

CHARITY REGISTRATION NUMBER: 1162438

Carers Voice Norfolk and Waveney
Unaudited financial statements
30 June 2022

Carers Voice Norfolk and Waveney

Financial statements

Year ended 30 June 2022

	Page
Trustees' annual report	1
Independent examiner's report to the trustees	12
Statement of financial activities	14
Balance sheet	15
Notes to the financial statements	16

Carers Voice Norfolk and Waveney

Trustees' annual report

Year ended 30 June 2022

The trustees present their report and the unaudited financial statements of the charity for the year ended 30 June 2022.

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 in October 2019.

Reference and administrative details

Registered charity name	Carers Voice Norfolk and Waveney
Charity registration number	1162438
Principal office	Wood Farm Itteringham NR11 7BG

The trustees

The trustees who served during the year and at the date of approval were as follows:

Mrs T Sismey (Chair)
Mr J Keeble (Treasurer)
Mrs L Bonshor
Mr D Hughes

Independent examiner	Mark Proctor FCA DChA Lovewell Blake LLP Chartered accountants Bankside 300 Peachman Way Broadland Business Park Norwich NR7 0LB
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Bankers	National Westminster Bank Plc 2 Tavern Street Ipswich Suffolk IP1 3BD
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Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2022

Objectives and activities

The object of the Charity is to improve the health and well-being (where well-being means mental and physical health and the ability to live a full and active life) of the lives of unpaid Carers throughout Norfolk and Waveney.

Our Vision is to ensure that unpaid Carers throughout Norfolk and Waveney are valued, recognised and supported with equal access to a good quality of life that is not prejudiced by their caring role.

The guiding principle that informs what we do is expressed in our mission statement:

Our Mission is to improve the health and wellbeing of all Carers in Norfolk and Waveney. Through partnership working we will ensure that the voice of Carers is heard and listened to, enabling support and services to be designed and delivered that reflect Carers' needs and interests.

Our key delivery method is through co-production ensuring this takes place at the beginning of any project and that everyone has an equal voice.

Locality Carer Involvement Meetings - At the core of what we do are the five locality Carer Involvement Meetings where Carers meet with those who provide services to have a real voice. These groups cover North Norfolk, South Norfolk, West Norfolk, East Norfolk and Waveney and Norwich and Central Norfolk. These meetings are for Carers and people working with Carers to come together and share information about services and support for Carers. They are an opportunity to identify what could be improved or is working well, and to co-develop solutions to gaps in support.

We also produce a comprehensive and highly valued bi-monthly newsletter for our networks together with additional involvement opportunities and information for Carers which is sent weekly. These are available online and we also send out postal copies.

We hold Norfolk and Waveney strategic partnership meetings every quarter where Carers work in partnership with commissioners, service providers and other agencies to design and deliver the services that meet the needs of Carers of all ages, ensuring Young Carers, Young Adult Carers and Parent Carers are not excluded.

Carers Voice Norfolk and Waveney engaged with Adult Health and Social Care, Children's Services, NHS England, the Integrated Care Board for Norfolk and Waveney, Healthwatch Norfolk, Healthwatch Suffolk, Norfolk Community Health and Care Trust, Norfolk and Norwich University Hospitals, James Paget University Hospitals, Queen Elizabeth Hospital King's Lynn, East Coast Community Health Care, Caring Together, Norfolk Older People's Strategic Partnership Board, Autism Board, Equal Lives, Opening Doors, Norfolk Carers Partnership, Norfolk and Suffolk Foundation Trust, WI, Community Action Norfolk, Voluntary Norfolk, Carers Trust, Carers UK, Connects & Co, Suffolk Family Carers, Suffolk County Council, Family Voice, Alzheimers Society, ME and other organisations and groups to ensure the voice of Carers is heard and listened to.

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2022

Objectives and activities *(continued)*

Our volunteers - We are committed to being an organisation of Carers not just for Carers. We believe that Carers (including past Carers) themselves are the best people to represent the Carers' voice.

We facilitate Carers taking part in the following voluntary roles:

- Carers Ambassadors promote the Carers Matter Norfolk service and Carers Voice Norfolk and Waveney and seek to find and support hidden Carers.
- Locality representatives - as the link between Carers Voice Norfolk and Waveney and smaller local Carers groups.
- Membership of ongoing involvement forums (e.g. in NHS or social care).
- Membership of review oversight body looking at local Carer support provision.
- Temporary involvement forums (e.g. associated with the commissioning or procurement of a specific public service).
- Carers Voice Norfolk and Waveney structures - including the Board of Trustees.
- A volunteer trustee also has the role of Treasurer and manages the organisation's finances jointly with the Chief Officer.

