exploration of key elements of business and organisation which is provided voluntarily alongside other personal commitments such as work, social activities and personal responsibilities such as in some cases caring roles.

I would encourage anyone who is interested in applying to become a volunteer Trustee, or one of a number of other volunteer roles available, to contact myself or any of our Trustees or through our CEO Rebecca directly via the office.

One of our main strategic objectives is to further develop our charity shop portfolio and I am pleased to report that during the year a site has been procured in the Colne area to develop a second charity shop outlet. A project plan is currently in progress along with an ongoing review of our existing charity outlet and café sited within the Blackburn Road, Accrington premises.

I would also like to thank the two Boroughs of Hyndburn and Rossendale for their continued support to our Board through the ongoing election of representative Trustees.

Finally, I thank once again our excellent committed staff and volunteers for their hard work in supporting our Carers across Lancashire and continuing to support the charity especially during these challenging times.



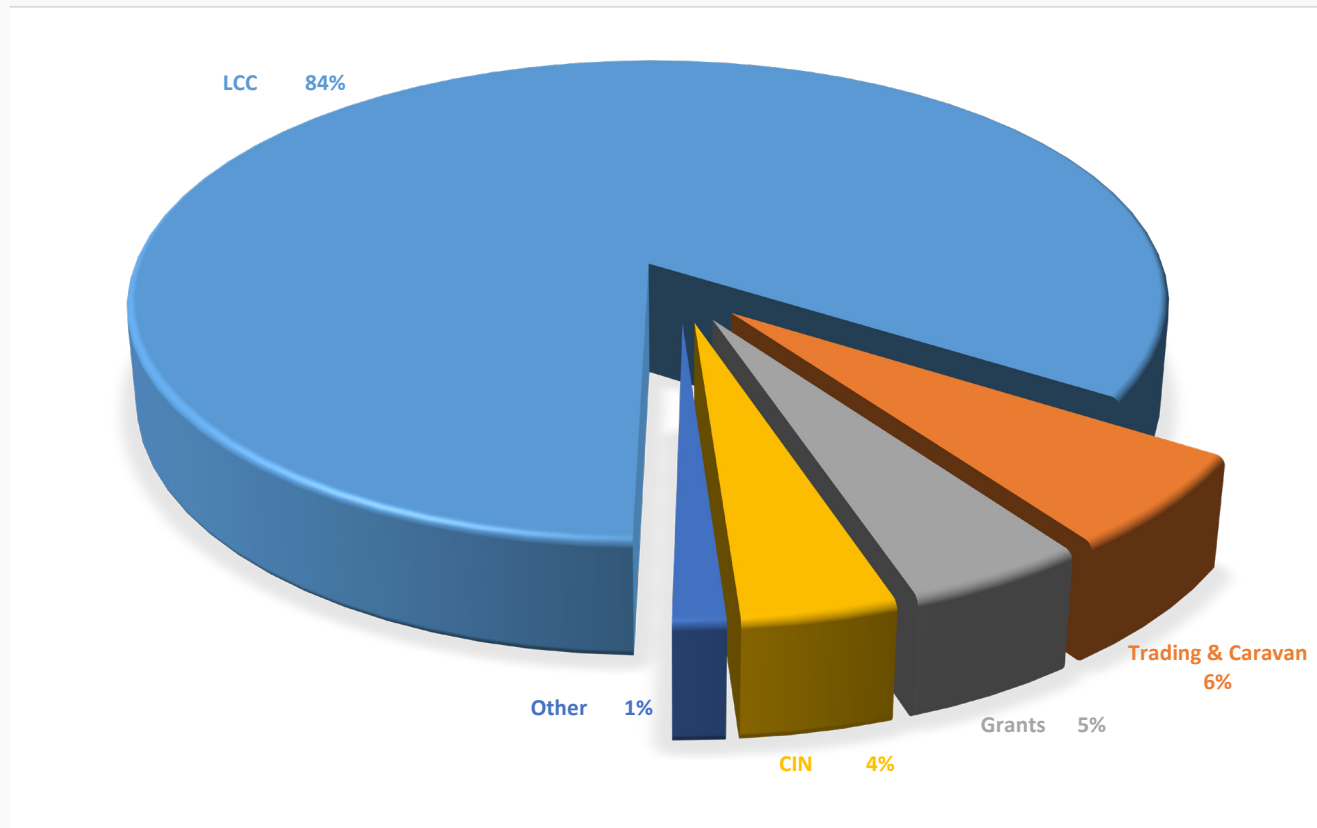
Carol Pollard

BOARD OF TRUSTEES

Carol Pollard
Jeff Leahy
Melissa Fisher
Patricia Ahmed
Brian Ozenbrook
Mustafa Mohammed
Shakil Salam
Susan Bibby
Barbara Ashworth

TREASURERS REPORT

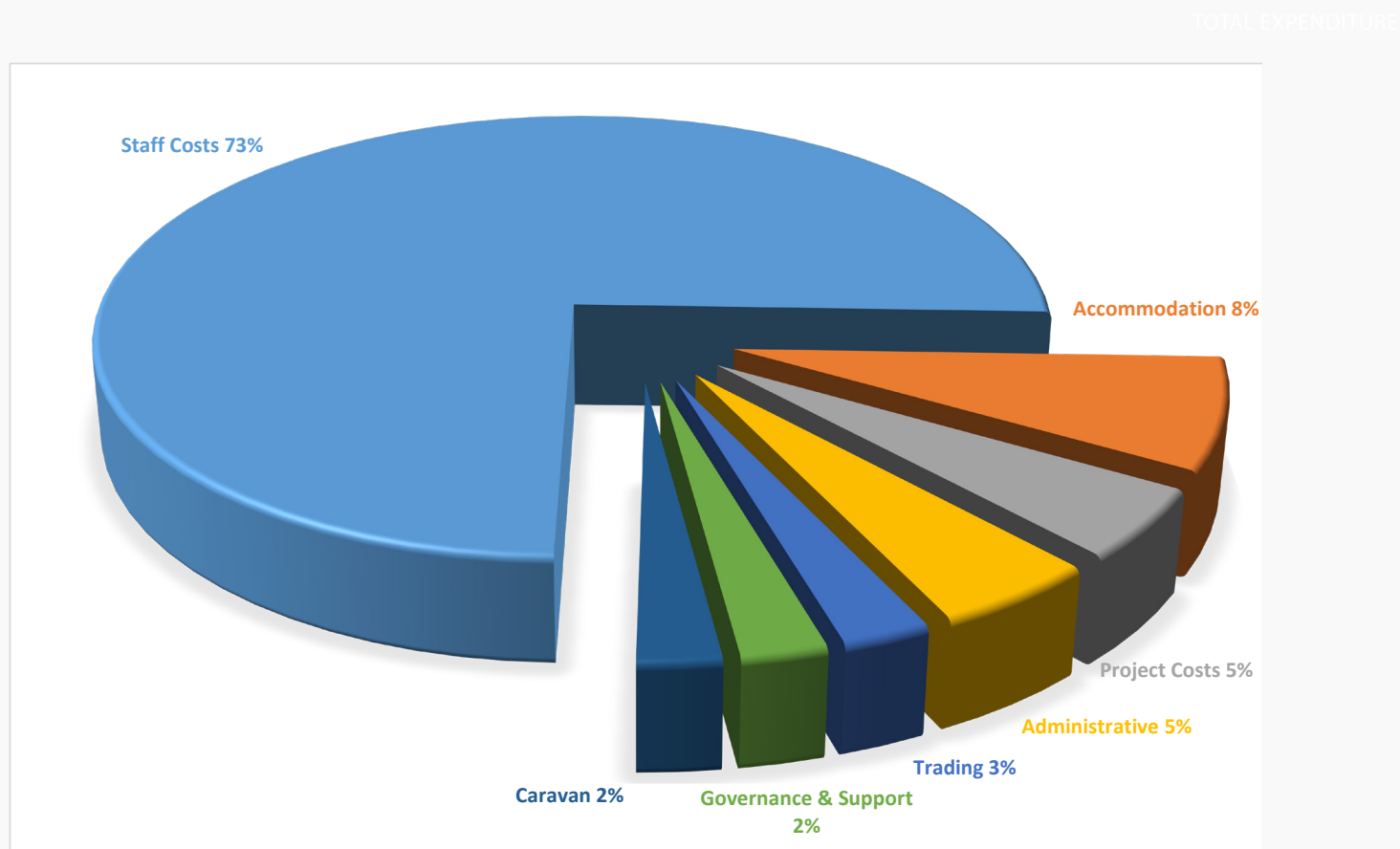
The Charity's activities were still impacted by the Covid 19 Pandemic during the financial year. As well as continuing to adopt more flexible working practices there were inevitable income shortfalls from the Caravan, Retail and Café trading activities. Whilst some of these losses were mitigated by government support grants, overall revenue at £907k fell short of budget by approx. 8%. Lancashire County Council still remains a large percentage of total income. In response to the budgeted revenue shortfall the management team did an excellent job of reducing costs (largely management and staffing) to achieve a slightly higher than budgeted surplus at year end.



In February 22, the Charity completed the purchase of a retail property in Colne (for £105k) with the objective of establishing another retail outlet to diversify income, as well as building a presence in one of the communities we serve. The property will require upgrading, and the expectation is that most of this cost will be grant funded. The year-end cash and reserves position remains healthy being greater than 3 month's operating costs.

Jeff Leahy

Jeff Leahy



EXPENDITURE

APRIL 21 - MARCH 22 / SPLIT BY TYPE

CEO REPORT

I am delighted to share with you in this year's report some key achievements and findings from the financial year. Throughout another rocky and uncertain past 12 months, we have continued to see carers being isolated from their friends and wider family, with many trying to rebuild their lives whilst learning to adapt and live with Covid 19.

With restrictions ending, we were delighted to once again open our doors and welcome unpaid carers and the wider communities back to our community facility, offering a wide range of free groups, events and activities to ensure that carers could recover from the pandemic, working to improve overall physical, mental and emotional wellbeing.



A great achievement throughout the year was the charity winning the Large Business Award at the Hyndburn Business Awards alongside myself being awarded the Most Enterprising Person Award. This is something I am extremely proud of and I would personally like to express our sincere thanks and gratitude to those who nominated us.

Towards the end of the year we saw the cost of living crisis begin to set in with carers being in receipt of the lowest benefit of its kind at a shocking £67.60 per week!! This is a disgraceful amount with carers often undertaking the roles of health and social care professionals. Undoubtedly, unpaid carers are now left worrying about the future and how they are going to cope financially. As a charity, this is something we feel passionate about and we want to see the government more widely recognising & appreciating unpaid carers by significantly increasing this rate. Moving forwards, we will continue to support carers financially, commissioning personal budgets and securing external grants & benefits to ensure their needs are met.

Throughout the year, we have secured £409,466.20 in unclaimed benefits for carers by providing a dedicated welfare and benefits worker who advises on benefits that carers are entitled to, assisting them with completing claim forms and ensuring carers receive the benefits they are entitled to. This coming year we are aiming to increase this support by at least 20% to ensure carers have their emerging needs met with the challenges the cost of living crisis brings.

Behind every
condition there is a carer

There are over
42,000 carers in
East Lancashire



On behalf of myself and the Trustees, I would like to thank our staff team and volunteers for their resilience and professionalism shown throughout the year, always working hard, showing commitment and compassion to carers. And of course a huge thank you to our 10823 unpaid carers for selflessly undertaking your roles throughout a challenging and worrying year- you are all always on the top of our agendas!

Rebecca Hodgson

Rebecca Hodgson

THE LANCASHIRE CARER SERVICE

The Lancashire Carers Service works across the county providing support, guidance and information to adult carers. The service is delivered in partnership with n-compass who deliver in North and Central Lancashire with Carers Link Lancashire delivering in East Lancashire. The service supports people in their caring role, undertaking statutory carers assessments and supporting their emotional health and wellbeing. Throughout the year, the charity has undertaken a total of 4852 statutory carers assessments, of which 1393 new assessments and 3459 were reviewed assessments.

This year has seen an increase of +1% in the numbers of statutory assessments undertaken in comparison to last year. We also supported 6206 existing registered carers with further support and services an increase of +39% of existing carers requesting and receiving additional support, compared with 2020/2021.

1393

CARERS ASSESSEMENTS

We have completed 1393 New Carers Assessments with carers

3459

REVIEWS

We have reviewed 3459 Carers Assessments with carers

723

EMERGENCY PLANS

We have implemented 723 POM4C emergency plans with carers

5655

1-2-1 SUPPORT SESSIONS

Provided 5655 1-2-1 support sessions for adult carers

This year has seen an overall increase in the number of new referrals. We have identified 1933 hidden carers, a massive increase of +27% compared to 2020/2021. Additionally, we have secured 75 personal grants with £21,031.57 additional income being secured for carers, provided 182 parent carers with a free Max Card enabling families to receive free and discounted access to recreational facilities and issued 1003 go2 Leisure cards, which enable carers to have highly discounted access to a range of health and wellbeing facilities & services across East Lancashire.

ADDITIONAL SUPPORT AND SERVICES

"I care for my husband and at the beginning of the pandemic Carers Link Lancashire rang me to check if we needed anything. They helped me arrange vital food and medicine deliveries from local volunteers when we were isolating. It really reassured me knowing they were there to support us through such difficult times. They are all very kind" Carer

350

WELFARE CALLS

Undertook 350 welfare calls to carers who were identified as particularly vulnerable after restrictions began to lift.

62

CARER AWARENESS SESSIONS

To a range of audiences with 514 professionals receiving the training throughout the year

80

SUPPORT GROUPS

Provided 80 support groups which have been attended by 375 carers.

182

MAX CARDS

Issued 182 Max Cars, enabling families to receive free and discounted access to recreational facilities.

WELFARE & BENEFITS

Our dedicated worker secured £409,466.20 in unclaimed benefits for carers, assisting them with completing claim forms and ensuring carers receive the benefits they are entitled to.



FREE COUNSELLING SESSIONS

Provided 212 free counselling hours to carers through a team of 10 volunteer counsellors.



ADDITIONAL WELFARE SUPPORT

We identified carers who may be vulnerable and at risk due to Covid-19. Throughout the year we undertook 350 welfare calls to this identified group helping to reduce poverty, isolation and loneliness.

CARERS STORY

Les cares for his wife Linda who suffered from two severe and life-threatening strokes. After several months in hospital, Linda was discharged home and was totally dependent on Les for all her care needs. *“This changed our lives forever and I decided to give up my job as a Manufacturing Manager to look after Linda fulltime. I wanted to give her the best quality of life that she could have”*

Due to the chronic fatigue and medication Linda takes, she sleeps around 14 hours a day, so the couple do everything between the hours of 12pm – 7pm. *“We go out every day and make the most of it.”* Having experienced the devastating effects of his wife’s stroke, Les understands the complexity of strokes and how important it is to connect with other people. Les now helps out at several Stroke Association groups including the allotment, choir and Fun 4 Stroke. He always tries to make sure everyone at the groups feels included. Les also enjoys volunteering at our charity shop in Accrington.

“Becoming a volunteer in the shop has helped in many ways. It is my respite; I can totally switch off from my caring role whilst providing a valuable service that gives me a great deal of satisfaction”

Les explained that the best part of caring for someone is the personal satisfaction of knowing you are helping in some way to improve their quality of life and that the worst thing is the constant worry of becoming ill yourself and not being able to look after the person you love dearly.

We asked Les how the Carers Service has supported him over the years *“When I first registered, I had a Carers Assessment which was an opportunity to talk about my caring role and the support that is available. Part of the assessment included planning for an emergency and setting up a Carers Peace of Mind Plan just in case something unexpectedly happened to me, and I was unable to care for Linda.”*

“Being a part of the service has helped take away some of the ‘What if’ and replaced it with some reassurance if an emergency did occur. I always recommend the benefits of having an assessment to any carers I come across.”

Les is one of the finalists for the Carer of the Year award at this years BBC Radio Lancashire Make a Difference Awards which recognises unsung heroes from across the county. It wasn’t a surprise when we found out he was a finalist because as well as always going above and beyond to support his wife he also does the same for other carers and anyone he has come into contact with over the years. We wish him lots of luck at the special awards night in September where the winners will be announced.

35%

OF REGISTERED CARERS ARE
CARING FOR AN OLDER PERSON

9%

OF REGISTERED CARERS ARE
CARING FOR SOMEONE WITH
A LEARNING DISABILITY

12%

OF REGISTERED CARERS ARE
CARING FOR SOMEONE WITH A MENTAL
HEALTH ILLNESS

12.5%

OF REGISTERED CARERS ARE
CARING FOR SOMEONE WITH
DEMENTIA

12%

OF REGISTERED CARERS ARE
CARING FOR A DISABLED CHILD

1.5%

OF CONDITIONS ARE UNKNOWN

17.5%

OF REGISTERED CARERS ARE
CARING FOR A PERSON WITH PDSI

0.5%

OF REGISTERED CARERS ARE
CARING FOR SOMEONE WITH
SUBSTANCE MISUSE



JAN CARROLL - A VOLUNTEER STORY



How did you start or what motivated you to volunteer with Carers Link Lancashire?

In 2009, having recently retired, I found myself looking after my Father; he lived with us, was 99 years old and his health was deteriorating. I was advised by an acquaintance to contact Carers Link and request an assessment. During the assessment I was given information regarding things I could access as a carer, e.g. massage. I explained that as a Reiki Practitioner, I would be willing to offer my services, on a voluntary, to other carers. The following year my Father died but I continued my involvement as a volunteer, until this year.

Why did you volunteer?

I am acutely aware of the complexities of the caring role, I was a professional carer for 28 years. I have great empathy and insight of how unpaid carers strive to provide care and cater for their loved ones needs, putting their own needs, and desires to one side. During a session of Reiki they can feel at ease and focus on themselves for a short while.

Best moments/feedback ?

I feel that it has been a very rewarding experience, over the years, I have been able to provide carers with a unique opportunity to receive an holistic health therapy. I have seen people relax and benefit physically, mentally, and emotionally as a result.

What would you say to someone who was thinking about volunteering?

I am honoured to provide this service, I feel as if I am giving something of myself, my time, and effort to enable carers to feel better. It is very rewarding, and, gives one a sense of purpose. Using your skills to assist others is as beneficial to the provider as it is to the recipient.

VOLUNTEER LED SERVICES

As of the 31st March 2021, Carers Link Lancashire has 105 active volunteers who are assisting in supporting in the direct delivery of services and facilities.

Throughout the year 137 volunteers have provided the organisation with a total of 5609.50 volunteering hours. A massive increase in support from 20/21 of +214% due to restrictions of the national pandemic ending throughout the year.

If quantified into a paid salary at national minimum wage, this would work out as £53,290.25 in volunteering time.

"It is my respite and takes my mind off my caring role. I bring Linda in with me and she enjoys working with Irene as a team which means I can be behind the till and not worry for a while. It's just a nice outlet for me really."

Les, Charity Shop Volunteer

137

REGISTERED VOLUNTEERS

5609

TOTAL VOLUNTEERING HOURS



CARERS COMMUNITY FACILITY

Our community facility is visited by over 100 local people per day – that’s a massive 26,000 people per annum who come through our doors!

Our vision is that the community facility will bring carers and the wider community together providing an array of services, community events, drop in sessions, workshops, support groups, luncheon clubs, affordable home cooked food, a beautiful garden to enjoy, quality second hand items in our shop, carers resource library and the list goes on and on....!

Our colourful garden provides a peaceful haven for carers and the person they care for to take time out to sit, enjoy a coffee, snack or a delicious homemade lunch in beautiful, friendly surroundings. Our community cafe offers home cooked lunch specials, wonderful baked cakes, a childrens menu with popular milkshakes. We’ve had some fantastic feedback from our customers, especially about our award winning coffee and our delicious lunch time paninis.



“It was so good to be here in the community garden today, to listen and share experiences. Thank you to all the team for the welcome, the lovely food made with love, and the wonderful service”

HYNDBURN BUSINESS AWARDS

The charity were nominated and finalists for 3 awards at the Hyndburn Business Awards! The charity were winners of the Large Business award and were highly commended in the Not for Profit Award. Rebecca Hodgson was also a finalist as Hyndburns Most Enterprising Person Award and successfully took away this award. This is a fantastic achievement for the charity demonstrating the impact, support and services to carers and the wider communities across Hyndburn!



YOUNG CARERS SERVICE

As of the 31st March 2021 the Young Carers team were supporting 113 registered young carers from Hyndburn & Ribble Valley. During the pandemic, we have increased our amount of support offered to young carers and have implemented further support and services to address needs including increasing young carers resilience's and coping mechanisms. Young carers roles and responsibilities have also been heightened as a direct result of COVID 19 and this continues to have a detrimental and negative impact on our YC's.

117

ARE WORKING WITH US
THROUGHOUT THE YEAR

75

TARGETED GROUP SESSIONS

258

1-2-1 SESSIONS WITH YOUNG
CARERS

235

FREE ACTIVITIES/
OPPORTUNITIES FOR RESPITE

52

LOCAL SCHOOLS IN EAST
LANCASHIRE ARE NOW
WORKING WITH US

As a direct result of the coronavirus pandemic, there has been a significant increase in the numbers of children and young people undertaking caring roles and who have become young carers with a significant number of these being hidden and in receipt of no support. Since the pandemic, we have been working tirelessly with partners to ensure they are identified. Moving forwards, searching for additional income to expand capacity and support in the young carers team.



YOUNG CARERS STORY

Jessica, 15 was referred to the Young Carers team by school, she was helping to care for her father who suffers with severe mental health issues. When we initially met Jessica she was very withdrawn and anxious. Jessica would just walk with us in the park and gradually she began to open up about how she was feeling. She had become very isolated, was lacking confidence and did not want to leave the house for long. Jessica missed school and when she did attend was unable to concentrate on her lessons and worried about her dad.

Working with school she is able to receive support from the Pastoral Team and also has a pass to leave class and go to a quiet space if she starts to feel upset about her dad. This has led to better attendance and improved grades in most subjects.

Jessica started attending the time out sessions and met other young carers. Jessica is really good at Art so we worked with this in the sessions, Jessica began to relax more and soon started to make friends, her confidence began to grow, she attended ice skating, bowling, cinema and well-being activities and it was wonderful to see her with the other young carers laughing and joking.

Jessica continues to make progress and she is now able to look towards the future. Home life has improved, dad has the vital support he needed and her mum was referred to the Adult Carers service so she could get the support she needed and she was eventually able to return to work.

Jessica says:

"Being a young carer can be tough but I feel I have learnt so many things and gained lots of skills. I understand about mental health and how it can affect not just the person with the illness but all the family. When this affected my family I found I needed help and I was able to get support, this has made me stronger and my confidence has increased. I became interested in raising awareness about mental health and even did a presentation for my teachers in school something I didn't ever think I would be able to do before. Thank you for all your help"

23% of our registered young carers are caring for someone with a mental health condition

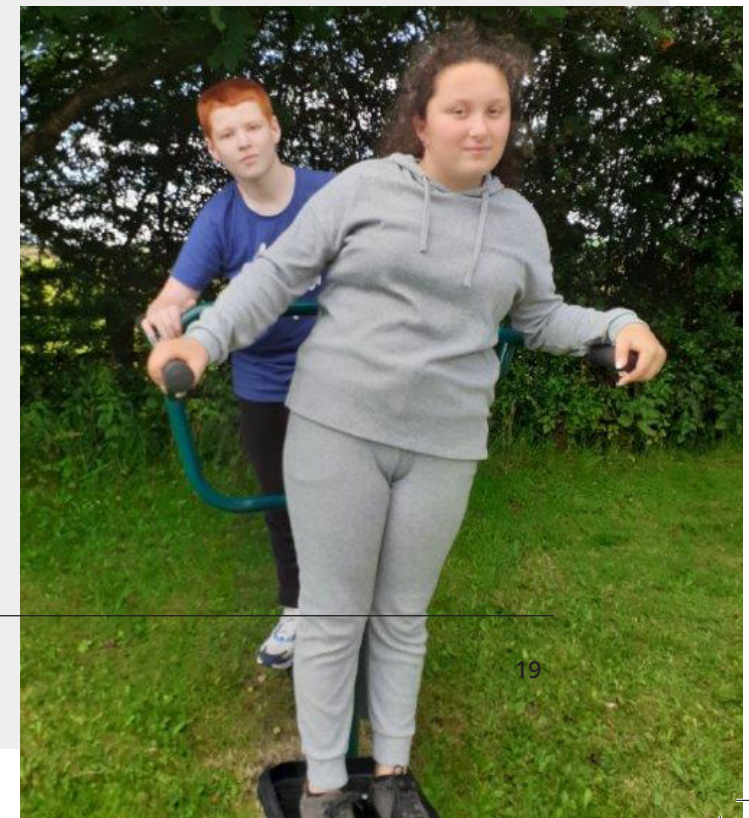
48%
OF REGISTERED YOUNG CARERS
ARE CARING FOR MUM

11.5%
OF REGISTERED YOUNG CARERS
ARE CARING FOR DAD

27.5%
OF REGISTERED YOUNG CARERS
ARE CARING FOR BROTHER

10%
OF REGISTERED YOUNG CARERS
ARE CARING FOR SISTER

3%
OF REGISTERED YOUNG CARERS
ARE CARING FOR ANOTHER RELATIVE



PARTNERSHIP WORKING

Carers Link Lancashire are very proud to be part of the Integrated Neighbourhood Teams in each borough of East Lancashire, as being part of these teams enables Carers Link Lancashire to further support our unpaid carers alongside other health and social care professionals and it is also a great opportunity to identify hidden carers who may benefit from our services. By attending regular Multi-Disciplinary Team meetings, Patient Progression meetings and Networking meetings we are able to ensure that carers stay at the forefront of everyone's mind and are supported in the very best way possible.

What is the Integrated Neighbourhood Team?

The aim of the Integrated Neighbourhood Team is to improve the co-ordination between different health and social care services, community services, family members and carers to provide a more personalised joined up service for patients with complex needs.

Who is part of the Integrated Neighbourhood Teams?

Local Primary Care Teams including GP & Nursing Services, Therapy Services, Mental Health Teams, Social Workers, Intensive Home Support, Carers Link Lancashire, Age UK, Local Hospices, Social Prescribers, North West Ambulance and other local community groups.

In the last year we have received 242 referrals from the Integrated Neighbourhood Teams

What do the Integrated Neighbourhood Teams think?

"The joint working with Carers Link Lancashire at Pendle West INT has enhanced the quality of support and care offered to those referred to the neighbourhood. Carers Link Lancashire are a regular and integral member of the MDT meetings which support a holistic approach to working on individuals goals and seeking to improve quality of life and support self-management. Carers Link Lancashire also attend monthly networking meetings to share updates about services."

Catherine Ashworth – Complex Case Management Lead for Pendle West INT

Which Integrated Neighbourhood Teams are Carers Link Lancashire part of?

Pendle East and West,
Burnley East and West,
Hyndburn Central and Rural,
Rossendale East and West,
Ribblesdale.



OVERCOMING THE PANDEMIC

Throughout the year, the charity has undertaken a total of 4852 statutory carers assessments, an increase of +1% in comparison to 2021/22.

In total we commissioned £446,535.54 in personal budgets of which 65% of carers had their needs met by universal services, which demonstrates our skilled workforce in meeting needs locally through ours and partners services and support.

OVERCOMING ISOLATION AND LONELINESS - COVID RESPONSE FUND GRANTS

This project aimed to encourage people to access local facilities for information, support and guidance. It has also brought new carers and the wider community in to our community space. Whilst attending they were given up to date information on what we can offer as a Carers Service alongside signposting to other services, Max discount cards and go2 leisure cards. It has brought new people together as well as offering the opportunity for old friends to meet again face to face in a friendly setting.

- Mindful Mondays attendees have been on a journey of self-discovery with emotional coaching and topics including how to reduce stress, improving happiness and wellbeing, looking at relationships and values and beliefs.
- Feel Good Friday sessions have offered carers the opportunity to engage in sessions teaching them new skills whilst enjoying a hearty substantial meal with either a hot or cold drink.
- Monthly singalongs allowed the people attending to let go and sing their heart out, this was open to the local community and anyone could come along and join in.
- Kirsty uplifted all carers spirits with her wonderful piano sing-alongs on Zoom.
- Carers were treated to a free afternoon tea from our community cafe in Accrington. It was a time for the local community to celebrate new times ahead and all the amazing work carers have carried out during lockdown.
- For our last event of the summer we held a big community event to continue celebrating the vital work that carers did throughout the pandemic and recognise all the wonderful Hyndburn Community Champions!



A BREAK FROM CARING

The national pandemic and lockdowns saw carers being more isolated and lonely than ever before. Therefore, it was very important for the charity to ensure that after restrictions ended our carers were able to access a range of targeted support groups, training, events, activities and peer support opportunities aimed at overcoming loneliness and isolation. We have successfully provided:

80

SUPPORT GROUPS

80 support groups which have been attended by 375 carers

21

EVENTS/ACTIVITIES

21 events / activities engaging with 282 carers

20

COURSES

20 courses including an Understanding Dementia course engaging with 164 carers

821

FREE RESPITE OPPORTUNITIES

Supported & provided 821 carers with free respite opportunities

Carers Meetups

Monthly / 11-1pm

Hyndburn - 4th Monday

Carers Link Community Facility,
54-56 Blackburn Road,
Accrington, BB5 1LE

Come and join us for a cuppa and delicious lunch



For more information contact us at 01254 387444



Coping with Mental Health Course
Friday 6th & 13th May
10:30 - 12pm
Carers Link Lancashire, 54-56 Blackburn Rd, Accrington, BB5 1LE

Karma Minds Training and Personal Development will deliver this valuable course over two morning sessions.

The course will provide information, guidance and mutual support. It is also an opportunity to develop practical skills in terms of managing your own resilience and mental health wellbeing.

To find out more contact us: info@carerslinklancashire.co.uk

Carers Link Lancashire
IMPROVING LIVES FOR CARERS

www.karma-minds.co.uk

Carers Celebration Day
Saturday 11th June - 10:30am - 3:30pm
54-56 Blackburn Road, Accrington, BB5 1LE

All are welcome to join us!

- African Drumming – Experience the healing power of the drum circle with Filomena!
- Summer BBQ provided in our Community Garden
- Children's Crafts
- Face painting
- Glitter station
- Information Stands
- Henna Design

Carers Link Lancashire logo.

CARERS WEEK 2022
6th-12th June
Making Caring Visible & Valued

Monday 6th / Carers Meetup in Longridge / 11 - 1pm
Our cafes are a place for you to have time out and to meet up with others for conversation, support and friendship. There is no need to book just drop in and if you wish, you can bring the person you care for.

Tuesday 7th / Make a Dementia Memory Box Workshop / 11-1pm
A tutor from Lancashire Adult Learning will join us at our monthly Dementia Support Group to run a fun workshop to make our own memory boxes for our loved ones to enjoy. Join us for free tea and cake at our Carers Community Cafe in the centre of Accrington.

Wednesday 8th / Wellness Day / Wellness @ The Clinic in Nelson
Sometimes carers can find it challenging to take care of their own wellbeing whilst looking after someone. We have organised a day for YOU with group classes, massage, reflexology and more. Booking essential see poster on pg 26 for more info.

Thursday 9th / A day at Harwes Farm in Colne / 10.30 - 3.30pm
Trip to the beautiful Harwes Farm in Colne. Come along, breathe in some fresh farm air, tend to the animals, wander through the forest and enjoy toasted marshmallows round the camp fire. Pick up from central Colne. Contact us to book your place.

Friday 10th / Carers - Get the information you need / 10 - 11am
Join our O & A session online to get the information you need about Carers Assessments, Benefits, Direct Payments, Emergency Planning, Dementia Support, Residential Care - How does it all work? Our staff panel will be ready to advise.

Saturday 11th / Accrington Food Festival
There will be an array of regional stalls showcasing the area's finest food producers and retailers, live cookery demonstrations with a celebrity chef, a fabulous Continental food market. We will have an information stand on the outdoor market and our staff will be on hand to offer advice. Please come for a chat and or to simply say hello!

Carers Link Lancashire logo.

CHOMP
Celebrating Achievement, Supporting Talent.

GRAND FINAL
Oswaldtwistle Civic Theatre

Tickets:
Adult £4.00
Child £3.00
Family of Four £10.00

10th March 7pm (Doors Open 6:30pm)

Join us to celebrate the amazing talents and achievements of Hyndburn's young people!

Carers Link Lancashire logo.

+ 436

NEW FACEBOOK FOLLOWERS

+ 143

NEW INSTAGRAM FOLLOWERS

+ 90

NEW TWITTER FOLLOWERS

"It was nice meeting other people in similar circumstances"

"It was a lovely relaxed atmosphere, that opened up conversation we perhaps otherwise wouldn't have had"

CARER AWARENESS TRAINING

Throughout the year the charity has delivered 62 carer awareness sessions to a range of audiences with 514 professionals receiving the training throughout the year. This service enables professionals to become 'Carer Champions' for their teams.



OUR PARTNERS



OUR FUNDERS



OUR AWARDS



CARERS LINK LANCASHIRE
54-56 BLACKBURN ROAD,
ACCRINGTON, BB5 1LE
info@carerslinklancashire.co.uk

www.carerslinklancashire.co.uk

Company Number 08584591

Charity Number 1156275

Carers Link Lancashire

Report and Financial Statements

For The Year Ended

31 March 2022

Carers Link Lancashire

Contents

	Page
Reference and administrative information	1
Trustee's Annual Report	2
Independent Auditor's report to the members	18
Statement of Financial Activities (Incorporating Income and Expenditure Account)	21
Balance sheet	22
Cash flow statement	23
Notes to the accounts	24

Carers Link Lancashire

Reference and administrative information

For the year ended 31 March 2022

Company Number 08584591

Charity Number 1156275

Registered office and operational address 54-56 Blackburn Road, Accrington, BB5 1LE

Trustees

Trustees, who are also directors under company law, who served during the year were as follows:

Carol Pollard	Chair
Melissa Fisher	Vice Chair
Patricia Ahmed	
Brian Ozenbrook	
Barbara Ashworth	Nominated Representative
Shakil Salam	
Susan Bibby	Nominated Representative
Jeff Leahy	Treasurer
Mustafa Mohammed	

Company Secretary

Rebecca Hodgson Secretary

Key Management

Rebecca Hodgson	Chief Executive
Audra Higgin	Services Manager/ Deputy & Services Manager

Bankers

CAF Bank Ltd	25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
Yorkshire Bank Ltd	25 Manchester Road, Burnley, BB11 1HX
Scottish Widows	67 Morrison Street, Edinburgh, EH3 8YJ
Triodos Bank Ltd	Deanery Road, Bristol BS1 5AS
Lloyds Bank PLC	Blackheath Branch, PO Box 100, Andover, BX1 1LT

Auditors

MHA Moore & Smalley LLP Richard House, 9 Winckley Square, Preston, PR1 3HP

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

The Trustees present their report and the financial statements of the charity for the accounting period ending 31 March 2022. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published October 2019.

Trustees of the charity

The Directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year were as follows:

Carol Pollard	Chair
Melissa Fisher	Vice Chair
Patricia Ahmed	
Brian Ozenbrook	
Barbara Ashworth	Nominated Representative
Shakil Salam	
Susan Bibby	Nominated Representative
Melissa Fisher	Nominated Representative
Jeff Leahy	Treasurer
Mustafa Mohammed	

Objectives and activities

Carers Link Lancashire is a registered charity and a company limited by guarantee. The charity has evolved from Carers Link Hyndburn and Ribble Valley (2003) with the change being approved and adopted in 2013. All the work, projects, assets and liabilities of the original organisation transferred to the new company, retaining the skills, knowledge and experience of staff and volunteers, and enabling the continuation of a number of successful partnerships and projects.

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

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

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

Purpose and Aims

The charitable purposes of the company as set out in our Articles of Association are to relieve those who are ill, elderly or otherwise disabled living in Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley and areas of Lancashire by provision of information, training and support for their carers and to raise public awareness in all aspects relating to carers and caring.

Carers Link Lancashire supports unpaid carers to maintain their own health and wellbeing so that they can continue in their caring role for as long as possible.

This support is achieved through the provision of a person centred and holistic approach through collaborative partnerships, empowerment, innovation and representation across East Lancashire.

The charity's vision is to be a values and outcomes driven organisation that enables:

- Carers to feel valued as individuals and recognised for their contribution to society
- Carers to lead happy, fulfilling lives with access to good quality person centred support and services
- Carers to improve their overall physical and mental health and wellbeing
- Carers to continue with their caring role preventing them from reaching crisis point

The charity's mission is to make a positive difference to the lives of carers and the people they care for by offering tailored support that is professional, respectful, non-judgemental and meets individual need.

