



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

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.

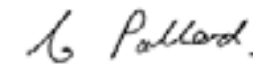
During this first year of tenure as Chair of Trustees, I have been assured by our excellent team of Trustees and Management that the Governance structures we have in place have greatly contributed to our ability to respond to the external challenges of the Coronavirus Pandemic. This has enabled the organisation 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 pride 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

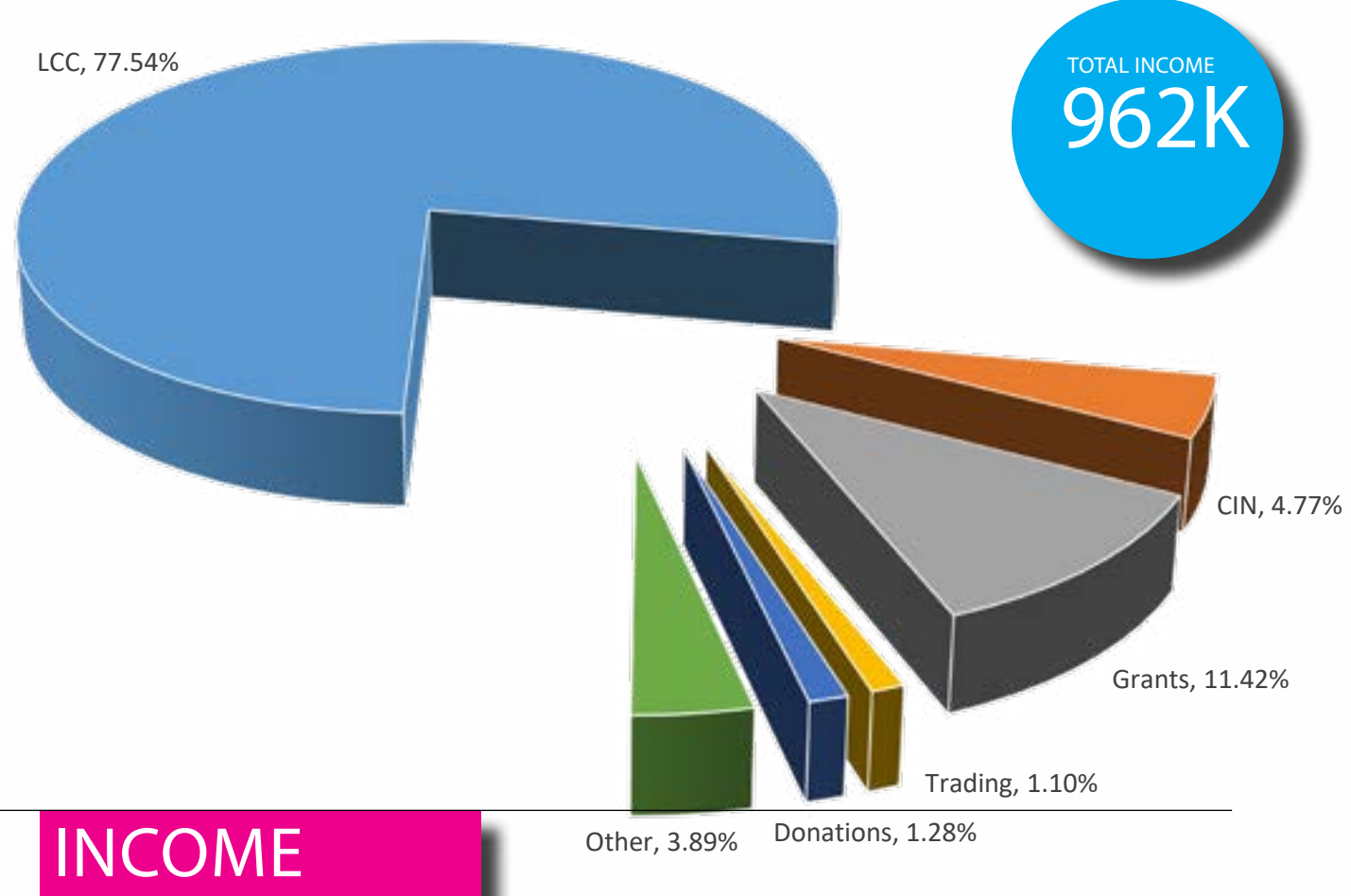
Susan Bibby - Trustee

Melissa Fisher - Trustee

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.