We ask that Carers who take on these voluntary roles seek to represent the experience and needs of all Carers in Norfolk, not just their own experiences. Carers Voice Norfolk and Waveney is committed to ensuring that its own understanding of Carers needs is up to date and relevant and to sharing that insight with organisations and individuals whose decisions affect the lives of Carers across Norfolk and Waveney. To allow our volunteers and officers to speak authoritatively and compellingly we are committed to gathering and sharing information on an ongoing basis.

Public benefit

The Board of Trustees confirm that they have had due regard to the Charity Commission's guidance on public benefit.

The charity considers that it provides a benefit to the general public by providing the independent voice of Carers into the design and delivery of services that support unpaid Carers in Norfolk and Waveney.

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2022

Achievements and performance

Carers Voice Norfolk and Waveney entered its seventh year as an independent charity. During this year it continued to be the key partner for the Carers Matter Norfolk (CMN) service delivering the new social impact bond created between Norfolk County Council and Bridges Outcomes Partnership. Carers Voice co-produced work on the CMN Carers Handbook, leaflets, posters, surveys, training, information, advice line service and waiting time together with other workshops. Carers Voice also conducted mystery shopper exercises to identify areas of improvement with the referral process and support available.

Carers Voice has continued to work within the challenges of the Covid-19 pandemic which has impacted so greatly on the health and wellbeing of our Carers and their cared for with the huge anxiety faced by so many people throughout the world. Carers Voice continued to contact its members facilitating regular phone and face time contact reaching our members, Carer-led groups and people across Norfolk and Waveney. Our members prefer to meet online although we offered additional F2F meetings in the evening (the preferred time) which were well attended.

We have been able to further develop our Carers Ambassador role - using the wealth of experience, knowledge and dedication that our Carers have, to raise the profile of carers and the support they can expect. Our Carers Ambassadors:

- Have personal lived experience of caring.
- Recognise the value of Carers being involved in services.
- Are members of Carers Voice Norfolk & Waveney.
- Regularly contribute to the development and design of services used by Carers e.g. Adult Social Services, NHSI etc.
- Have experience to link in and be familiar with services for Carers across Norfolk.

Our Carers Ambassadors:

- Listen to and offer support to fellow Carers.
- Try to find hidden Carers (Carers who don't necessarily recognise they are Carers and the support there is available for them).
- Let Carers know about Carers Voice and the Carers Matter Norfolk Service.
- Represent Carers at events and meetings.
- Relay any feedback to Carers Voice about what is working well and what needs improving.
- Feedback progress to Carers.

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2022

Achievements and performance *(continued)*

The voice of Carers, through Carers Voice Norfolk and Waveney, has remained at the heart of Carers Matter Norfolk ensuring that Carers are key to the design and delivery of the service and have an equal voice throughout the system. Carers have continued their active involvement, often through co-chairing, from locality meetings and user involvement groups to the higher-level strategic partnerships making proposals and recommendations and evaluating and monitoring the service through the Carers Advisory Board. Carers are involved in opportunities throughout the service and can feedback on the Carers Matter Norfolk Service and have the opportunity to co-develop solutions that flexibly adjust the offer to meet the changing needs of Carers. The meetings are attended by the Programme Director for Bridges Outcomes Partnership and the Operational Lead for Carers at Norfolk County Council. Carers can focus on specific, detailed issues and to review how previous suggestions have been taken on board.

Carers Voice contacts all new members to identify the key areas of support that are important to them with a survey ranking what is important to them and identifying what Carers Matter does well with anonymised individual feedback. The priority is ensuring the person that is cared for is safe and receiving the support they need.

Suggestions for improvement were made and additional key themes were Blue Badges; respite; health services - in particular discharge and complaints at the hospitals together with autism health checks, hospital care and documents; mental health services particularly for those with autism; provision of information; Emergency in My Place plan and long-term care planning.

Carers continued to be actively involved in the development of the service giving their voice to ensure that services are designed and delivered according to their changing needs.

Carers have worked with Norfolk County Council (NCC) promoting the Covid-19 vaccine, giving feedback and experiences with Social Services, looking at Supported Living for people with learning difficulties, mental health need, autism and physical disabilities amongst other areas. Carers continued to be involved through Carers Voice in co-producing the Emergency in My Place scheme and monitoring its effectiveness working directly with the Operational Business Lead for Carers at Norfolk County Council.