Carers Link Lancashire has a new 3-year Strategy and Operational Plan in place (2021-2024) which has influenced charitable delivery and activity this financial year. This current strategy has been produced through consultation and direct input from carers alongside staff and Trustees and is reviewed quarterly against objectives and targets.

This strategy includes the following strategic objectives:

- Ensure that carers are recognised and supported
- Develop a marketing plan which recognises changes in the current and future environment
- Deliver high quality services and support for carers and the people they care for
- Establishing and maintaining effective partnerships
- Ensure our charity is sustainable

Attached to the strategy is an operational plan which details the actions, resources and timescales required to meet the strategic objectives of the organisation.

Definitions of Unpaid Carers

Carer: A carer is defined as someone who spends a significant proportion of their life providing unpaid support to family or friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Young carer: A young carer is defined as a child or young person (up to the age of 18) who looks after someone in their family who has an illness, disability, mental health problem or substance misuse problem. Young carers take on practical and/or emotional caring responsibilities that would normally be expected of an adult.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

Parent carer: A parent carer is defined as a person with parental responsibilities for a child under the age of 18 with additional needs.

Former carer: A former carer is defined as a person whose caring role has ceased or significantly reduced due to bereavement or the cared-for person entering residential care.

During 2021/22, the charity has been providing support to adults and young carers from across East Lancashire. East Lancashire makes up one third of Lancashire representing 42% of Lancashire's Boroughs, with a number of wards being in the top 10% of deprivation, including Burnley and Hyndburn. Demographics from East Lancashire's Clinical Commissioning Group evidence that life expectancy in East Lancashire remains relatively low compared to the England and Wales national average. Across East Lancashire, 12% of the population is made up of people from a BME population and there are a significant number of isolated rural communities such as those in Pendle and the Ribble Valley. Within these rural communities, there are high proportions of people who are over the age of 50 years, of which some are living in isolation, with limited support networks, suffering from poor emotional health and wellbeing and who are caring for an elderly family member or caring for more than one person.

According to the 2011 census, there are over 43,000 unpaid adult carers in East Lancashire, of which 63% are caring for between 1-19 hours per week, 13% are caring for 20-49 hours per week and 24% are caring for 50 hours or more per week. On average, we receive 483 referrals for new carers every quarter (3 months)

As of the 31st March 2022, 2% of registered carers are aged 18-25 years, 63.5% aged 26-64 years and 31.5% are aged 65 years plus and 3% of registered carers have unknown ages.

The 2011 Census also identified there were 3,499 children and young people across East Lancashire aged under 25 years that provided levels of unpaid care, of which, a huge proportion are estimated to relate to children and young people under the age of 18.

Of the identified young carers, 924 (26%) were aged 0-15 years and 2,575 (74%) aged 16-24 years. Of these, 72% were identified as undertaking between 1-19 hours of caring per week, 16% were undertaking between 20-49 hours of caring per week and 12% were undertaking over 50 hours of caring per week. The census demonstrated that those providing 50+ hours of care per week were 5 times more likely to report their general health as 'not good'.

Research published by Carers UK in the state of caring 2021 highlighted carers experience including:

- One in five unpaid carers are worried they may not cope financially over the next 12 months,
- One in four carers (23%) may not have enough money to cover their monthly expenses,
- Carers spend an estimated £1,370 a year on average on services or equipment for the person they care for,
- Over half of carers (52%) feel anxious or stressed about their finances

Further recent research also shows:

- Carers save the economy £193 billion per annum,
- 1 in 7 of us are now carers,
- Carer's Allowance is the lowest benefit of its kind at £67.60 per week. We want to see Carer's Allowance significantly increased for all carers in the UK.
- 4.68 million unpaid carers concerned for physical and mental health
- 2:2 million carers worried about ability to cope financially
- More care is being provided than ever before – even more than during the height of the pandemic
- Overwhelming public support for more Government action to help unpaid carers

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

Carers Link Lancashire is a specialist carers charity who understand the needs and demands placed on carers along with the negative impacts their roles can have, affecting peoples mental and physical health and wellbeing, financial stability, employment and career choices, ability to access leisure opportunities along with feelings of loneliness through social isolation. Within their roles, carers take on responsibilities including day to day tasks, personal & medical care, transporting loved ones to numerous health appointments and offering emotional support and advice to the person they are caring for. This demanding role often results in the carer's life being thrown into turmoil, with their own mental and emotional health and wellbeing suffering and deteriorating in the process.

In order to meet the existing and emerging needs facing carers, the charity provides a personalised, tailored and holistic service to support a wide range of unpaid carers enabling them to fulfil their roles whilst supporting them to alleviate impact and preventing them from reaching crisis point. Carers often do not recognise their role and see it as their duty and responsibility; therefore, the charity supports carers to recognise their role, providing them with person centred support and guidance on their rights as a carer.

Through our work we are committed in being a values and outcomes driven organisation that enables:

- Carers to feel valued as individuals and recognised for their contribution to society
- Carers to lead happy, fulfilling lives with access to good quality person centred support and services
- Carers to improve their overall physical and mental health and wellbeing
- Carers to continue with their caring role preventing them from reaching crisis point

Public benefit statement

The charity's Trustees have complied with their duty to have due regard to the guidance on public benefit published by the commission in exercising their powers or duties during this period.

Strategic report

Achievements and performance

The charity's main activities, support and beneficiaries are described below.

All charitable activities focus on supporting unpaid carers and are undertaken in order to further Carers Link Lancashire's charitable purposes for the public benefit.

Throughout the year, Carers Link Lancashire has strived to offer high quality support and services to its beneficiaries, regardless of the national pandemic and in line with achieving our strategic objectives.

Throughout the year, the charity continued to work successfully alongside ncompass towards a brighter future, in successfully delivering the Lancashire Carers Service. This service provides statutory services and support to adult carers on behalf of Lancashire County Council. This contract was also extended until 30th September 2022.

Throughout the year and during the COVID-19 pandemic, the charity has still continued to fully deliver its contracts, support and service to unpaid carers working tirelessly as 'keyworkers' in the fight against COVID-19. The charity continued to follow government guidelines and at all times ensured that the charity's workforce and beneficiaries were kept safe from the virus. As a statutory deliverer of health and social care, face to face work still continued where necessary and new ways of working were introduced, including remotely to ensure that services and support for carers continued. The charity swiftly adapted to the pandemic, activating its business continuity plan, pandemic policy and implementing thorough risk assessments and action plans. Successful systems were implemented including building and office arrangements, partnered teams, scheduled rotas, social distancing, infection prevention and PPE.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

Achievements and performance (Continued)

Throughout the year, the pandemic still continued to play a role, and the start of the financial year saw restrictions in England beginning to be lifted with implementation of the government's four-step roadmap offering routes to returning back to normal life. Regardless of this, the charity has continued to thrive both in terms of meeting contractual agreements, key performance indicators and also organisational milestones.

All services continued to operate fully, offering a range of virtual, digital and face-to-face support and services to meet carers' needs and wishes. The charity continued to support those who were deemed through analysis of internal data sets to identify carers and the people they care for who may be 'vulnerable' and/or 'at risk' due to a number of contributory factors such as being elderly and due to caring requirements and conditions. From this work, carers have been provided with additional support and services to meet new, existing or emerging needs. This was in addition to projects implemented to overcome isolation and loneliness.

Overall, the charity's finances and operations were not significantly affected by the pandemic, with the main source of income being statutory income from the local authority. Charitable trading in the community facility was affected by mandatory closure and easing of restrictions. No fundraising practices were able to take place either, however, this only makes up an extremely small proportion of overall annual income.

Adult Carers

The Lancashire Carers Service works across the county providing support, guidance and information to adult carers. The service is delivered in partnership with n-compass who deliver in North and Central Lancashire with Carers Link Lancashire delivering in East Lancashire.

The service supports people in their caring role, undertaking statutory carers assessments and supporting their emotional health and wellbeing.

Carers Link Lancashire provides a wide range of high quality, person-centred support and services to unpaid adult carers living in East Lancashire across the Boroughs of Burnley, Pendle, Rossendale, Hyndburn and the Ribbles Valley.

Identifying carers, particularly hidden carers, is a prime objective for Carers Link Lancashire. Throughout the year, 1,933 new carers have been identified and registered with the service. Throughout the year there has been an increase of +27% in new referrals / newly identified carers compared to 2020/2021. No doubt being as a direct result of the pandemic.

Throughout the year, a further 6206 existing registered carers also requested further support and services from the charity, an increase of +39% of existing carers requesting and receiving additional support, compared with 2020/21.

All registered carers receive regular information, support and services to assist them within their caring roles and during the year we have provided 5655 one-to-one sessions with carers.

The charity provides a wide range of provision and services to support adult carers within their roles including:

- A full accessible and inclusive community facility on Blackburn Road in Accrington offering an information and support hub, community café, garden and charity shop
- Being a partner of Carers Lancashire – delivering aligned statutory services & support for carers across Lancashire

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

- Identification of all carers and hidden carers
- Undertaking Statutory Carers Assessments and commissioning personal budgets in line with the new Care Act- looking at all the needs of the carer and those they care for to ensure we can help them access everything they need to help them provide better care and support their own health and wellbeing
- Making outgoing referrals and recommendations to Social Care for commissioned respite
- 1-2-1 support, both face to face in the community or home, via zoom, skype, over the telephone, emails
- Breaks through face to face and virtual trips, events, activities and complementary therapies to enable regular short breaks, respite from their caring roles, stress relief and improved health and well-being
- Free counselling services with fully trained volunteer counsellors
- Peace of Mind for Carers Plan, a contingency plan, enabling free replacement care should they be unable to continue their caring role due to emergency
- Befriending Service, a matched volunteer providing free respite opportunities in the persons home
- Free complimentary and holistic therapies such a reiki, massage & reflexology
- Free Max Cards allowing parent carers free or discounted access to major and local attractions
- Free Go2 Leisure cards where we have all health and well-being providers including local leisure centre providing free and discounted local facilities
- Peer support groups and forums
- Free Welfare and benefits support including form filling to ensure carers have access to the benefits they are entitled to
- Delivery of free carers awareness training to groups and professionals to raise awareness of carers needs
- Delivery of free understanding dementia courses
- Carers caravans in the Lake District, Morecambe and Blackpool offering respite opportunities and holidays
- 24/7 Volunteer Led Peer Support Helpline

As of 31st March 2022, Carers Link Lancashire has:

- 10823 registered carers
- 13 % of registered carers are BME
- 14% of registered carers are caring for someone with dementia (an increase of +3% since 2020/21)

PRIMARY CONDITIONS:

- 12.5 % of registered carers are caring for someone with dementia
- 35 % of registered carers are caring for an older person
- 17.5 % of registered carers are caring for a person with PDSI
- 12 % of registered carers are caring for someone with a mental health condition
- 9 % of registered carers are caring for a learning disability
- 0.5 % of registered carers are caring for someone with substance misuse
- 12 % of registered carers are caring for a disabled child
- 1.5% of conditions are unknown

AREA:

- 26% of registered carers are from Burnley
- 24% of registered carers are from Pendle
- 14% of registered carers are from Rossendale

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

- 23% of registered carers Hyndburn
- 11% of registered carers are from Ribble Valley
- 2% of registered carers are from another area but are caring for someone in the local authority area

Young Carers

In addition to the work with adult carers, throughout the year, the organisation has also undertaken young carers support across Hyndburn and Ribble Valley

The Hyndburn and Ribble Valley young carers project is funded by BBC Children in Need and the Eric Wright Charitable Trust to work directly with young carers aged 0-18 years from across Hyndburn and the Ribble Valley to improve their health and wellbeing.

The charity's young carers services provide holistic, person centred and whole family approaches to services and support to meet individual needs support includes:

- Initial assessments to identify need alongside realistic and achievable action plans
- Intensive 1-2-1 support to meet need alongside regularly reviewing progress
- Monthly face to face and virtual targeted group sessions based and age appropriate which provide young carers with a safe environment to take a break from their caring role, develop new friendships and receive peer support from those in similar situations
- Targeted groups and activities that promote self-confidence and wellbeing, both emotional, mental and physical health
- Provide support across education, employment and training ensuring young carers are able to make informed choices about their caring role and education, employment or training opportunities
- Targeted work with schools and colleges to enable identification and support for young carers

Throughout the year, the charity has continued to provide a range of support to meet young carers existing and emerging needs, including both virtually and face to face.

Young carers have faced so many additional challenges as a result of the national pandemic. Young carers have had their resilience and confidence stretched trying to balance caring responsibilities with online learning whilst overcoming the inability to have respite from their roles, often feeling isolated and lonely.

Throughout the year, the service has continued to successfully meet objectives and provide young carers with holistic and individual support and services to improve their immediate and long-term outcomes including transition into adulthood, health and wellbeing, participation/achievement in education, employment and training and engagement in positive social and recreational activities.

Throughout the year, the young carers projects have successfully worked with 117 young carers and have provided some of the following:

- Provided 75 targeted group sessions for groups of young carers
- Undertaken 259 one to one sessions with young carers

As of the 31st March 2022, the young carers team were supporting 113 registered young carers as follows:

Age:

- 4.5% are aged 6 years

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

- 4.5% are aged 7 years
- 8% are aged 8 years
- 11% are aged 9 years
- 12% are aged 10 years
- 52% are aged 11-15 years
- 8% are aged 16-18 years

Caring for:

- 48% Mum
- 11.5% Dad
- 27.5% Brother
- 10% Sister
- 3% Another relative

Cared for Conditions:

- 31% are caring for a Disabled Child/Sibling
- 4.5% are caring for someone with a Learning Disability
- 23% are caring for someone with a Mental Health problem
- 0% are caring for an older person (65 yrs +)
- 41.5% are caring for someone with PD/SI
- 0% are caring for someone with substance misuse
- 0% are caring for someone with dementia
- 0% of conditions are unknown/not disclosed

All young carers who are registered with the service are provided with information, support and services which are tailored to meet their individual needs. This includes:

- One to one support to identify and address specific needs
- Developing an action plan to address specific issues such as problems at school, low levels of self confidence and self-esteem and isolation. This action plan is then regularly reviewed to ensure their needs are being met
- Targeted group sessions to build friendships and peer support, reduce isolation, improve self-confidence and self-esteem and provide support during transitional periods
- Opportunities to access respite and a break from their caring role through engagement in positive activities aimed specifically at improving their health and wellbeing
- Empowering young carers to make long lasting lifestyle changes and develop aspirations for the future
- Enabling young carers to have a normal childhood outside of their caring role
- Assisting young carers to make their caring role more sustainable
- Building resilience
- Equipping young carers with self-help methods, coping mechanisms and techniques

Volunteers

As at the 31st March 2022, Carers Link Lancashire has 105 active volunteers who are assisting in supporting in the direct delivery of services. Throughout the year, 137 volunteers have provided the organisation with a total of 5609.50 volunteering hours. This is a huge increase of +214% from year 20/21 during the height of the pandemic.

Volunteers have still continued to support the charity and its beneficiaries through roles including supporting at events, groups and activities, community café, shop & garden, driving, young carers, administration, counselling and complementary therapies.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

If the volunteering hours offered by volunteers during the year was quantified into a paid salary at national minimum wage, this would work out as £53,290.25 in volunteering time.

Carers Assessments

Due to the Care Act 2014, carers are now recognised in their own right and are entitled to have their own needs assessed, identified and met through a carer's assessment. From this assessment, a personal budget can also be commissioned. The organisation has taken on this statutory duty from the Local Authority, undertaking carers assessments and commissioning a personal budget directly from them.

Throughout the year, the charity has undertaken a total of 4,852 statutory Carers Assessments and Reviews, This was an increase of +1% Carers Assessments & Reviews undertaken in comparison to 2020/21. From these assessments, 35% of carers have been commissioned a monetary personal budget of between £200-300 to meet their unmet needs, whilst 65% of carers were able to have their needs met universally through the charity's services and support. Throughout the year, the charity has commissioned £446,535.54 in personal budgets to carers in East Lancashire.

Peace of Mind for Carers

During the year, the charity has undertaken 595 New POM4C plans (Peace of Mind for Carers) This contingency plan still remains an invaluable service for carers. Carers often describe this plan as their 'lifeline' should they unexpectedly be unable to continue with their caring role. The plan prevents carers from worrying about who will look after the people they care for in the event of something unexpectedly happening to them. This constant worry carries a high risk of affecting their emotional health and wellbeing, causing stress, preventing them from having a life of their own alongside their caring role.

The POM4C service is free and can be activated 365 days a year, 24 hours a day. Family members or friends can be contacted in the event of an emergency, or free replacement care can be provided by a domiciliary care provider in the cared for persons own home for up to 72 hours. This service can also prevent strain on the health and social care system, preventing those who are reaching crisis point from accessing accident and emergency services and social care providers.

Over the past 12 months, there have been issues with replacement care being provided as this is part of the crisis service through Lancashire County Council and has often reached maximum capacity. Therefore, LCC are continuing to review and consult with carers and commissioners about the future of this service

Carer Awareness Training (CAT)

Throughout the year, the charity has delivered 62 CAT sessions to a range of audiences with 514 professionals receiving the training. This service enables professionals to become 'Carer Champions' for their teams.

On average approx. 8 professionals attended each Carers Awareness Training Session.

Welfare and Benefits Support

The charity have continued to provide welfare and benefits support, offering appointments remotely and face to face. Throughout the year, the charity has secured £409,466.20 in unclaimed benefits for carers in East Lancashire, a massive increase of +266% compared to the previous year.

Managing Risk

The charity has comprehensive risk management policies and procedures in place including a Risk Policy, Risk Register and monthly Risk Maps that highlight any potential or uncertain risks that may face the charity, its resource, services and beneficiaries.

The Risk Register is reviewed annually and focuses on all areas of the charity including Governance, Operational, Finance & Resources, External and Compliance with a thorough risk analysis of each of the areas.

The charity has three sub groups which report directly into the Board covering Finance and Resources, Governance and Risk and remuneration. At every Governance and Risk meeting, a live risk map is produced referencing any potential areas of risk along with suggestions to mitigate risk. This is scrutinised by the sub group members before providing a thorough report at the board meetings. The charity also has a Business Continuity Plan in place. The charity's Trustees have given consideration to the major risks to which the organisation is exposed and satisfied themselves that systems and procedures are established in order to provide the necessary assurances that risk is being effectively managed.

The Trustees always have going concern around the majority of charitable income being derived from government grants in respect of the statutory adult contract, however, the charity has retendered to continue deliver this contract from October 2023 for 4 years and are extremely confident that this contract will be retained moving forwards.

Financial review

Over the financial year, the charity's main source of income has been the adult carers services/Lancashire Carers Service contract with Lancashire County Council and the East Lancashire Clinical Commissioning Group. For the year, this makes up 83.9% of income, an increase of +6.4% compared to funding in 2020/21. This is mainly due to the increase in contract value secured when the charity successfully extended the contract as the Lancashire carers services provider in East Lancashire.

The charity has also continued to benefit by owning its own headquarters which have significantly reduced running costs, with security of ownership and no liability of rental facilities. Further benefits have also been seen through the charity's community facility albeit with intermittent opening due to the pandemic. All floors of the headquarters are self-contained and independent supporting longer-term sustainability should income drop with each area being able to be sub-let

The charity has still continued to move forward with business objectives and during the year the charity have invested remaining unrestricted free reserves into purchasing a second property which will enable us to open a 2nd charity shop and information and support hub in early 2023. This new facility will strengthen diversification of income and sustainability, lessening the charity's dependence on the Lancashire County Council contract. This will all take place alongside the continuing task of seeking new and securing existing ongoing sources of funding, as well as monitoring the budgets associated with our current projects.

During the financial year, the total income received has been £965,055 (£955,015 2020/21) an increase of 1% compared to 2020/21. The budgeted income at the start of the year was predicted to be £980,659 therefore, the actual income met 92% of projected income. The total expenditure for the year was £865,772 (£881,960 2020/21) against projected expenditure at the start of the year of £931,689. Therefore, there was a reduction in expected expenditure of 7%

In addition to the Lancashire County Council income, a substantial amount of financial support was received from BBC Children in Need and The Eric Wright Trust in respect of young carers services. Towards the end of the year, we were delighted to receive a generous amount of funding from the Youth Investment Fund which saw the charity order and purchase a minibus and also digital equipment including macbooks and digital cameras. These will be a valuable asset to our young carers in enabling increased access, support and enhanced learning and

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

development opportunities.

Additional smaller financial contributions for revenue have also been received and greatly appreciated from Ribble Valley Borough Council and Carers Trust. As always, the charity are extremely grateful to all their funders for their support and for making it possible for Carers Link Lancashire to provide a service to carers in East Lancashire.

As laid out in the Charity's investment policy, Carers Link Lancashire seeks to produce the best financial return within an acceptable level of risk, on the financial investments it makes. Financial risk is managed by ensuring sufficient liquidity is available to meet foreseeable needs. As the majority of the company's debtors are public sector bodies, the level of credit risk is low. The Trustees review the Investment Policy annually, and receive advice from a suitably qualified, independent financial company, as well as reviewing attitude to risk on an annual basis. At present, funds are being placed with several financial institutions in order to mitigate against possible bank collapses, and advice is sought from our investment advisor as to minimising the risks of our portfolio.

The Trustees have going concerns around the charities longer term sustainability, with the main sources of income from Lancashire County Council coming to an end in 2022. However, the board are fully committed to ensuring that the charity continue to exceed the high KPI's and outcomes as outlined in the contract and are planning to successfully retender to deliver the contract in 2022.

Reserves Policy

As of the 31 March 2022, the total charity funds stand at £851,643 (2021: £752,359) of which, £469,637 is invested in fixed assets and £Nil is restricted.

The Trustees have reviewed the funds available to the organisation and £28,183 has been designated for the following:

- £10,000 Property Repair & Unexpected Maintenance
- £18,183 Redundancy costs

After designation and the headquarters property, £353,823 is free reserves and represents 3.9 months of budgeted recurrent expenditure (4.4 months 2020/21) The policy for free reserves is that Carers Link Lancashire will maintain free reserves not being less than three months expenditure. Therefore, the charity is meeting its reserves policy adequately. The main source of income for the organisation still remains to be generated from Lancashire County Council who continue to make payments in arrears. Therefore, charitable reserves are essential to maintain adequate cash flow levels.

In the event that all or any funding is lost the reserves will enable Carers Link Lancashire to maintain a service to carers whilst researching and sourcing other funding. To this end, the Trustees deem it prudent to designate funds from the reserves to cover the potential resulting redundancies and to secure services for carers.

Plans for future periods

Throughout the year, our charity has worked hard to achieve business objectives as outlined in the organisations Strategy and Operational Plan 2021-2024, which include expanding our ability to provide accessible services, identifying and supporting all carers in East Lancashire and ensuring the charity is more sustainable in the longer term.

Our charity is continuing to strive to increase diversified income streams through charitable trading including opening a further retail facility in Colne in 2023 which will also house and information and support hub. The charity is committed to continue to retain the statutory LCC adult carers contract and have retendered to deliver this from October 2023 onwards in partnership with ncompass. Our board feel there is no greater partnership and collaboration to support us in retaining this contract.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

The Trustees see the future direction of the charity as developing further meaningful services that meet the needs of carers. Carers Link Lancashire continues to be a proactive, learning organisation, with all of its activities being carefully planned, risk assessed and evaluated.

Structure, governance, and management

Organisation

The organisation is a charitable company limited by guarantee, number 08584591, incorporated on 25th June 2013. It was adopted as a charity on 19th March 2014.

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

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31st March 2022 was 9.

The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

All Trustees give their time voluntarily and receive no benefits from the charity.

Management

Day to day management of the charity including responsibility for the provision of services, staff management and development is delegated to the Chief Executive Officer (CEO) Rebecca Hodgson. Any proposal the CEO would like to make relating to areas beyond delegated power, is made formally in a proposal document, which firstly, where practically possible is submitted to the relevant Sub-Group for scrutiny before submissions and presentation to all board members.

The CEO undergoes regular supervision and support sessions with the Chair of Trustees and provides comprehensive and up to date information and advice to all Trustees. Remuneration of Key Management Personnel is set based on benchmarks for similar roles and is overseen by the Remuneration Group. Staff salaries are reviewed annually by the board of trustees at the Remuneration Group meeting.

Carers Link Lancashire is a Network Partner of Carers Trust. This affiliation enables staff and Trustees access to a variety of training and development courses/conferences organised by the Trust. These courses/conferences are usually provided free of charge although the cost of travel to the venues is borne by Carers Link Lancashire or individual Trustees.

This partnership also enables up to date information and research into carers alongside regional support from the regional manager and regional network partners.

Related Parties and Relationships with Other Organisations

There are no related parties.

Carers Link Lancashire has a formal consortium agreement with ncompass, a brighter future for the purposes of tendering for and delivering The Lancashire Carers Service. This partnership is purely for the purposes of which is described with Carers Link Lancashire delivering in East Lancashire and ncompass delivering in North and Central Lancashire.

Recruitment and Appointment of Trustees

Trustees are recruited through advertisements in the organisation's quarterly magazine and e-bulletins alongside individual contacts by other Board Members or members of staff.

Prospective Trustees are invited to a preliminary meeting with the CEO for discussion about the roles and responsibilities of Trustees and general information about Carers Link Lancashire.

A Trustee appointment is subject to the completion of the DBS process and two satisfactory references. Potential Trustees are then invited to meet existing Trustees at a board meeting to give a presentation about themselves and their skills, and if agreed by all Trustees, they will be co-opted on to the board with their nomination as a Trustee being put to the Annual General Meeting (AGM) for formal appointment.

The organisation has a Trustee skills matrix in place that is regularly updated and identifies the strengths and weaknesses of the Board.

The weaker areas are then addressed through the Trustee recruitment processes. A full and thorough recruitment application process is in place with an information pack for interested persons and a comprehensive Trustee Handbook is provided for all Trustees.

Induction and Training of Trustees

All Trustees undertake a thorough induction process with the CEO and then also the Chair of Trustees as and when required. As part of this, they are required to sign a code of conduct and confidentiality policy, declare their eligibility to be a Trustee alongside completing a declaration of interest's form which is reviewed annually.

Further training is provided, both in-house and externally, using a variety of methods including online and face to face training. Topics covered include all aspects of information governance, safeguarding children and vulnerable adults and equality and diversity. Updates on governance matters are distributed regularly to Trustees to ensure their knowledge remains relevant and up to date

Funds held as Custodian Trustee on behalf of others

No funds were held as custodian Trustee on behalf of any others.

Statement of Responsibilities of the Trustees

The trustees (who are also directors of Carers Link Lancashire for the purposes of Company Law) are responsible for preparing the Trustee's Annual Report (including the strategic report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company Law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP FRS 102
- Make judgments and estimates that are reasonable and prudent

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

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

In so far as the trustees are aware:

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

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

On behalf of the board

Signature:



Carol Pollard - Chair of the Board of Trustees

Date: 04/11/2022.....

Independent Auditor's Report to the Members

For the year ended 31 March 2022

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

Independent Auditor's Report to the Members

For the year ended 31 March 2022

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the strategic report and the directors' report) 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 have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, set out on page 17, 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.

Independent Auditor's Report to the Members

For the year ended 31 March 2022

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

- Obtaining an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on those laws and regulations that have had a direct effect on the financial statements. The key laws and regulations we considered in this context include Charities Act and safeguarding regulations. In addition, we consider compliance with employee legislation, as fundamental to the Charity's operations;
- Discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- Enquiry of management and those charged with governance around actual and potential litigation and claims;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias;
- Reviewing minutes of meetings of those charged with governance; and
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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

A further description of our responsibilities 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.

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.

Nicola Mason

Nicola Mason (Senior Statutory Auditor)

for and on behalf of MHA Moore and Smalley

Chartered Accountants

Statutory Auditor

Richard House

9 Winckley Square

Preston

PR1 3HP

08/11/2022

Carers Link Lancashire

Statement of Financial Activities (Incorporating Income and Expenditure Account)

For the year ended 31 March 2022

	Note	Unrestricted Funds	Restricted Funds	Total 2022 £	Total 2021 £
Income from					
Donations and legacies	3	36,898	-	36,898	12,183
Charitable activities:	4				
Carers support and services		766,103	122,151	888,255	895,160
Other trading activities	5	33,308	-	33,308	10,475
Investments	6	180	-	180	332
Other income	7	4,275	2,141	6,416	36,865
Total Income		840,763	124,292	965,055	955,015
Expenditure on					
Raising funds	8	75,855	-	75,855	52,395
Charitable activities					
Carers support and services	9	710,643	65,964	776,607	773,202
Other expenses – governance and support costs	10	10,841	2,469	13,310	56,363
Total Expenditure		797,339	68,433	865,772	881,960
Net income / (expenditure) before net gains / (losses) in investments					
Realised gains / (losses) on investments		43,424	55,859	99,284	73,055
		-	-	-	-
Net income / (expenditure) for the year	11	43,424	55,859	99,284	73,055
Transfer between funds		71,595	(71,595)	-	-
Net movement in funds for the year		115,020	(15,736)	99,284	73,055
Reconciliation of funds					
Total funds brought forward		736,623	15,736	752,359	679,304
Total funds carried forward		851,643	-	851,643	752,359

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

Carers Link Lancashire

Balance Sheet

As at 31 March 2022

	Note	2022 £	£	2021 £	£
Fixed Assets					
Tangible assets	16		469,637		327,906
Total fixed assets			469,637		327,906
Current Assets					
Debtors	17	47,459		155,881	
Current asset investments	18	81,420		81,319	
Cash at bank and in hand		333,552		282,469	
Total current assets		462,431		519,669	
Liabilities					
Creditors amounts falling due in less than one year	19	(80,425)		(95,216)	
Net current assets			382,006		424,453
Net Assets			851,643		752,359
The funds of the charity					
Restricted income funds	20		-		15,736
Unrestricted income funds	21		851,643		736,623
Total charity funds			851,643		752,359

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

The Notes on pages 24 to 41 form part of these accounts

07/11/2022

Approved by the Trustees on and signed on their behalf by:

Carol Pollard

Jeff Leahy

Carol Pollard (Chair)

Jeff Leahy (Treasurer)

Company number 08584591

Carers Link Lancashire

Statement of Cash Flows

For the year ended 31 March 2022

	Note	2022	2021
		£	£
Cash provided by / (used in) operating activities	24	215,988	89,007
<hr/>			
Cash flows from investing activities:			
Dividends, interest, and rents from investments		180	332
Purchase of tangible fixed assets		(164,983)	(67,724)
Sale of investments		-	-
<hr/>			
Cash provided by/ (used in) investing activities		(164,803)	(67,392)
<hr/>			
Increase/(decrease) in cash and cash equivalents in the year		51,184	21,615
Cash and cash equivalents at the beginning of the year		363,788	342,173
<hr/>			
Cash and cash equivalents at the end of the year		414,972	363,788
<hr/>			

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective October 2019) - (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

Preparation of the accounts on a going concern basis

The trustees are required to assess whether the use of going concern is appropriate, ie whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charitable company to continue as a going concern. The Trustees make this assessment in respect of a period of at least one year from the date of authorisation of the accounts. The recent measures taken by the Government to combat the spread of the corona virus resulted in the closure of the café and shop but has not impacted significantly on other services. In the year ending 31 March 2022, income from the shop may be significantly lower than anticipated. At the date of approving these accounts the trustees have a reasonable expectation that the charity will be able to manage the situation and that it has sufficient cash resources to enable it to meet its liabilities as they fall due for at least 12 months from the date of approval. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

There are no key judgments which the Trustees have made which have a significant effect on the accounts.

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

Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

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

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the Trustees' annual report for more information about their contribution.

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

Interest receivable

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

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the Trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Expenditure and irrecoverable VAT

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

- Costs of raising funds comprise the costs of administration in connection with fundraising and the running costs for the caravans.
- Expenditure on charitable activities includes the direct costs of the charity's activities and the associated support costs.
- Other expenditure represents those items not falling into any other heading.

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

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 9.

Notes to the financial Statements

Year ended 31 March 2022

Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

Tangible fixed assets

Individual fixed assets costing £1000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Land and Buildings	4% of cost per annum
Fixtures & fittings	25% of cost per annum
Office furniture & equipment	25% of cost per annum
Computer equipment	33% reducing balance with the remaining balance written off in the third year
Caravan	33.3% of cost per annum

Debtors

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

Current asset investments

Current asset investments include cash investments with a maturity of greater than three months from the date of acquisition or opening of the deposit or similar account and those accounts intended to be held for the longer term.

Cash at bank and in hand

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

Creditors and provisions

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

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 11. There were outstanding contributions of £2,009 at the year end. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 9.

Notes to the financial Statements

Year ended 31 March 2022

The money purchase plan is managed by SMART Pensions and the plan invests the contributions made by the employee and employer in an investment fund to build up over the term of the plan a pension fund which is then converted into a pension upon the employee's normal retirement year age when eligible for a state pension. The risk profile of the fund reduces as the employee gets closer to retirement. The total expense ratio of the plan is 1.25% and this is deducted from the investment fund annually. The trust has no liability beyond making its contributions and paying across the deductions for the employee's contributions.

Critical accounting estimates and areas of judgement

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will be, by definition, seldom be equal to the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are discussed below

Useful economic life of fixed assets - See accounting policy

There are no critical areas of judgement.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

3 Income from donations and legacies

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
	£	£	£	£
Donations	25,144	-	25,144	8,683
Ribble Valley	1,500	-	1,500	3,000
Eric Wright Charitable Trust	4,568	-	4,568	-
Miscellaneous	5,686	-	5,686	500
Total	36,898	-	36,898	12,182
Total by fund 31 March 2022	36,898	-	36,898	12,182

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2022

4 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	757,105	-	757,105	740,520
Adult Carers				
Henry Smith	-	-	-	-
Carers Trust	-	12,616	12,616	10,674
Eric Wright Charitable Trust	-	15,000	15,000	7,805
Small groups	3,472	-	3,472	-
Tesco	-	-	-	500
	<u>3,472</u>	<u>27,616</u>	<u>31,088</u>	<u>18,979</u>
Young Carers				
BBC Children in Need	-	37,067	37,067	45,577
Eric Wright Charitable Trust for YC Preston	-	-	-	20,000
Carers Trust	-	-	-	-
Ironmongers	-	-	-	-
Lancashire County Council	-	-	-	-
Children In Need Youth Investment grant	-	57,468	57,468	-
	<u>-</u>	<u>94,535</u>	<u>94,535</u>	<u>65,577</u>
Building, Charity Hub and Garden				
Triangle Trust 1949 Fund	5,525	-	5,525	12,724
Lancashire Environmental Fund	-	-	-	-
Hyndburn Borough Council	-	-	-	57,360
Total	<u>5,525</u>	<u>-</u>	<u>5,525</u>	<u>70,084</u>
Total by fund 31 March 2022	<u>766,103</u>	<u>122,151</u>	<u>888,255</u>	<u>895,160</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2022

4 Income from charitable activities (Continued)

Prior year

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	740,520	-	740,520	713,281
Adult Carers				
Henry Smith	-	-	-	10,625
Carers Trust	-	10,674	10,674	5,500
Eric Wright Charitable Trust	-	7,805	7,805	-
Lancashire County Council SMG	-	-	-	4,565
Tesco	-	500	500	3,500
	-	18,979	18,979	24,190
Young Carers				
BBC Children in Need	-	45,577	45,577	47,836
Eric Wright Charitable Trust for YC Preston	-	20,000	20,000	20,000
Carers Trust	-	-	-	384
Ironmongers	-	-	-	3,078
Lancashire County Council	-	-	-	1,399
	-	65,577	65,577	72,697
Building, Charity Hub and Garden				
Triangle Trust 1949 Fund	12,724	-	12,724	20,375
Lancashire Environmental Fund	-	-	-	23,744
Hyndburn Borough Council	-	57,360	57,360	6,476
Total	12,724	57,360	70,084	50,595
Total by fund 31 March 2021	753,244	141,916	895,160	860,763

Notes to the financial Statements

Year ended 31 March 2022

5 Income from other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Café and retail income	33,308	-	33,308	10,475
Total	33,308	-	33,308	10,475

All income from other trading activities in the current and prior year is unrestricted.

6 Investment income

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income from bank deposits	180	-	180	332
Total	180	-	180	332

All investment income in the current and prior year is unrestricted.

7 Other income

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Coronavirus Job Retention Scheme	-	2,141	2,141	17,563
Hyndburn Borough Council	4,275	-	4,275	19,302
Total	4,275	2,141	6,416	36,865

8 Cost of raising funds

	2022 £	2021 £
Caravan costs, including depreciation	21,517	16,456
Administrative costs	2,730	4,529
Trading costs	51,608	31,410
Total	75,855	52,395

Included in cost of raising funds is restricted expenditure of £12,371 (£7,805) and unrestricted expenditure of £62,714 (£44,592). The caravan running and depreciation costs are included as part of fundraising and donations for the use of the caravan are treated as donations.