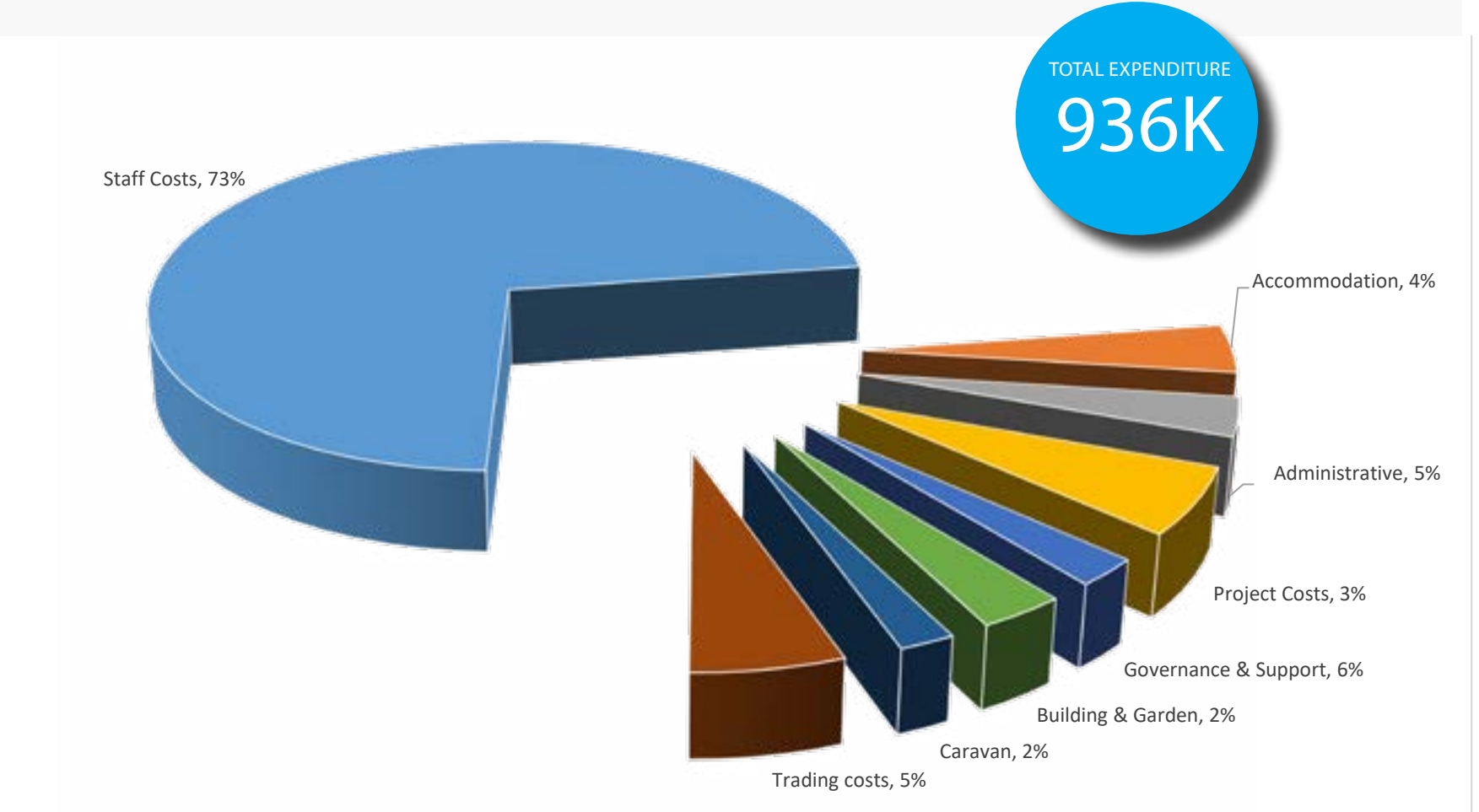
INCOME

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.

A handwritten signature in blue ink that reads "Rebecca Hodgson".