The close links with Adult Social Services were key to ensuring that Carers' concerns could be actioned swiftly despite the background of reduced care packages and lack of respite during the pandemic. Carers Voice have continued to work with the Norfolk Safeguarding Adults Board to identify and support those experiencing abuse/harm and to look at co-producing awareness for Carers.

Carers Voice have been key developers of both the Young Carers Steering Group and the Parent Carers Steering Group which supports parents and Carers of children and young people with special educational needs and disabilities. Carers Voice is keen to co-produce all work with Carers of all ages.

The group grants continued to be decided by a panel of Carers giving local Carers with their lived experience the ability to assess and award grants to groups of Carers.

Following the successful submission of a proposal to co-produce the initial stage of the first All Age Carers Strategy for Norfolk and Waveney we have continued to work with the Director for Strategy and Transformation at Norfolk County Council. Carers Voice has co-produced with Carers an Engagement report

We co-produced a survey, held geographical and subject specific (chosen by the Carers) focus groups as well as one to one interviews. We were keen to ensure that this was an all age Carers Strategy with the inclusion of Young and Young Adult Carers and Parent Carers who have not previously been included.

Carers wanted to keep the survey itself as short as possible to reduce survey fatigue but also wanted to encourage responses from Carers. We used a combination of multiple choice and free text answers. We achieved 445 responses with 2055 free text responses from 47 post codes giving a rich evidence base. We are grateful to have had the time to contact all ages of Carers, generic, specific and minority groups to ensure their experience was included. It was also important to work with Suffolk County Council, Councillors and organisations within Waveney to ensure equal representation.

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2022

Achievements and performance *(continued)*

The key themes in the Carers Engagement Report focus on the importance of:

- Accessing the right care for the cared for person.
- Accessing support and knowing what's available.
- Continuity of support and recognition of the existing fragmentation of services.
- Communication between services and departments.
- Carers groups and other community networks.
- Identification and raising awareness of Carers and capturing their value.
- Involving Carers in long-term care planning.
- Mental health support for Carers and the person cared for (crosscutting theme).

Following the Carers Conference which was co-produced in June 2021 the acute hospitals heard the voice of Carers that they wanted improved discharge and to be recognised and valued and seen as equal partners in the discharge of the person they are caring for. The Norfolk and Waveney Clinical Commissioning Group approached Carers Voice to gauge the support for the co-production of a Carers Passport together with awareness training. Carers Voice took the lead on the co-production of the Carers Passport and worked with Caring Together on the awareness training. A conference was set up in February 2022 to establish the interest of Carers. Attendance for this Zoom meeting was capped at 100 and Carers overwhelmingly supported the development of a Carers Passport.

A steering group was established to co-produce the passport and national work so far was researched. Co-producing the work with Carers and practitioners was extremely challenging but there was strong support to get through these challenges to what Carers want which is an all age Carers Identity passport recognised in healthcare settings with the possibility of further recognition (i.e. primary care) in the future. GDPR and funding are additional challenges to overcome.

With the pandemic continuing, Carers preferred online meetings so our events, including those on Carers Rights Day and during Carers Week were online. During Carers Week Carers Voice organised workshops for Carers on creative writing, mindfulness drawing, hand reflexology and laughter yoga together with providing further information on support available for Carers. So successful was this that further sessions were held later in the year. There has continued to be a high level of anxiety and incidence of mental health conditions particularly for those whose cared for are in care homes and other residential accommodation. With have liaised with Norfolk and Suffolk Mental Health Trust and the Wellbeing service to support Carers at this time. Many of the zoom meetings were a 'lifeline' for Carers who felt unable to leave their homes and the peer support was seen as vital during times of crisis.

A high level of peer support has been delivered and valued. Carers stated that they did now know what they would have done without the support of Carers Voice. There has been constant interaction with health and social services to ensure there is as much support in place as possible. Key to this has been disseminating accurate and timely information in diverse and accessible ways. Carers have told us that they value the support and information they have together with the ability to have their voice heard and the assurance that their voice is not only heard but is listened to and acted upon. Strategic links with our partners in Norfolk and Waveney have been essential to ensure Carers are able to access relevant services.

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2022

Achievements and performance *(continued)*

Carers Voice worked with NHS E&I to conduct additional research and development activities to explore new ways of working (with a focus on online and digital resources that could improve access to opportunities and quality of life for Carers and their Cared for). Activities focused on targeted outreach and engagement with key stakeholders and incorporated both established and newly developing forums and integrated care systems, including 1:1 interviews and group work facilitated across our Carer membership and peer-led support groups.