Notes to the financial Statements

Year ended 31 March 2022

9 Analysis of expenditure of charitable activities

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2022	Total 2021
	£	£	£	£	£	£
Staff costs	570,629	13,564	27,017	3,458	614,668	624,504
Accommodation	40,561	-	600	25	41,186	34,042
Administrative costs	30,544	211	1,870	88	32,713	36,249
Project costs	18,630	10,899	5,790	-	35,319	25,396
Governance and support costs (see note 10)	30,604	3,258	3,220	-	37,082	37,315
Building and garden costs (see note 10)	15,576	-	63	-	15,639	15,696
	706,544	27,932	38,560	3,571	776,607	773,202
					2022	2021
					£	£
Restricted expenditure					65,964	92,768
Unrestricted expenditure					710,643	680,434
					776,607	773,202

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2022

9 Analysis of expenditure of charitable activities

Prior year

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2021	Total 2020
	£	£	£	£	£	£
Staff costs	552,012	-	49,468	23,024	624,504	542,623
Accommodation	32,724	-	1,317	-	34,042	30,030
Administrative costs	34,257	-	1,992	-	36,249	28,662
Project costs	11,505	10,543	3,348	-	25,396	49,858
Governance and support costs (see note 10)	29,617	1,187	6,511	-	37,315	40,494
Building and garden costs (see note 10)	14,300	-	1,396	-	15,696	27,058
	<u>674,415</u>	<u>11,730</u>	<u>64,031</u>	<u>23,024</u>	<u>773,202</u>	<u>718,725</u>
					2021	2020
					£	£
Restricted expenditure					92,768	135,870
Unrestricted expenditure					680,434	582,855
					<u>773,202</u>	<u>718,725</u>

Notes to the financial Statements

Year ended 31 March 2022

10 Analysis of governance and support costs

	Basis of apportionment	Support £	Governance £	Total 2022 £	Total 2021 £
Staff costs	% of income	32,899	-	32,899	25,481
Accommodation	% of income	2,002	-	2,002	3,965
Administrative costs	% of income	3,889	-	3,889	3,332
Project costs	% of income	9,641	-	9,641	1,246
Building and garden costs	Actual costs	3,398	2,469	5,867	62,326
Depreciation	% of income	23,258	-	23,258	21,806
Audit fees	Governance	-	9,120	9,120	9,000
Legal and professional	Governance	-	-	-	4,341
Other governance	Governance	-	163	163	84
		<u>75,077</u>	<u>11,752</u>	<u>86,829</u>	<u>131,581</u>
Governance and Support Costs recharged to Charitable Activities and fundraising		(39,670)	-	(39,670)	(41,685)
Building and accommodation costs recharged		(33,850)	-	(33,850)	(33,533)
		<u>1,558</u>	<u>11,752</u>	<u>13,310</u>	<u>56,363</u>

Included in support costs is £4,608 of restricted expenditure (2021, £61,334) and £8,701 of unrestricted expenditure (2021 (£4,971)).

Prior year

	Basis of apportionment	Support £	Governance £	Total 2021 £	Total 2020 £
Staff costs	% of income	25,481	-	25,481	31,863
Accommodation	% of income	3,965	-	3,965	9,820
Administrative costs	% of income	3,332	-	3,332	11,431
Project costs	% of income	1,246	-	1,246	241
Building and garden costs	Actual costs	62,326	-	62,326	5,264
Depreciation	% of income	21,806	-	21,806	17,057
Audit fees	Governance	-	9,000	9,000	8,587
Legal and professional	Governance	-	4,341	4,341	6,417
Other governance	Governance	-	84	84	262
		<u>118,156</u>	<u>13,425</u>	<u>131,581</u>	<u>90,942</u>
Governance and Support Costs recharged to Charitable Activities and fundraising		(41,685)	-	(41,685)	(44,748)
Building and accommodation costs recharged		(33,533)	-	(33,533)	(25,540)
		<u>42,938</u>	<u>13,425</u>	<u>56,363</u>	<u>20,654</u>

Notes to the financial Statements

Year ended 31 March 2022

11 Net income / (expenditure) for the year

	2022	2021
	£	£
This is stated after charging/(crediting):		
Depreciation	23,258	21,806
Operating lease rentals		
Other	1,948	4,230
Auditor's remuneration - audit fees	9,120	6,100
	<hr/>	<hr/>
	34,326	32,136
	<hr/> <hr/>	<hr/> <hr/>

12 Staff costs

	2022	2021
	£	£
Wages and salaries	581,585	575,433
Social security costs	42,831	36,109
Pension costs	33,221	34,195
Staff travel, recruitment & other	17,657	4,248
	<hr/>	<hr/>
	675,294	649,985
	<hr/> <hr/>	<hr/> <hr/>

No employee had employee benefits in excess of £60,000 (2021: £60,000)

The average number of full-time equivalent staff employed during the period was 33 (2021: 35).

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer and the Deputy Chief Executive. The total employee benefits of the key management personnel of the charity were £83,974 (2021: £79,504).

13 Trustee remuneration and expenses, and related party transactions

Neither the Trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2021: £Nil).

Trustees received travel and subsistence expenses during the year of £nil (2021: £Nil).

Aggregate donations from related parties were £Nil (2021: £Nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2021: £Nil).

Notes to the financial Statements

Year ended 31 March 2022

14 Government grants

The government grants recognised in the accounts were as follows:

	2022	2021
	£	£
Lancashire County Council/ ELCCG	757,105	740,520
	<u>757,105</u>	<u>740,520</u>

There were no unfulfilled conditions and contingencies attaching to the grants.

15 Corporation Tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

16 Fixed assets: tangible assets

	Freehold Building	Freehold Building Improvements	Computer equipment	Caravan and motor vehicles	Fixtures and fittings	Total
	£	£	£	£		£
Cost						
At 1 April 2021	160,000	191,790	37,812	18,323	3,148	411,073
Additions	105,000	-	5,573	51,228	3,182	164,983
Disposals	-	-	-	-	-	-
At 31 March 2022	265,000	191,790	43,385	69,551	6,330	576,056
Depreciation						
At 1 April 2021	19,200	17,524	27,071	18,323	1,049	83,167
Charge for the year	6,400	7,672	7,989	-	1,191	23,252
Disposals	-	-	-	-	-	-
At 31 March 2022	25,600	25,196	35,060	18,323	2,240	106,419
Net book value						
At 31 March 2022	239,400	166,594	8,325	51,228	4,090	469,637
At 31 March 2021	140,800	174,266	10,741	-	2,099	327,906

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2022

17 Debtors

	2022	2021
	£	£
Grants receivable	21,124	133,594
Other debtors	-	-
Prepayments and accrued income	<u>26,335</u>	<u>22,287</u>
	47,459	155,881

18 Current asset investments

	2022	2021
	£	£
Cash equivalents on deposit: Scottish Widows	<u>81,420</u>	<u>81,319</u>
	81,420	81,319

19 Creditors: amounts falling due within one year

	2022	2021
	£	£
Creditors	8,022	30,187
Other creditors and accruals	23,841	21,464
Deferred income	<u>48,562</u>	<u>43,565</u>
	80,425	95,216

Deferred income relates to income received in advance for future charitable activities. Deferred income as at 31 March 2021 of £43,565 has been released during the year.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2022

20 Analysis of movements in restricted funds

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Adult Carers					
Carers Trust	1,948	12,616	(12,872)	(1,692)	-
Eric Wright Charitable Trust	-	15,000	(15,603)	603	-
Tesco	-	-	-	-	-
	<u>1,948</u>	<u>27,616</u>	<u>(28,475)</u>	<u>(1,089)</u>	<u>-</u>
Young Carers					
BBC Children in Need	1,657	37,067	(37,817)	(907)	-
Children in Need Youth Investment grant	-	57,468	-	(57,468)	-
	<u>1,657</u>	<u>94,535</u>	<u>(37,817)</u>	<u>(58,375)</u>	<u>-</u>
Building, Garden and Charity Hub					
Lancashire Environmental Fund	12,131	-	-	(12,131)	-
Coronavirus Job Retention Scheme	-	2,141	(2,141)	-	-
	<u>12,131</u>	<u>2,141</u>	<u>(2,141)</u>	<u>(12,131)</u>	<u>-</u>
	<u>15,736</u>	<u>124,292</u>	<u>(68,433)</u>	<u>(71,595)</u>	<u>-</u>

LCC = Lancashire County Council
CCG = Clinical Commissioning Group

CFL = Community Foundation for Lancashire
YAC = Young Adult Carers

Analysis of movements in restricted funds (continued)

Prior year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
Adult Carers					
Carers Trust	1,948	10,674	(10,674)	-	1,948
Eric Wright Charitable Trust	-	7,805	(7,805)	-	-
Tesco	-	500	(500)	-	-
	<u>1,948</u>	<u>18,979</u>	<u>(18,979)</u>	<u>-</u>	<u>1,948</u>
Young Carers					
BBC Children in Need	111	45,577	(44,031)	-	1,657
Young Carers Preston	7,509	-	-	(7,509)	-
Eric Wright Charitable Trust	-	20,000	(20,000)	-	-
	<u>7,620</u>	<u>65,577</u>	<u>(64,031)</u>	<u>(7,509)</u>	<u>1,657</u>
Building, Garden and Charity Hub					
Lancashire Environmental Fund	16,105	-	(3,974)	-	12,131
Coronavirus Job Retention Scheme	-	17,563	(17,563)	-	-
Hyndburn Borough Council	-	57,360	(57,360)	-	-
	<u>16,105</u>	<u>74,923</u>	<u>(78,897)</u>	<u>(7,509)</u>	<u>12,131</u>
	<u>25,673</u>	<u>159,479</u>	<u>(161,907)</u>	<u>(7,509)</u>	<u>15,736</u>

Analysis of movements in restricted funds (continued)

Name of	Description, nature and purposes of the fund
Adult Carers	Funds for this service to Adult Carers are to provide local and accessible support and points of contact between carers and Lancashire County Council Social Services Directorate. To achieve this, we work to develop a clear identity for carers, develop support and information and develop knowledge to help carers in their role and to co-ordinate consultation and involvement between carers, Carers Link Lancashire, and Lancashire County Council.
Young Carers	Funds for this service for Young Carers are to provide flexible outreach support and to offer preventative support through respite activities and breaks. To achieve this, we work to provide a proactive and responsive service, reduce isolation, increase choice and access to multi agency support and facilitate the appropriate assessment of young carers and their families by statutory agencies.

21 Analysis of movement in unrestricted funds

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
General fund	661,625	840,763	(797,339)	118,411	823,460
Designated fund					
Potential redundancy costs	19,998	-	-	(1,815)	18,183
Anticipated loss from retail	-	-	-	-	-
Buildings maintenance and repairs	40,000	-	-	(30,000)	10,000
Blackburn Road Property	15,000	-	-	(15,000)	-
	<u>736,623</u>	<u>840,763</u>	<u>(797,339)</u>	<u>71,596</u>	<u>851,643</u>
Prior year					
	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
General fund	553,633	795,536	(695,053)	7,509	661,625
Designated fund					
Potential redundancy costs	19,998	-	-	-	19,998
Anticipated loss from retail	25,000	-	(25,000)	-	-
Renovations	40,000	-	-	-	40,000
Blackburn Road Property	15,000	-	-	-	15,000
	<u>653,631</u>	<u>795,536</u>	<u>(720,053)</u>	<u>7,509</u>	<u>736,623</u>

Notes to the financial Statements

Year ended 31 March 2022

Name of	Description, nature and purposes of the fund
General Fund	The free reserves after allowing for all designated funds and including the property fixed asset.
Potential redundancy costs	This fund has been designated by the Trustees to cover potential redundancies. There is a TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006) agreement being in place.
Renovations	This fund is for planned renovation to the property.
Blackburn Road Property	This fund is designated towards potential dilapidations at 54-56 Blackburn Road, Accrington.

22 Analysis of net assets between funds

	General fund	Designated funds	Restricted funds	Total 2021
	£	£	£	£
Tangible fixed assets	469,637	-	-	469,637
Net current assets/(liabilities)	353,822	28,183	-	382,005
	<hr/>	<hr/>	<hr/>	<hr/>
	823,459	28,183	-	851,643
	<hr/>	<hr/>	<hr/>	<hr/>
Prior Year	General fund	Designated funds	Restricted funds	Total 2021
	£	£	£	£
Tangible fixed assets	327,906	-	-	327,906
Net current assets/(liabilities)	333,719	74,998	15,736	424,453
	<hr/>	<hr/>	<hr/>	<hr/>
	661,625	74,998	15,736	752,359
	<hr/>	<hr/>	<hr/>	<hr/>

Notes to the financial Statements

Year ended 31 March 2022

23 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows:

	Equipment	
	2022	2021
	£	£
Less than one year	1,948	4,230
One to five years	4,383	2,922
Over five years		
	6,331	7,152
	6,331	7,152

24 Reconciliation of net movement in funds to net cash flow from operating activities

	2022	2021
	£	£
Net income/(expenditure) for the year	99,284	73,055
Adjustments for:		
Depreciation charge	23,252	21,806
(Gains) / losses on investments	-	-
Dividends, interest, and rents from investments	(180)	(332)
Decrease / (increase) in debtors	108,422	(52,084)
Increase / (decrease) in creditors	(14,790)	46,562
	215,988	89,007
Net cash provided by / (used in) operating activities	215,988	89,007

25 Capital commitments

	2022	2021
	£	£
Capital commitments	-	-
	-	-
	-	-

Company Number 08584591

Charity Number 1156275

Carers Link Lancashire

Report and Financial Statements

For The Year Ended

31 March 2022

Carers Link Lancashire

Contents

	Page
Reference and administrative information	1
Trustee's Annual Report	2
Independent Auditor's report to the members	18
Statement of Financial Activities (Incorporating Income and Expenditure Account)	21
Balance sheet	22
Cash flow statement	23
Notes to the accounts	24

Carers Link Lancashire

Reference and administrative information

For the year ended 31 March 2022

Company Number 08584591

Charity Number 1156275

Registered office and operational address 54-56 Blackburn Road, Accrington, BB5 1LE

Trustees

Trustees, who are also directors under company law, who served during the year were as follows:

Carol Pollard	Chair
Melissa Fisher	Vice Chair
Patricia Ahmed	
Brian Ozenbrook	
Barbara Ashworth	Nominated Representative
Shakil Salam	
Susan Bibby	Nominated Representative
Jeff Leahy	Treasurer
Mustafa Mohammed	

Company Secretary

Rebecca Hodgson Secretary

Key Management

Rebecca Hodgson	Chief Executive
Audra Higgin	Services Manager/ Deputy & Services Manager

Bankers

CAF Bank Ltd	25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
Yorkshire Bank Ltd	25 Manchester Road, Burnley, BB11 1HX
Scottish Widows	67 Morrison Street, Edinburgh, EH3 8YJ
Triodos Bank Ltd	Deanery Road, Bristol BS1 5AS
Lloyds Bank PLC	Blackheath Branch, PO Box 100, Andover, BX1 1LT

Auditors

MHA Moore & Smalley LLP Richard House, 9 Winckley Square, Preston, PR1 3HP

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

The Trustees present their report and the financial statements of the charity for the accounting period ending 31 March 2022. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published October 2019.

Trustees of the charity

The Directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year were as follows:

Carol Pollard	Chair
Melissa Fisher	Vice Chair
Patricia Ahmed	
Brian Ozenbrook	
Barbara Ashworth	Nominated Representative
Shakil Salam	
Susan Bibby	Nominated Representative
Melissa Fisher	Nominated Representative
Jeff Leahy	Treasurer
Mustafa Mohammed	

Objectives and activities

Carers Link Lancashire is a registered charity and a company limited by guarantee. The charity has evolved from Carers Link Hyndburn and Ribble Valley (2003) with the change being approved and adopted in 2013. All the work, projects, assets and liabilities of the original organisation transferred to the new company, retaining the skills, knowledge and experience of staff and volunteers, and enabling the continuation of a number of successful partnerships and projects.

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

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

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

Purpose and Aims

The charitable purposes of the company as set out in our Articles of Association are to relieve those who are ill, elderly or otherwise disabled living in Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley and areas of Lancashire by provision of information, training and support for their carers and to raise public awareness in all aspects relating to carers and caring.

Carers Link Lancashire supports unpaid carers to maintain their own health and wellbeing so that they can continue in their caring role for as long as possible.

This support is achieved through the provision of a person centred and holistic approach through collaborative partnerships, empowerment, innovation and representation across East Lancashire.

The charity's vision is to be a values and outcomes driven organisation that enables:

- Carers to feel valued as individuals and recognised for their contribution to society
- Carers to lead happy, fulfilling lives with access to good quality person centred support and services
- Carers to improve their overall physical and mental health and wellbeing
- Carers to continue with their caring role preventing them from reaching crisis point

The charity's mission is to make a positive difference to the lives of carers and the people they care for by offering tailored support that is professional, respectful, non-judgemental and meets individual need.

Carers Link Lancashire has a new 3-year Strategy and Operational Plan in place (2021-2024) which has influenced charitable delivery and activity this financial year. This current strategy has been produced through consultation and direct input from carers alongside staff and Trustees and is reviewed quarterly against objectives and targets.

This strategy includes the following strategic objectives:

- Ensure that carers are recognised and supported
- Develop a marketing plan which recognises changes in the current and future environment
- Deliver high quality services and support for carers and the people they care for
- Establishing and maintaining effective partnerships
- Ensure our charity is sustainable

Attached to the strategy is an operational plan which details the actions, resources and timescales required to meet the strategic objectives of the organisation.

Definitions of Unpaid Carers

Carer: A carer is defined as someone who spends a significant proportion of their life providing unpaid support to family or friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Young carer: A young carer is defined as a child or young person (up to the age of 18) who looks after someone in their family who has an illness, disability, mental health problem or substance misuse problem. Young carers take on practical and/or emotional caring responsibilities that would normally be expected of an adult.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

Parent carer: A parent carer is defined as a person with parental responsibilities for a child under the age of 18 with additional needs.

Former carer: A former carer is defined as a person whose caring role has ceased or significantly reduced due to bereavement or the cared-for person entering residential care.

During 2021/22, the charity has been providing support to adults and young carers from across East Lancashire. East Lancashire makes up one third of Lancashire representing 42% of Lancashire's Boroughs, with a number of wards being in the top 10% of deprivation, including Burnley and Hyndburn. Demographics from East Lancashire's Clinical Commissioning Group evidence that life expectancy in East Lancashire remains relatively low compared to the England and Wales national average. Across East Lancashire, 12% of the population is made up of people from a BME population and there are a significant number of isolated rural communities such as those in Pendle and the Ribble Valley. Within these rural communities, there are high proportions of people who are over the age of 50 years, of which some are living in isolation, with limited support networks, suffering from poor emotional health and wellbeing and who are caring for an elderly family member or caring for more than one person.

According to the 2011 census, there are over 43,000 unpaid adult carers in East Lancashire, of which 63% are caring for between 1-19 hours per week, 13% are caring for 20-49 hours per week and 24% are caring for 50 hours or more per week. On average, we receive 483 referrals for new carers every quarter (3 months)

As of the 31st March 2022, 2% of registered carers are aged 18-25 years, 63.5% aged 26-64 years and 31.5% are aged 65 years plus and 3% of registered carers have unknown ages.

The 2011 Census also identified there were 3,499 children and young people across East Lancashire aged under 25 years that provided levels of unpaid care, of which, a huge proportion are estimated to relate to children and young people under the age of 18.

Of the identified young carers, 924 (26%) were aged 0-15 years and 2,575 (74%) aged 16-24 years. Of these, 72% were identified as undertaking between 1-19 hours of caring per week, 16% were undertaking between 20-49 hours of caring per week and 12% were undertaking over 50 hours of caring per week. The census demonstrated that those providing 50+ hours of care per week were 5 times more likely to report their general health as 'not good'.

Research published by Carers UK in the state of caring 2021 highlighted carers experience including:

- One in five unpaid carers are worried they may not cope financially over the next 12 months,
- One in four carers (23%) may not have enough money to cover their monthly expenses,
- Carers spend an estimated £1,370 a year on average on services or equipment for the person they care for,
- Over half of carers (52%) feel anxious or stressed about their finances

Further recent research also shows:

- Carers save the economy £193 billion per annum,
- 1 in 7 of us are now carers,
- Carer's Allowance is the lowest benefit of its kind at £67.60 per week. We want to see Carer's Allowance significantly increased for all carers in the UK.
- 4.68 million unpaid carers concerned for physical and mental health
- 2:2 million carers worried about ability to cope financially
- More care is being provided than ever before – even more than during the height of the pandemic
- Overwhelming public support for more Government action to help unpaid carers

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

Carers Link Lancashire is a specialist carers charity who understand the needs and demands placed on carers along with the negative impacts their roles can have, affecting peoples mental and physical health and wellbeing, financial stability, employment and career choices, ability to access leisure opportunities along with feelings of loneliness through social isolation. Within their roles, carers take on responsibilities including day to day tasks, personal & medical care, transporting loved ones to numerous health appointments and offering emotional support and advice to the person they are caring for. This demanding role often results in the carer's life being thrown into turmoil, with their own mental and emotional health and wellbeing suffering and deteriorating in the process.

In order to meet the existing and emerging needs facing carers, the charity provides a personalised, tailored and holistic service to support a wide range of unpaid carers enabling them to fulfil their roles whilst supporting them to alleviate impact and preventing them from reaching crisis point. Carers often do not recognise their role and see it as their duty and responsibility; therefore, the charity supports carers to recognise their role, providing them with person centred support and guidance on their rights as a carer.

Through our work we are committed in being a values and outcomes driven organisation that enables:

- Carers to feel valued as individuals and recognised for their contribution to society
- Carers to lead happy, fulfilling lives with access to good quality person centred support and services
- Carers to improve their overall physical and mental health and wellbeing
- Carers to continue with their caring role preventing them from reaching crisis point

Public benefit statement

The charity's Trustees have complied with their duty to have due regard to the guidance on public benefit published by the commission in exercising their powers or duties during this period.

Strategic report

Achievements and performance

The charity's main activities, support and beneficiaries are described below.

All charitable activities focus on supporting unpaid carers and are undertaken in order to further Carers Link Lancashire's charitable purposes for the public benefit.

Throughout the year, Carers Link Lancashire has strived to offer high quality support and services to its beneficiaries, regardless of the national pandemic and in line with achieving our strategic objectives.

Throughout the year, the charity continued to work successfully alongside ncompass towards a brighter future, in successfully delivering the Lancashire Carers Service. This service provides statutory services and support to adult carers on behalf of Lancashire County Council. This contract was also extended until 30th September 2022.

Throughout the year and during the COVID-19 pandemic, the charity has still continued to fully deliver its contracts, support and service to unpaid carers working tirelessly as 'keyworkers' in the fight against COVID-19. The charity continued to follow government guidelines and at all times ensured that the charity's workforce and beneficiaries were kept safe from the virus. As a statutory deliverer of health and social care, face to face work still continued where necessary and new ways of working were introduced, including remotely to ensure that services and support for carers continued. The charity swiftly adapted to the pandemic, activating its business continuity plan, pandemic policy and implementing thorough risk assessments and action plans. Successful systems were implemented including building and office arrangements, partnered teams, scheduled rotas, social distancing, infection prevention and PPE.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

Achievements and performance (Continued)

Throughout the year, the pandemic still continued to play a role, and the start of the financial year saw restrictions in England beginning to be lifted with implementation of the government's four step roadmap offering routes to returning back to normal life. Regardless of this, the charity has continued to thrive both in terms of meeting contractual agreements, key performance indicators and also organisational milestones.

All services continued to operate fully, offering a range of virtual, digital and face to face support and services to meet carers needs and wishes. The charity continued to support those who were deemed through analysis of internal data sets to identify carers and the people they care for who may be 'vulnerable' and/or 'at risk' due to a number of contributory factors such as being elderly and due to caring requirements and conditions. From this work, carers have been provided with additional support and services to meet new, existing or emerging needs. This was in addition to projects implemented to overcome isolation and loneliness.

Overall, the charity's finances and operations were not significantly affected by the pandemic, with the main source of income being statutory income from the local authority. Charitable trading in the community facility was affected by mandatory closure and easing of restrictions. No fundraising practices were able to take place either, however, this only makes up an extremely small proportion of overall annual income.

Adult Carers

The Lancashire Carers Service works across the county providing support, guidance and information to adult carers. The service is delivered in partnership with n-compass who deliver in North and Central Lancashire with Carers Link Lancashire delivering in East Lancashire.

The service supports people in their caring role, undertaking statutory carers assessments and supporting their emotional health and wellbeing

Carers Link Lancashire provides a wide range of high quality, person centred support and services to unpaid adult carers living in East Lancashire across the Boroughs of Burnley, Pendle, Rossendale, Hyndburn and the Ribbles Valley.

Identifying carers, particularly hidden carers, is a prime objective for Carers Link Lancashire. Throughout the year, 1,933 new carers have been identified and registered with the service. Throughout the year there has been an increase of +27% in new referrals / newly identified carers compared to 2020/2021. No doubt being as a direct result of the pandemic.

Throughout the year, a further 6206 existing registered carers also requested further support and services from the charity, an increase of +39% of existing carers requesting and receiving additional support, compared with 2020/21

All registered carers receive regular information, support and services to assist them within their caring roles and during the year we have provided 5655 one-to-one sessions with carers.

The charity provides a wide range of provision and services to support adult carers within their roles including:

- A full accessible and inclusive community facility on Blackburn Road in Accrington offering an information and support hub, community café, garden and charity shop
- Being a partner of Carers Lancashire – delivering aligned statutory services & support for carers across Lancashire

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

- Identification of all carers and hidden carers
- Undertaking Statutory Carers Assessments and commissioning personal budgets in line with the new Care Act- looking at all the needs of the carer and those they care for to ensure we can help them access everything they need to help them provide better care and support their own health and wellbeing
- Making outgoing referrals and recommendations to Social Care for commissioned respite
- 1-2-1 support, both face to face in the community or home, via zoom, skype, over the telephone, emails
- Breaks through face to face and virtual trips, events, activities and complementary therapies to enable regular short breaks, respite from their caring roles, stress relief and improved health and well-being
- Free counselling services with fully trained volunteer counsellors
- Peace of Mind for Carers Plan, a contingency plan, enabling free replacement care should they be unable to continue their caring role due to emergency
- Befriending Service, a matched volunteer providing free respite opportunities in the persons home
- Free complimentary and holistic therapies such a reiki, massage & reflexology
- Free Max Cards allowing parent carers free or discounted access to major and local attractions
- Free Go2 Leisure cards where we have all health and well-being providers including local leisure centre providing free and discounted local facilities
- Peer support groups and forums
- Free Welfare and benefits support including form filling to ensure carers have access to the benefits they are entitled to
- Delivery of free carers awareness training to groups and professionals to raise awareness of carers needs
- Delivery of free understanding dementia courses
- Carers caravans in the Lake District, Morecambe and Blackpool offering respite opportunities and holidays
- 24/7 Volunteer Led Peer Support Helpline

As of 31st March 2022, Carers Link Lancashire has:

- 10823 registered carers
- 13 % of registered carers are BME
- 14% of registered carers are caring for someone with dementia (an increase of +3% since 2020/21)

PRIMARY CONDITIONS:

- 12.5 % of registered carers are caring for someone with dementia
- 35 % of registered carers are caring for an older person
- 17.5 % of registered carers are caring for a person with PDSI
- 12 % of registered carers are caring for someone with a mental health condition
- 9 % of registered carers are caring for a learning disability
- 0.5 % of registered carers are caring for someone with substance misuse
- 12 % of registered carers are caring for a disabled child
- 1.5% of conditions are unknown

AREA:

- 26% of registered carers are from Burnley
- 24% of registered carers are from Pendle
- 14% of registered carers are from Rossendale

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

- 23% of registered carers Hyndburn
- 11% of registered carers are from Ribble Valley
- 2% of registered carers are from another area but are caring for someone in the local authority area

Young Carers

In addition to the work with adult carers, throughout the year, the organisation has also undertaken young carers support across Hyndburn and Ribble Valley

The Hyndburn and Ribble Valley young carers project is funded by BBC Children in Need and the Eric Wright Charitable Trust to work directly with young carers aged 0-18 years from across Hyndburn and the Ribble Valley to improve their health and wellbeing.

The charity's young carers services provide holistic, person centred and whole family approaches to services and support to meet individual needs support includes:

- Initial assessments to identify need alongside realistic and achievable action plans
- Intensive 1-2-1 support to meet need alongside regularly reviewing progress
- Monthly face to face and virtual targeted group sessions based and age appropriate which provide young carers with a safe environment to take a break from their caring role, develop new friendships and receive peer support from those in similar situations
- Targeted groups and activities that promote self-confidence and wellbeing, both emotional, mental and physical health
- Provide support across education, employment and training ensuring young carers are able to make informed choices about their caring role and education, employment or training opportunities
- Targeted work with schools and colleges to enable identification and support for young carers

Throughout the year, the charity has continued to provide a range of support to meet young carers existing and emerging needs, including both virtually and face to face.

Young carers have faced so many additional challenges as a result of the national pandemic. Young carers have had their resilience and confidence stretched trying to balance caring responsibilities with online learning whilst overcoming the inability to have respite from their roles, often feeling isolated and lonely.

Throughout the year, the service has continued to successfully meet objectives and provide young carers with holistic and individual support and services to improve their immediate and long-term outcomes including transition into adulthood, health and wellbeing, participation/achievement in education, employment and training and engagement in positive social and recreational activities.

Throughout the year, the young carers projects have successfully worked with 117 young carers and have provided some of the following:

- Provided 75 targeted group sessions for groups of young carers
- Undertaken 259 one to one sessions with young carers

As of the 31st March 2022, the young carers team were supporting 113 registered young carers as follows:

Age:

- 4.5% are aged 6 years

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

- 4.5% are aged 7 years
- 8% are aged 8 years
- 11% are aged 9 years
- 12% are aged 10 years
- 52% are aged 11-15 years
- 8% are aged 16-18 years

Caring for:

- 48% Mum
- 11.5% Dad
- 27.5% Brother
- 10% Sister
- 3% Another relative

Cared for Conditions:

- 31% are caring for a Disabled Child/Sibling
- 4.5% are caring for someone with a Learning Disability
- 23% are caring for someone with a Mental Health problem
- 0% are caring for an older person (65 yrs +)
- 41.5% are caring for someone with PD/SI
- 0% are caring for someone with substance misuse
- 0% are caring for someone with dementia
- 0% of conditions are unknown/not disclosed

All young carers who are registered with the service are provided with information, support and services which are tailored to meet their individual needs. This includes:

- One to one support to identify and address specific needs
- Developing an action plan to address specific issues such as problems at school, low levels of self confidence and self-esteem and isolation. This action plan is then regularly reviewed to ensure their needs are being met
- Targeted group sessions to build friendships and peer support, reduce isolation, improve self-confidence and self-esteem and provide support during transitional periods
- Opportunities to access respite and a break from their caring role through engagement in positive activities aimed specifically at improving their health and wellbeing
- Empowering young carers to make long lasting lifestyle changes and develop aspirations for the future
- Enabling young carers to have a normal childhood outside of their caring role
- Assisting young carers to make their caring role more sustainable
- Building resilience
- Equipping young carers with self-help methods, coping mechanisms and techniques

Volunteers

As at the 31st March 2022, Carers Link Lancashire has 105 active volunteers who are assisting in supporting in the direct delivery of services. Throughout the year, 137 volunteers have provided the organisation with a total of 5609.50 volunteering hours. This is a huge increase of +214% from year 20/21 during the height of the pandemic.

Volunteers have still continued to support the charity and its beneficiaries through roles including supporting at events, groups and activities, community café, shop & garden, driving, young carers, administration, counselling and complementary therapies.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

If the volunteering hours offered by volunteers during the year was quantified into a paid salary at national minimum wage, this would work out as £53,290.25 in volunteering time.

Carers Assessments

Due to the Care Act 2014, carers are now recognised in their own right and are entitled to have their own needs assessed, identified and met through a carer's assessment. From this assessment, a personal budget can also be commissioned. The organisation has taken on this statutory duty from the Local Authority, undertaking carers assessments and commissioning a personal budget directly from them.

Throughout the year, the charity has undertaken a total of 4,852 statutory Carers Assessments and Reviews, This was an increase of +1% Carers Assessments & Reviews undertaken in comparison to 2020/21. From these assessments, 35% of carers have been commissioned a monetary personal budget of between £200-300 to meet their unmet needs, whilst 65% of carers were able to have their needs met universally through the charity's services and support. Throughout the year, the charity has commissioned £446,535.54 in personal budgets to carers in East Lancashire.

Peace of Mind for Carers

During the year, the charity has undertaken 595 New POM4C plans (Peace of Mind for Carers) This contingency plan still remains an invaluable service for carers. Carers often describe this plan as their 'lifeline' should they unexpectedly be unable to continue with their caring role. The plan prevents carers from worrying about who will look after the people they care for in the event of something unexpectedly happening to them. This constant worry carries a high risk of affecting their emotional health and wellbeing, causing stress, preventing them from having a life of their own alongside their caring role.

The POM4C service is free and can be activated 365 days a year, 24 hours a day. Family members or friends can be contacted in the event of an emergency, or free replacement care can be provided by a domiciliary care provider in the cared for persons own home for up to 72 hours. This service can also prevent strain on the health and social care system, preventing those who are reaching crisis point from accessing accident and emergency services and social care providers.

Over the past 12 months, there have been issues with replacement care being provided as this is part of the crisis service through Lancashire County Council and has often reached maximum capacity. Therefore, LCC are continuing to review and consult with carers and commissioners about the future of this service

Carer Awareness Training (CAT)

Throughout the year, the charity has delivered 62 CAT sessions to a range of audiences with 514 professionals receiving the training. This service enables professionals to become 'Carer Champions' for their teams.

On average approx. 8 professionals attended each Carers Awareness Training Session.

Welfare and Benefits Support

The charity have continued to provide welfare and benefits support, offering appointments remotely and face to face. Throughout the year, the charity has secured £409,466.20 in unclaimed benefits for carers in East Lancashire, a massive increase of +266% compared to the previous year.

Managing Risk

The charity has comprehensive risk management policies and procedures in place including a Risk Policy, Risk Register and monthly Risk Maps that highlight any potential or uncertain risks that may face the charity, its resource, services and beneficiaries.

The Risk Register is reviewed annually and focuses on all areas of the charity including Governance, Operational, Finance & Resources, External and Compliance with a thorough risk analysis of each of the areas.

The charity has three sub groups which report directly into the Board covering Finance and Resources, Governance and Risk and remuneration. At every Governance and Risk meeting, a live risk map is produced referencing any potential areas of risk along with suggestions to mitigate risk. This is scrutinised by the sub group members before providing a thorough report at the board meetings. The charity also has a Business Continuity Plan in place. The charity's Trustees have given consideration to the major risks to which the organisation is exposed and satisfied themselves that systems and procedures are established in order to provide the necessary assurances that risk is being effectively managed.

The Trustees always have going concern around the majority of charitable income being derived from government grants in respect of the statutory adult contract, however, the charity has retendered to continue deliver this contract from October 2023 for 4 years and are extremely confident that this contract will be retained moving forwards.

Financial review

Over the financial year, the charity's main source of income has been the adult carers services/Lancashire Carers Service contract with Lancashire County Council and the East Lancashire Clinical Commissioning Group. For the year, this makes up 83.9% of income, an increase of +6.4% compared to funding in 2020/21. This is mainly due to the increase in contract value secured when the charity successfully extended the contract as the Lancashire carers services provider in East Lancashire.

The charity has also continued to benefit by owning its own headquarters which have significantly reduced running costs, with security of ownership and no liability of rental facilities. Further benefits have also been seen through the charity's community facility albeit with intermittent opening due to the pandemic. All floors of the headquarters are self-contained and independent supporting longer-term sustainability should income drop with each area being able to be sub-let

The charity has still continued to move forward with business objectives and during the year the charity have invested remaining unrestricted free reserves into purchasing a second property which will enable us to open a 2nd charity shop and information and support hub in early 2023. This new facility will strengthen diversification of income and sustainability, lessening the charity's dependence on the Lancashire County Council contract. This will all take place alongside the continuing task of seeking new and securing existing ongoing sources of funding, as well as monitoring the budgets associated with our current projects.

During the financial year, the total income received has been £965,055 (£955,015 2020/21) an increase of 1% compared to 2020/21. The budgeted income at the start of the year was predicted to be £980,659 therefore, the actual income met 92% of projected income. The total expenditure for the year was £865,772 (£881,960 2020/21) against projected expenditure at the start of the year of £931,689. Therefore, there was a reduction in expected expenditure of 7%

In addition to the Lancashire County Council income, a substantial amount of financial support was received from BBC Children in Need and The Eric Wright Trust in respect of young carers services. Towards the end of the year, we were delighted to receive a generous amount of funding from the Youth Investment Fund which saw the charity order and purchase a minibus and also digital equipment including macbooks and digital cameras. These will be a valuable asset to our young carers in enabling increased access, support and enhanced learning and

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

development opportunities.