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%

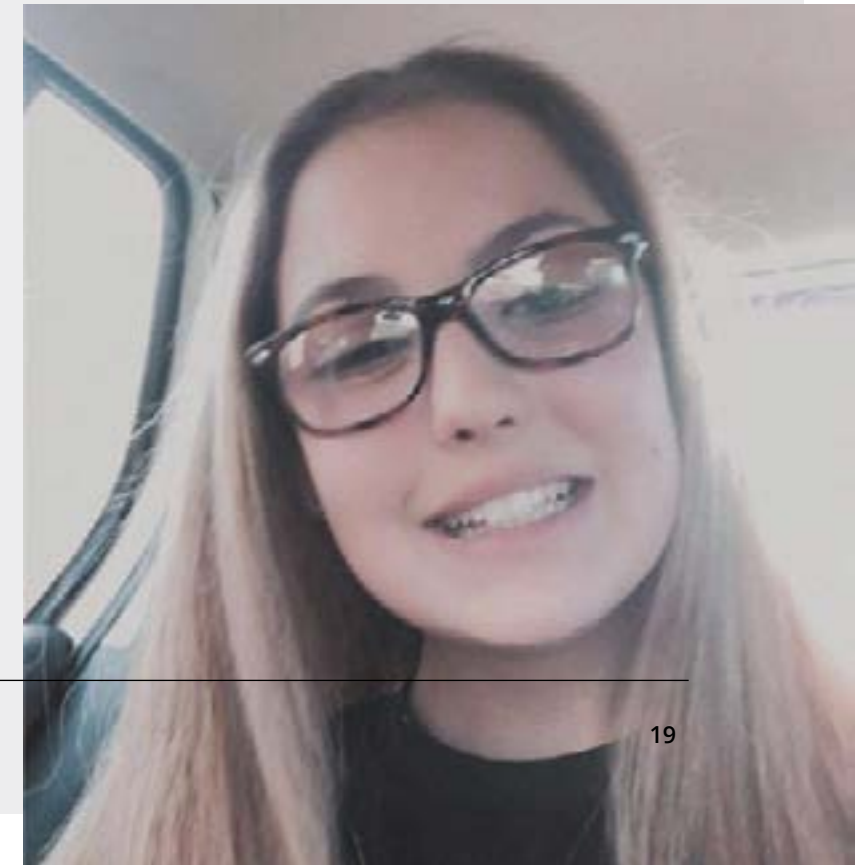
OF REGISTERED YOUNG CARERS
ARE CARING FOR MUM

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.

The image shows a close-up of a laptop screen with the Zoom logo in blue. Below the screen, a person's hands are visible, typing on the keyboard. The background is slightly blurred, showing a desk with some papers.

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.

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.

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 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, 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.

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.

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

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 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.

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.

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

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
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		-	-
Cash provided by/ (used in) investing activities		(67,392)	(18,053)
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
Cash and cash equivalents at the end of the year		363,788	342,173

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	-	20,000	20,000	20,000
Preston	-	-	-	384
Carers Trust	-	-	-	3,078
Ironmongers	-	-	-	1,399
Lancashire County Council	-	-	-	-
	-	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
	674,415	11,730	64,031	23,024	773,202	718,725
					2021 £	2020 £
Restricted expenditure					92,768	135,870
Unrestricted expenditure					680,434	582,855
					773,202	718,725

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)
	579,635	32,052	72,404	34,635	718,725	702,467
					2020 £	2019 £
Restricted expenditure					135,870	224,581
Unrestricted expenditure					582,855	477,886
					718,725	702,467

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 (£4,971) 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

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).

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>

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

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>

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
	661,625	74,998	15,736	752,359
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
	553,633	99,998	25,673	679,304

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.

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.

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 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, 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.

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.

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

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 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.

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.

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

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
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		-	-
Cash provided by/ (used in) investing activities		(67,392)	(18,053)
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
Cash and cash equivalents at the end of the year		363,788	342,173

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	-	20,000	20,000	20,000
Preston	-	-	-	384
Carers Trust	-	-	-	3,078
Ironmongers	-	-	-	1,399
Lancashire County Council	-	-	-	-
	-	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
	674,415	11,730	64,031	23,024	773,202	718,725
					2021	2020
					£	£
Restricted expenditure					92,768	135,870
Unrestricted expenditure					680,434	582,855
					773,202	718,725

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)
	579,635	32,052	72,404	34,635	718,725	702,467
					2020 £	2019 £
Restricted expenditure					135,870	224,581
Unrestricted expenditure					582,855	477,886
					718,725	702,467

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 (£4,971) 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

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).

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>

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>

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
	661,625	74,998	15,736	752,359
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
	553,633	99,998	25,673	679,304

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	-	-
	<u>7,152</u>	<u>11,382</u>

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	<u>46,562</u>	<u>(20,397)</u>
Net cash provided by / (used in) operating activities	<u>89,007</u>	<u>96,832</u>

25 Capital commitments

	2021	2020
	£	£
Capital commitments	-	62,852
	<u>-</u>	<u>62,852</u>