The Chief Officer of Carers Voice was part of the Strategic Systems Leadership Programme for the Norfolk and Waveney CCG preparing for the leadership and challenges of the new Integrated Care Board and System.

Following the 2020 Judicial Review into social care charges a Charging Reference Group was set up to better understand the impact of decisions for people with disabilities and their Carers. Carers Voice has been a key part of the co-production work with other partners and The Public Office who were commissioned by Norfolk County Council to help guide the scope and approach to engaging people across Norfolk.

The Chief Officer and a Carers Ambassador are part of the Making it Real Board working on co-production training for staff and are part of the subgroup ensuring representation and recruitment of people with disabilities and lived experience on the board.

We worked with the Professor of Palliative Care Research from the School of Health Sciences at the University of East Anglia to ensure the voice of Carers was heard on the proposed project to appoint a Carer Support Nurse. This was overwhelmingly supported by Carers and Carers Voice. They were unfortunately not successful in their Stage 1 application but we continue to support them to ensure this most valuable resource can be achieved for Carers.

In 2022 we began work with Dial Great Yarmouth to seek to address gaps in the provision of pre-employment support across Norfolk for people whose caring responsibilities places them at a disadvantage within competitive job markets. This project will support unpaid Carers, potential employers, training services and providers to identify individual, structural and systems-based barriers to work, and to co-create a set of resolutions and practical measures for improvement and change. It will also test the recommendations by providing up-to 8 work-place opportunities for unpaid Carers who are seeking to access training or work and promote the benefits of employing people who identify with diverse needs to wider employment networks, building awareness and promoting joining the National Disability Confidence Employer Scheme.

Carers Voice recognises the experience of Carers on hospital discharge and has been working with the Discharge to Assess team at Norfolk County Council, the three acute hospitals and Norfolk Community Health and Care to progress this. Following the Carers Conference during Carers Week in June 2021 Carers have continued to tell us of the huge problems encountered on discharge. Carers Voice held specific meetings and continues to support Carers. Work on discharge will be one of the key areas of development that we will be working on.

The Carers Voice Norfolk and Waveney Partnership Board continues to champion key issues for Carers across the geographical area and across health and social care, working to ensure there is a joined-up service that Carers can access through only telling their story once.

Carers Voice Norfolk and Waveney has continued to work closely with Adult Health and Social Services to ensure that there is a real understanding of the needs and pressures for Carers. It continues to demonstrate the need for co-production which must start at the beginning of any project and to educate those within the health and social care sector across the Integrated Care System for Norfolk and Waveney of this need.

The Carers Charter continues to develop effective mechanisms for engaging with employers, educational establishments, and the community.

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2022

Financial review

Total income amounted to £123,585 (2021: £181,928) and, after incurring expenditure of £127,796 (2021: £100,503), net expenditure amounted to £4,211 (2021: £81,425).

Reserves policy

In view of the unpredictable nature of charitable income, it is the Trustees' policy to hold free reserves in the region of 3 months predicted running costs, which amounts to approximately £31,870.

Free reserves amounted to £109,396 at 30 June 2022. Of this amount, £33,016 was designated towards the payment of grants to carers groups, leaving £76,380 available to the charity.

It is the Trustees' intention to invest any excess reserves in more officer time to support carers during this difficult period, together with increased investment in technology.

Principal funding sources

The Charity's principal funding sources consist of grants from Norfolk Carers Partnership and Norfolk County Council.

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2022

Plans for future periods

Carers Voice Norfolk and Waveney continues to be proud of what we have achieved so far. By ensuring that Carers Voice Norfolk and Waveney is part of the commissioned service and fully committed to its success, we have enabled Carers to be at the heart of the design and delivery of services for Carers. We are keen to ensure that we reach as many diverse Carers as possible so that Carers have a real voice in the services they receive.

We have continued to work with Norfolk County Council and the Clinical Commissioning group, now the Norfolk and Waveney Integrated Care Board, to ensure that all Carers in Norfolk and Waveney (as well as those within the commissioned service) are supported to receive the services they want and need.

We continue to develop a framework where the voice of Carers is heard at local level and escalated to strategic level through meaningful engagement with health and social care at countywide partnership and national level. We want to continue to support Carers so that they are a dynamic driving force. We will continually work for the improvement of the commissioned support service for Carers, Carers Matter Norfolk and for services to all Carers across the region. Our volunteers, Trustees and officers are committed to holding ourselves to the highest possible standard, to ask ourselves continually "Is there something more that we could do to make a difference to Carers in Norfolk and Waveney?"