Additional smaller financial contributions for revenue have also been received and greatly appreciated from Ribble Valley Borough Council and Carers Trust. As always, the charity are extremely grateful to all their funders for their support and for making it possible for Carers Link Lancashire to provide a service to carers in East Lancashire.

As laid out in the Charity's investment policy, Carers Link Lancashire seeks to produce the best financial return within an acceptable level of risk, on the financial investments it makes. Financial risk is managed by ensuring sufficient liquidity is available to meet foreseeable needs. As the majority of the company's debtors are public sector bodies, the level of credit risk is low. The Trustees review the Investment Policy annually, and receive advice from a suitably qualified, independent financial company, as well as reviewing attitude to risk on an annual basis. At present, funds are being placed with several financial institutions in order to mitigate against possible bank collapses, and advice is sought from our investment advisor as to minimising the risks of our portfolio.

The Trustees have going concerns around the charities longer term sustainability, with the main sources of income from Lancashire County Council coming to an end in 2022. However, the board are fully committed to ensuring that the charity continue to exceed the high KPI's and outcomes as outlined in the contract and are planning to successfully retender to deliver the contract in 2022.

Reserves Policy

As of the 31 March 2022, the total charity funds stand at £851,643 (2021: £752,359) of which, £469,637 is invested in fixed assets and £Nil is restricted.

The Trustees have reviewed the funds available to the organisation and £28,183 has been designated for the following:

- £10,000 Property Repair & Unexpected Maintenance
- £18,183 Redundancy costs

After designation and the headquarters property, £353,823 is free reserves and represents 3.9 months of budgeted recurrent expenditure (4.4 months 2020/21) The policy for free reserves is that Carers Link Lancashire will maintain free reserves not being less than three months expenditure. Therefore, the charity is meeting its reserves policy adequately. The main source of income for the organisation still remains to be generated from Lancashire County Council who continue to make payments in arrears. Therefore, charitable reserves are essential to maintain adequate cash flow levels.

In the event that all or any funding is lost the reserves will enable Carers Link Lancashire to maintain a service to carers whilst researching and sourcing other funding. To this end, the Trustees deem it prudent to designate funds from the reserves to cover the potential resulting redundancies and to secure services for carers.

Plans for future periods

Throughout the year, our charity has worked hard to achieve business objectives as outlined in the organisations Strategy and Operational Plan 2021-2024, which include expanding our ability to provide accessible services, identifying and supporting all carers in East Lancashire and ensuring the charity is more sustainable in the longer term.

Our charity is continuing to strive to increase diversified income streams through charitable trading including opening a further retail facility in Colne in 2023 which will also house and information and support hub. The charity is committed to continue to retain the statutory LCC adult carers contract and have retendered to deliver this from October 2023 onwards in partnership with ncompass. Our board feel there is no greater partnership and collaboration to support us in retaining this contract.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

The Trustees see the future direction of the charity as developing further meaningful services that meet the needs of carers. Carers Link Lancashire continues to be a proactive, learning organisation, with all of its activities being carefully planned, risk assessed and evaluated.

Structure, governance, and management

Organisation

The organisation is a charitable company limited by guarantee, number 08584591, incorporated on 25th June 2013. It was adopted as a charity on 19th March 2014.

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

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31st March 2022 was 9.

The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

All Trustees give their time voluntarily and receive no benefits from the charity.

Management

Day to day management of the charity including responsibility for the provision of services, staff management and development is delegated to the Chief Executive Officer (CEO) Rebecca Hodgson. Any proposal the CEO would like to make relating to areas beyond delegated power, is made formally in a proposal document, which firstly, where practically possible is submitted to the relevant Sub-Group for scrutiny before submissions and presentation to all board members.

The CEO undergoes regular supervision and support sessions with the Chair of Trustees and provides comprehensive and up to date information and advice to all Trustees. Remuneration of Key Management Personnel is set based on benchmarks for similar roles and is overseen by the Remuneration Group. Staff salaries are reviewed annually by the board of trustees at the Remuneration Group meeting.

Carers Link Lancashire is a Network Partner of Carers Trust. This affiliation enables staff and Trustees access to a variety of training and development courses/conferences organised by the Trust. These courses/conferences are usually provided free of charge although the cost of travel to the venues is borne by Carers Link Lancashire or individual Trustees.

This partnership also enables up to date information and research into carers alongside regional support from the regional manager and regional network partners.

Related Parties and Relationships with Other Organisations

There are no related parties.

Carers Link Lancashire has a formal consortium agreement with ncompass, a brighter future for the purposes of tendering for and delivering The Lancashire Carers Service. This partnership is purely for the purposes of which is described with Carers Link Lancashire delivering in East Lancashire and ncompass delivering in North and Central Lancashire.

Recruitment and Appointment of Trustees

Trustees are recruited through advertisements in the organisation's quarterly magazine and e-bulletins alongside individual contacts by other Board Members or members of staff.

Prospective Trustees are invited to a preliminary meeting with the CEO for discussion about the roles and responsibilities of Trustees and general information about Carers Link Lancashire.

A Trustee appointment is subject to the completion of the DBS process and two satisfactory references. Potential Trustees are then invited to meet existing Trustees at a board meeting to give a presentation about themselves and their skills, and if agreed by all Trustees, they will be co-opted on to the board with their nomination as a Trustee being put to the Annual General Meeting (AGM) for formal appointment.

The organisation has a Trustee skills matrix in place that is regularly updated and identifies the strengths and weaknesses of the Board.

The weaker areas are then addressed through the Trustee recruitment processes. A full and thorough recruitment application process is in place with an information pack for interested persons and a comprehensive Trustee Handbook is provided for all Trustees.

Induction and Training of Trustees

All Trustees undertake a thorough induction process with the CEO and then also the Chair of Trustees as and when required. As part of this, they are required to sign a code of conduct and confidentiality policy, declare their eligibility to be a Trustee alongside completing a declaration of interest's form which is reviewed annually.

Further training is provided, both in-house and externally, using a variety of methods including online and face to face training. Topics covered include all aspects of information governance, safeguarding children and vulnerable adults and equality and diversity. Updates on governance matters are distributed regularly to Trustees to ensure their knowledge remains relevant and up to date

Funds held as Custodian Trustee on behalf of others

No funds were held as custodian Trustee on behalf of any others.

Statement of Responsibilities of the Trustees

The trustees (who are also directors of Carers Link Lancashire for the purposes of Company Law) are responsible for preparing the Trustee's Annual Report (including the strategic report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company Law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP FRS 102
- Make judgments and estimates that are reasonable and prudent

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2022

- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

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

In so far as the trustees are aware:

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

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

On behalf of the board

Signature:



Carol Pollard - Chair of the Board of Trustees

Date: 04/11/2022.....

Independent Auditor's Report to the Members

For the year ended 31 March 2022

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

Independent Auditor's Report to the Members

For the year ended 31 March 2022

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the strategic report and the directors' report) 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 have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, set out on page 17, 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.

Independent Auditor's Report to the Members

For the year ended 31 March 2022

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

- Obtaining an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on those laws and regulations that have had a direct effect on the financial statements. The key laws and regulations we considered in this context include Charities Act and safeguarding regulations. In addition, we consider compliance with employee legislation, as fundamental to the Charity's operations;
- Discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- Enquiry of management and those charged with governance around actual and potential litigation and claims;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias;
- Reviewing minutes of meetings of those charged with governance; and
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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

A further description of our responsibilities 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.

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.

Nicola Mason

Nicola Mason (Senior Statutory Auditor)

for and on behalf of MHA Moore and Smalley

Chartered Accountants

Statutory Auditor

Richard House

9 Winckley Square

Preston

PR1 3HP

08/11/2022

Carers Link Lancashire

Statement of Financial Activities (Incorporating Income and Expenditure Account)

For the year ended 31 March 2022

	Note	Unrestricted Funds	Restricted Funds	Total 2022 £	Total 2021 £
Income from					
Donations and legacies	3	36,898	-	36,898	12,183
Charitable activities:	4				
Carers support and services		766,103	122,151	888,255	895,160
Other trading activities	5	33,308	-	33,308	10,475
Investments	6	180	-	180	332
Other income	7	4,275	2,141	6,416	36,865
Total Income		840,763	124,292	965,055	955,015
Expenditure on					
Raising funds	8	75,855	-	75,855	52,395
Charitable activities					
Carers support and services	9	710,643	65,964	776,607	773,202
Other expenses – governance and support costs	10	10,841	2,469	13,310	56,363
Total Expenditure		797,339	68,433	865,772	881,960
Net income / (expenditure) before net gains / (losses) in investments					
Realised gains / (losses) on investments		43,424	55,859	99,284	73,055
		-	-	-	-
Net income / (expenditure) for the year	11	43,424	55,859	99,284	73,055
Transfer between funds		71,595	(71,595)	-	-
Net movement in funds for the year		115,020	(15,736)	99,284	73,055
Reconciliation of funds					
Total funds brought forward		736,623	15,736	752,359	679,304
Total funds carried forward		851,643	-	851,643	752,359

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

Carers Link Lancashire

Balance Sheet

As at 31 March 2022

	Note	2022 £	£	2021 £	£
Fixed Assets					
Tangible assets	16		469,637		327,906
Total fixed assets			469,637		327,906
Current Assets					
Debtors	17	47,459		155,881	
Current asset investments	18	81,420		81,319	
Cash at bank and in hand		333,552		282,469	
Total current assets		462,431		519,669	
Liabilities					
Creditors amounts falling due in less than one year	19	(80,425)		(95,216)	
Net current assets			382,006		424,453
Net Assets			851,643		752,359
The funds of the charity					
Restricted income funds	20		-		15,736
Unrestricted income funds	21		851,643		736,623
Total charity funds			851,643		752,359

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

The Notes on pages 24 to 41 form part of these accounts

07/11/2022

Approved by the Trustees on and signed on their behalf by:

Carol Pollard

Jeff Leahy

Carol Pollard (Chair)

Jeff Leahy (Treasurer)

Company number 08584591

Carers Link Lancashire

Statement of Cash Flows

For the year ended 31 March 2022

	Note	2022	2021
		£	£
Cash provided by / (used in) operating activities	24	215,988	89,007
<hr/>			
Cash flows from investing activities:			
Dividends, interest, and rents from investments		180	332
Purchase of tangible fixed assets		(164,983)	(67,724)
Sale of investments		-	-
<hr/>			
Cash provided by/ (used in) investing activities		(164,803)	(67,392)
<hr/>			
Increase/(decrease) in cash and cash equivalents in the year		51,184	21,615
Cash and cash equivalents at the beginning of the year		363,788	342,173
<hr/>			
Cash and cash equivalents at the end of the year		414,972	363,788
<hr/> <hr/>			

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective October 2019) - (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

Preparation of the accounts on a going concern basis

The trustees are required to assess whether the use of going concern is appropriate, ie whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charitable company to continue as a going concern. The Trustees make this assessment in respect of a period of at least one year from the date of authorisation of the accounts. The recent measures taken by the Government to combat the spread of the corona virus resulted in the closure of the café and shop but has not impacted significantly on other services. In the year ending 31 March 2022, income from the shop may be significantly lower than anticipated. At the date of approving these accounts the trustees have a reasonable expectation that the charity will be able to manage the situation and that it has sufficient cash resources to enable it to meet its liabilities as they fall due for at least 12 months from the date of approval. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

There are no key judgments which the Trustees have made which have a significant effect on the accounts.

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

Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

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

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the Trustees' annual report for more information about their contribution.

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

Interest receivable

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

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the Trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Expenditure and irrecoverable VAT

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

- Costs of raising funds comprise the costs of administration in connection with fundraising and the running costs for the caravans.
- Expenditure on charitable activities includes the direct costs of the charity's activities and the associated support costs.
- Other expenditure represents those items not falling into any other heading.

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

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 9.

Notes to the financial Statements

Year ended 31 March 2022

Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

Tangible fixed assets

Individual fixed assets costing £1000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Land and Buildings	4% of cost per annum
Fixtures & fittings	25% of cost per annum
Office furniture & equipment	25% of cost per annum
Computer equipment	33% reducing balance with the remaining balance written off in the third year
Caravan	33.3% of cost per annum

Debtors

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

Current asset investments

Current asset investments include cash investments with a maturity of greater than three months from the date of acquisition or opening of the deposit or similar account and those accounts intended to be held for the longer term.

Cash at bank and in hand

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

Creditors and provisions

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

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 11. There were outstanding contributions of £2,009 at the year end. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 9.

Notes to the financial Statements

Year ended 31 March 2022

The money purchase plan is managed by SMART Pensions and the plan invests the contributions made by the employee and employer in an investment fund to build up over the term of the plan a pension fund which is then converted into a pension upon the employee's normal retirement year age when eligible for a state pension. The risk profile of the fund reduces as the employee gets closer to retirement. The total expense ratio of the plan is 1.25% and this is deducted from the investment fund annually. The trust has no liability beyond making its contributions and paying across the deductions for the employee's contributions.

Critical accounting estimates and areas of judgement

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will be, by definition, seldom be equal to the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are discussed below

Useful economic life of fixed assets - See accounting policy

There are no critical areas of judgement.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

3 Income from donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Donations	25,144	-	25,144	8,683
Ribble Valley	1,500	-	1,500	3,000
Eric Wright Charitable Trust	4,568	-	4,568	-
Miscellaneous	5,686	-	5,686	500
Total	36,898	-	36,898	12,182
Total by fund 31 March 2022	36,898	-	36,898	12,182

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2022

4 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	757,105	-	757,105	740,520
Adult Carers				
Henry Smith	-	-	-	-
Carers Trust	-	12,616	12,616	10,674
Eric Wright Charitable Trust	-	15,000	15,000	7,805
Small groups	3,472	-	3,472	-
Tesco	-	-	-	500
	<u>3,472</u>	<u>27,616</u>	<u>31,088</u>	<u>18,979</u>
Young Carers				
BBC Children in Need	-	37,067	37,067	45,577
Eric Wright Charitable Trust for YC Preston	-	-	-	20,000
Carers Trust	-	-	-	-
Ironmongers	-	-	-	-
Lancashire County Council	-	-	-	-
Children In Need Youth Investment grant	-	57,468	57,468	-
	<u>-</u>	<u>94,535</u>	<u>94,535</u>	<u>65,577</u>
Building, Charity Hub and Garden				
Triangle Trust 1949 Fund	5,525	-	5,525	12,724
Lancashire Environmental Fund	-	-	-	-
Hyndburn Borough Council	-	-	-	57,360
Total	<u>5,525</u>	<u>-</u>	<u>5,525</u>	<u>70,084</u>
Total by fund 31 March 2022	<u>766,103</u>	<u>122,151</u>	<u>888,255</u>	<u>895,160</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2022

4 Income from charitable activities (Continued)

Prior year

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	740,520	-	740,520	713,281
Adult Carers				
Henry Smith	-	-	-	10,625
Carers Trust	-	10,674	10,674	5,500
Eric Wright Charitable Trust	-	7,805	7,805	-
Lancashire County Council SMG	-	-	-	4,565
Tesco	-	500	500	3,500
	-	18,979	18,979	24,190
Young Carers				
BBC Children in Need	-	45,577	45,577	47,836
Eric Wright Charitable Trust for YC Preston	-	20,000	20,000	20,000
Carers Trust	-	-	-	384
Ironmongers	-	-	-	3,078
Lancashire County Council	-	-	-	1,399
	-	65,577	65,577	72,697
Building, Charity Hub and Garden				
Triangle Trust 1949 Fund	12,724	-	12,724	20,375
Lancashire Environmental Fund	-	-	-	23,744
Hyndburn Borough Council	-	57,360	57,360	6,476
Total	12,724	57,360	70,084	50,595
Total by fund 31 March 2021	753,244	141,916	895,160	860,763

Notes to the financial Statements

Year ended 31 March 2022

5 Income from other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Café and retail income	33,308	-	33,308	10,475
Total	33,308	-	33,308	10,475

All income from other trading activities in the current and prior year is unrestricted.

6 Investment income

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income from bank deposits	180	-	180	332
Total	180	-	180	332

All investment income in the current and prior year is unrestricted.

7 Other income

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Coronavirus Job Retention Scheme	-	2,141	2,141	17,563
Hyndburn Borough Council	4,275	-	4,275	19,302
Total	4,275	2,141	6,416	36,865

8 Cost of raising funds

	2022 £	2021 £
Caravan costs, including depreciation	21,517	16,456
Administrative costs	2,730	4,529
Trading costs	51,608	31,410
Total	75,855	52,395

Included in cost of raising funds is restricted expenditure of £12,371 (£7,805) and unrestricted expenditure of £62,714 (£44,592). The caravan running and depreciation costs are included as part of fundraising and donations for the use of the caravan are treated as donations.

Notes to the financial Statements

Year ended 31 March 2022

9 Analysis of expenditure of charitable activities

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2022	Total 2021
	£	£	£	£	£	£
Staff costs	570,629	13,564	27,017	3,458	614,668	624,504
Accommodation	40,561	-	600	25	41,186	34,042
Administrative costs	30,544	211	1,870	88	32,713	36,249
Project costs	18,630	10,899	5,790	-	35,319	25,396
Governance and support costs (see note 10)	30,604	3,258	3,220	-	37,082	37,315
Building and garden costs (see note 10)	15,576	-	63	-	15,639	15,696
	706,544	27,932	38,560	3,571	776,607	773,202
					2022	2021
					£	£
Restricted expenditure					65,964	92,768
Unrestricted expenditure					710,643	680,434
					776,607	773,202

Notes to the financial Statements

Year ended 31 March 2022

9 Analysis of expenditure of charitable activities

Prior year

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2021	Total 2020
	£	£	£	£	£	£
Staff costs	552,012	-	49,468	23,024	624,504	542,623
Accommodation	32,724	-	1,317	-	34,042	30,030
Administrative costs	34,257	-	1,992	-	36,249	28,662
Project costs	11,505	10,543	3,348	-	25,396	49,858
Governance and support costs (see note 10)	29,617	1,187	6,511	-	37,315	40,494
Building and garden costs (see note 10)	14,300	-	1,396	-	15,696	27,058
	<u>674,415</u>	<u>11,730</u>	<u>64,031</u>	<u>23,024</u>	<u>773,202</u>	<u>718,725</u>
					2021	2020
					£	£
Restricted expenditure					92,768	135,870
Unrestricted expenditure					680,434	582,855
					<u>773,202</u>	<u>718,725</u>

Notes to the financial Statements

Year ended 31 March 2022

10 Analysis of governance and support costs

	Basis of apportionment	Support £	Governance £	Total 2022 £	Total 2021 £
Staff costs	% of income	32,899	-	32,899	25,481
Accommodation	% of income	2,002	-	2,002	3,965
Administrative costs	% of income	3,889	-	3,889	3,332
Project costs	% of income	9,641	-	9,641	1,246
Building and garden costs	Actual costs	3,398	2,469	5,867	62,326
Depreciation	% of income	23,258	-	23,258	21,806
Audit fees	Governance	-	9,120	9,120	9,000
Legal and professional	Governance	-	-	-	4,341
Other governance	Governance	-	163	163	84
		<u>75,077</u>	<u>11,752</u>	<u>86,829</u>	<u>131,581</u>
Governance and Support Costs recharged to Charitable Activities and fundraising		(39,670)	-	(39,670)	(41,685)
Building and accommodation costs recharged		(33,850)	-	(33,850)	(33,533)
		<u>1,558</u>	<u>11,752</u>	<u>13,310</u>	<u>56,363</u>

Included in support costs is £4,608 of restricted expenditure (2021, £61,334) and £8,701 of unrestricted expenditure (2021 (£4,971)).

Prior year

	Basis of apportionment	Support £	Governance £	Total 2021 £	Total 2020 £
Staff costs	% of income	25,481	-	25,481	31,863
Accommodation	% of income	3,965	-	3,965	9,820
Administrative costs	% of income	3,332	-	3,332	11,431
Project costs	% of income	1,246	-	1,246	241
Building and garden costs	Actual costs	62,326	-	62,326	5,264
Depreciation	% of income	21,806	-	21,806	17,057
Audit fees	Governance	-	9,000	9,000	8,587
Legal and professional	Governance	-	4,341	4,341	6,417
Other governance	Governance	-	84	84	262
		<u>118,156</u>	<u>13,425</u>	<u>131,581</u>	<u>90,942</u>
Governance and Support Costs recharged to Charitable Activities and fundraising		(41,685)	-	(41,685)	(44,748)
Building and accommodation costs recharged		(33,533)	-	(33,533)	(25,540)
		<u>42,938</u>	<u>13,425</u>	<u>56,363</u>	<u>20,654</u>

Notes to the financial Statements

Year ended 31 March 2022

11 Net income / (expenditure) for the year

	2022	2021
	£	£
This is stated after charging/(crediting):		
Depreciation	23,258	21,806
Operating lease rentals		
Other	1,948	4,230
Auditor's remuneration - audit fees	9,120	6,100
	<hr/>	<hr/>
	34,326	32,136
	<hr/> <hr/>	<hr/> <hr/>

12 Staff costs

	2022	2021
	£	£
Wages and salaries	581,585	575,433
Social security costs	42,831	36,109
Pension costs	33,221	34,195
Staff travel, recruitment & other	17,657	4,248
	<hr/>	<hr/>
	675,294	649,985
	<hr/> <hr/>	<hr/> <hr/>

No employee had employee benefits in excess of £60,000 (2021: £60,000)

The average number of full-time equivalent staff employed during the period was 33 (2021: 35).

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer and the Deputy Chief Executive. The total employee benefits of the key management personnel of the charity were £83,974 (2021: £79,504).

13 Trustee remuneration and expenses, and related party transactions

Neither the Trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2021: £Nil).

Trustees received travel and subsistence expenses during the year of £nil (2021: £Nil).

Aggregate donations from related parties were £Nil (2021: £Nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2021: £Nil).

Notes to the financial Statements

Year ended 31 March 2022

14 Government grants

The government grants recognised in the accounts were as follows:

	2022	2021
	£	£
Lancashire County Council/ ELCCG	757,105	740,520
	<u>757,105</u>	<u>740,520</u>

There were no unfulfilled conditions and contingencies attaching to the grants.

15 Corporation Tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

16 Fixed assets: tangible assets

	Freehold Building	Freehold Building Improvements	Computer equipment	Caravan and motor vehicles	Fixtures and fittings	Total
	£	£	£	£		£
Cost						
At 1 April 2021	160,000	191,790	37,812	18,323	3,148	411,073
Additions	105,000	-	5,573	51,228	3,182	164,983
Disposals	-	-	-	-	-	-
At 31 March 2022	265,000	191,790	43,385	69,551	6,330	576,056
Depreciation						
At 1 April 2021	19,200	17,524	27,071	18,323	1,049	83,167
Charge for the year	6,400	7,672	7,989	-	1,191	23,252
Disposals	-	-	-	-	-	-
At 31 March 2022	25,600	25,196	35,060	18,323	2,240	106,419
Net book value						
At 31 March 2022	239,400	166,594	8,325	51,228	4,090	469,637
At 31 March 2021	140,800	174,266	10,741	-	2,099	327,906

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2022

17 Debtors

	2022	2021
	£	£
Grants receivable	21,124	133,594
Other debtors	-	-
Prepayments and accrued income	<u>26,335</u>	<u>22,287</u>
	47,459	155,881

18 Current asset investments

	2022	2021
	£	£
Cash equivalents on deposit: Scottish Widows	<u>81,420</u>	<u>81,319</u>
	81,420	81,319

19 Creditors: amounts falling due within one year

	2022	2021
	£	£
Creditors	8,022	30,187
Other creditors and accruals	23,841	21,464
Deferred income	<u>48,562</u>	<u>43,565</u>
	80,425	95,216

Deferred income relates to income received in advance for future charitable activities. Deferred income as at 31 March 2021 of £43,565 has been released during the year.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2022

20 Analysis of movements in restricted funds

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Adult Carers					
Carers Trust	1,948	12,616	(12,872)	(1,692)	-
Eric Wright Charitable Trust	-	15,000	(15,603)	603	-
Tesco	-	-	-	-	-
	<u>1,948</u>	<u>27,616</u>	<u>(28,475)</u>	<u>(1,089)</u>	<u>-</u>
Young Carers					
BBC Children in Need	1,657	37,067	(37,817)	(907)	-
Children in Need Youth Investment grant	-	57,468	-	(57,468)	-
	<u>1,657</u>	<u>94,535</u>	<u>(37,817)</u>	<u>(58,375)</u>	<u>-</u>
Building, Garden and Charity Hub					
Lancashire Environmental Fund	12,131	-	-	(12,131)	-
Coronavirus Job Retention Scheme	-	2,141	(2,141)	-	-
	<u>12,131</u>	<u>2,141</u>	<u>(2,141)</u>	<u>(12,131)</u>	<u>-</u>
	<u>15,736</u>	<u>124,292</u>	<u>(68,433)</u>	<u>(71,595)</u>	<u>-</u>

LCC = Lancashire County Council
CCG = Clinical Commissioning Group

CFL = Community Foundation for Lancashire
YAC = Young Adult Carers

Analysis of movements in restricted funds (continued)

Prior year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
Adult Carers					
Carers Trust	1,948	10,674	(10,674)	-	1,948
Eric Wright Charitable Trust	-	7,805	(7,805)	-	-
Tesco	-	500	(500)	-	-
	<u>1,948</u>	<u>18,979</u>	<u>(18,979)</u>	<u>-</u>	<u>1,948</u>
Young Carers					
BBC Children in Need	111	45,577	(44,031)	-	1,657
Young Carers Preston	7,509	-	-	(7,509)	-
Eric Wright Charitable Trust	-	20,000	(20,000)	-	-
	<u>7,620</u>	<u>65,577</u>	<u>(64,031)</u>	<u>(7,509)</u>	<u>1,657</u>
Building, Garden and Charity Hub					
Lancashire Environmental Fund	16,105	-	(3,974)	-	12,131
Coronavirus Job Retention Scheme	-	17,563	(17,563)	-	-
Hyndburn Borough Council	-	57,360	(57,360)	-	-
	<u>16,105</u>	<u>74,923</u>	<u>(78,897)</u>	<u>(7,509)</u>	<u>12,131</u>
	<u>25,673</u>	<u>159,479</u>	<u>(161,907)</u>	<u>(7,509)</u>	<u>15,736</u>

Analysis of movements in restricted funds (continued)

Name of	Description, nature and purposes of the fund
Adult Carers	Funds for this service to Adult Carers are to provide local and accessible support and points of contact between carers and Lancashire County Council Social Services Directorate. To achieve this, we work to develop a clear identity for carers, develop support and information and develop knowledge to help carers in their role and to co-ordinate consultation and involvement between carers, Carers Link Lancashire, and Lancashire County Council.
Young Carers	Funds for this service for Young Carers are to provide flexible outreach support and to offer preventative support through respite activities and breaks. To achieve this, we work to provide a proactive and responsive service, reduce isolation, increase choice and access to multi agency support and facilitate the appropriate assessment of young carers and their families by statutory agencies.

21 Analysis of movement in unrestricted funds

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
General fund	661,625	840,763	(797,339)	118,411	823,460
Designated fund					
Potential redundancy costs	19,998	-	-	(1,815)	18,183
Anticipated loss from retail	-	-	-	-	-
Buildings maintenance and repairs	40,000	-	-	(30,000)	10,000
Blackburn Road Property	15,000	-	-	(15,000)	-
	<u>736,623</u>	<u>840,763</u>	<u>(797,339)</u>	<u>71,596</u>	<u>851,643</u>
Prior year					
	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
General fund	553,633	795,536	(695,053)	7,509	661,625
Designated fund					
Potential redundancy costs	19,998	-	-	-	19,998
Anticipated loss from retail	25,000	-	(25,000)	-	-
Renovations	40,000	-	-	-	40,000
Blackburn Road Property	15,000	-	-	-	15,000
	<u>653,631</u>	<u>795,536</u>	<u>(720,053)</u>	<u>7,509</u>	<u>736,623</u>

Notes to the financial Statements

Year ended 31 March 2022

Name of	Description, nature and purposes of the fund
General Fund	The free reserves after allowing for all designated funds and including the property fixed asset.
Potential redundancy costs	This fund has been designated by the Trustees to cover potential redundancies. There is a TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006) agreement being in place.
Renovations	This fund is for planned renovation to the property.
Blackburn Road Property	This fund is designated towards potential dilapidations at 54-56 Blackburn Road, Accrington.

22 Analysis of net assets between funds

	General fund	Designated funds	Restricted funds	Total 2021
	£	£	£	£
Tangible fixed assets	469,637	-	-	469,637
Net current assets/(liabilities)	353,822	28,183	-	382,005
	<hr/>	<hr/>	<hr/>	<hr/>
	823,459	28,183	-	851,643
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
Prior Year	General fund	Designated funds	Restricted funds	Total 2021
	£	£	£	£
Tangible fixed assets	327,906	-	-	327,906
Net current assets/(liabilities)	333,719	74,998	15,736	424,453
	<hr/>	<hr/>	<hr/>	<hr/>
	661,625	74,998	15,736	752,359
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Notes to the financial Statements

Year ended 31 March 2022

23 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows:

	Equipment	
	2022	2021
	£	£
Less than one year	1,948	4,230
One to five years	4,383	2,922
Over five years		
	6,331	7,152
	6,331	7,152

24 Reconciliation of net movement in funds to net cash flow from operating activities

	2022	2021
	£	£
Net income/(expenditure) for the year	99,284	73,055
Adjustments for:		
Depreciation charge	23,252	21,806
(Gains) / losses on investments	-	-
Dividends, interest, and rents from investments	(180)	(332)
Decrease / (increase) in debtors	108,422	(52,084)
Increase / (decrease) in creditors	(14,790)	46,562
	215,988	89,007
Net cash provided by / (used in) operating activities	215,988	89,007

25 Capital commitments

	2022	2021
	£	£
Capital commitments	-	-
	-	-
	-	-

CARERS LINK - LANCASHIRE

England & Wales - Charity number 1156275

Accounts



Annual Report 2020 - 2021

CONTENTS

01 CHAIR OF TRUSTEES	4
02 TREASURERS REPORT	6
03 CEO REPORT	8
04 THE LANCASHIRE CARER SERVICE	10
05 CARER STORY	12
06 VOLUNTEER LED SERVICES	15
07 CARERS COMMUNITY FACILITY	16
08 YOUNG CARERS SERVICE	18
09 CARING IN THE PANDEMIC	20
10 A VIRTUAL BREAK	22



Carers Link Lancashire

Our mission is to make a positive difference to the lives of carers and the people they care for by offering tailored support that is professional, respectful, non-judgemental and meets individual need.

10,216

REGISTERED ADULT CARERS

26%

OF REGISTERED CARERS ARE FROM ARE FROM BURNLEY

24%

OF REGISTERED CARERS ARE FROM ARE FROM PENDLE

23%

OF REGISTERED CARERS ARE FROM ARE FROM HYNDBURN

14%

OF REGISTERED CARERS ARE FROM ARE FROM ROSSENDALE

11%

OF REGISTERED CARERS ARE FROM ARE FROM RIBBLE VALLEY

INTRODUCTION FROM THE CHAIR OF TRUSTEES

This is my first annual report since being elected as Chair of Trustees in September 2020 following the retirement of Anne McCarthy who so ably undertook the role of Chair of Trustees for nine years.

My initial journey as a Trustee member of the Board of Carers Link Lancashire began in September 2019, joining at this time with our currently elected Treasurer Jeff Leahy who replaces Brian Birtle following his retirement as Trustee Treasurer.

I would like to take this opportunity to thank Brian for his many years of expert and reliable commitment to the organisation and wish him well in any future ventures which will likely include his many travels.

Prior to my current role I had previously been employed by the organisation from 2013, initially in the role of Primary Care Development Facilitator and latterly as Services Manager until an illness resulted in my earlier than planned retirement.

Throughout this time, I was fortunate to work with an excellent team of people whose commitment was, and still remains to be, improving the lives of unpaid carers. Having spent the longest part of my working life within the NHS in a variety of Clinical and Managerial roles and latterly as a Lecturer in Health Leadership and Management across the Health and Social Care Sectors, I felt privileged to have the opportunity to share my experiences within a voluntary sector organisation. As a former Young Carer for my father from the age of 15 and later as an Adult carer for my elderly Mother, I could identify with the issues faced by unpaid Carers of all ages and the daily challenges this brings.

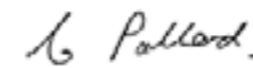
During this first year of tenure as Chair of Trustees, I have been assured by our excellent team of Trustees and Management that the Governance structures we have in place have greatly contributed to our ability to respond to the external challenges of the Coronavirus Pandemic. This has enabled the organisation to continue its main function of supporting our Carers by having in place a system of Risk Management, underpinned by efficient practices and procedures and not least an efficient management team and our excellent and committed staff and volunteers who have risen to the challenge and exceeded all expectations.

I thank all of you very sincerely for keeping the show on the road throughout these unprecedented times. I would like to thank my Trustee colleagues for their ongoing involvement in the work of the board subgroups which provide essential information relating to finance governance and staff remuneration, ensuring that the board can demonstrate the assurances required within its scope of responsibilities and its constitution.

If anyone is interested in becoming a Trustee for the organisation, please contact Rebecca or the office directly. This is an extremely rewarding role, and we can tell you in more details about the role and the skills required of a Trustee. During the year, all Trustees have been involved in a review of our Strategic Plan which I am pleased to report has achieved its main aims of financial stability and the development of new opportunities provided by our charity shop project which are further outlined within the Treasurers and Chief Executive Reports.

On behalf of the organisation I offer my thanks to the organisations and individuals who continue to provide financial support either through contracts, or grants, especially Lancashire County Council, BBC Children in Need, Triangle Trust, Eric Wright Group, Carers Trust, and public donations received at the many events throughout the year

Finally, I thank once again our excellent committed staff and volunteers for their hard work and professionalism in supporting all our Carers across the Lancashire footprint.



Carol Pollard

BOARD OF TRUSTEES

Carol Pollard (Vice Chair until 09/20 & Chair 09/20 to current)

Anne McCarthy (Chair until end of term in 2020)

Brian Ozenbrook - Vice Chair

Jeff Leahy - Treasurer

Brian Birtle (Treasurer until 09/2020)

Patricia Ahmed - Trustee

Mustafa Mohammed - Trustee

Shakil Salam - Trustee

Susan Bibby - Trustee

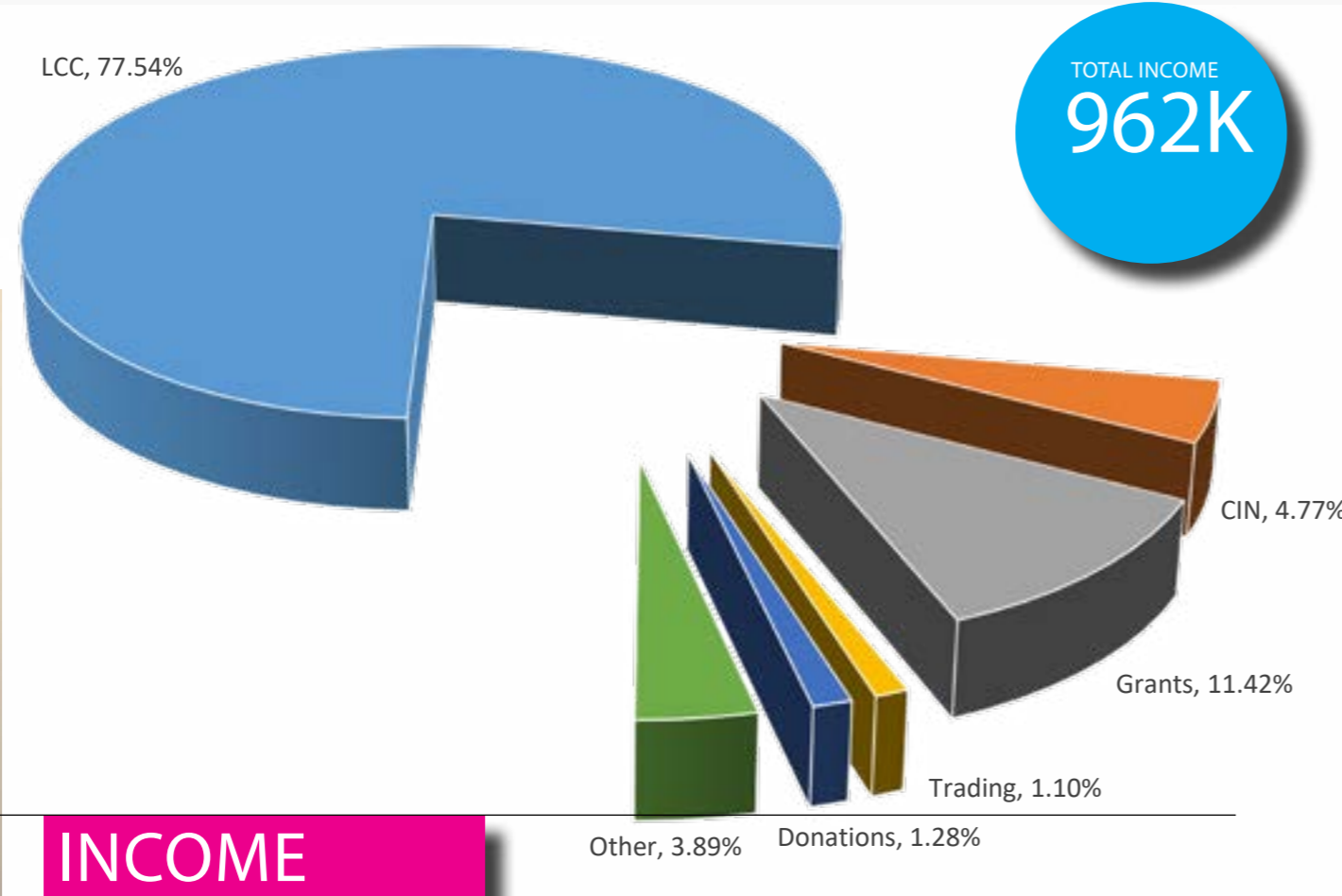
Melissa Fisher - Trustee

"I thank all of you very sincerely for keeping the show on the road throughout these unprecedented times."

TREASURERS REPORT

Over the course of the financial year the Charity's activities were inevitably impacted by the Covid 19 Pandemic. Adapting to new ways of working, and providing more remote support and services, the Charity was able to fulfil its statutory service requirements in line with Lancashire County Council expectations.

Given the high proportion of income from LCC (77% of the total) overall income at £962k was £30k below budget, with the main deficits being attributable to lower income from the holiday caravans, retail and café trading. Government support grants and the furlough scheme helped offset the lost income from the latter two activities. Furthermore, income from other charitable sources was largely in line with expectations.



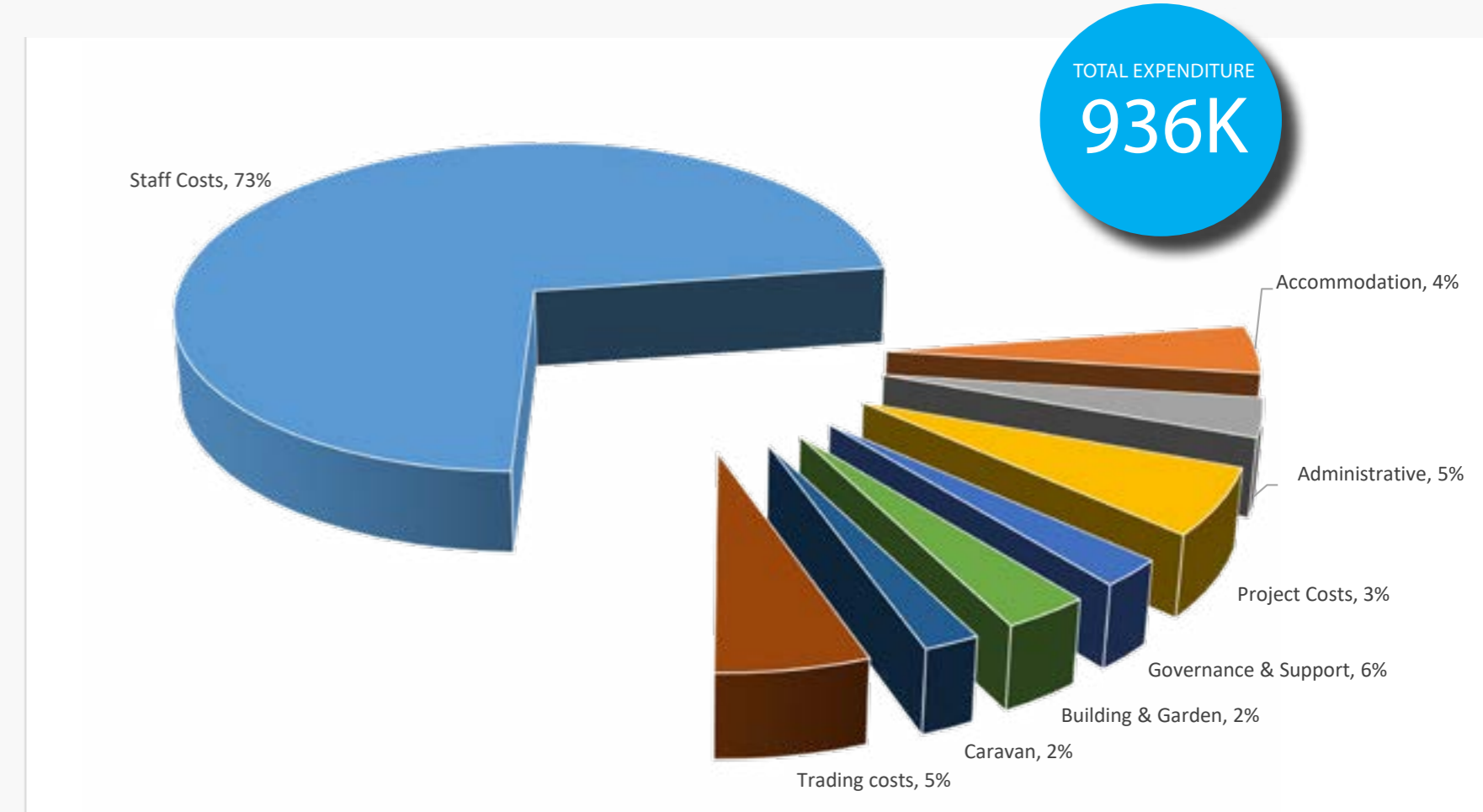
INCOME

APRIL 20 - MARCH 21 / SPLIT BY TYPE

Expenditure over the year at £936k was £20k lower than budget due to retail/café trading expenditure being lower and some efficiency gains. A key activity in the year has been the renovation of the Head Office funded predominantly via a grant from the Heritage Lottery Fund. The Charity has maintained a strong reserves and cash position of greater than 3 months operating cost.

Jeff Leahy

Jeff Leahy



EXPENDITURE

APRIL 20 - MARCH 21 / SPLIT BY TYPE

CEO REPORT

During this uncertain year, facing a national pandemic, I am extremely proud of our charity, at all times continuing to operate fully, demonstrating strong management and leadership, forward thinking and effective practices. The charity has been one step ahead of the guidance throughout, with strong decision making and rapid responses to whatever the crisis threw at us!

As we move forwards, we remain focused and determined to continue to adapt and learn as we respond to the existing and emerging needs facing carers and their families. As the world responds to the pandemic, the charity remains committed to carers, lobbying for their rights and uncovering the scale of increased pressures and responsibilities on carers which have increased due to the pandemic.

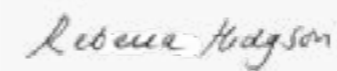
My focus in leading the charity forwards, still continues to be ensuring we are robust, sustainable and able to support unpaid carers and their families in the longer term, helping and supporting them in the best way we can.

In what has been a turbulent year, we have continued to seize all available opportunities including renovating our head office through installation of new staff welfare facilities, a conferencing suite and a community kitchen whilst continuing to finalise the restoration work to the front of our property as part of Blackburn Road's heritage lottery initiative. The charity has worked tirelessly to ensure unpaid carers were recognised as essential keyworkers (like paid care workers) in statutory guidance, being prioritised for free PPE and the vaccine. Another major achievement this year was being awarded the non-for-profit award at the Hyndburn Business Awards, a huge boost at being recognised for our outstanding work and effort throughout the pandemic.

The board and I have implemented our new 3-year strategic plan (2021-2024) which focuses heavily on meeting the emerging needs of carers whilst sustaining and growing the charity through implementation of more accessible, geographically spread charity shops which serve a dual purpose of diversified unrestricted income and accessible support and services.

On behalf of myself and the Trustees, I would like to recognise and thank our incredible team of staff and volunteers for all their hard work, commitment and compassion to carers, who have contributed towards overcoming the challenges and achieving the successes over the last 12 months.

We cannot wait to welcome you all back into our community facility, being able to once again open our doors and welcome carers, volunteers and the wider communities. I really hope that you will continue to support us on our journey to ensure a better life for carers.



Rebecca Hodgson



"The charity has been one step ahead of the guidance throughout, with strong decision making and rapid responses to whatever the crisis threw at us!"



THE LANCASHIRE CARER SERVICE

The Lancashire Carers Service works across the county providing support, guidance and information to adult carers. The service is delivered in partnership with n-compass who deliver in North and Central Lancashire with Carers Link Lancashire delivering in East Lancashire. The service supports people in their caring role, undertaking statutory carers assessments and supporting their emotional health and wellbeing. Throughout the year, the charity has undertaken a total of 4806 statutory carers assessments, of which 1324 new assessments and 3482 were reviewed assessments.

This year has seen an increase of +4% in the numbers of statutory assessments undertaken in comparison to last year. Of these Carers Assessments, both new and reviewed, 38% have been commissioned a monetary personal budget of between £200-300 and 62% of carers needs have been met by the charity and locally through universal services and support.

1324

CARERS ASSESSEMENTS

We have completed 1324 New Carers Assessments with carers

3482

REVIEWS

We have reviewed 3482 Carers Assessments with carers

595

EMERGENCY PLANS

We have implemented 595 POM4C emergency plans with carers

6028

1-2-1 SUPPORT SESSIONS

Provided 6028 1-2-1 support sessions for adult carers (an increase of +6% compared to one-to-ones delivered in 2019/20)

This year has seen an overall reduction in the numbers of carers requiring additional financial social care support to meet their needs. In comparison to last year (19/20) a further 8% of carers have found their needs have been met directly through the charity and other universal services. The numbers of carers also being in receipt of a statutory carers budget has also reduced, with the charity seeing a reduction of -22% of commissioned personal budgets in comparison to last year. This evidence demonstrates the impact that the charity has in being able to identify and meet carers needs through its services and support locally.

ADDITIONAL SUPPORT AND SERVICES

"I care for my husband and at the beginning of the pandemic Carers Link Lancashire rang me to check if we needed anything. They helped me arrange vital food and medicine deliveries from local volunteers when we were isolating. It really reassured me knowing they were there to support us through such difficult times. They are all very kind" Carer

1583

WELFARE CALLS

Throughout the year we undertook 1583 additional welfare calls

71

AWARENESS SESSIONS

To a range of audiences with 834 professionals receiving the training throughout the year

61

VIRTUAL OUTREACH

To raise awareness of the services and support engaging with 1115 professionals and members of the public

100

MAX CARDS

Provided over 100 parent carers with a free Max Card enabling families to receive free and discounted access to recreational facilities

WELFARE & BENEFITS

Our dedicated worker secured £111,965.00 in unclaimed benefits for carers, assisting them with completing claim forms and ensuring carers receive the benefits they are entitled to.

FREE COUNSELLING SESSIONS

A team of 14 volunteer counsellors provided free counselling sessions to carers.

ADDITIONAL WELFARE SUPPORT

We identified carers who may be vulnerable and at risk due to Covid-19. Throughout the year we undertook 1583 welfare calls to this identified group helping to reduce poverty, isolation and loneliness.

CARERS STORY

Les cares for his wife Linda who suffered from two severe and life-threatening strokes. After several months in hospital, Linda was discharged home and was totally dependent on Les for all her care needs. *"This changed our life forever and I decided to give up my job as a Manufacturing Manager to look after Linda fulltime. I wanted to give her the best quality of life that she could have"*

Due to the chronic fatigue and medication Linda takes she sleeps around 14 hours a day, so the couple do everything between the hours of 12pm – 7pm. *"We go out every day and make the most of it"* Having experienced the devastating effects of his wife's stroke, Les understands the complexity of strokes and how important it is to connect with other people. Les now helps out at several Stroke Association groups including the allotment, choir and Fun 4 Stroke. He always tries to make sure everyone at the groups feels included. Les also enjoys volunteering at our charity shop in Accrington.

"Becoming a volunteer in the shop has helped in many ways. It is my respite; I can totally switch off from my caring role whilst providing a valuable service that gives me a great deal of satisfaction"

Les explained that the best part of caring for someone is the personal satisfaction of knowing you are helping in some way to improve their quality of life and that the worst thing is the constant worry of becoming ill yourself and not being able to look after the person you love dearly.

We asked Les how the Carers Service has supported him over the years *"When I first registered, I had a Carers Assessment which was an opportunity to talk about my caring role and the support that is available. Part of the assessment included planning for an emergency and setting up a Carers Peace of Mind Plan just in case something unexpectedly happened to me, and I was unable to care for Linda."*

"Being a part of the service has helped take away some of the 'What if' and replaced it with some reassurance if an emergency did occur. I always recommend the benefits of having an assessment to any carers I come across."

Les is one of the finalists for the Carer of the Year award at this years BBC Radio Lancashire Make a Difference Awards which recognises unsung heroes from across the county. It wasn't a surprise when we found out he was a finalist because as well as always going above and beyond to support his wife he also does the same for other Carers and anyone he has come into contact with over the years. We wish him lots of luck at the special awards night in September where the winners will be announced.

36%

OF REGISTERED CARERS ARE CARING FOR AN OLDER PERSON

17%

OF REGISTERED CARERS ARE CARING FOR SOMEONE WITH A PHYSICAL DISABILITY

11%

OF REGISTERED CARERS ARE CARING FOR SOMEONE WITH A MENTAL HEALTH ILLNESS

12%

OF REGISTERED CARERS ARE CARING FOR SOMEONE WITH DEMENTIA



TRAINING SOCIAL WORKERS FOR THE FUTURE

Carers Link Lancashire recognises the importance of supporting in the education and training of future social care workers, enabling them to have a better understanding of unpaid carers, how to recognise, identify and support them. To do this, the charity offers at least two student social carer placements each year and this year has supported by offering 1036 hours of placements. This is Sophie, one of our student social workers who was with us this year....



"During my 2nd year at UCLAN undertaking a degree in social work to become a trained social worker, I undertook my 2nd year placement at Carers Link Lancashire. My role included understanding and recognising who an unpaid carer was, including their rights and needs and conducting statutory carers assessments and reviews.

On taking up my placement, I immediately felt part of the team and was supported and guided through my social work placement and training journey. The placement provided me with valuable insight into the lives of carers, their barriers, challenges and needs and enabled me to understand their rights and how we can collectively support them.

Every member of the staff team shows compassion and dedication in their work, to ensure that they improve the lives of carers and their wider family at every opportunity. After my placement, whilst continuing to study, I was offered part time employment with the charity as a Review and Support Officer, which again, supported my training and development. I have now completed my degree and am a fully qualified social worker and have commenced my first role as a 'Social Worker for the Adult Community Team East' I feel so lucky to have had my a placement with such a passionate and innovative charity."

I am committed to keep working in partnership with the charity in the future to ensure that carers continue to be recognised, valued and supported."

VOLUNTEER LED SERVICES

As of the 31st March 2021, Carers Link Lancashire has 138 active volunteers who are assisting in supporting in the direct delivery of services and facilities.

Throughout the year 142 volunteers have provided the organisation with a total of 1785 volunteering hours. This is a reduction in support hours of - 55% from year 19/20 and is due to the national pandemic, with stringent restrictions in place on what volunteers were able to support us with.

If quantified into a paid salary at national minimum wage, this would work out as £15,904.35 in volunteering time. There has been an impact and reduction in volunteer hours since 19/20 which was quantified £16,311.69 in volunteering time.

"Volunteering here has helped me communicate with people a lot better and given me experience working on the till. I enjoy serving customers and interacting with them. I really like being part of the team."

Cara, Charity Shop Volunteer

142
REGISTERED VOLUNTEERS

1785
TOTAL VOLUNTEERING HOURS



CARERS COMMUNITY FACILITY

Due to the pandemic, the year was a turbulent one for the charity's newly opened community facility which houses a shop, café, garden and information and support hub and saw closures and intermittent opening in line with government guidance. However, the charity took the opportunity to seize the closure as something to enforce positive change and saw the development and installation of a new community kitchen which will enable expansion of the cafes facilities!

Our vision is that the community facility will bring carers and the wider community together providing an array of services, community events, drop in sessions, workshops, support groups, luncheon clubs, affordable home cooked food, a beautiful garden to enjoy, quality second hand items in our shop, carers resource library and the list goes on and on....!

Our colourful garden provides a peaceful haven for Carers and the person they care for to take time out to sit, enjoy a coffee, snack or a delicious homemade lunch in beautiful, friendly surroundings. Our Gardening Group meets up each month to learn how to encourage bees, butterflies and other pollinators into the garden. Our community cafe offers home cooked lunch specials, wonderful baked cakes, a childrens menu with popular milkshakes. We've had some fantastic feedback from our customers, especially about our award winning coffee and our delicious lunch time paninis.



"It was so good to be here in the community garden today, to listen and share experiences. Thank you to all the team for the welcome, the lovely food made with love, and the wonderful service"

HYNDBURN BUSINESS AWARDS

The charity were nominated and finalists for 2 awards at the Hyndburn Business Awards and were successfully awarded the non for profit award! This was awarded for the 2nd consecutive year running and is a fantastic achievement for the charity demonstrating the impact, support and services to carers and the wider communities across Hyndburn!



YOUNG CARERS SERVICE

As of the 31st March 2021 the Young Carers team were supporting 118 registered young carers from Hyndburn & Ribble Valley. During the pandemic, we have increased our amount of support offered to Young Carers and have implemented further support and services to address need including increasing young carers resilience's and coping mechanisms. Young Carers roles and responsibilities have also been heightened as a direct result of COVID 19 and this continues to have a detrimental and negative impact on our YC's including the following:

50%

OF CURRENT YC'S NOW
HAVE HEIGHTENED CARING
RESPONSIBILITIES

74%

NOW CARING ON AVERAGE
FOR MORE THAN 35 HOURS
PER WEEK

26%

NOW CARING ON AVERAGE
FOR MORE THAN 46 HOURS
PER WEEK

55%

OF YC'S NOW SUFFERING
FROM MENTAL HEALTH
DIFFICULTIES

45%

OF OUR FAMILIES NOW USING
FOODBANKS TO ENABLE
THEM TO EAT

As a direct result of the coronavirus pandemic, there has been a significant increase in the numbers of children and young people undertaking caring roles and who have become young carers with a significant number of these being hidden and in receipt of no support. Since the pandemic, we have been working tirelessly with partners to ensure they are identified, seeing an increase of +36% of registered YC's over the past 12 months. Moving forwards the charity is searching for additional income to expand capacity and support in the young carers team.



YOUNG CARERS ACTION DAY

Being a young carer can be tough. You have extra chores, worries and responsibilities and can struggle to keep up at school, often missing out on a social life, and feeling isolated and stressed.

However, caring can also have a positive side, with young carers developing especially deep bonds with the person they care for, and great pride in the support they give. The caring role can also lead to them developing new skills, and a maturity, that can help them as they move on to further education and the workplace.

The theme for Young Carers Action Day this year was 'Protect Young Carers' Futures', highlighting the skills learned through being a Young Carer, like time-management, resilience and empathy. These skills are important not only for young people moving into higher education, but also for entering the workplace – they are highly valued by employers.

Sienna one of our Young Carers wrote about the valuable skills she has learnt through her caring role.

"Being a young carer can be tough but I feel I have learnt so many things and gained lots of skills. I now understand about Mental Health and how it can affect not just the person with the illness but all the family. When this affected my family I found I needed help and I was able to get support this has made me stronger and my confidence increased, I became interested in raising awareness about mental health and even did a presentation for my teachers in school something I didn't ever think I would be able to do before. Things are getting better for my family now and I have learnt to cook, I know about medication, I find I am good at listening to other people and think more about what others might be going through. Young Carers have lots to offer."

51%

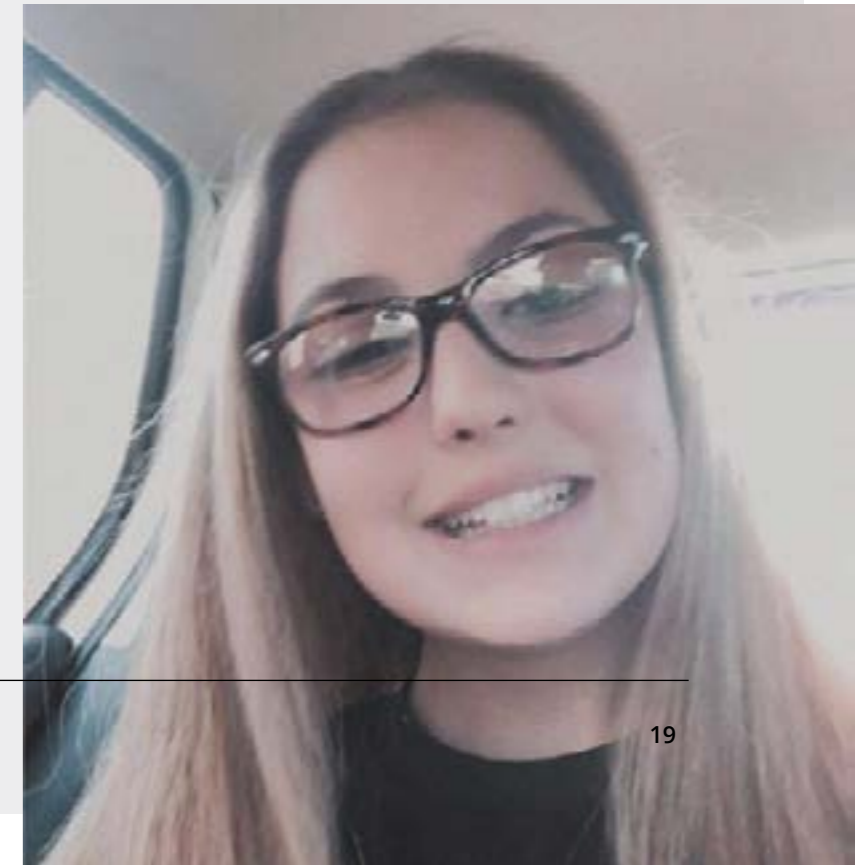
OF REGISTERED YOUNG CARERS
ARE CARING FOR MUM

25%

OF REGISTERED YOUNG CARERS
ARE CARING FOR BROTHER

13.5%

OF REGISTERED YOUNG CARERS
ARE AGED BETWEEN 6-8 YEARS OLD



CARING THROUGH THE PANDEMIC

Throughout the year and during the COVID-19 pandemic, the charity have still continued to fully deliver its contracts, support and service to unpaid carers working tirelessly as 'keyworkers' in the fight against COVID-19. The charity continued to follow government guidelines and at all times ensured that the charity's workforce and beneficiaries were kept safe from the virus. As a statutory deliverer of health and social care face to face work still continued where deemed absolutely necessary and new ways of working were introduced including remote support to ensure that we could continue to support carers and provide services. The charity swiftly adapted to the pandemic activating its business continuity plan, pandemic policy and implementing thorough risk assessments and action plans. Successful systems were implemented including building and office arrangements, partnered teams, scheduled rotas, social distancing, infection prevention and PPE.

The charity has always been one step ahead, implementing risk assessments, systems and processes for service delivery before any government guidance on the workplace were released demonstrating the charity's successful management, leadership, resilience's and forward planning in pro-actively making extremely rapid decision and responses during the crisis.

Like many other front-line services, the charity had to suspend all non-compulsory face to face work and quickly adapted our services virtually to provide virtual meetings, one to ones and group support via online platforms including zoom, skype, facebook, telephone and email. The charity also had to postpone all volunteer services which provided direct delivery to carers. The charity swiftly developed a range of innovative and digital platforms to ensure that carers were not isolated, preventing crisis, breakdown of roles and providing any support necessary including breaks and activities. In addition to virtual support, face to face support was still provided to those who it was deemed necessary and full screening tools were implemented to keep staff safe.



zoom

Regardless of COVID, the business has continued to thrive both in terms of meeting contractual agreements, Key Performance Indicators and also organisational milestones. The charity saw this period as an opportunity to improve the charity and undertake much needed improvements to assets. A range of renovation work has continued to take place including renovation to the front of the property through the heritage lottery funding and a full renovation of the properties top floor space to implement a new welfare area, offices and conference suite. The charity has also sourced funding to install a new community kitchen on the ground floor to ensure that the café can be as sustainable and profitable in preparation for relaunch.

"I am very grateful to you for teaching me how to use Zoom. Not only have I been able to attend your wonderful activities online I can go to my weekly church service and speak to my daughter who moved to Cyprus just before lockdown."

A VIRTUAL BREAK FROM CARING

The national pandemic and lockdowns saw carers being more isolated and lonely than ever before. Therefore, it was very important for the charity to ensure that regardless of restrictions that we were able to continue to offer a range of targeted support groups, training, events, activities and peer support opportunities remotely. A Carers Cafe, family quiz, crafts and cooking workshop ran weekly as well as an Understanding Dementia Courses, legal clinics, musical singalongs and reflexology to name a few ran virtually on Zoom.

73

SUPPORT GROUPS

73 support groups which have been held virtually attended by 135 carers

85

EVENTS/ACTIVITIES

85 events / activities engaging with 341 carers

27

COURSES

27 virtual courses including an Understanding Dementia course engaging with 134 carers

610

FREE RESPITE OPPORTUNITIES

Supported & provided 610 carers with free respite opportunities

+ 1098

NEW FACEBOOK FOLLOWERS

+ 428

NEW INSTAGRAM FOLLOWERS

+ 218

NEW TWITTER FOLLOWERS

"The online singalongs have given me something to look forward to and really uplifted my spirits. thank you so much"

CARER AWARENESS TRAINING

Throughout the year the charity has delivered 71 CAT sessions to a range of audiences with 834 professionals receiving the training throughout the year. This service enables professionals to become 'Carer Champions' for their teams. On average approx. 12 professionals have attended each Carers Awareness Training Session. This is an increase in +3% in CAT training sessions and +66% increase in the numbers of professionals trained in comparison to in 2019/20. The numbers attending the CAT sessions has more than doubled due to those now being able to attend remotely.



OUR PARTNERS



OUR FUNDERS



OUR AWARDS



CARERS LINK LANCASHIRE
54-56 BLACKBURN ROAD,
ACCRINGTON, BB5 1LE
info@carerslinklancashire.co.uk

www.carerslinklancashire.co.uk

Company Number 08584591

Charity Number 1156275

Carers Link Lancashire

Report and Financial Statements

For The Year Ended

31 March 2021

Carers Link Lancashire

Contents

	Page
Reference and administrative information	1
Trustee's Annual Report	2
Independent Auditor's report to the members	18
Statement of Financial Activities (Incorporating Income and Expenditure Account)	21
Balance sheet	22
Cash flow statement	23
Notes to the accounts	24

Carers Link Lancashire

Reference and administrative information

For the year ended 31 March 2021

Company Number 08584591

Charity Number 1156275

Registered office and operational address 54-56 Blackburn Road, Accrington, BB5 1LE

Trustees

Trustees, who are also directors under company law, who served during the year were as follows:

Anne McCarthy	Chair until September 2020
Brian Birtle	Vice Chair – Previous Treasurer until September 2020
Patricia Ahmed	
Carol Pollard	Vice Chair until September 2020 and Chair from September 2020
Brian Ozenbrook	
Shakil Salam	
Susan Bibby	Nominated Representative
Melissa Fisher	Nominated Representative
Jeff Leahy	Treasurer from September 2020
Mustafa Mohammed	

Company Secretary

Rebecca Hodgson Secretary

Key Management

Rebecca Hodgson	Chief Executive
Audra Higgin	Services Manager/Deputy & Services Manager

Bankers

CAF Bank Ltd	25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
Yorkshire Bank Ltd	25 Manchester Road, Burnley, BB11 1HX
Scottish Widows	67 Morrison Street, Edinburgh, EH3 8YJ
Triodos Bank Ltd	Deanery Road, Bristol BS1 5AS
Lloyds Bank PLC	Blackheath Branch, PO Box 100, Andover, BX1 1LT

Auditors

MHA Moore & Smalley LLP Richard House, 9 Winckley Square, Preston, PR1 3HP

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

The Trustees present their report and the financial statements of the charity for the accounting period ending 31 March 2021. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published October 2019.

Trustees of the charity

The Directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year were as follows:

Anne McCarthy	Chair until September 2020
Brian Birtle	Vice Chair – Previous Treasurer until September 2020
Patricia Ahmed	
Carol Pollard	Vice Chair until September 2020 and Chair from September 2020
Brian Ozenbrook	
Shakil Salam	
Susan Bibby	Nominated Representative
Melissa Fisher	Nominated Representative
Jeff Leahy	Treasurer from September 2020
Mustafa Mohammed	

Objectives and activities

Carers Link Lancashire is a registered charity and a company limited by guarantee. The charity has evolved from Carers Link Hyndburn and Ribble Valley (2003) with the change being approved and adopted in 2013. All the work, projects, assets and liabilities of the original organisation transferred to the new company, retaining the skills, knowledge and experience of staff and volunteers, and enabling the continuation of a number of successful partnerships and projects.

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

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

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

Purpose and Aims

The charitable purposes of the company as set out in our Articles of Association are to relieve those who are ill, elderly or otherwise disabled living in Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley and areas of Lancashire by provision of information, training and support for their carers and to raise public awareness in all aspects relating to carers and caring.

Carers Link Lancashire supports unpaid carers to maintain their own health and wellbeing so that they can continue in their caring role for as long as possible.

This support is achieved through the provision of a person centred and holistic approach through collaborative partnerships, empowerment, innovation and representation across East Lancashire.

The charity's vision is to be a values and outcomes driven organisation that enables:

- Carers to feel valued as individuals and recognised for their contribution to society
- Carers to lead happy, fulfilling lives with access to good quality person centred support and services
- Carers to improve their overall physical and mental health and wellbeing
- Carers to continue with their caring role preventing them from reaching crisis point

The charity's mission is to make a positive difference to the lives of carers and the people they care for by offering tailored support that is professional, respectful, non-judgemental and meets individual need.

Carers Link Lancashire has a 3 year Strategy and Operational Plan in place (2017-2020) which has influenced charitable delivery and activity this financial year. This current strategy has been produced through consultation and direct input from carers alongside staff and Trustees and is reviewed quarterly against objectives and targets.

This strategy includes the following strategic objectives:

- Ensure that carers are recognised and supported
- Involve carers in shaping and influencing our services
- Deliver high quality services and support for carers and the people they care for
- Establishing and maintaining effective partnerships
- Ensure our charity is sustainable

Attached to the strategy is an operational plan which details the actions, resources and timescales required to meet the strategic objectives of the organisation. Towards the end of this financial year, a new strategy along with objectives and operational plans has been implemented for 2021- 2024 . This new strategy will lead and direct the charity forwards in the new financial year and beyond from April 2021-March 2024.

Definitions of Unpaid Carers

Carer: A carer is defined as someone who spends a significant proportion of their life providing unpaid support to family or friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Young carer: A young carer is defined as a child or young person (up to the age of 18) who looks after someone in their family who has an illness, disability, mental health problem or substance misuse problem. Young carers take on practical and/or emotional caring responsibilities that would normally be expected of an adult.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

Parent carer: A parent carer is defined as a person with parental responsibilities for a child under the age of 18 with additional needs.

Former carer: A former carer is defined as a person whose caring role has ceased or significantly reduced due to bereavement or the cared-for person entering residential care.

During 2020/21, the charity has been providing support to adults and young carers from across East Lancashire. East Lancashire makes up one third of Lancashire representing 42% of Lancashire's Boroughs, with a number of wards being in the top 10% of deprivation, including Burnley and Hyndburn. Demographics from East Lancashire's Clinical Commissioning Group evidence that life expectancy in East Lancashire remains relatively low compared to the England and Wales national average. Across East Lancashire, 12% of the population is made up of people from a BME population and there are a significant number of isolated rural communities such as those in Pendle and the Ribble Valley. Within these rural communities, there are high proportions of people who are over the age of 50 years, of which some are living in isolation, with limited support networks, suffering from poor emotional health and wellbeing and who are caring for an elderly family member or caring for more than one person.

According to the 2011 census, there are over 43,000 unpaid adult carers in East Lancashire, of which 63% are caring for between 1-19 hours per week, 13% are caring for 20-49 hours per week and 24% are caring for 50 hours or more per week. On average, we receive 381 referrals for new carers every quarter (3 months).

As of the 31st March 2021, 1% of registered carers are aged 18-25 years, 64% aged 26-64 years and 31% are aged 65 years plus and 4% of registered carers have unknown ages.

The 2011 Census also identified there were 3,499 children and young people across East Lancashire aged under 25 years that provided levels of unpaid care, of which, a huge proportion are estimated to relate to children and young people under the age of 18.

Of the identified young carers, 924 (26%) were aged 0-15 years and 2,575 (74%) aged 16-24 years. Of these, 72% were identified as undertaking between 1-19 hours of caring per week, 16% were undertaking between 20-49 hours of caring per week and 12% were undertaking over 50 hours of caring per week. The census demonstrated that those providing 50+ hours of care per week were 5 times more likely to report their general health as 'not good'.

Research published by Carers UK has suggested that as of 2020 there are around 13.6 million people caring through the COVID-19 pandemic as opposed to earlier research in 2019 which suggests 1 in 8 adults, around 6.5 million people, are carers. This means that with every day of the COVID-19 pandemic that passes, unpaid carers are saving the UK £530 million in the care they provide.

Further recent research also shows:

- Every day another 6,000 people take on a caring responsibility – that equals over 2 million people each year.
- That 58% of carers are women and 42% are men.
- 1.3 million carers provide over 50 hours of care per week.
- Over 1 million people care for more than one person
- That 5 million people in the UK are juggling caring responsibilities with work - that's 1 in 7 of the workforce. However, the significant demands of caring mean that 600 people give up work every day to care for an older or disabled relative.
- [Carer's Allowance](#) is the main carer's benefit and is £67.25 for a minimum of 35 hours, the lowest benefit of its kind.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

Carers Link Lancashire is a specialist carers charity who understand the needs and demands placed on carers along with the negative impacts their roles can have, affecting peoples mental and physical health and wellbeing, financial stability, employment and career choices, ability to access leisure opportunities along with feelings of loneliness through social isolation. Within their roles, carers take on responsibilities including day to day tasks, personal & medical care, transporting loved ones to numerous health appointments and offering emotional support and advice to the person they are caring for. This demanding role often results in the carer's life being thrown into turmoil, with their own mental and emotional health and wellbeing suffering and deteriorating in the process.

In order to meet the existing and emerging needs facing carers, the charity provides a personalised, tailored and holistic service to support a wide range of unpaid carers enabling them to fulfil their roles whilst supporting them to alleviate impact and preventing them from reaching crisis point. Carers often do not recognise their role and see it as their duty and responsibility, therefore the charity supports carers to recognise their role, providing them with person centred support and guidance on their rights as a carer.

All charitable work undertaken ensures that carers:

- Feel valued as individuals
- Receive recognition for their contribution to society
- Are able to lead a fulfilling and good quality of life
- Are encouraged and able to look after themselves and their own health and wellbeing.

Public benefit statement

The charity's Trustees have complied with their duty to have due regard to the guidance on public benefit published by the commission in exercising their powers or duties during this period.

Strategic report

Achievements and performance

The charity's main activities, support and beneficiaries are described below.

All charitable activities focus on supporting unpaid carers and are undertaken in order to further Carers Link Lancashire's charitable purposes for the public benefit.

Throughout the year, Carers Link Lancashire has strived to offer high quality support and services to its beneficiaries, regardless of the national pandemic and in line with achieving our strategic objectives.

Throughout the year, the charity continued to work successfully alongside ncompass towards a brighter future, in successfully delivering the Lancashire Carers Service. This service provides statutory services and support to adult carers on behalf of Lancashire County Council. This contract was also extended until June 2022.

Throughout the year and during the COVID-19 pandemic, the charity has still continued to fully deliver its contracts, support and service to unpaid carers working tirelessly as 'keyworkers' in the fight against COVID-19. The charity continued to follow government guidelines and at all times ensured that the charity's workforce and beneficiaries were kept safe from the virus. As a statutory deliverer of health and social care, face to face work still continued where necessary and new ways of working were introduced, including remotely to ensure that services and support for carers continued. The charity swiftly adapted to the pandemic, activating its business continuity plan, pandemic policy and implementing thorough risk assessments and action plans. Successful systems were implemented including building and office arrangements, partnered teams, scheduled rotas, social distancing, infection prevention and PPE.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

Achievements and performance (Continued)

Throughout the pandemic, the charity has always been one step ahead of any government guidance demonstrating the charity's successful management, leadership, resilience's and forward planning with rapid decision making during the crisis.