The key piece of work to take forward is the Carers Engagement Report for the first All Age Carers Strategy for Norfolk and Waveney. This will be taken to the Integrated Care Partnership Board in September 2022 so that the key themes and recommendations can be endorsed and taken forward to produce the strategy for the next three years. Ongoing work for Carers Voice is all linked to the evidence from the Engagement Report.

We are committed to ensuring the production of the first All Age Carers Identity Passport for Carers in Norfolk and Waveney through the Integrated Care Board for Norfolk and Waveney for use in healthcare settings. Carers Voice is firmly committed to working on the discharge process and co-producing this with Carers and practitioners. Whilst we cannot fix a nationwide problem, we can do our best to move this forward and ensure Carers Voices are heard and listened to within Norfolk and Waveney and across borders.

We will continue to ensure that work on Co-Production continues and is joined up between organisations such as Making it Real and Carers Voice. The key issue of respite has not been resolved this year. Covid-19 created more barriers to respite with risk of infections, lockdown and reduced staff availability. This continues to be an area of huge concern for Carers and one that Carers Voice will continue to prioritise to help find workable solutions. We will continue to be in dialogue with Senior Managers from Norfolk County Council through our strategic partnership board.

Mental Health services have particularly been of concern and Carers Voice are working with the Norfolk and Waveney Health and Care Partnership and Norfolk and Suffolk Foundation Trust to improve services to Carers.

Future work will continue to widen the reach to Carers, including hidden and those difficult to engage. Our primary aim is to ensure that the voice of Carers is at the heart of services ensuring improvements in the health and wellbeing of the lives of unpaid Carers of all ages. We will increase our membership, and continue to explore key areas of concern for carers identified through our All Age Carers Engagement Report.

We will continue to work with the Carers Charter group and its Chair, to review the Carers Charter and to ensure it is a live document with educational establishments, employers and community organisations pledging to be part of the Charter. We will work to ensure that the development of the All Age Carers Strategy aligns with the work of this group.

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2022

Plans for future periods *(continued)*

It has been another challenging year for this service as well as for so many people and organisations around the world. We have been fortunate to have been able to continue to support our Carers in the amazing work they do within these abnormal times; ensuring that the voice of Carers is heard and listened to, and enabling support and services to be designed and delivered that reflect Carers' needs and interests. We remain firmly committed to continue this work.

The key challenge for future periods continues to be the success of the new service from September 2020 and ensuring that the voice of Carers is heard and listened to and that services are co-produced within the new system. Carers Voice has received assurances that co-production will be the keystone of the new service.

The other undeniable challenge is the effect and influence that Covid-19 has on our carers and services. We will continue to increase capacity wherever possible to ensure that the voice of carers is heard and that they supported with the services they need and want. We will look at blended/hybrid meetings and ensure that knowledge from the pandemic is utilised to best effect.

The work on Co-Production continues with Making it Real with training videos being made with those who use services.

The key issue of respite has not been resolved this year. Unfortunately, the Covid-19 pandemic has created more barriers to respite with risk of infections, lockdown and reduced staff availability. This continues to be an area of huge concern for Carers and one that Carers Voice will continue to prioritise to help find workable solutions. We will continue to be in dialogue with Senior Managers from Norfolk County Council through our strategic partnership board.

Mental Health services have particularly been of concern during the pandemic and Carers Voice are working with the Norfolk and Waveney Health and Care Partnership and Norfolk and Suffolk Foundation Trust to improve services to Carers.

Future work will continue to widen the reach to carers, including hidden and those difficult to engage. Our primary aim is to ensure that the carers voice is at the heart of the commissioned service ensuring improvements in the health and wellbeing of the lives of unpaid carers. We will increase our membership, and continue to explore key areas of concern for carers such as discharge from hospital (working with D2A -discharge to assess) further training for carers, updating the emergency care plan and safeguarding.

Following the agreement at the Countywide Partnership meeting last year that Carers Voice would co-produce with carers the first stage of the All Age Carers Strategy for Norfolk and Waveney we have continued to work with the Director for Strategy and Transformation at Norfolk County Council. Carers Voice and Norfolk County Council have worked with the Health and Wellbeing Board for Norfolk and Waveney to ensure this will be co-produced. It has been successful in submitting a proposal to co-produce the initial stage of consultation with Carers and looks forward to co-producing this with carers next year. This is an opportunity to develop an authentically co-produced All Age Carers Strategy for Norfolk and Waveney which is underpinned by a robust programme of outreach and consultation with people of lived experience. The Engagement plan will offer clarity for Carers on the range and duration of the consultation, and map out how responses will influence and continue to inform decision making across areas of strategic planning, implementation and review.

We will continue to work with the Carers Charter group and its Chair, to review the Carers Charter and to ensure it is a live document with educational establishments, employers and community organisations pledging to be part of the Charter. Parent carers will now be included in this charter. We will work to ensure that the development of the All Age Carers Strategy aligns with the work of this group.

It has been a hugely challenging year for this service as well as so many people and organisations around the world. We have been fortunate to have been able to continue to support our carers in the amazing work they do within these abnormal times; ensuring that the voice of carers is heard and listened to, and enabling support and services to be designed and delivered that reflect carers' needs and interests. We remain firmly committed to continue this work.

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2022

Structure, governance and management

Governing document

Carers Voice Norfolk and Waveney is a foundation registered CIO, registered on 26 June 2015, number 1162438.

Recruitment and appointment of Trustees

Every trustee must be appointed by a resolution passed at a properly convened meeting of the charity trustees.

In selecting the individuals for appointment as charity trustees, the trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.

Induction and training of Trustees

All new Trustees will be provided with copies of:

- the constitution of the CIO;
 - the latest accounts of the charity;
- and encouraged to read Charity Commission guidance notes CC3 - "The Essential Trustee: What you need to know, what you need to do".

In addition, Trustees are encouraged to read Charity Commission and other newsletters and to attend courses designed to keep them abreast of their duties and responsibilities.

Risk management

The Trustees have examined the major strategy, business and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen these risks.

Organisational structure

The Trustees administer the charity and meet at least quarterly to discuss and approve forthcoming charitable expenditure.

The trustees' annual report was approved on 26 April 2023 and signed on behalf of the board of trustees by:

Mrs T Sismey
Chair

Carers Voice Norfolk and Waveney

Independent examiner's report to the trustees of Carers Voice Norfolk and Waveney

Year ended 30 June 2022

I report to the charity trustees on my examination of the financial statements of the charity for the year ended 30 June 2022 which comprise the statement of financial activities, balance sheet and the related notes.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's financial statements carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

Carers Voice Norfolk and Waveney

Independent examiner's report to the trustees of Carers Voice Norfolk and Waveney *(continued)*

Year ended 30 June 2022

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Your attention is drawn to the fact that the Charity has prepared the accounts (financial statements) 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) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has since been withdrawn.

I understand that this has been done in order for the accounts to provide a true and fair view in accordance with the Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

Mark Proctor FCA DChA
Independent Examiner

Lovewell Blake LLP
Chartered accountants
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

26 April 2023

Carers Voice Norfolk and Waveney

Statement of financial activities

Year ended 30 June 2022

		Unrestricted funds £	2022 Restricted funds £	Total funds £	2021 Total funds £
	Note				
Income and endowments					
Donations and legacies	4	1,000	–	1,000	600
Charitable activities	5	112,620	9,945	122,565	181,322
Investment income	6	20	–	20	6
Total income		<u>113,640</u>	<u>9,945</u>	<u>123,585</u>	<u>181,928</u>
Expenditure					
Expenditure on charitable activities	7	<u>116,156</u>	<u>11,640</u>	<u>127,796</u>	<u>100,503</u>
Total expenditure		<u>116,156</u>	<u>11,640</u>	<u>127,796</u>	<u>100,503</u>
Net (expenditure)/income and net movement in funds		<u>(2,516)</u>	<u>(1,695)</u>	<u>(4,211)</u>	<u>81,425</u>
Reconciliation of funds					
Total funds brought forward		111,912	6,645	118,557	37,132
Total funds carried forward		<u>109,396</u>	<u>4,950</u>	<u>114,346</u>	<u>118,557</u>

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

The notes on pages 16 to 24 form part of these financial statements.

Carers Voice Norfolk and Waveney

Balance sheet

30 June 2022

		2022		2021	
	Note	£	£	£	£
Fixed assets					
Tangible fixed assets	12		—		273
Current assets					
Debtors	13	7,664		6,999	
Cash at bank and in hand		115,749		115,083	
		<u>123,413</u>		<u>122,082</u>	
Creditors: Amounts falling due within one year	14	<u>(9,067)</u>		<u>(3,798)</u>	
Net current assets			114,346		118,284
Total assets less current liabilities			114,346		118,557
Net assets			<u>114,346</u>		<u>118,557</u>
Funds of the charity					
Restricted funds			4,950		6,645
Unrestricted funds			109,396		111,912
Total charity funds	15		<u>114,346</u>		<u>118,557</u>

These financial statements were approved by the board of trustees and authorised for issue on 26 April 2023, and are signed on behalf of the board by:

Mrs T Sismey
Chair

The notes on pages 16 to 24 form part of these financial statements.