Like many other front line services, the charity suspended all non-compulsory face to face work and quickly adapted all services, providing support via online platforms including zoom, skype, facebook, telephone and email. The charity was forced to postpone any volunteer services which would usually provide direct services. The charity swiftly developed a range of innovative and digital platforms to ensure that carers were not isolated, preventing crisis, breakdown of roles and providing any support as necessary including breaks and activities. In addition to virtual support, face to face support was still provided to those who it was deemed necessary and full screening tools were implemented to keep staff safe.

At the start of the pandemic, the charity took the initiative to explore internal data sets to identify carers and the people they care for who may be 'vulnerable' and/or 'at risk' due to a number of contributory factors such as being elderly and due to caring requirements and conditions. As of the 31st March 2021, the charity undertook 1,583 welfare calls to this identified cohort in addition to all the other contractual work undertaken. From this work, carers have been provided with additional support and services to meet new, existing or emerging needs. This was in addition to projects implemented to overcome isolation and loneliness.

A variety of work was also undertaken by the charity to ensure that carers were recognised and identified as essential and key workers. Lobbying was undertaken with the local authority to ensure that unpaid carers had full access to free PPE supplies if required, (like paid care workers) and were recognised in statutory and COVID-19 guidance and guidelines as essential workers for access to free PPE and the vaccination. Letters were devised and approved by the LA Carers Commissioner to ensure those carers who were unable to leave their cared for person alone were able to access vulnerable groups time in supermarket sessions and take their cared for along with them. Extensive, additional work was also provided to the local authority in identifying and offering the vaccination to carers.

Regardless of COVID-19, the charity has continued to thrive both in terms of meeting contractual agreements, key performance indicators and also organisational milestones. The charity saw this period as an opportunity to improve the charity and undertake much needed improvements to assets. A range of renovation work has continued to take place including renovation to the front of the property through the heritage lottery fund and a full renovation of the properties top floor space to implement a new staff welfare area and conference suite. The charity also installed a new community kitchen on the ground floor to ensure that the café can be as sustainable and profitable in preparation for relaunch.

Overall, the charity's finances and operations were not significantly affected by the pandemic, with the main source of income being statutory income from the local authority. Charitable trading in the community facility was affected by mandatory closure. However this was offset through the charity being able to furlough the café staff and through receipt of local government grants for trading loss. No fundraising practices were able to take place, however, this only make up an extremely small proportion of overall annual income.

Adult Carers

The Lancashire Carers Service works across the county providing support, guidance and information to adult carers. The service is delivered in partnership with n-compass who deliver in North and Central Lancashire with Carers Link Lancashire delivering in East Lancashire.

The service supports people in their caring role, undertaking statutory carers assessments and supporting their emotional health and wellbeing

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

Carers Link Lancashire provides a wide range of high quality, person centred support and services to unpaid adult carers living in East Lancashire across the Boroughs of Burnley, Pendle, Rossendale, Hyndburn and the Ribble Valley.

Identifying carers, particularly hidden carers, is a prime objective for Carers Link Lancashire. Throughout the year, 1,522 new carers have been identified and registered with the service. Due to the national pandemic we have seen a reduction in the numbers of newly identified carers compared to 19/20 by -9.5%.

Throughout the year, a further 4,457 existing registered carers also requested further support and services from the charity, an increase of 16% of existing carers requesting and receiving additional support, compared with 2019/20.

All registered carers receive regular information, support and services to assist them within their caring roles and during the year we have provided 6028 one-to-one sessions with carers, an increase of +6% compared to one-to-ones delivered in 2019/20.

The charity provides a wide range of provision and services to support adult carers within their roles including:

- A new community facility on Blackburn Road in Accrington offering an information and support hub, community café, garden and charity shop
- Partner of Carers Lancashire – delivering aligned statutory services & support for carers across Lancashire
- Identification of all carers and hidden carers
- Undertaking Statutory Carers Assessments and commissioning personal budgets in line with the new Care Act- looking at all the needs of the carer and those they care for to ensure we can help them access everything they need to help them provide better care and support their own health and wellbeing
- Making outgoing referrals and recommendations to Social Care for commissioned respite
- 1-2-1 support, both face to face in the community or home, via zoom, skype, over the telephone, emails
- Breaks through face to face and virtual trips, events, activities and complementary therapies to enable regular short breaks, respite from their caring roles, stress relief and improved health and well-being
- Free counselling services with 14 fully trained volunteer counsellors
- Peace of Mind for Carers Plan, a contingency plan, enabling free replacement care should they be unable to continue their caring role due to emergency
- Befriending Service, a matched volunteer providing free respite opportunities in the persons home
- Free complimentary and holistic therapies such a reiki, massage & reflexology
- Free Max Cards allowing parent carers free or discounted access to major and local attractions
- Free Go2 Leisure cards where we have all health and well-being providers including local leisure centre providing free and discounted local facilities
- Peer support groups and forums
- Free Welfare and benefits support including form filling to ensure carers have access to the benefits they are entitled to
- Delivery of free carers awareness training to groups and professionals to raise awareness of carers needs
- Delivery of free understanding dementia courses
- Carers caravans in the Lake District, Morecambe and Blackpool offering respite opportunities and holidays
- 24/7 Volunteer Led Peer Support Helpline

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

As of 31st March 2021, Carers Link Lancashire has:

- 10216 registered carers
- 13 % of registered carers are BME
- 11% of registered carers are caring for someone with dementia
- 30.24% identify as male carers
- 69.75% identify as female carers
- 0.01% identify as non-binary

PRIMARY CONDITIONS:

- 12 % of registered carers are caring for someone with dementia
- 36 % of registered carers are caring for an older person
- 17 % of registered carers are caring for a person with PDSI
- 11 % of registered carers are caring for someone with a mental health condition
- 9.5 % of registered carers are caring for a learning disability
- 0.5 % of registered carers are caring for someone with substance misuse
- 12 % of registered carers are caring for a disabled child
- 2% of conditions are unknown

AREA:

- 26% (2659) of registered carers are from Burnley
- 24% (2500) of registered carers are from Pendle
- 14% (1457) of registered carers are from Rossendale
- 23% (2386) of registered carers Hyndburn
- 11% (1048) of registered carers are from Ribble Valley
- 2% (166) of registered carers are living in another county but are caring for someone living in Lancashire

Young Carers

In addition to the work with adult carers, throughout the year, the organisation has also undertaken young carers support across Hyndburn, Ribble Valley and Preston.

The Hyndburn and Ribble Valley young carers project is funded by BBC Children in Need to work directly with young carers aged 0-18 years from across Hyndburn and the Ribble Valley to improve their health and wellbeing.

Since February 2018, the charity has been delivering a pilot young carers project in Preston, to meet current local authority gaps in provision around young carers. The project has been funded through The Eric Wright Trust and also BBC CIN Small Grant Programme throughout the financial year. The funding for this project ended on the 31st December 2020.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

The charity's young carers services provide holistic, person centred and whole family approaches to services and support to meet individual needs support includes:

- Initial assessments to identify need alongside realistic and achievable action plans
- Intensive 1-2-1 support to meet need alongside regularly reviewing progress
- Monthly face to face and virtual targeted group sessions based and age appropriate which provide young carers with a safe environment to take a break from their caring role, develop new friendships and receive peer support from those in similar situations
- Targeted groups and activities that promote self-confidence and wellbeing, both emotional, mental and physical health
- Provide support across education, employment and training ensuring young carers are able to make informed choices about their caring role and education, employment or training opportunities
- Targeted work with schools and colleges to enable identification and support for young carers

Throughout the year, COVID 19 has had, and continues to have a detrimental and negative impact on young carers which has made services for young carers more important than ever before. As of 31st March 2021, 25% of registered young carers were caring for someone with a mental health issue with 1 in 2 of young carers having a mental health issue themselves. Caring roles have also been heightened as a result of COVID19 with 55% of our current YC's now struggling with their own mental health.

The young carers registered with the charity have been directly affected by COVID as follows:

- 50% of current YC's now have heightened caring responsibilities and limited respite from caring responsibilities with 74% now caring on average for more than 35 hours per week and 26% now caring on average for more than 46 hours per week
- The person they care for are now also suffering from additional mental health difficulties including anxiety and depression in addition to existing conditions with young carers now having to provide extra emotional support
- The young carers themselves are now suffering from mental health difficulties with 55% of current cohort (1 in 2) now struggling with their mental health
- Young Carers and their families have suffered from financial hardship and strain due to parents being furloughed or being made redundant resulting in 45% of our families now using foodbanks to enable them to eat
- Increased social isolation and feelings of loneliness due to school closures with young carers missing their only daily interaction and respite from their roles
- Due to extended caring roles, young carers are experiencing poor physical wellbeing and weight gain with being tired from extended caring roles, with no routines or structure in place
- Anxiety and worry about leaving the house in case they were to infect their already vulnerable family members
- Worry about their education and future prospects and being unable to take part in home schooling due to extra caring responsibilities

Throughout the year, the charity has continued to provide a range of support to meet young carers existing and emerging needs, including both virtually and face to face for those where it was deemed necessary.

Young carers have faced so many additional challenges as a result of the national pandemic. Young carers have had their resilience and confidence stretched trying to balance caring responsibilities with online learning whilst overcoming the inability to have respite from their roles, often feeling isolated and lonely.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

As a result, the charity have offered a range of online support groups, platforms and programmes to prevent and address social isolation and loneliness and to allow carers to develop coping mechanisms and tools making them more resilient during the pandemic. Where possible and permitted the charity have still continued to offer in person trips and activities to enable respite and improve young carers emotional health and wellbeing. One to one support was accelerated alongside implementing regular welfare check for young carers and their families, working in tandem with partner agencies to provide a whole family approach to additional support and services.

Throughout the year, the service has continued to successfully meet objectives and provide young carers with holistic and individual support and services to improve their immediate and long-term outcomes including transition into adulthood, health and wellbeing, participation/achievement in education, employment and training and engagement in positive social and recreational activities.

Throughout the year, the young carers projects have successfully worked with 202 young carers and have provided some of the following:

- Provided 129 targeted group sessions for groups of young carers
- Undertaken 648 one to one sessions with young carers

As of the 31st March 2021, the young carers team were supporting 118 registered young carers as follows:

Age:

- 2.5% are aged 6 years
- 5% are aged 7 years
- 6% are aged 8 years
- 9% are aged 9 years
- 14.5% are aged 10 years
- 54% are aged 11-15 years
- 9% are aged 16-18 years

Caring for:

- 51% are caring for their Mum
- 10% are caring for their Dad
- 25% are caring for their Brother
- 9% are caring for their Sister
- 2.5% are caring for another Relative
- 2.5% are caring for a none relative

Cared for Conditions:

- 29% are caring for a Disabled Child/Sibling
- 5% are caring for someone with a Learning Disability
- 25% are caring for someone with a Mental Health problem
- 2% are caring for an older person (65 yrs +)
- 39% are caring for someone with PD/SI
- 0% are caring for someone with substance misuse
- 0% are caring for someone with dementia
- 0% of conditions are unknown/not disclosed

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

All young carers who are registered with the service are provided with information, support and services which are tailored to meet their individual needs. This includes:

- One to one support to identify and address specific needs
- Developing an action plan to address specific issues such as problems at school, low levels of self confidence and self-esteem and isolation. This action plan is then regularly reviewed to ensure their needs are being met
- Targeted group sessions to build friendships and peer support, reduce isolation, improve self-confidence and self-esteem and provide support during transitional periods
- Opportunities to access respite and a break from their caring role through engagement in positive activities aimed specifically at improving their health and wellbeing
- Empowering young carers to make long lasting lifestyle changes and develop aspirations for the future
- Enabling young carers to have a normal childhood outside of their caring role
- Assisting young carers to make their caring role more sustainable
- Building resilience
- Equipping young carers with self-help methods, coping mechanisms and techniques

Volunteers

As at the 31st March 2021, Carers Link Lancashire has 138 active volunteers who are assisting in supporting in the direct delivery of services. Throughout the year, 142 volunteers have provided the organisation with a total of 1785 volunteering hours. This is a reduction in support hours of - 55% from year 19/20 and is due to the national pandemic.

The majority of volunteer led services such as the befriending service, where volunteers sit with the cared for person to enable respite opportunities for the carer, had to cease in line with government guidance. However, the team of volunteers have still continued to support the charity and its beneficiaries through roles including supporting in the community café, shop & garden, virtually through online events and activities, keeping in touch with carers and their families who are supported through the befriending service alongside supporting the charity to undertake welfare checks to registered carers through telephone support.

If the volunteering hours offered by volunteers during the year was quantified into a paid salary at national minimum wage, this would work out as £15,904.35 in volunteering time. There has been an impact and reduction in volunteer hours since 19/20 which was quantified £16,311.69 in volunteering time

Carers Assessments

On the implementation of the new Care Act 2014, carers are now recognised in their own right and are entitled to have their own needs assessed, identified and met through a carer's assessment. From this assessment, a personal budget can also be commissioned. The organisation has taken on this statutory duty from the Local Authority, undertaking carers assessments and commissioning a personal budget directly from them.

Throughout the year, the charity has undertaken a total of 4,806 statutory Carers Assessments and Reviews, This was an increase of +4% Carers Assessments & Reviews undertaken in comparison to 2019/20. From these assessments, 38% of carers have been commissioned a monetary personal budget of between £200-300 to meet their unmet needs, whilst 62% of carers were able to have their needs met universally through the charity's services and support.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

This year has seen an overall reduction in the requirement for carers to receive a personal budget in order to meet unmet need. An additional 5% of carers supported this financial year in comparison to 19/20 have found their needs have been met directly through the charity. During 2020/2021, the charity has commissioned £432,964.30 in personal budgets to carers in East Lancashire, a massive reduction of £122,251 compared to personal budgets commissioned in 2019/20. This demonstrates how skilful the charity is in identifying and meeting the needs of carers through its services and support locally, rather than relying on further statutory funding to meet need.

Peace of Mind for Carers

During the year, the charity has undertaken 595 New POM4C plans (Peace of Mind for Carers). This contingency plan still remains an invaluable service for carers. Carers often describe this plan as their 'lifeline' should they unexpectedly be unable to continue with their caring role. The plan prevents carers from worrying about who will look after the people they care for in the event of something unexpectedly happening to them. This constant worry carries a high risk of affecting their emotional health and wellbeing, causing stress, preventing them from having a life of their own alongside their caring role.

The POM4C service is free and can be activated 365 days a year, 24 hours a day. Family members or friends can be contacted in the event of an emergency, or free replacement care can be provided by a domiciliary care provider in the cared for person's own home for up to 72 hours. This service can also prevent strain on the health and social care system, preventing those who are reaching crisis point from accessing accident and emergency services and social care providers.

Over the past 12 months, there have been issues with replacement care being provided as this is part of the crisis service through Lancashire County Council and has often reached maximum capacity. Therefore, LCC are continuing to review and consult with carers and commissioners about the future of this service.

Carer Awareness Training (CAT)

Throughout the year, the charity has delivered 71 CAT sessions to a range of audiences with 834 professionals receiving the training. This service enables professionals to become 'Carer Champions' for their teams.

On average approx. 12 professionals attended each Carers Awareness Training Session. This is an increase in +3% in CAT training sessions and +66% increase in the numbers of professionals trained in comparison to in 2019/20. The numbers attending the CAT sessions has more than doubled due to those being able to attend remotely.

Welfare and Benefits Support

The charity have continued to provide welfare and benefits support, offering appointments remotely and face to face where necessary. Throughout the year, the charity has secured £111,965.00 in unclaimed benefits for carers in East Lancashire.

Managing Risk

The charity has comprehensive risk management policies and procedures in place including a Risk Policy, Risk Register and monthly Risk Maps that highlight any potential or uncertain risks that may face the charity, its resource, services and beneficiaries.

The Risk Register is reviewed annually and focuses on all areas of the charity including Governance, Operational, Finance & Resources, External and Compliance with a thorough risk analysis of each of the areas.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

The charity has two sub groups which report directly into the Board covering Finance and Resources, and Governance and Risk. At every Governance and Risk meeting, a live risk map is produced referencing any potential areas of risk along with suggestions to mitigate risk. This is scrutinised by the sub group members before providing a thorough report at the board meetings. The charity also has a Business Continuity Plan in place. The charity's Trustees have given consideration to the major risks to which the organisation is exposed and satisfied themselves that systems and procedures are established in order to provide the necessary assurances that risk is being effectively managed.

The Trustees have also given much consideration to the possibility of the future contract with Lancashire County Council being reduced due to COVID-19 or being retendered towards the end of 2021. Confirmation was provided by Commissioners to confirm the contract extension until 30th June 2022. It is public knowledge that the county council continues to face unprecedented financial challenges and need to make savings. This extremely difficult financial picture is the result of continued cuts in funding by Government, rising costs and rising demand for key services. The charity maintains regular communication with commissioners and it is highly unlikely that any reduction in services will occur.

Financial review

Over the financial year, the charity's main source of income has been the adult carers services/Lancashire Carers Service contract with Lancashire County Council and the East Lancashire Clinical Commissioning Group. For the year, this makes up 77.5 % of income, an increase of +1.3% compared to funding in 2019/20. This is mainly due to the increase in contract value secured when the charity successfully extended the contract as the Lancashire carers services provider in East Lancashire.

The charity has also continued to benefit by owning its own headquarters which have significantly reduced running costs, with security of ownership and no liability of rental facilities. Further benefits have also been seen through the charity's community facility albeit with intermittent opening due to the pandemic, however this has been supported through government grants. During the pandemic the charity seized opportunities of closures to undertake renovation futurework to its headquarters including implementation of a community kitchen and new welfare and training facilities. All floors of the headquarters are self-contained and independent supporting longer term sustainability should income drop with each area being able to be sub-let.

The charity has still continued to move forward with business objectives and in 2021, the charity will be embarking on opening a second trading facility in another part of East Lancashire, all of which will contribute to lessening the charity's dependence on the Lancashire County Council contract. This will all take place alongside the continuing task of seeking new and securing existing ongoing sources of funding, as well as monitoring the budgets associated with our current projects.

During the financial year, the total income received has been £955,015 (£961,334 2019/20) a reduction of 0.66% compared to 2019/20. The budgeted income at the start of the year was predicted to be £993,438 therefore the actual income met 96.1% of projected income. The total expenditure for the year was £881,960 (£821,127 2019/20) against projected expenditure at the start of the year of £956,613. Therefore there was a reduction in expected expenditure of 7.8%.

In addition to the Lancashire County Council income, a substantial amount of financial support was received from BBC Children in Need and The Eric Wright Trust in respect of young carers services and The Triangle Trust in supporting the charity to be more sustainable through the development of a new trading arm. Additional smaller financial contributions for revenue have also been received and greatly appreciated from Ribbles Valley Borough Council and Carers Trust. As always, the charity are extremely grateful to all their funders for their support and for making it possible for Carers Link Lancashire to provide a service to carers in East Lancashire.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

As laid out in the Charity's investment policy, Carers Link Lancashire seeks to produce the best financial return within an acceptable level of risk, on the financial investments it makes. Financial risk is managed by ensuring sufficient liquidity is available to meet foreseeable needs. As the majority of the company's debtors are public sector bodies, the level of credit risk is low. The Trustees review the Investment Policy annually, and receive advice from a suitably qualified, independent financial company, as well as reviewing attitude to risk on an annual basis. At present, funds are being placed with several financial institutions in order to mitigate against possible bank collapses, and advice is sought from our investment advisor as to minimising the risks of our portfolio.

The Trustees have going concerns around the charities longer term sustainability, with the main sources of income from Lancashire County Council coming to an end in 2022. However, the board are fully committed to ensuring that the charity continue to exceed the high KPI's and outcomes as outlined in the contract and are planning to successfully retender to deliver the contract in 2022.

Reserves Policy

As of the 31 March 2021, the total charity funds stand at £752,359 (2020: £679,304) of which, £327,906 is invested in fixed assets and £15,736 is restricted.

The Trustees have reviewed the funds available to the organisation and £74,998 has been designated for the following:

- £55,000 Property Repair & Unexpected Maintenance
- £19,998 Redundancy costs

After designation and the headquarters property, £333,719 is free reserves and represents 4.4 months of budgeted recurrent expenditure (4 months 2019/20) The policy for free reserves is that Carers Link Lancashire will maintain free reserves not being less than three months expenditure. Therefore, the charity is meeting its reserves policy adequately. The main source of income for the organisation still remains to be generated from Lancashire County Council who continue to make payments in arrears. Therefore, charitable reserves are essential to maintain adequate cash flow levels.

In the event that all or any funding is lost the reserves will enable Carers Link Lancashire to maintain a service to carers whilst researching and sourcing other funding. To this end, the Trustees deem it prudent to designate funds from the reserves to cover the potential resulting redundancies and to secure services for carers.

Plans for future periods

Throughout the year, the charity has worked hard to achieve business objectives as outlined in the organisations Strategy and Operational Plan 2017-2020, which include expanding our ability to provide accessible services, identifying and supporting all carers in East Lancashire and ensuring the charity is more sustainable in the longer term. The Board of Trustees have reviewed its strategy and plans moving forward s and have implemented a new strategy and operational plan for 2021- 2024.

In order to continue to mitigate any future potential risks of reductions or losing this statutory contract through retendering in 2022, the charity is striving to increase diversified income streams through charitable trading including opening a further facility in 2021.

The Trustees see the future direction of the charity as developing further meaningful services that meet the needs of carers. Carers Link Lancashire continues to be a proactive, learning organisation, with all of its activities being carefully planned, risk assessed and evaluated.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

Any activity which is brought forward for consideration that is not in line with either the ethos of the charity or does not protect the integrity of the organisation will not be supported. Issues arising from the evaluation of activities provides evidence of effectiveness, value and risk whereby lessons are learned and used for future improvement and development.

Structure, governance, and management

Organisation

The organisation is a charitable company limited by guarantee, number 08584591, incorporated on 25th June 2013. It was adopted as a charity on 19th March 2014.

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

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31st March 2020 was 9.

The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

All Trustees give their time voluntarily and receive no benefits from the charity.

The Chair of Trustees term ended in September 2020, therefore, the Vice Chair was elected to take on this role. Succession planning has also been undertaken throughout the year to replace the existing Treasurer role whose terms of service cease in September 2021. Therefore a new Trustee took on the Treasurer role in September 2020, closely supported by his predecessor.

Management

Day to day management of the charity including responsibility for the provision of services, staff management and development is delegated to the Chief Executive Officer (CEO) Rebecca Hodgson. Any proposal the CEO would like to make relating to areas beyond delegated power, is made formally in a proposal document, which firstly, where practically possible is submitted to the relevant Sub Group for scrutiny before submissions and presentation to all board members.

The CEO undergoes regular supervision and support sessions with the Chair of Trustees and provides comprehensive and up to date information and advice to all Trustees. Remuneration of Key Management Personnel is set based on benchmarks for similar roles and is overseen by the Remuneration Group. Staff salaries are reviewed annually by the board of trustees at the Remuneration Group meeting.

Carers Link Lancashire is a Network Partner of Carers Trust. This affiliation enables staff and Trustees access to a variety of training and development courses/conferences organised by the Trust. These courses/conferences are usually provided free of charge although the cost of travel to the venues is borne by Carers Link Lancashire or individual Trustees.

This partnership also enables up to date information and research into carers alongside regional support from the regional manager and regional network partners.

Related Parties and Relationships with Other Organisations

There are no related parties.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

Carers Link Lancashire has a formal consortium agreement with ncompass, a brighter future for the purposes of tendering for and delivering The Lancashire Carers Service. This partnership is purely for the purposes of which is described with Carers Link Lancashire delivering in East Lancashire and ncompass delivering in North and Central Lancashire.

Recruitment and Appointment of Trustees

Trustees are recruited through advertisements in the organisations quarterly magazine and e-bulletins alongside individual contacts by other Board Members or members of staff.

Prospective Trustees are invited to a preliminary meeting with the CEO for discussion about the roles and responsibilities of Trustees and general information about Carers Link Lancashire.

A Trustee appointment is subject to the completion of the DBS process and two satisfactory references. Potential Trustees are then invited to meet existing Trustees at a board meeting to give a presentation about themselves and their skills, and if agreed by all Trustees, they will be co-opted on to the board with their nomination as a Trustee being put to the Annual General Meeting (AGM) for formal appointment.

The organisation has a Trustee skills matrix in place that is regularly updated and identifies the strengths and weaknesses of the Board.

The weaker areas are then addressed through the Trustee recruitment processes. A full and thorough recruitment application process is in place with an information pack for interested persons and a comprehensive Trustee Handbook is provided for all Trustees.

Induction and Training of Trustees

All Trustees undertake a thorough induction process with the CEO and then also the Chair of Trustees as and when required. As part of this, they are required to sign a code of conduct and confidentiality policy, declare their eligibility to be a Trustee alongside completing a declaration of interest's form which is reviewed annually.

Further training is provided, both in-house and externally, using a variety of methods including online and face to face training. Topics covered include all aspects of information governance, safeguarding children and vulnerable adults and equality and diversity. Updates on governance matters are distributed regularly to Trustees to ensure their knowledge remains relevant and up to date

Funds held as Custodian Trustee on behalf of others

No funds were held as custodian Trustee on behalf of any others.

Statement of Responsibilities of the Trustees

The trustees (who are also directors of Carers Link Lancashire for the purposes of Company Law) are responsible for preparing the Trustee's Annual Report (including the strategic report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company Law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

- Observe the methods and principles in the Charities SORP FRS 102
- Make judgments and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

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

In so far as the trustees are aware:

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

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

On behalf of the board

Signature:



Carol Pollard - Chair of the Board of Trustees

Date: 16/12/2021.....

Carers Link Lancashire

Independent Auditor's Report to the Members

For the year ended 31 March 2021

Opinion

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

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

Independent Auditor's Report to the Members

For the year ended 31 March 2021

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the strategic report and the directors' report) 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 have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, set out on page 17, 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.

Independent Auditor's Report to the Members

For the year ended 31 March 2021

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

- Obtaining an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on those laws and regulations that have had a direct effect on the financial statements. The key laws and regulations we considered in this context include Charities Act and safeguarding regulations. In addition, we consider compliance with employee legislation, as fundamental to the Charity's operations;
- Discussions with management, including consideration of known or suspected instances of non compliance with laws and regulations and fraud;
- Enquiry of management and those charged with governance around actual and potential litigation and claims;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias;
- Reviewing minutes of meetings of those charged with governance; and
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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

A further description of our responsibilities 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.

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.

Nicola Mason (Senior Statutory Auditor)

for and on behalf of MHA Moore and Smalley
Chartered Accountants

Statutory Auditor
Richard House
9 Winckley Square
Preston
PR1 3HP

Nicola Mason

22/12/2021

Carers Link Lancashire

Statement of Financial Activities (Incorporating Income and Expenditure Account)

For the year ended 31 March 2021

	Note	Unrestricted Funds	Restricted Funds	Total 2021 £	Total 2020 £
Income from					
Donations and legacies	3	12,183	-	12,183	37,448
Charitable activities:	4				
Carers support and services		753,244	141,916	895,160	860,763
Other trading activities	5	10,475	-	10,475	37,603
Investments	6	332	-	332	520
Other income	7	19,302	17,563	36,865	25,000
Total Income		795,536	159,479	955,015	961,334
Expenditure on					
Raising funds	8	44,590	7,805	52,395	81,748
Charitable activities					
Carers support and services	9	680,434	92,768	773,202	718,725
Other expenses – governance and support costs	10	(4,971)	61,334	56,363	20,654
Total Expenditure		720,053	161,907	881,960	821,127
Net income / (expenditure) before net gains / (losses) in investments		75,483	(2,428)	73,055	140,207
Realised gains / (losses) on investments		-	-	-	-
Net income / (expenditure) for the year	11	75,483	(2,428)	73,055	140,207
Transfer between funds		7,509	(7,509)	-	-
Net movement in funds for the year		82,992	(9,937)	73,055	140,207
Reconciliation of funds					
Total funds brought forward		653,631	25,673	679,304	539,097
Total funds carried forward		736,623	15,736	752,359	679,304

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

Carers Link Lancashire

Balance Sheet

As at 31 March 2021

	Note	2021 £	£	2020 £	£
Fixed Assets					
Tangible assets	16		327,906		281,988
Total fixed assets			327,906		281,988
Current Assets					
Debtors	17	155,881		103,797	
Current asset investments	18	81,319		81,237	
Cash at bank and in hand		282,469		260,936	
Total current assets		519,669		445,970	
Liabilities					
Creditors amounts falling due in less than one year	19	(95,216)		(48,654)	
Net current assets			424,453		397,316
Net Assets			752,359		679,304
The funds of the charity					
Restricted income funds	20		15,736		25,673
Unrestricted income funds	21		736,623		653,631
Total charity funds			752,359		679,304

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

The Notes on pages 24 to 41 form part of these accounts

Approved by the Trustees on 16/12/2021 and signed on their behalf by:

Carol Pollard (Chair)

Jeff Leahy (Treasurer)

Company number 08584591

Carers Link Lancashire

Statement of Cash Flows

For the year ended 31 March 2021

	Note	2021	2020
		£	£
Cash provided by / (used in) operating activities	24	89,007	96,832
<hr/>			
Cash flows from investing activities:			
Dividends, interest, and rents from investments		332	520
Purchase of tangible fixed assets		(67,724)	(18,573)
Sale of investments		-	-
<hr/>			
Cash provided by/ (used in) investing activities		(67,392)	(18,053)
<hr/>			
Increase/(decrease) in cash and cash equivalents in the year		21,615	78,779
Cash and cash equivalents at the beginning of the year		342,173	263,394
<hr/>			
Cash and cash equivalents at the end of the year		363,788	342,173
<hr/>			

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective October 2019) - (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

Preparation of the accounts on a going concern basis

The trustees are required to assess whether the use of going concern is appropriate, ie whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charitable company to continue as a going concern. The Trustees make this assessment in respect of a period of at least one year from the date of authorisation of the accounts. The recent measures taken by the Government to combat the spread of the corona virus resulted in the closure of the café and shop but has not impacted significantly on other services. In the year ending 31 March 2022, income from the shop may be significantly lower than anticipated. At the date of approving these accounts the trustees have a reasonable expectation that the charity will be able to manage the situation and that it has sufficient cash resources to enable it to meet its liabilities as they fall due for at least 12 months from the date of approval. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

There are no key judgments which the Trustees have made which have a significant effect on the accounts.

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

Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

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

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the Trustees' annual report for more information about their contribution.

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

Interest receivable

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

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the Trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Expenditure and irrecoverable VAT

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

- Costs of raising funds comprise the costs of administration in connection with fundraising and the running costs for the caravans.
- Expenditure on charitable activities includes the direct costs of the charity's activities and the associated support costs.
- Other expenditure represents those items not falling into any other heading.

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

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 9.

Notes to the financial Statements

Year ended 31 March 2021

Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

Tangible fixed assets

Individual fixed assets costing £1000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Land and Buildings	4% of cost per annum
Fixtures & fittings	25% of cost per annum
Office furniture & equipment	25% of cost per annum
Computer equipment	33% reducing balance with the remaining balance written off in the third year
Caravan	33.3% of cost per annum

Debtors

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

Current asset investments

Current asset investments include cash investments with a maturity of greater than three months from the date of acquisition or opening of the deposit or similar account and those accounts intended to be held for the longer term.

Cash at bank and in hand

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

Creditors and provisions

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

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 11. There were outstanding contributions of £2,009 at the year end. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 9.

Notes to the financial Statements

Year ended 31 March 2021

The money purchase plan is managed by SMART Pensions and the plan invests the contributions made by the employee and employer in an investment fund to build up over the term of the plan a pension fund which is then converted into a pension upon the employee's normal retirement year age when eligible for a state pension. The risk profile of the fund reduces as the employee gets closer to retirement. The total expense ratio of the plan is 1.25% and this is deducted from the investment fund annually. The trust has no liability beyond making its contributions and paying across the deductions for the employee's contributions.

Critical accounting estimates and areas of judgement

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will be, by definition, seldom be equal to the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are discussed below

Useful economic life of fixed assets - See accounting policy

There are no critical areas of judgement.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

3 Income from donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Donations	8,683	-	8,683	27,511
Ribble Valley	3,000	-	3,000	2,000
Miscellaneous	500	-	500	7,937
Total	12,183	-	12,183	37,448
Total by fund 31 March 2020	37,448	-	-	37,448

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

4 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	740,520	-	740,520	713,281
Adult Carers				
Henry Smith	-	-	-	10,625
Carers Trust	-	10,674	10,674	5,500
Eric Wright Charitable Trust	-	7,805	7,805	-
Lancashire County Council SMG	-	-	-	4,565
Tesco	-	500	500	3,500
	-	18,979	18,979	24,190
Young Carers				
BBC Children in Need	-	45,577	45,577	47,836
Eric Wright Charitable Trust for YC Preston	-	20,000	20,000	20,000
Carers Trust	-	-	-	384
Ironmongers	-	-	-	3,078
Lancashire County Council	-	-	-	1,399
	-	65,577	65,577	72,697
Building, Charity Hub and Garden				
Triangle Trust 1949 Fund	12,724	-	12,724	20,375
Lancashire Environmental Fund	-	-	-	23,744
Hyndburn Borough Council	-	57,360	57,360	6,476
Total	12,724	57,360	70,084	50,595
Total by fund 31 March 2021	753,244	141,916	895,160	860,763

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

4 Income from charitable activities (Continued)

Prior year

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	713,281	-	713,281	615,110
Adult Carers				
Henry Smith	-	10,625	10,625	52,475
Carers Trust	-	5,500	5,500	5,850
Hyndburn & RV CVS	-	-	-	1,890
Burnley BC Acorn Fund	-	-	-	400
Anonymous Grant	-	-	-	15,000
Lancashire County Council SMG	-	4,565	4,565	14,108
Tesco	-	3,500	3,500	7,500
Carers Trust Digital Reach	-	-	-	250
	-	24,190	24,190	97,473
Young Carers				
BBC Children in Need	-	47,836	47,836	46,200
Eric Wright Charitable Trust for YC Preston	-	20,000	20,000	6,627
(CFL) United Utilities for YC Preston	-	-	-	13,693
Sports England	-	-	-	9,962
Community Foundation	-	-	-	6,836
Carers Trust	-	384	384	-
Ironmongers	-	3,078	3,078	-
Lancashire County Council	-	1,399	1,399	-
	-	72,697	72,697	83,318
Building, Charity Hub and Garden				
Triangle Trust 1949 Fund	-	20,375	20,375	32,875
Prospects Foundation	-	-	-	9,000
Bernard Sunley Charitable Foundation	-	-	-	5,000
Lancashire Environmental Fund	-	23,744	23,744	6,256
Hyndburn Borough Council	-	6,476	6,476	-
Lancashire County Council	-	-	-	2,600
Total	-	50,595	50,595	55,731
Total by fund 31 March 2020	713,281	147,482	860,763	851,632

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

5 Income from other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Café and retail income	10,475	-	10,475	37,603
Total	10,475	-	10,475	37,603

All income from other trading activities in the current and prior year is unrestricted.

6 Investment income

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Income from bank deposits	332	-	332	520
Total	332	-	332	520

All investment income in the current and prior year is unrestricted.