Carers Voice Norfolk and Waveney

Notes to the financial statements

Year ended 30 June 2022

1. General information

Carers Voice Norfolk and Waveney is a Charitable Incorporated Organisation, registered in England and Wales. The address of the registered office is given in the Charity information on page 1 of these financial statements. The nature of the Charity's operations and principal activities is to improve the health and well-being (where well-being means mental and physical health and the ability to live a full and active life) of the lives of unpaid carers throughout the county of Norfolk.

2. Statement of compliance

The charity constitutes a public benefit entity as defined by FRS 102. 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011 and UK Generally Accepted Accounting Practice.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Carers Voice Norfolk and Waveney

Notes to the financial statements *(continued)*

Year ended 30 June 2022

3. Accounting policies *(continued)*

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Equipment - 33% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Carers Voice Norfolk and Waveney

Notes to the financial statements *(continued)*

Year ended 30 June 2022

3. Accounting policies *(continued)*

Impairment of fixed assets *(continued)*

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

4. Donations and legacies

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Donations				
Other donations	<u>1,000</u>	<u>1,000</u>	<u>600</u>	<u>600</u>

5. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Better Together Norfolk	1,500	—	1,500
Norfolk County Council	42,471	—	42,471
Voluntary Norfolk	—	—	—
NHS England	9,000	—	9,000
Norfolk and Waveney Clinical Commissioning Group	7,600	—	7,600
Triangle Trust	—	—	—
Norfolk Carers Partnership	52,049	—	52,049
National Lottery Community Fund	—	—	—
National Lottery Awards For All	—	—	—
Norfolk Community Foundation	—	9,945	9,945
	<u>112,620</u>	<u>9,945</u>	<u>122,565</u>

Carers Voice Norfolk and Waveney

Notes to the financial statements *(continued)*

Year ended 30 June 2022

5. Charitable activities *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Better Together Norfolk	—	—	—
Norfolk County Council	—	1,000	1,000
Voluntary Norfolk	57,369	—	57,369
NHS England	—	—	—
Norfolk and Waveney Clinical Commissioning Group	—	—	—
Triangle Trust	9,990	—	9,990
Norfolk Carers Partnership	90,278	—	90,278
National Lottery Community Fund	—	9,995	9,995
National Lottery Awards For All	—	9,990	9,990
Norfolk Community Foundation	—	2,700	2,700
	<u>157,637</u>	<u>23,685</u>	<u>181,322</u>

6. Investment income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest	<u>20</u>	<u>20</u>	<u>6</u>	<u>6</u>

Carers Voice Norfolk and Waveney

Notes to the financial statements *(continued)*

Year ended 30 June 2022

7. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Staff costs	75,655	7,995	83,650
Telephone	914	—	914
Professional fees	1,015	—	1,015
Room hire	3,454	—	3,454
Affiliation subscriptions	—	—	—
Postage and stationery	862	3,645	4,507
Consultancy fees	27,370	—	27,370
Depreciation	273	—	273
Insurance	557	—	557
Grants payable	4,856	—	4,856
Training	—	—	—
Governance costs (see below)	1,200	—	1,200
	<u>116,156</u>	<u>11,640</u>	<u>127,796</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Staff costs	63,761	15,846	79,607
Telephone	920	—	920
Professional fees	1,014	—	1,014
Room hire	2,929	—	2,929
Affiliation subscriptions	48	—	48
Postage and stationery	1,437	—	1,437
Consultancy fees	9,999	—	9,999
Depreciation	264	—	264
Insurance	551	—	551
Grants payable	1,430	—	1,430
Training	—	1,194	1,194
Governance costs (see below)	1,110	—	1,110
	<u>83,463</u>	<u>17,040</u>	<u>100,503</u>

Analysis of governance costs:

	Unrestricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Independent examination fees	<u>1,200</u>	<u>1,200</u>	<u>1,110</u>

Carers Voice Norfolk and Waveney

Notes to the financial statements *(continued)*

Year ended 30 June 2022

8. Grants payable

	2022	2021
	£	£
Great Yarmouth & Gorleston Memory Club	933	—
Acle Carers	530	—
Care4Us	290	—
ME Support	528	—
Chatterbox Carers	300	—
Dove Dementia	300	—
Sunbeam	312	—
GYGYC Strategy	100	—
Dereham MH Group	180	—
Norwich MH Group	411	—
Diss MH Group	36	—
East Coast Carers	300	—
Come Singing	144	144
T & D DS Group	392	144
Keep in Touch	—	400
GY Carers Group	100	434
Tibenham Group	—	308
	<u>4,856</u>	<u>1,430</u>