7 Other income

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Coronavirus Retail, Hospitality and Leisure Grant	-	-	-	25,000
Coronavirus Job Retention Scheme	-	17,563	17,563	-
Hyndburn Borough Council	19,302	-	19,302	-
Total	19,302	17,563	36,865	25,000

8 Cost of raising funds

	2021 £	2020 £
Caravan costs, including depreciation	16,456	17,451
Administrative costs	4,529	16,793
Trading costs	31,410	47,504
Total	52,395	81,748

Included in cost of raising funds is restricted expenditure of £7,805 (2020: £nil) and unrestricted expenditure of £44,592 (£81,748). The caravan running and depreciation costs are included as part of fundraising and donations for the use of the caravan are treated as donations.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

9 Analysis of expenditure of charitable activities

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2021	Total 2020
	£	£	£	£	£	£
Staff costs	552,012	-	49,468	23,024	624,504	542,623
Accommodation	32,724	-	1,317	-	34,042	30,030
Administrative costs	34,257	-	1,992	-	36,249	28,662
Project costs	11,505	10,543	3,348	-	25,396	49,858
Governance and support costs (see note 10)	29,617	1,187	6,511	-	37,315	40,494
Building and garden costs (see note 10)	14,300	-	1,396	-	15,696	27,058
	<u>674,415</u>	<u>11,730</u>	<u>64,031</u>	<u>23,024</u>	<u>773,202</u>	<u>718,725</u>
					2021	2020
					£	£
Restricted expenditure					92,768	135,870
Unrestricted expenditure					680,434	582,855
					<u>773,202</u>	<u>718,725</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

9 Analysis of expenditure of charitable activities

Prior year

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2020	Total 2019
	£	£	£	£	£	£
Staff costs	452,886	15,845	53,517	20,375	542,623	526,750
Accommodation	27,845	773	1,412	-	30,030	11,566
Administrative costs	26,047	455	2,160	-	28,662	62,952
Project costs	26,140	13,669	9,003	1,046	49,858	37,535
Grant payable	-	-	-	-	-	5,850
Governance and support costs (see note 9)	33,712	1,264	5,518	-	40,494	69,173
Building and garden costs (see note 9)	13,005	46	794	13,214	27,058	(11,359)
	<u>579,635</u>	<u>32,052</u>	<u>72,404</u>	<u>34,635</u>	<u>718,725</u>	<u>702,467</u>
					2020	2019
					£	£
Restricted expenditure					135,870	224,581
Unrestricted expenditure					582,855	477,886
					<u>718,725</u>	<u>702,467</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

10 Analysis of governance and support costs

	Basis of apportionment	Support £	Governance £	Total 2021 £	Total 2020 £
Staff costs	% of income	25,481	-	25,481	31,863
Accommodation	% of income	3,965	-	3,965	9,820
Administrative costs	% of income	3,332	-	3,332	11,431
Project costs	% of income	1,246	-	1,246	241
Building and garden costs	Actual costs	62,326	-	62,326	5,264
Depreciation	% of income	21,806	-	21,806	17,057
Audit fees	Governance	-	9,000	9,000	8,587
Legal and professional	Governance	-	4,341	4,341	6,417
Other governance	Governance	-	84	84	262
		118,156	13,425	131,581	90,942
Governance and Support Costs recharged to Charitable Activities and fundraising		(41,685)	-	(41,685)	(44,748)
Building and accommodation costs recharged		(33,533)	-	(33,533)	(25,540)
		42,938	13,425	56,363	20,654

Included in support costs is £61,334 of restricted expenditure (2020 Nil) and (£,4971) of unrestricted expenditure (2020 £20,654).

Prior year	Basis of apportionment	Support £	Governance £	Total 2020 £	Total 2019 £
Staff costs	% of income	31,863	-	31,863	40,553
Accommodation	% of income	9,820	-	9,820	9,630
Administrative costs	% of income	11,431	-	11,431	9,927
Project costs	% of income	241	-	241	103
Building and garden costs	Actual costs	5,264	-	5,264	43,068
Depreciation	% of income	17,057	-	17,057	12,139
Audit fees	Governance	-	8,587	8,587	-
Accountancy services	Governance	-	-	-	5,704
Legal and professional	Governance	-	6,417	6,417	4,934
Other governance	Governance	-	262	262	323
		75,676	15,266	90,942	126,381
Governance and Support Costs recharged to Charitable Activities		(44,748)	-	(44,748)	(63,183)
Building and accommodation costs recharged		(25,540)	-	(25,540)	-
		5,388	15,266	20,654	63,198

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

11 Net income / (expenditure) for the year

	2021	2020
	£	£
This is stated after charging/(crediting):		
Depreciation	21,806	17,057
Operating lease rentals		
Other	4,230	4,233
Auditor's remuneration - audit fees	6,100	8,587
	<hr/>	<hr/>
	32,136	29,877
	<hr/>	<hr/>

12 Staff costs

	2021	2020
	£	£
Wages and salaries	575,433	529,097
Social security costs	36,109	24,972
Pension costs	34,195	25,596
Staff travel, recruitment & other	4,248	14,808
	<hr/>	<hr/>
	649,985	594,473
	<hr/>	<hr/>

No employee had employee benefits in excess of £60,000 (2020: £60,000)

The average number of full-time equivalent staff employed during the period was 35 (2020: 25).

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer and the Deputy Chief Executive. The total employee benefits of the key management personnel of the charity were £79,504 (2020: £77,385).

13 Trustee remuneration and expenses, and related party transactions

Neither the Trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2020: £Nil).

Trustees received travel and subsistence expenses during the year of £nil (2020: £90).

Aggregate donations from related parties were £Nil (2020: £Nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2020: £Nil).

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

14 Government grants

The government grants recognised in the accounts were as follows:

	2021 £	2020 £
Lancashire County Council/ ELCCG	740,520	713,281
	<u>740,520</u>	<u>713,281</u>

There were no unfulfilled conditions and contingencies attaching to the grants.

15 Corporation Tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

16 Fixed assets: tangible assets

	Freehold Building	Freehold Building Improvements	Computer equipment	Caravan	Fixtures and fittings	Total
	£	£	£	£		£
Cost						
At 1 April 2020	160,000	135,470	29,556	18,323	-	343,349
Additions	-	56,320	8,256	-	3,148	67,724
Disposals	-	-	-	-	-	-
At 31 March 2021	<u>160,000</u>	<u>191,790</u>	<u>37,812</u>	<u>18,323</u>	<u>3,148</u>	<u>411,073</u>
Depreciation						
At 1 April 2020	12,800	11,157	19,081	18,323	-	61,361
Charge for the year	6,400	6,367	7,990	-	1,049	21,806
Disposals	-	-	-	-	-	-
At 31 March 2021	<u>19,200</u>	<u>17,524</u>	<u>27,071</u>	<u>18,323</u>	<u>1,049</u>	<u>83,167</u>
Net book value						
At 31 March 2021	<u>140,800</u>	<u>174,266</u>	<u>10,741</u>	<u>-</u>	<u>2,099</u>	<u>327,906</u>
At 31 March 2020	<u>147,200</u>	<u>124,313</u>	<u>10,475</u>	<u>-</u>	<u>-</u>	<u>281,988</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

17 Debtors

	2021	2020
	£	£
Grants receivable	133,594	84,988
Other debtors	-	-
Prepayments and accrued income	22,287	18,809
	<u>155,881</u>	<u>103,797</u>

18 Current asset investments

	2021	2020
	£	£
Cash equivalents on deposit: Scottish Widows	81,319	81,237
	<u>81,319</u>	<u>81,237</u>

19 Creditors: amounts falling due within one year

	2021	2020
	£	£
Creditors	30,187	7,248
Other creditors and accruals	21,464	15,011
Deferred income	43,565	26,395
	<u>95,216</u>	<u>48,654</u>

Deferred income relates to income received in advance for future charitable activities. Deferred income as at 31 March 2020 of £26,395 has been released during the year.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

20 Analysis of movements in restricted funds

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
Adult Carers					
Carers Trust	1,948	10,674	(10,674)	-	1,948
Eric Wright Charitable Trust	-	7,805	(7,805)	-	-
Tesco	-	500	(500)	-	-
	<u>1,948</u>	<u>18,979</u>	<u>(18,979)</u>	<u>-</u>	<u>1,948</u>
Young Carers					
BBC Children in Need	111	45,577	(44,031)	-	1,657
Young Carers Preston	7,509	-	-	(7,509)	-
Eric Wright Charitable Trust	-	20,000	(20,000)	-	-
	<u>7,620</u>	<u>65,577</u>	<u>(64,031)</u>	<u>(7,509)</u>	<u>1,657</u>
Building, Garden and Charity Hub					
Lancashire Environmental Fund	16,105	-	(3,974)	-	12,131
Coronavirus Job Retention Scheme	-	17,563	(17,563)	-	-
Hyndburn Borough Council	-	57,360	(57,360)	-	-
	<u>16,105</u>	<u>74,923</u>	<u>(78,897)</u>	<u>(7,509)</u>	<u>12,131</u>
	<u>25,673</u>	<u>159,479</u>	<u>(161,907)</u>	<u>(7,509)</u>	<u>15,736</u>

LCC = Lancashire County Council
CCG = Clinical Commissioning Group

CFL = Community Foundation for Lancashire
YAC = Young Adult Carers

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

20 Analysis of movements in restricted funds (continued)

Prior year	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2020 £
Adult Carers					
Henry Smith	19,668	10,625	(14,941)	(15,352)	-
Carers Trust	-	5,500	(3,643)	91	1,948
LCC SMG	-	4,565	(5,624)	1,059	-
Tesco	1,311	3,500	(4,622)	(189)	-
	<u>20,979</u>	<u>24,190</u>	<u>(28,830)</u>	<u>(14,391)</u>	<u>1,948</u>
Young Carers					
BBC Children in Need	1,872	47,836	(49,597)	-	111
Young Carers Preston	7,509	20,000	(20,000)	-	7,509
Carers Trust	-	384	(384)	-	-
Ironmongers	-	3,078	(1,024)	(2,054)	-
LCC Champion for Young People	-	1,399	(1,399)	-	-
	<u>9,381</u>	<u>72,697</u>	<u>(72,404)</u>	<u>(2,054)</u>	<u>7,620</u>
Building, Garden and Charity Hub					
Triangle Trust 1949 Fund	3,443	20,375	(20,375)	(3,443)	-
Lancashire Environmental Fund	-	23,744	(7,638)	-	16,106
Hyndburn Borough Council Gardens	-	6,476	(6,476)	-	-
	<u>400</u>	<u>-</u>	<u>(146)</u>	<u>(254)</u>	<u>-</u>
	<u>3,843</u>	<u>50,595</u>	<u>(34,635)</u>	<u>(3,697)</u>	<u>16,106</u>
	<u>34,203</u>	<u>147,482</u>	<u>(135,870)</u>	<u>(20,142)</u>	<u>25,673</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

20 Analysis of movements in restricted funds (continued)

Name of	Description, nature and purposes of the fund
Adult Carers	Funds for this service to Adult Carers are to provide local and accessible support and points of contact between carers and Lancashire County Council Social Services Directorate. To achieve this, we work to develop a clear identity for carers, develop support and information and develop knowledge to help carers in their role and to co-ordinate consultation and involvement between carers, Carers Link Lancashire, and Lancashire County Council.
Young Carers	Funds for this service for Young Carers are to provide flexible outreach support and to offer preventative support through respite activities and breaks. To achieve this, we work to provide a proactive and responsive service, reduce isolation, increase choice and access to multi agency support and facilitate the appropriate assessment of young carers and their families by statutory agencies.

21 Analysis of movement in unrestricted funds

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
General fund	553,633	795,536	(695,053)	7,509	661,625
Designated fund					
Potential redundancy costs	19,998	-	-	-	19,998
Anticipated loss from retail	25,000	-	(25,000)	-	-
Renovations	40,000	-	-	-	40,000
Blackburn Road Property	15,000	-	-	-	15,000
	<u>653,631</u>	<u>795,536</u>	<u>(720,053)</u>	<u>7,509</u>	<u>736,623</u>
Prior year					
	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2020 £
General fund	469,896	813,852	(685,257)	(44,858)	553,633
Designated fund					
Potential redundancy costs	19,998	-	-	-	19,998
Anticipated loss from retail	-	-	-	25,000	25,000
Renovations	-	-	-	40,000	40,000
Blackburn Road Property	15,000	-	-	-	15,000
	<u>504,894</u>	<u>813,852</u>	<u>(685,257)</u>	<u>20,142</u>	<u>653,631</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

Name of	Description, nature and purposes of the fund
General Fund	The free reserves after allowing for all designated funds and including the property fixed asset.
Potential redundancy costs	This fund has been designated by the Trustees to cover potential redundancies. There is a TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006) agreement being in place.
Renovations	This fund is for planned renovation to the property.
Blackburn Road Property	This fund is designated towards potential dilapidations at 54-56 Blackburn Road, Accrington.

22 Analysis of net assets between funds

	General fund £	Designated funds £	Restricted funds £	Total 2021 £
Tangible fixed assets	327,906	-	-	327,906
Net current assets/(liabilities)	333,719	74,998	15,736	424,453
	<u>661,625</u>	<u>74,998</u>	<u>15,736</u>	<u>752,359</u>
	<u><u>661,625</u></u>	<u><u>74,998</u></u>	<u><u>15,736</u></u>	<u><u>752,359</u></u>
Prior Year	General fund £	Designated funds £	Restricted funds £	Total 2020 £
Tangible fixed assets	281,988	-	-	281,988
Net current assets/(liabilities)	271,645	99,998	25,673	397,316
	<u>553,633</u>	<u>99,998</u>	<u>25,673</u>	<u>679,304</u>
	<u><u>553,633</u></u>	<u><u>99,998</u></u>	<u><u>25,673</u></u>	<u><u>679,304</u></u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

23 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows:

	Equipment	
	2021	2020
	£	£
Less than one year	4,230	4,230
One to five years	2,922	7,152
Over five years	-	-
	<hr/>	<hr/>
	7,152	11,382
	<hr/>	<hr/>

24 Reconciliation of net movement in funds to net cash flow from operating activities

	2021	2020
	£	£
Net income/(expenditure) for the year	73,055	140,207
Adjustments for:		
Depreciation charge	21,806	17,057
(Gains) / losses on investments	-	-
Dividends, interest, and rents from investments	(332)	(520)
Decrease / (increase) in debtors	(52,084)	(39,515)
Increase / (decrease) in creditors	46,562	(20,397)
	<hr/>	<hr/>
Net cash provided by / (used in) operating activities	89,007	96,832
	<hr/>	<hr/>

25 Capital commitments

	2021	2020
	£	£
Capital commitments	-	62,852
	<hr/>	<hr/>
	-	62,852
	<hr/>	<hr/>

Company Number 08584591

Charity Number 1156275

Carers Link Lancashire

Report and Financial Statements

For The Year Ended

31 March 2021

Carers Link Lancashire

Contents

	Page
Reference and administrative information	1
Trustee's Annual Report	2
Independent Auditor's report to the members	18
Statement of Financial Activities (Incorporating Income and Expenditure Account)	21
Balance sheet	22
Cash flow statement	23
Notes to the accounts	24

Carers Link Lancashire

Reference and administrative information

For the year ended 31 March 2021

Company Number 08584591

Charity Number 1156275

Registered office and operational address 54-56 Blackburn Road, Accrington, BB5 1LE

Trustees

Trustees, who are also directors under company law, who served during the year were as follows:

Anne McCarthy	Chair until September 2020
Brian Birtle	Vice Chair – Previous Treasurer until September 2020
Patricia Ahmed	
Carol Pollard	Vice Chair until September 2020 and Chair from September 2020
Brian Ozenbrook	
Shakil Salam	
Susan Bibby	Nominated Representative
Melissa Fisher	Nominated Representative
Jeff Leahy	Treasurer from September 2020
Mustafa Mohammed	

Company Secretary

Rebecca Hodgson Secretary

Key Management

Rebecca Hodgson	Chief Executive
Audra Higgin	Services Manager/Deputy & Services Manager

Bankers

CAF Bank Ltd	25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
Yorkshire Bank Ltd	25 Manchester Road, Burnley, BB11 1HX
Scottish Widows	67 Morrison Street, Edinburgh, EH3 8YJ
Triodos Bank Ltd	Deanery Road, Bristol BS1 5AS
Lloyds Bank PLC	Blackheath Branch, PO Box 100, Andover, BX1 1LT

Auditors

MHA Moore & Smalley LLP Richard House, 9 Winckley Square, Preston, PR1 3HP

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

The Trustees present their report and the financial statements of the charity for the accounting period ending 31 March 2021. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published October 2019.

Trustees of the charity

The Directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served during the year were as follows:

Anne McCarthy	Chair until September 2020
Brian Birtle	Vice Chair – Previous Treasurer until September 2020
Patricia Ahmed	
Carol Pollard	Vice Chair until September 2020 and Chair from September 2020
Brian Ozenbrook	
Shakil Salam	
Susan Bibby	Nominated Representative
Melissa Fisher	Nominated Representative
Jeff Leahy	Treasurer from September 2020
Mustafa Mohammed	

Objectives and activities

Carers Link Lancashire is a registered charity and a company limited by guarantee. The charity has evolved from Carers Link Hyndburn and Ribble Valley (2003) with the change being approved and adopted in 2013. All the work, projects, assets and liabilities of the original organisation transferred to the new company, retaining the skills, knowledge and experience of staff and volunteers, and enabling the continuation of a number of successful partnerships and projects.

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

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

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

Purpose and Aims

The charitable purposes of the company as set out in our Articles of Association are to relieve those who are ill, elderly or otherwise disabled living in Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley and areas of Lancashire by provision of information, training and support for their carers and to raise public awareness in all aspects relating to carers and caring.

Carers Link Lancashire supports unpaid carers to maintain their own health and wellbeing so that they can continue in their caring role for as long as possible.

This support is achieved through the provision of a person centred and holistic approach through collaborative partnerships, empowerment, innovation and representation across East Lancashire.

The charity's vision is to be a values and outcomes driven organisation that enables:

- Carers to feel valued as individuals and recognised for their contribution to society
- Carers to lead happy, fulfilling lives with access to good quality person centred support and services
- Carers to improve their overall physical and mental health and wellbeing
- Carers to continue with their caring role preventing them from reaching crisis point

The charity's mission is to make a positive difference to the lives of carers and the people they care for by offering tailored support that is professional, respectful, non-judgemental and meets individual need.

Carers Link Lancashire has a 3 year Strategy and Operational Plan in place (2017-2020) which has influenced charitable delivery and activity this financial year. This current strategy has been produced through consultation and direct input from carers alongside staff and Trustees and is reviewed quarterly against objectives and targets.

This strategy includes the following strategic objectives:

- Ensure that carers are recognised and supported
- Involve carers in shaping and influencing our services
- Deliver high quality services and support for carers and the people they care for
- Establishing and maintaining effective partnerships
- Ensure our charity is sustainable

Attached to the strategy is an operational plan which details the actions, resources and timescales required to meet the strategic objectives of the organisation. Towards the end of this financial year, a new strategy along with objectives and operational plans has been implemented for 2021- 2024 . This new strategy will lead and direct the charity forwards in the new financial year and beyond from April 2021-March 2024.

Definitions of Unpaid Carers

Carer: A carer is defined as someone who spends a significant proportion of their life providing unpaid support to family or friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Young carer: A young carer is defined as a child or young person (up to the age of 18) who looks after someone in their family who has an illness, disability, mental health problem or substance misuse problem. Young carers take on practical and/or emotional caring responsibilities that would normally be expected of an adult.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

Parent carer: A parent carer is defined as a person with parental responsibilities for a child under the age of 18 with additional needs.

Former carer: A former carer is defined as a person whose caring role has ceased or significantly reduced due to bereavement or the cared-for person entering residential care.

During 2020/21, the charity has been providing support to adults and young carers from across East Lancashire. East Lancashire makes up one third of Lancashire representing 42% of Lancashire's Boroughs, with a number of wards being in the top 10% of deprivation, including Burnley and Hyndburn. Demographics from East Lancashire's Clinical Commissioning Group evidence that life expectancy in East Lancashire remains relatively low compared to the England and Wales national average. Across East Lancashire, 12% of the population is made up of people from a BME population and there are a significant number of isolated rural communities such as those in Pendle and the Ribble Valley. Within these rural communities, there are high proportions of people who are over the age of 50 years, of which some are living in isolation, with limited support networks, suffering from poor emotional health and wellbeing and who are caring for an elderly family member or caring for more than one person.

According to the 2011 census, there are over 43,000 unpaid adult carers in East Lancashire, of which 63% are caring for between 1-19 hours per week, 13% are caring for 20-49 hours per week and 24% are caring for 50 hours or more per week. On average, we receive 381 referrals for new carers every quarter (3 months).

As of the 31st March 2021, 1% of registered carers are aged 18-25 years, 64% aged 26-64 years and 31% are aged 65 years plus and 4% of registered carers have unknown ages.

The 2011 Census also identified there were 3,499 children and young people across East Lancashire aged under 25 years that provided levels of unpaid care, of which, a huge proportion are estimated to relate to children and young people under the age of 18.

Of the identified young carers, 924 (26%) were aged 0-15 years and 2,575 (74%) aged 16-24 years. Of these, 72% were identified as undertaking between 1-19 hours of caring per week, 16% were undertaking between 20-49 hours of caring per week and 12% were undertaking over 50 hours of caring per week. The census demonstrated that those providing 50+ hours of care per week were 5 times more likely to report their general health as 'not good'.

Research published by Carers UK has suggested that as of 2020 there are around 13.6 million people caring through the COVID-19 pandemic as opposed to earlier research in 2019 which suggests 1 in 8 adults, around 6.5 million people, are carers. This means that with every day of the COVID-19 pandemic that passes, unpaid carers are saving the UK £530 million in the care they provide.

Further recent research also shows:

- Every day another 6,000 people take on a caring responsibility – that equals over 2 million people each year.
- That 58% of carers are women and 42% are men.
- 1.3 million carers provide over 50 hours of care per week.
- Over 1 million people care for more than one person
- That 5 million people in the UK are juggling caring responsibilities with work - that's 1 in 7 of the workforce. However, the significant demands of caring mean that 600 people give up work every day to care for an older or disabled relative.
- [Carer's Allowance](#) is the main carer's benefit and is £67.25 for a minimum of 35 hours, the lowest benefit of its kind.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

Carers Link Lancashire is a specialist carers charity who understand the needs and demands placed on carers along with the negative impacts their roles can have, affecting peoples mental and physical health and wellbeing, financial stability, employment and career choices, ability to access leisure opportunities along with feelings of loneliness through social isolation. Within their roles, carers take on responsibilities including day to day tasks, personal & medical care, transporting loved ones to numerous health appointments and offering emotional support and advice to the person they are caring for. This demanding role often results in the carer's life being thrown into turmoil, with their own mental and emotional health and wellbeing suffering and deteriorating in the process.

In order to meet the existing and emerging needs facing carers, the charity provides a personalised, tailored and holistic service to support a wide range of unpaid carers enabling them to fulfil their roles whilst supporting them to alleviate impact and preventing them from reaching crisis point. Carers often do not recognise their role and see it as their duty and responsibility, therefore the charity supports carers to recognise their role, providing them with person centred support and guidance on their rights as a carer.

All charitable work undertaken ensures that carers:

- Feel valued as individuals
- Receive recognition for their contribution to society
- Are able to lead a fulfilling and good quality of life
- Are encouraged and able to look after themselves and their own health and wellbeing.

Public benefit statement

The charity's Trustees have complied with their duty to have due regard to the guidance on public benefit published by the commission in exercising their powers or duties during this period.

Strategic report

Achievements and performance

The charity's main activities, support and beneficiaries are described below.

All charitable activities focus on supporting unpaid carers and are undertaken in order to further Carers Link Lancashire's charitable purposes for the public benefit.

Throughout the year, Carers Link Lancashire has strived to offer high quality support and services to its beneficiaries, regardless of the national pandemic and in line with achieving our strategic objectives.

Throughout the year, the charity continued to work successfully alongside ncompass towards a brighter future, in successfully delivering the Lancashire Carers Service. This service provides statutory services and support to adult carers on behalf of Lancashire County Council. This contract was also extended until June 2022.

Throughout the year and during the COVID-19 pandemic, the charity has still continued to fully deliver its contracts, support and service to unpaid carers working tirelessly as 'keyworkers' in the fight against COVID-19. The charity continued to follow government guidelines and at all times ensured that the charity's workforce and beneficiaries were kept safe from the virus. As a statutory deliverer of health and social care, face to face work still continued where necessary and new ways of working were introduced, including remotely to ensure that services and support for carers continued. The charity swiftly adapted to the pandemic, activating its business continuity plan, pandemic policy and implementing thorough risk assessments and action plans. Successful systems were implemented including building and office arrangements, partnered teams, scheduled rotas, social distancing, infection prevention and PPE.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

Achievements and performance (Continued)

Throughout the pandemic, the charity has always been one step ahead of any government guidance demonstrating the charity's successful management, leadership, resilience's and forward planning with rapid decision making during the crisis.

Like many other front line services, the charity suspended all non-compulsory face to face work and quickly adapted all services, providing support via online platforms including zoom, skype, facebook, telephone and email. The charity was forced to postpone any volunteer services which would usually provide direct services. The charity swiftly developed a range of innovative and digital platforms to ensure that carers were not isolated, preventing crisis, breakdown of roles and providing any support as necessary including breaks and activities. In addition to virtual support, face to face support was still provided to those who it was deemed necessary and full screening tools were implemented to keep staff safe.

At the start of the pandemic, the charity took the initiative to explore internal data sets to identify carers and the people they care for who may be 'vulnerable' and/or 'at risk' due to a number of contributory factors such as being elderly and due to caring requirements and conditions. As of the 31st March 2021, the charity undertook 1,583 welfare calls to this identified cohort in addition to all the other contractual work undertaken. From this work, carers have been provided with additional support and services to meet new, existing or emerging needs. This was in addition to projects implemented to overcome isolation and loneliness.

A variety of work was also undertaken by the charity to ensure that carers were recognised and identified as essential and key workers. Lobbying was undertaken with the local authority to ensure that unpaid carers had full access to free PPE supplies if required, (like paid care workers) and were recognised in statutory and COVID-19 guidance and guidelines as essential workers for access to free PPE and the vaccination. Letters were devised and approved by the LA Carers Commissioner to ensure those carers who were unable to leave their cared for person alone were able to access vulnerable groups time in supermarket sessions and take their cared for along with them. Extensive, additional work was also provided to the local authority in identifying and offering the vaccination to carers.

Regardless of COVID-19, the charity has continued to thrive both in terms of meeting contractual agreements, key performance indicators and also organisational milestones. The charity saw this period as an opportunity to improve the charity and undertake much needed improvements to assets. A range of renovation work has continued to take place including renovation to the front of the property through the heritage lottery fund and a full renovation of the properties top floor space to implement a new staff welfare area and conference suite. The charity also installed a new community kitchen on the ground floor to ensure that the café can be as sustainable and profitable in preparation for relaunch.

Overall, the charity's finances and operations were not significantly affected by the pandemic, with the main source of income being statutory income from the local authority. Charitable trading in the community facility was affected by mandatory closure. However this was offset through the charity being able to furlough the café staff and through receipt of local government grants for trading loss. No fundraising practices were able to take place, however, this only make up an extremely small proportion of overall annual income.

Adult Carers

The Lancashire Carers Service works across the county providing support, guidance and information to adult carers. The service is delivered in partnership with n-compass who deliver in North and Central Lancashire with Carers Link Lancashire delivering in East Lancashire.

The service supports people in their caring role, undertaking statutory carers assessments and supporting their emotional health and wellbeing

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

Carers Link Lancashire provides a wide range of high quality, person centred support and services to unpaid adult carers living in East Lancashire across the Boroughs of Burnley, Pendle, Rossendale, Hyndburn and the Ribble Valley.

Identifying carers, particularly hidden carers, is a prime objective for Carers Link Lancashire. Throughout the year, 1,522 new carers have been identified and registered with the service. Due to the national pandemic we have seen a reduction in the numbers of newly identified carers compared to 19/20 by -9.5%.

Throughout the year, a further 4,457 existing registered carers also requested further support and services from the charity, an increase of 16% of existing carers requesting and receiving additional support, compared with 2019/20.

All registered carers receive regular information, support and services to assist them within their caring roles and during the year we have provided 6028 one-to-one sessions with carers, an increase of +6% compared to one-to-ones delivered in 2019/20.

The charity provides a wide range of provision and services to support adult carers within their roles including:

- A new community facility on Blackburn Road in Accrington offering an information and support hub, community café, garden and charity shop
- Partner of Carers Lancashire – delivering aligned statutory services & support for carers across Lancashire
- Identification of all carers and hidden carers
- Undertaking Statutory Carers Assessments and commissioning personal budgets in line with the new Care Act- looking at all the needs of the carer and those they care for to ensure we can help them access everything they need to help them provide better care and support their own health and wellbeing
- Making outgoing referrals and recommendations to Social Care for commissioned respite
- 1-2-1 support, both face to face in the community or home, via zoom, skype, over the telephone, emails
- Breaks through face to face and virtual trips, events, activities and complementary therapies to enable regular short breaks, respite from their caring roles, stress relief and improved health and well-being
- Free counselling services with 14 fully trained volunteer counsellors
- Peace of Mind for Carers Plan, a contingency plan, enabling free replacement care should they be unable to continue their caring role due to emergency
- Befriending Service, a matched volunteer providing free respite opportunities in the persons home
- Free complimentary and holistic therapies such a reiki, massage & reflexology
- Free Max Cards allowing parent carers free or discounted access to major and local attractions
- Free Go2 Leisure cards where we have all health and well-being providers including local leisure centre providing free and discounted local facilities
- Peer support groups and forums
- Free Welfare and benefits support including form filling to ensure carers have access to the benefits they are entitled to
- Delivery of free carers awareness training to groups and professionals to raise awareness of carers needs
- Delivery of free understanding dementia courses
- Carers caravans in the Lake District, Morecambe and Blackpool offering respite opportunities and holidays
- 24/7 Volunteer Led Peer Support Helpline

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

As of 31st March 2021, Carers Link Lancashire has:

- 10216 registered carers
- 13 % of registered carers are BME
- 11% of registered carers are caring for someone with dementia
- 30.24% identify as male carers
- 69.75% identify as female carers
- 0.01% identify as non-binary

PRIMARY CONDITIONS:

- 12 % of registered carers are caring for someone with dementia
- 36 % of registered carers are caring for an older person
- 17 % of registered carers are caring for a person with PDSI
- 11 % of registered carers are caring for someone with a mental health condition
- 9.5 % of registered carers are caring for a learning disability
- 0.5 % of registered carers are caring for someone with substance misuse
- 12 % of registered carers are caring for a disabled child
- 2% of conditions are unknown

AREA:

- 26% (2659) of registered carers are from Burnley
- 24% (2500) of registered carers are from Pendle
- 14% (1457) of registered carers are from Rossendale
- 23% (2386) of registered carers Hyndburn
- 11% (1048) of registered carers are from Ribble Valley
- 2% (166) of registered carers are living in another county but are caring for someone living in Lancashire

Young Carers

In addition to the work with adult carers, throughout the year, the organisation has also undertaken young carers support across Hyndburn, Ribble Valley and Preston.

The Hyndburn and Ribble Valley young carers project is funded by BBC Children in Need to work directly with young carers aged 0-18 years from across Hyndburn and the Ribble Valley to improve their health and wellbeing.

Since February 2018, the charity has been delivering a pilot young carers project in Preston, to meet current local authority gaps in provision around young carers. The project has been funded through The Eric Wright Trust and also BBC CIN Small Grant Programme throughout the financial year. The funding for this project ended on the 31st December 2020.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

The charity's young carers services provide holistic, person centred and whole family approaches to services and support to meet individual needs support includes:

- Initial assessments to identify need alongside realistic and achievable action plans
- Intensive 1-2-1 support to meet need alongside regularly reviewing progress
- Monthly face to face and virtual targeted group sessions based and age appropriate which provide young carers with a safe environment to take a break from their caring role, develop new friendships and receive peer support from those in similar situations
- Targeted groups and activities that promote self-confidence and wellbeing, both emotional, mental and physical health
- Provide support across education, employment and training ensuring young carers are able to make informed choices about their caring role and education, employment or training opportunities
- Targeted work with schools and colleges to enable identification and support for young carers

Throughout the year, COVID 19 has had, and continues to have a detrimental and negative impact on young carers which has made services for young carers more important than ever before. As of 31st March 2021, 25% of registered young carers were caring for someone with a mental health issue with 1 in 2 of young carers having a mental health issue themselves. Caring roles have also been heightened as a result of COVID19 with 55% of our current YC's now struggling with their own mental health.

The young carers registered with the charity have been directly affected by COVID as follows:

- 50% of current YC's now have heightened caring responsibilities and limited respite from caring responsibilities with 74% now caring on average for more than 35 hours per week and 26% now caring on average for more than 46 hours per week
- The person they care for are now also suffering from additional mental health difficulties including anxiety and depression in addition to existing conditions with young carers now having to provide extra emotional support
- The young carers themselves are now suffering from mental health difficulties with 55% of current cohort (1 in 2) now struggling with their mental health
- Young Carers and their families have suffered from financial hardship and strain due to parents being furloughed or being made redundant resulting in 45% of our families now using foodbanks to enable them to eat
- Increased social isolation and feelings of loneliness due to school closures with young carers missing their only daily interaction and respite from their roles
- Due to extended caring roles, young carers are experiencing poor physical wellbeing and weight gain with being tired from extended caring roles, with no routines or structure in place
- Anxiety and worry about leaving the house in case they were to infect their already vulnerable family members
- Worry about their education and future prospects and being unable to take part in home schooling due to extra caring responsibilities

Throughout the year, the charity has continued to provide a range of support to meet young carers existing and emerging needs, including both virtually and face to face for those where it was deemed necessary.

Young carers have faced so many additional challenges as a result of the national pandemic. Young carers have had their resilience and confidence stretched trying to balance caring responsibilities with online learning whilst overcoming the inability to have respite from their roles, often feeling isolated and lonely.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

As a result, the charity have offered a range of online support groups, platforms and programmes to prevent and address social isolation and loneliness and to allow carers to develop coping mechanisms and tools making them more resilient during the pandemic. Where possible and permitted the charity have still continued to offer in person trips and activities to enable respite and improve young carers emotional health and wellbeing. One to one support was accelerated alongside implementing regular welfare check for young carers and their families, working in tandem with partner agencies to provide a whole family approach to additional support and services.

Throughout the year, the service has continued to successfully meet objectives and provide young carers with holistic and individual support and services to improve their immediate and long-term outcomes including transition into adulthood, health and wellbeing, participation/achievement in education, employment and training and engagement in positive social and recreational activities.

Throughout the year, the young carers projects have successfully worked with 202 young carers and have provided some of the following:

- Provided 129 targeted group sessions for groups of young carers
- Undertaken 648 one to one sessions with young carers

As of the 31st March 2021, the young carers team were supporting 118 registered young carers as follows:

Age:

- 2.5% are aged 6 years
- 5% are aged 7 years
- 6% are aged 8 years
- 9% are aged 9 years
- 14.5% are aged 10 years
- 54% are aged 11-15 years
- 9% are aged 16-18 years

Caring for:

- 51% are caring for their Mum
- 10% are caring for their Dad
- 25% are caring for their Brother
- 9% are caring for their Sister
- 2.5% are caring for another Relative
- 2.5% are caring for a none relative

Cared for Conditions:

- 29% are caring for a Disabled Child/Sibling
- 5% are caring for someone with a Learning Disability
- 25% are caring for someone with a Mental Health problem
- 2% are caring for an older person (65 yrs +)
- 39% are caring for someone with PD/SI
- 0% are caring for someone with substance misuse
- 0% are caring for someone with dementia
- 0% of conditions are unknown/not disclosed

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

All young carers who are registered with the service are provided with information, support and services which are tailored to meet their individual needs. This includes:

- One to one support to identify and address specific needs
- Developing an action plan to address specific issues such as problems at school, low levels of self confidence and self-esteem and isolation. This action plan is then regularly reviewed to ensure their needs are being met
- Targeted group sessions to build friendships and peer support, reduce isolation, improve self-confidence and self-esteem and provide support during transitional periods
- Opportunities to access respite and a break from their caring role through engagement in positive activities aimed specifically at improving their health and wellbeing
- Empowering young carers to make long lasting lifestyle changes and develop aspirations for the future
- Enabling young carers to have a normal childhood outside of their caring role
- Assisting young carers to make their caring role more sustainable
- Building resilience
- Equipping young carers with self-help methods, coping mechanisms and techniques

Volunteers

As at the 31st March 2021, Carers Link Lancashire has 138 active volunteers who are assisting in supporting in the direct delivery of services. Throughout the year, 142 volunteers have provided the organisation with a total of 1785 volunteering hours. This is a reduction in support hours of - 55% from year 19/20 and is due to the national pandemic.

The majority of volunteer led services such as the befriending service, where volunteers sit with the cared for person to enable respite opportunities for the carer, had to cease in line with government guidance. However, the team of volunteers have still continued to support the charity and its beneficiaries through roles including supporting in the community café, shop & garden, virtually through online events and activities, keeping in touch with carers and their families who are supported through the befriending service alongside supporting the charity to undertake welfare checks to registered carers through telephone support.

If the volunteering hours offered by volunteers during the year was quantified into a paid salary at national minimum wage, this would work out as £15,904.35 in volunteering time. There has been an impact and reduction in volunteer hours since 19/20 which was quantified £16,311.69 in volunteering time

Carers Assessments

On the implementation of the new Care Act 2014, carers are now recognised in their own right and are entitled to have their own needs assessed, identified and met through a carer's assessment. From this assessment, a personal budget can also be commissioned. The organisation has taken on this statutory duty from the Local Authority, undertaking carers assessments and commissioning a personal budget directly from them.