9. Net (expenditure)/income

Net (expenditure)/income is stated after charging/(crediting):

	2022	2021
	£	£
Depreciation of tangible fixed assets	<u>273</u>	<u>264</u>

10. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022	2021
	£	£
Wages and salaries	78,562	73,839
Social security costs	1,620	1,869
Pension costs	<u>4,248</u>	<u>3,899</u>
	<u>84,430</u>	<u>79,607</u>

The average head count of employees during the year was 3 (2021: 3). No employee received employee benefits of more than £60,000 during the year (2021: Nil).

11. Trustee remuneration and expenses

No Trustees received any remuneration or were reimbursed any expenses during the year or the previous year.

Carers Voice Norfolk and Waveney

Notes to the financial statements *(continued)*

Year ended 30 June 2022

12. Tangible fixed assets

	Equipment £
Cost	
At 1 July 2021 and 30 June 2022	<u>1,300</u>
Depreciation	
At 1 July 2021	1,027
Charge for the year	<u>273</u>
At 30 June 2022	<u>1,300</u>
Carrying amount	
At 30 June 2022	<u>—</u>
At 30 June 2021	<u>273</u>

13. Debtors

	2022 £	2021 £
Prepayments and accrued income	<u>7,664</u>	<u>6,999</u>

14. Creditors: Amounts falling due within one year

	2022 £	2021 £
Accruals and deferred income	2,300	2,210
Other creditors	<u>6,767</u>	<u>1,588</u>
	<u>9,067</u>	<u>3,798</u>

Carers Voice Norfolk and Waveney

Notes to the financial statements *(continued)*

Year ended 30 June 2022

15. Analysis of charitable funds

Year ended 30 June 2022

	At 1 July 2021 £	Income £	Expenditure £	At 30 June 2022 £
Unrestricted funds				
General funds	78,896	113,640	(116,156)	76,380
Designated fund - Group grants	33,016	—	—	33,016
	<u>111,912</u>	<u>113,640</u>	<u>(116,156)</u>	<u>109,396</u>
Restricted funds				
National Lottery Community Fund	6,645	—	(6,645)	—
Norfolk Community Foundation	—	9,945	(4,995)	4,950
	<u>6,645</u>	<u>9,945</u>	<u>(11,640)</u>	<u>—</u>
Total funds	<u>118,557</u>	<u>123,585</u>	<u>(127,796)</u>	<u>114,346</u>

Year ended 30 June 2021

	At 1 July 2020 £	Income £	Expenditure £	At 30 June 2021 £
Unrestricted funds				
General funds	37,132	123,797	(82,033)	78,896
Designated fund - Group grants	—	34,446	(1,430)	33,016
	<u>37,132</u>	<u>158,243</u>	<u>(83,463)</u>	<u>111,912</u>
Restricted funds				
Norfolk Community Foundation	—	2,700	(2,700)	—
Norfolk County Council	—	1,000	(1,000)	—
National Lottery Awards For All	—	9,990	(9,990)	—
National Lottery Community Fund	—	9,995	(3,350)	6,645
	<u>—</u>	<u>23,685</u>	<u>(17,040)</u>	<u>6,645</u>
Total funds	<u>37,132</u>	<u>181,928</u>	<u>(100,503)</u>	<u>118,557</u>

The Trustees have designated a fund to make grants to carers groups.

The charity received grants from Norfolk Community Foundation for carers wellbeing support.

The charity received grants from Norfolk County Council towards distribution of wellbeing packs.

The charity received grants from National Lottery Awards For All towards the United Voices project.

The charity received grants from National Lottery Community Fund towards the Care for Carers project.

The charity received a grant from Norfolk Community Foundation towards a project with DIAL Great Yarmouth.

Carers Voice Norfolk and Waveney

Notes to the financial statements *(continued)*

Year ended 30 June 2022

16. Analysis of net assets between funds

	Tangible fixed assets £	Net current assets £	Total 2022 £
Unrestricted Income Funds	–	109,396	109,396
Restricted Income Funds	–	4,950	4,950
	<u>–</u>	<u>114,346</u>	<u>114,346</u>
	Tangible fixed assets £	Net current assets £	Total 2021 £
Unrestricted Income Funds	273	111,639	111,912
Restricted Income Funds	–	6,645	6,645
	<u>273</u>	<u>118,284</u>	<u>118,557</u>