Throughout the year, the charity has undertaken a total of 4,806 statutory Carers Assessments and Reviews, This was an increase of +4% Carers Assessments & Reviews undertaken in comparison to 2019/20. From these assessments, 38% of carers have been commissioned a monetary personal budget of between £200-300 to meet their unmet needs, whilst 62% of carers were able to have their needs met universally through the charity's services and support.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

This year has seen an overall reduction in the requirement for carers to receive a personal budget in order to meet unmet need. An additional 5% of carers supported this financial year in comparison to 19/20 have found their needs have been met directly through the charity. During 2020/2021, the charity has commissioned £432,964.30 in personal budgets to carers in East Lancashire, a massive reduction of £122,251 compared to personal budgets commissioned in 2019/20. This demonstrates how skilful the charity is in identifying and meeting the needs of carers through its services and support locally, rather than relying on further statutory funding to meet need.

Peace of Mind for Carers

During the year, the charity has undertaken 595 New POM4C plans (Peace of Mind for Carers). This contingency plan still remains an invaluable service for carers. Carers often describe this plan as their 'lifeline' should they unexpectedly be unable to continue with their caring role. The plan prevents carers from worrying about who will look after the people they care for in the event of something unexpectedly happening to them. This constant worry carries a high risk of affecting their emotional health and wellbeing, causing stress, preventing them from having a life of their own alongside their caring role.

The POM4C service is free and can be activated 365 days a year, 24 hours a day. Family members or friends can be contacted in the event of an emergency, or free replacement care can be provided by a domiciliary care provider in the cared for persons own home for up to 72 hours. This service can also prevent strain on the health and social care system, preventing those who are reaching crisis point from accessing accident and emergency services and social care providers.

Over the past 12 months, there have been issues with replacement care being provided as this is part of the crisis service through Lancashire County Council and has often reached maximum capacity. Therefore, LCC are continuing to review and consult with carers and commissioners about the future of this service.

Carer Awareness Training (CAT)

Throughout the year, the charity has delivered 71 CAT sessions to a range of audiences with 834 professionals receiving the training. This service enables professionals to become 'Carer Champions' for their teams.

On average approx. 12 professionals attended each Carers Awareness Training Session. This is an increase in +3% in CAT training sessions and +66% increase in the numbers of professionals trained in comparison to in 2019/20. The numbers attending the CAT sessions has more than doubled due to those being able to attend remotely.

Welfare and Benefits Support

The charity have continued to provide welfare and benefits support, offering appointments remotely and face to face where necessary. Throughout the year, the charity has secured £111,965.00 in unclaimed benefits for carers in East Lancashire.

Managing Risk

The charity has comprehensive risk management policies and procedures in place including a Risk Policy, Risk Register and monthly Risk Maps that highlight any potential or uncertain risks that may face the charity, its resource, services and beneficiaries.

The Risk Register is reviewed annually and focuses on all areas of the charity including Governance, Operational, Finance & Resources, External and Compliance with a thorough risk analysis of each of the areas.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

The charity has two sub groups which report directly into the Board covering Finance and Resources, and Governance and Risk. At every Governance and Risk meeting, a live risk map is produced referencing any potential areas of risk along with suggestions to mitigate risk. This is scrutinised by the sub group members before providing a thorough report at the board meetings. The charity also has a Business Continuity Plan in place. The charity's Trustees have given consideration to the major risks to which the organisation is exposed and satisfied themselves that systems and procedures are established in order to provide the necessary assurances that risk is being effectively managed.

The Trustees have also given much consideration to the possibility of the future contract with Lancashire County Council being reduced due to COVID-19 or being retendered towards the end of 2021. Confirmation was provided by Commissioners to confirm the contract extension until 30th June 2022. It is public knowledge that the county council continues to face unprecedented financial challenges and need to make savings. This extremely difficult financial picture is the result of continued cuts in funding by Government, rising costs and rising demand for key services. The charity maintains regular communication with commissioners and it is highly unlikely that any reduction in services will occur.

Financial review

Over the financial year, the charity's main source of income has been the adult carers services/Lancashire Carers Service contract with Lancashire County Council and the East Lancashire Clinical Commissioning Group. For the year, this makes up 77.5 % of income, an increase of +1.3% compared to funding in 2019/20. This is mainly due to the increase in contract value secured when the charity successfully extended the contract as the Lancashire carers services provider in East Lancashire.

The charity has also continued to benefit by owning its own headquarters which have significantly reduced running costs, with security of ownership and no liability of rental facilities. Further benefits have also been seen through the charity's community facility albeit with intermittent opening due to the pandemic, however this has been supported through government grants. During the pandemic the charity seized opportunities of closures to undertake renovation futurework to its headquarters including implementation of a community kitchen and new welfare and training facilities. All floors of the headquarters are self-contained and independent supporting longer term sustainability should income drop with each area being able to be sub-let.

The charity has still continued to move forward with business objectives and in 2021, the charity will be embarking on opening a second trading facility in another part of East Lancashire, all of which will contribute to lessening the charity's dependence on the Lancashire County Council contract. This will all take place alongside the continuing task of seeking new and securing existing ongoing sources of funding, as well as monitoring the budgets associated with our current projects.

During the financial year, the total income received has been £955,015 (£961,334 2019/20) a reduction of 0.66% compared to 2019/20. The budgeted income at the start of the year was predicted to be £993,438 therefore the actual income met 96.1% of projected income. The total expenditure for the year was £881,960 (£821,127 2019/20) against projected expenditure at the start of the year of £956,613. Therefore there was a reduction in expected expenditure of 7.8%.

In addition to the Lancashire County Council income, a substantial amount of financial support was received from BBC Children in Need and The Eric Wright Trust in respect of young carers services and The Triangle Trust in supporting the charity to be more sustainable through the development of a new trading arm. Additional smaller financial contributions for revenue have also been received and greatly appreciated from Ribbles Valley Borough Council and Carers Trust. As always, the charity are extremely grateful to all their funders for their support and for making it possible for Carers Link Lancashire to provide a service to carers in East Lancashire.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

As laid out in the Charity's investment policy, Carers Link Lancashire seeks to produce the best financial return within an acceptable level of risk, on the financial investments it makes. Financial risk is managed by ensuring sufficient liquidity is available to meet foreseeable needs. As the majority of the company's debtors are public sector bodies, the level of credit risk is low. The Trustees review the Investment Policy annually, and receive advice from a suitably qualified, independent financial company, as well as reviewing attitude to risk on an annual basis. At present, funds are being placed with several financial institutions in order to mitigate against possible bank collapses, and advice is sought from our investment advisor as to minimising the risks of our portfolio.

The Trustees have going concerns around the charities longer term sustainability, with the main sources of income from Lancashire County Council coming to an end in 2022. However, the board are fully committed to ensuring that the charity continue to exceed the high KPI's and outcomes as outlined in the contract and are planning to successfully retender to deliver the contract in 2022.

Reserves Policy

As of the 31 March 2021, the total charity funds stand at £752,359 (2020: £679,304) of which, £327,906 is invested in fixed assets and £15,736 is restricted.

The Trustees have reviewed the funds available to the organisation and £74,998 has been designated for the following:

- £55,000 Property Repair & Unexpected Maintenance
- £19,998 Redundancy costs

After designation and the headquarters property, £333,719 is free reserves and represents 4.4 months of budgeted recurrent expenditure (4 months 2019/20) The policy for free reserves is that Carers Link Lancashire will maintain free reserves not being less than three months expenditure. Therefore, the charity is meeting its reserves policy adequately. The main source of income for the organisation still remains to be generated from Lancashire County Council who continue to make payments in arrears. Therefore, charitable reserves are essential to maintain adequate cash flow levels.

In the event that all or any funding is lost the reserves will enable Carers Link Lancashire to maintain a service to carers whilst researching and sourcing other funding. To this end, the Trustees deem it prudent to designate funds from the reserves to cover the potential resulting redundancies and to secure services for carers.

Plans for future periods

Throughout the year, the charity has worked hard to achieve business objectives as outlined in the organisations Strategy and Operational Plan 2017-2020, which include expanding our ability to provide accessible services, identifying and supporting all carers in East Lancashire and ensuring the charity is more sustainable in the longer term. The Board of Trustees have reviewed its strategy and plans moving forward s and have implemented a new strategy and operational plan for 2021- 2024.

In order to continue to mitigate any future potential risks of reductions or losing this statutory contract through retendering in 2022, the charity is striving to increase diversified income streams through charitable trading including opening a further facility in 2021.

The Trustees see the future direction of the charity as developing further meaningful services that meet the needs of carers. Carers Link Lancashire continues to be a proactive, learning organisation, with all of its activities being carefully planned, risk assessed and evaluated.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

Any activity which is brought forward for consideration that is not in line with either the ethos of the charity or does not protect the integrity of the organisation will not be supported. Issues arising from the evaluation of activities provides evidence of effectiveness, value and risk whereby lessons are learned and used for future improvement and development.

Structure, governance, and management

Organisation

The organisation is a charitable company limited by guarantee, number 08584591, incorporated on 25th June 2013. It was adopted as a charity on 19th March 2014.

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

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31st March 2020 was 9.

The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

All Trustees give their time voluntarily and receive no benefits from the charity.

The Chair of Trustees term ended in September 2020, therefore, the Vice Chair was elected to take on this role. Succession planning has also been undertaken throughout the year to replace the existing Treasurer role whose terms of service cease in September 2021. Therefore a new Trustee took on the Treasurer role in September 2020, closely supported by his predecessor.

Management

Day to day management of the charity including responsibility for the provision of services, staff management and development is delegated to the Chief Executive Officer (CEO) Rebecca Hodgson. Any proposal the CEO would like to make relating to areas beyond delegated power, is made formally in a proposal document, which firstly, where practically possible is submitted to the relevant Sub Group for scrutiny before submissions and presentation to all board members.

The CEO undergoes regular supervision and support sessions with the Chair of Trustees and provides comprehensive and up to date information and advice to all Trustees. Remuneration of Key Management Personnel is set based on benchmarks for similar roles and is overseen by the Remuneration Group. Staff salaries are reviewed annually by the board of trustees at the Remuneration Group meeting.

Carers Link Lancashire is a Network Partner of Carers Trust. This affiliation enables staff and Trustees access to a variety of training and development courses/conferences organised by the Trust. These courses/conferences are usually provided free of charge although the cost of travel to the venues is borne by Carers Link Lancashire or individual Trustees.

This partnership also enables up to date information and research into carers alongside regional support from the regional manager and regional network partners.

Related Parties and Relationships with Other Organisations

There are no related parties.

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

Carers Link Lancashire has a formal consortium agreement with ncompass, a brighter future for the purposes of tendering for and delivering The Lancashire Carers Service. This partnership is purely for the purposes of which is described with Carers Link Lancashire delivering in East Lancashire and ncompass delivering in North and Central Lancashire.

Recruitment and Appointment of Trustees

Trustees are recruited through advertisements in the organisations quarterly magazine and e-bulletins alongside individual contacts by other Board Members or members of staff.

Prospective Trustees are invited to a preliminary meeting with the CEO for discussion about the roles and responsibilities of Trustees and general information about Carers Link Lancashire.

A Trustee appointment is subject to the completion of the DBS process and two satisfactory references. Potential Trustees are then invited to meet existing Trustees at a board meeting to give a presentation about themselves and their skills, and if agreed by all Trustees, they will be co-opted on to the board with their nomination as a Trustee being put to the Annual General Meeting (AGM) for formal appointment.

The organisation has a Trustee skills matrix in place that is regularly updated and identifies the strengths and weaknesses of the Board.

The weaker areas are then addressed through the Trustee recruitment processes. A full and thorough recruitment application process is in place with an information pack for interested persons and a comprehensive Trustee Handbook is provided for all Trustees.

Induction and Training of Trustees

All Trustees undertake a thorough induction process with the CEO and then also the Chair of Trustees as and when required. As part of this, they are required to sign a code of conduct and confidentiality policy, declare their eligibility to be a Trustee alongside completing a declaration of interest's form which is reviewed annually.

Further training is provided, both in-house and externally, using a variety of methods including online and face to face training. Topics covered include all aspects of information governance, safeguarding children and vulnerable adults and equality and diversity. Updates on governance matters are distributed regularly to Trustees to ensure their knowledge remains relevant and up to date

Funds held as Custodian Trustee on behalf of others

No funds were held as custodian Trustee on behalf of any others.

Statement of Responsibilities of the Trustees

The trustees (who are also directors of Carers Link Lancashire for the purposes of Company Law) are responsible for preparing the Trustee's Annual Report (including the strategic report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company Law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently

Carers Link Lancashire

Trustees' Annual Report

For the year ended 31 March 2021

- Observe the methods and principles in the Charities SORP FRS 102
- Make judgments and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

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

In so far as the trustees are aware:

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

In approving the Trustees' Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

On behalf of the board

Signature:



Carol Pollard - Chair of the Board of Trustees

Date: 16/12/2021.....

Carers Link Lancashire

Independent Auditor's Report to the Members

For the year ended 31 March 2021

Opinion

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

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

Independent Auditor's Report to the Members

For the year ended 31 March 2021

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the strategic report and the directors' report) 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 have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, set out on page 17, 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.

Independent Auditor's Report to the Members

For the year ended 31 March 2021

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

- Obtaining an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on those laws and regulations that have had a direct effect on the financial statements. The key laws and regulations we considered in this context include Charities Act and safeguarding regulations. In addition, we consider compliance with employee legislation, as fundamental to the Charity's operations;
- Discussions with management, including consideration of known or suspected instances of non compliance with laws and regulations and fraud;
- Enquiry of management and those charged with governance around actual and potential litigation and claims;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias;
- Reviewing minutes of meetings of those charged with governance; and
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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

A further description of our responsibilities 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.

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.

Nicola Mason (Senior Statutory Auditor)
for and on behalf of MHA Moore and Smalley
Chartered Accountants
Statutory Auditor
Richard House
9 Winckley Square
Preston
PR1 3HP

Nicola Mason

22/12/2021

Carers Link Lancashire

Statement of Financial Activities (Incorporating Income and Expenditure Account)

For the year ended 31 March 2021

	Note	Unrestricted Funds	Restricted Funds	Total 2021 £	Total 2020 £
Income from					
Donations and legacies	3	12,183	-	12,183	37,448
Charitable activities:	4				
Carers support and services		753,244	141,916	895,160	860,763
Other trading activities	5	10,475	-	10,475	37,603
Investments	6	332	-	332	520
Other income	7	19,302	17,563	36,865	25,000
Total Income		795,536	159,479	955,015	961,334
Expenditure on					
Raising funds	8	44,590	7,805	52,395	81,748
Charitable activities					
Carers support and services	9	680,434	92,768	773,202	718,725
Other expenses – governance and support costs	10	(4,971)	61,334	56,363	20,654
Total Expenditure		720,053	161,907	881,960	821,127
Net income / (expenditure) before net gains / (losses) in investments		75,483	(2,428)	73,055	140,207
Realised gains / (losses) on investments		-	-	-	-
Net income / (expenditure) for the year	11	75,483	(2,428)	73,055	140,207
Transfer between funds		7,509	(7,509)	-	-
Net movement in funds for the year		82,992	(9,937)	73,055	140,207
Reconciliation of funds					
Total funds brought forward		653,631	25,673	679,304	539,097
Total funds carried forward		736,623	15,736	752,359	679,304

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

Carers Link Lancashire

Balance Sheet

As at 31 March 2021

	Note	2021 £	£	2020 £	£
Fixed Assets					
Tangible assets	16		327,906		281,988
Total fixed assets			327,906		281,988
Current Assets					
Debtors	17	155,881		103,797	
Current asset investments	18	81,319		81,237	
Cash at bank and in hand		282,469		260,936	
Total current assets		519,669		445,970	
Liabilities					
Creditors amounts falling due in less than one year	19	(95,216)		(48,654)	
Net current assets			424,453		397,316
Net Assets			752,359		679,304
The funds of the charity					
Restricted income funds	20		15,736		25,673
Unrestricted income funds	21		736,623		653,631
Total charity funds			752,359		679,304

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

The Notes on pages 24 to 41 form part of these accounts

Approved by the Trustees on 16/12/2021 and signed on their behalf by:

Carol Pollard (Chair)

Jeff Leahy (Treasurer)

Company number 08584591

Carers Link Lancashire

Statement of Cash Flows

For the year ended 31 March 2021

	Note	2021	2020
		£	£
Cash provided by / (used in) operating activities	24	89,007	96,832
<hr/>			
Cash flows from investing activities:			
Dividends, interest, and rents from investments		332	520
Purchase of tangible fixed assets		(67,724)	(18,573)
Sale of investments		-	-
<hr/>			
Cash provided by/ (used in) investing activities		(67,392)	(18,053)
<hr/>			
Increase/(decrease) in cash and cash equivalents in the year		21,615	78,779
Cash and cash equivalents at the beginning of the year		342,173	263,394
<hr/>			
Cash and cash equivalents at the end of the year		363,788	342,173
<hr/>			

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective October 2019) - (Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

Preparation of the accounts on a going concern basis

The trustees are required to assess whether the use of going concern is appropriate, ie whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charitable company to continue as a going concern. The Trustees make this assessment in respect of a period of at least one year from the date of authorisation of the accounts. The recent measures taken by the Government to combat the spread of the corona virus resulted in the closure of the café and shop but has not impacted significantly on other services. In the year ending 31 March 2022, income from the shop may be significantly lower than anticipated. At the date of approving these accounts the trustees have a reasonable expectation that the charity will be able to manage the situation and that it has sufficient cash resources to enable it to meet its liabilities as they fall due for at least 12 months from the date of approval. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

There are no key judgments which the Trustees have made which have a significant effect on the accounts.

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

Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

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

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the Trustees' annual report for more information about their contribution.

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

Interest receivable

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

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the Trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Expenditure and irrecoverable VAT

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

- Costs of raising funds comprise the costs of administration in connection with fundraising and the running costs for the caravans.
- Expenditure on charitable activities includes the direct costs of the charity's activities and the associated support costs.
- Other expenditure represents those items not falling into any other heading.

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

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 9.

Notes to the financial Statements

Year ended 31 March 2021

Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

Tangible fixed assets

Individual fixed assets costing £1000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Land and Buildings	4% of cost per annum
Fixtures & fittings	25% of cost per annum
Office furniture & equipment	25% of cost per annum
Computer equipment	33% reducing balance with the remaining balance written off in the third year
Caravan	33.3% of cost per annum

Debtors

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

Current asset investments

Current asset investments include cash investments with a maturity of greater than three months from the date of acquisition or opening of the deposit or similar account and those accounts intended to be held for the longer term.

Cash at bank and in hand

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

Creditors and provisions

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

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 11. There were outstanding contributions of £2,009 at the year end. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 9.

Notes to the financial Statements

Year ended 31 March 2021

The money purchase plan is managed by SMART Pensions and the plan invests the contributions made by the employee and employer in an investment fund to build up over the term of the plan a pension fund which is then converted into a pension upon the employee's normal retirement year age when eligible for a state pension. The risk profile of the fund reduces as the employee gets closer to retirement. The total expense ratio of the plan is 1.25% and this is deducted from the investment fund annually. The trust has no liability beyond making its contributions and paying across the deductions for the employee's contributions.

Critical accounting estimates and areas of judgement

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will be, by definition, seldom be equal to the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are discussed below

Useful economic life of fixed assets - See accounting policy

There are no critical areas of judgement.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

3 Income from donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Donations	8,683	-	8,683	27,511
Ribble Valley	3,000	-	3,000	2,000
Miscellaneous	500	-	500	7,937
Total	12,183	-	12,183	37,448
Total by fund 31 March 2020	37,448	-	-	37,448

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

4 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	740,520	-	740,520	713,281
Adult Carers				
Henry Smith	-	-	-	10,625
Carers Trust	-	10,674	10,674	5,500
Eric Wright Charitable Trust	-	7,805	7,805	-
Lancashire County Council SMG	-	-	-	4,565
Tesco	-	500	500	3,500
	-	18,979	18,979	24,190
Young Carers				
BBC Children in Need	-	45,577	45,577	47,836
Eric Wright Charitable Trust for YC Preston	-	20,000	20,000	20,000
Carers Trust	-	-	-	384
Ironmongers	-	-	-	3,078
Lancashire County Council	-	-	-	1,399
	-	65,577	65,577	72,697
Building, Charity Hub and Garden				
Triangle Trust 1949 Fund	12,724	-	12,724	20,375
Lancashire Environmental Fund	-	-	-	23,744
Hyndburn Borough Council	-	57,360	57,360	6,476
Total	12,724	57,360	70,084	50,595
Total by fund 31 March 2021	753,244	141,916	895,160	860,763

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

4 Income from charitable activities (Continued)

Prior year

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Carers support & services				
Adult Services Contract				
Lancashire County Council	713,281	-	713,281	615,110
Adult Carers				
Henry Smith	-	10,625	10,625	52,475
Carers Trust	-	5,500	5,500	5,850
Hyndburn & RV CVS	-	-	-	1,890
Burnley BC Acorn Fund	-	-	-	400
Anonymous Grant	-	-	-	15,000
Lancashire County Council SMG	-	4,565	4,565	14,108
Tesco	-	3,500	3,500	7,500
Carers Trust Digital Reach	-	-	-	250
	-	24,190	24,190	97,473
Young Carers				
BBC Children in Need	-	47,836	47,836	46,200
Eric Wright Charitable Trust for YC Preston	-	20,000	20,000	6,627
(CFL) United Utilities for YC Preston	-	-	-	13,693
Sports England	-	-	-	9,962
Community Foundation	-	-	-	6,836
Carers Trust	-	384	384	-
Ironmongers	-	3,078	3,078	-
Lancashire County Council	-	1,399	1,399	-
	-	72,697	72,697	83,318
Building, Charity Hub and Garden				
Triangle Trust 1949 Fund	-	20,375	20,375	32,875
Prospects Foundation	-	-	-	9,000
Bernard Sunley Charitable Foundation	-	-	-	5,000
Lancashire Environmental Fund	-	23,744	23,744	6,256
Hyndburn Borough Council	-	6,476	6,476	-
Lancashire County Council	-	-	-	2,600
Total	-	50,595	50,595	55,731
Total by fund 31 March 2020	713,281	147,482	860,763	851,632

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

5 Income from other trading activities

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Café and retail income	10,475	-	10,475	37,603
Total	10,475	-	10,475	37,603

All income from other trading activities in the current and prior year is unrestricted.

6 Investment income

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Income from bank deposits	332	-	332	520
Total	332	-	332	520

All investment income in the current and prior year is unrestricted.

7 Other income

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Coronavirus Retail, Hospitality and Leisure Grant	-	-	-	25,000
Coronavirus Job Retention Scheme	-	17,563	17,563	-
Hyndburn Borough Council	19,302	-	19,302	-
Total	19,302	17,563	36,865	25,000

8 Cost of raising funds

	2021 £	2020 £
Caravan costs, including depreciation	16,456	17,451
Administrative costs	4,529	16,793
Trading costs	31,410	47,504
Total	52,395	81,748

Included in cost of raising funds is restricted expenditure of £7,805 (2020: £nil) and unrestricted expenditure of £44,592 (£81,748). The caravan running and depreciation costs are included as part of fundraising and donations for the use of the caravan are treated as donations.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

9 Analysis of expenditure of charitable activities

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2021	Total 2020
	£	£	£	£	£	£
Staff costs	552,012	-	49,468	23,024	624,504	542,623
Accommodation	32,724	-	1,317	-	34,042	30,030
Administrative costs	34,257	-	1,992	-	36,249	28,662
Project costs	11,505	10,543	3,348	-	25,396	49,858
Governance and support costs (see note 10)	29,617	1,187	6,511	-	37,315	40,494
Building and garden costs (see note 10)	14,300	-	1,396	-	15,696	27,058
	<u>674,415</u>	<u>11,730</u>	<u>64,031</u>	<u>23,024</u>	<u>773,202</u>	<u>718,725</u>
					2021	2020
					£	£
Restricted expenditure					92,768	135,870
Unrestricted expenditure					680,434	582,855
					<u>773,202</u>	<u>718,725</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

9 Analysis of expenditure of charitable activities

Prior year

	Adult Services Contract	Adult Carers	Young Carers	CHUB	Total 2020	Total 2019
	£	£	£	£	£	£
Staff costs	452,886	15,845	53,517	20,375	542,623	526,750
Accommodation	27,845	773	1,412	-	30,030	11,566
Administrative costs	26,047	455	2,160	-	28,662	62,952
Project costs	26,140	13,669	9,003	1,046	49,858	37,535
Grant payable	-	-	-	-	-	5,850
Governance and support costs (see note 9)	33,712	1,264	5,518	-	40,494	69,173
Building and garden costs (see note 9)	13,005	46	794	13,214	27,058	(11,359)
	<u>579,635</u>	<u>32,052</u>	<u>72,404</u>	<u>34,635</u>	<u>718,725</u>	<u>702,467</u>
					2020	2019
					£	£
Restricted expenditure					135,870	224,581
Unrestricted expenditure					582,855	477,886
					<u>718,725</u>	<u>702,467</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

10 Analysis of governance and support costs

	Basis of apportionment	Support £	Governance £	Total 2021 £	Total 2020 £
Staff costs	% of income	25,481	-	25,481	31,863
Accommodation	% of income	3,965	-	3,965	9,820
Administrative costs	% of income	3,332	-	3,332	11,431
Project costs	% of income	1,246	-	1,246	241
Building and garden costs	Actual costs	62,326	-	62,326	5,264
Depreciation	% of income	21,806	-	21,806	17,057
Audit fees	Governance	-	9,000	9,000	8,587
Legal and professional	Governance	-	4,341	4,341	6,417
Other governance	Governance	-	84	84	262
		118,156	13,425	131,581	90,942
Governance and Support Costs recharged to Charitable Activities and fundraising		(41,685)	-	(41,685)	(44,748)
Building and accommodation costs recharged		(33,533)	-	(33,533)	(25,540)
		42,938	13,425	56,363	20,654

Included in support costs is £61,334 of restricted expenditure (2020 Nil) and (£,4971) of unrestricted expenditure (2020 £20,654).

Prior year	Basis of apportionment	Support £	Governance £	Total 2020 £	Total 2019 £
Staff costs	% of income	31,863	-	31,863	40,553
Accommodation	% of income	9,820	-	9,820	9,630
Administrative costs	% of income	11,431	-	11,431	9,927
Project costs	% of income	241	-	241	103
Building and garden costs	Actual costs	5,264	-	5,264	43,068
Depreciation	% of income	17,057	-	17,057	12,139
Audit fees	Governance	-	8,587	8,587	-
Accountancy services	Governance	-	-	-	5,704
Legal and professional	Governance	-	6,417	6,417	4,934
Other governance	Governance	-	262	262	323
		75,676	15,266	90,942	126,381
Governance and Support Costs recharged to Charitable Activities		(44,748)	-	(44,748)	(63,183)
Building and accommodation costs recharged		(25,540)	-	(25,540)	-
		5,388	15,266	20,654	63,198

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

11 Net income / (expenditure) for the year

	2021	2020
	£	£
This is stated after charging/(crediting):		
Depreciation	21,806	17,057
Operating lease rentals		
Other	4,230	4,233
Auditor's remuneration - audit fees	6,100	8,587
	<hr/>	<hr/>
	32,136	29,877
	<hr/>	<hr/>

12 Staff costs

	2021	2020
	£	£
Wages and salaries	575,433	529,097
Social security costs	36,109	24,972
Pension costs	34,195	25,596
Staff travel, recruitment & other	4,248	14,808
	<hr/>	<hr/>
	649,985	594,473
	<hr/>	<hr/>

No employee had employee benefits in excess of £60,000 (2020: £60,000)

The average number of full-time equivalent staff employed during the period was 35 (2020: 25).

The key management personnel of the charity comprise the Trustees and the Chief Executive Officer and the Deputy Chief Executive. The total employee benefits of the key management personnel of the charity were £79,504 (2020: £77,385).

13 Trustee remuneration and expenses, and related party transactions

Neither the Trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2020: £Nil).

Trustees received travel and subsistence expenses during the year of £nil (2020: £90).

Aggregate donations from related parties were £Nil (2020: £Nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2020: £Nil).

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

14 Government grants

The government grants recognised in the accounts were as follows:

	2021 £	2020 £
Lancashire County Council/ ELCCG	740,520	713,281
	<u>740,520</u>	<u>713,281</u>

There were no unfulfilled conditions and contingencies attaching to the grants.

15 Corporation Tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

16 Fixed assets: tangible assets

	Freehold Building	Freehold Building Improvements	Computer equipment	Caravan	Fixtures and fittings	Total
	£	£	£	£		£
Cost						
At 1 April 2020	160,000	135,470	29,556	18,323	-	343,349
Additions	-	56,320	8,256	-	3,148	67,724
Disposals	-	-	-	-	-	-
At 31 March 2021	<u>160,000</u>	<u>191,790</u>	<u>37,812</u>	<u>18,323</u>	<u>3,148</u>	<u>411,073</u>
Depreciation						
At 1 April 2020	12,800	11,157	19,081	18,323	-	61,361
Charge for the year	6,400	6,367	7,990	-	1,049	21,806
Disposals	-	-	-	-	-	-
At 31 March 2021	<u>19,200</u>	<u>17,524</u>	<u>27,071</u>	<u>18,323</u>	<u>1,049</u>	<u>83,167</u>
Net book value						
At 31 March 2021	<u>140,800</u>	<u>174,266</u>	<u>10,741</u>	<u>-</u>	<u>2,099</u>	<u>327,906</u>
At 31 March 2020	<u>147,200</u>	<u>124,313</u>	<u>10,475</u>	<u>-</u>	<u>-</u>	<u>281,988</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

17 Debtors

	2021	2020
	£	£
Grants receivable	133,594	84,988
Other debtors	-	-
Prepayments and accrued income	22,287	18,809
	<u>155,881</u>	<u>103,797</u>

18 Current asset investments

	2021	2020
	£	£
Cash equivalents on deposit: Scottish Widows	81,319	81,237
	<u>81,319</u>	<u>81,237</u>

19 Creditors: amounts falling due within one year

	2021	2020
	£	£
Creditors	30,187	7,248
Other creditors and accruals	21,464	15,011
Deferred income	43,565	26,395
	<u>95,216</u>	<u>48,654</u>

Deferred income relates to income received in advance for future charitable activities. Deferred income as at 31 March 2020 of £26,395 has been released during the year.

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

20 Analysis of movements in restricted funds

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
Adult Carers					
Carers Trust	1,948	10,674	(10,674)	-	1,948
Eric Wright Charitable Trust	-	7,805	(7,805)	-	-
Tesco	-	500	(500)	-	-
	<u>1,948</u>	<u>18,979</u>	<u>(18,979)</u>	<u>-</u>	<u>1,948</u>
Young Carers					
BBC Children in Need	111	45,577	(44,031)	-	1,657
Young Carers Preston	7,509	-	-	(7,509)	-
Eric Wright Charitable Trust	-	20,000	(20,000)	-	-
	<u>7,620</u>	<u>65,577</u>	<u>(64,031)</u>	<u>(7,509)</u>	<u>1,657</u>
Building, Garden and Charity Hub					
Lancashire Environmental Fund	16,105	-	(3,974)	-	12,131
Coronavirus Job Retention Scheme	-	17,563	(17,563)	-	-
Hyndburn Borough Council	-	57,360	(57,360)	-	-
	<u>16,105</u>	<u>74,923</u>	<u>(78,897)</u>	<u>(7,509)</u>	<u>12,131</u>
	<u>25,673</u>	<u>159,479</u>	<u>(161,907)</u>	<u>(7,509)</u>	<u>15,736</u>

LCC = Lancashire County Council
CCG = Clinical Commissioning Group

CFL = Community Foundation for Lancashire
YAC = Young Adult Carers

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

20 Analysis of movements in restricted funds (continued)

Prior year	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2020 £
Adult Carers					
Henry Smith	19,668	10,625	(14,941)	(15,352)	-
Carers Trust	-	5,500	(3,643)	91	1,948
LCC SMG	-	4,565	(5,624)	1,059	-
Tesco	1,311	3,500	(4,622)	(189)	-
	<u>20,979</u>	<u>24,190</u>	<u>(28,830)</u>	<u>(14,391)</u>	<u>1,948</u>
Young Carers					
BBC Children in Need	1,872	47,836	(49,597)	-	111
Young Carers Preston	7,509	20,000	(20,000)	-	7,509
Carers Trust	-	384	(384)	-	-
Ironmongers	-	3,078	(1,024)	(2,054)	-
LCC Champion for Young People	-	1,399	(1,399)	-	-
	<u>9,381</u>	<u>72,697</u>	<u>(72,404)</u>	<u>(2,054)</u>	<u>7,620</u>
Building, Garden and Charity Hub					
Triangle Trust 1949 Fund	3,443	20,375	(20,375)	(3,443)	-
Lancashire Environmental Fund	-	23,744	(7,638)	-	16,106
Hyndburn Borough Council Gardens	-	6,476	(6,476)	-	-
	<u>400</u>	<u>-</u>	<u>(146)</u>	<u>(254)</u>	<u>-</u>
	<u>3,843</u>	<u>50,595</u>	<u>(34,635)</u>	<u>(3,697)</u>	<u>16,106</u>
	<u>34,203</u>	<u>147,482</u>	<u>(135,870)</u>	<u>(20,142)</u>	<u>25,673</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

20 Analysis of movements in restricted funds (continued)

Name of	Description, nature and purposes of the fund
Adult Carers	Funds for this service to Adult Carers are to provide local and accessible support and points of contact between carers and Lancashire County Council Social Services Directorate. To achieve this, we work to develop a clear identity for carers, develop support and information and develop knowledge to help carers in their role and to co-ordinate consultation and involvement between carers, Carers Link Lancashire, and Lancashire County Council.
Young Carers	Funds for this service for Young Carers are to provide flexible outreach support and to offer preventative support through respite activities and breaks. To achieve this, we work to provide a proactive and responsive service, reduce isolation, increase choice and access to multi agency support and facilitate the appropriate assessment of young carers and their families by statutory agencies.

21 Analysis of movement in unrestricted funds

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
General fund	553,633	795,536	(695,053)	7,509	661,625
Designated fund					
Potential redundancy costs	19,998	-	-	-	19,998
Anticipated loss from retail	25,000	-	(25,000)	-	-
Renovations	40,000	-	-	-	40,000
Blackburn Road Property	15,000	-	-	-	15,000
	653,631	795,536	(720,053)	7,509	736,623
Prior year					
	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2020 £
General fund	469,896	813,852	(685,257)	(44,858)	553,633
Designated fund					
Potential redundancy costs	19,998	-	-	-	19,998
Anticipated loss from retail	-	-	-	25,000	25,000
Renovations	-	-	-	40,000	40,000
Blackburn Road Property	15,000	-	-	-	15,000
	504,894	813,852	(685,257)	20,142	653,631

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

Name of	Description, nature and purposes of the fund
General Fund	The free reserves after allowing for all designated funds and including the property fixed asset.
Potential redundancy costs	This fund has been designated by the Trustees to cover potential redundancies. There is a TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006) agreement being in place.
Renovations	This fund is for planned renovation to the property.
Blackburn Road Property	This fund is designated towards potential dilapidations at 54-56 Blackburn Road, Accrington.

22 Analysis of net assets between funds

	General fund £	Designated funds £	Restricted funds £	Total 2021 £
Tangible fixed assets	327,906	-	-	327,906
Net current assets/(liabilities)	333,719	74,998	15,736	424,453
	<u>661,625</u>	<u>74,998</u>	<u>15,736</u>	<u>752,359</u>
Prior Year	General fund £	Designated funds £	Restricted funds £	Total 2020 £
Tangible fixed assets	281,988	-	-	281,988
Net current assets/(liabilities)	271,645	99,998	25,673	397,316
	<u>553,633</u>	<u>99,998</u>	<u>25,673</u>	<u>679,304</u>

Carers Link Lancashire

Notes to the financial Statements

Year ended 31 March 2021

23 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows:

	Equipment	
	2021	2020
	£	£
Less than one year	4,230	4,230
One to five years	2,922	7,152
Over five years	-	-
	<hr/>	<hr/>
	7,152	11,382
	<hr/>	<hr/>

24 Reconciliation of net movement in funds to net cash flow from operating activities

	2021	2020
	£	£
Net income/(expenditure) for the year	73,055	140,207
Adjustments for:		
Depreciation charge	21,806	17,057
(Gains) / losses on investments	-	-
Dividends, interest, and rents from investments	(332)	(520)
Decrease / (increase) in debtors	(52,084)	(39,515)
Increase / (decrease) in creditors	46,562	(20,397)
	<hr/>	<hr/>
Net cash provided by / (used in) operating activities	89,007	96,832
	<hr/>	<hr/>

25 Capital commitments

	2021	2020
	£	£
Capital commitments	-	62,852
	<hr/>	<hr/>
	-	62,852
	<hr/>	<hr/>