

CHARITY REGISTRATION NUMBER: 1162438

Carers Voice Norfolk and Waveney
Unaudited financial statements
30 June 2023

Carers Voice Norfolk and Waveney

Financial statements

Year ended 30 June 2023

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Carers Voice Norfolk and Waveney

Trustees' annual report

Year ended 30 June 2023

The trustees present their report and the unaudited financial statements of the charity for the year ended 30 June 2023.

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 2023

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 core work drives change and enables development of cost-effective projects that make a significant and tangible difference to Carers throughout Norfolk and Waveney, supporting their health and wellbeing and reducing risk of falling into crisis.

Within the Integrated Care Board (ICB) Quality Strategy for the Integrated Care System (ICS), Carers Voice has been identified as providing the Carers objective of co-producing a local framework which brings Carers experience into the ICS quality assurance, oversight, and governance approach. Carers Voice has been identified by the ICB as ensuring that Carers experience is considered a core element of the ICS quality.

Carers Voice supports a membership of over 2,200 Carers with an additional reach to over 80 peer-led Carers Groups together with a core team of Carers Ambassadors who ensure meaningful participation in co-producing our work with our members.

We work extensively with health and social care services across all strands of the Integrated Care System, specifically with Adult Health and Social Care, Children's Services, NHS England, Norfolk Community Health and Care Trust, Norfolk and Norwich University Hospitals, James Paget University Hospital, Queen Elizabeth Hospital King's Lynn, East Coast Community Health Care, Norfolk and Suffolk Foundation Trust and Norfolk County Council across all strands of the Integrated Care System.

During this year we also engaged with Carers Matter Norfolk, Healthwatch Norfolk, Healthwatch Suffolk, Caring Together, Norfolk Older People's Strategic Partnership Board, Autism Board, Equal Lives, Opening Doors, Norfolk Carers Partnership, WI, Community Action Norfolk, Voluntary Norfolk, Carers Trust, Carers UK, Suffolk Family Carers, Suffolk County Council, Family Voice, Alzheimer's Society, ME, Young Carers Matter, Great Yarmouth and Gorleston Young Carers, Norfolk Young Carers Forum and other organisations and groups to ensure the voice of Carers is heard and listened to.

Through co-production Carers Voice develops the intelligence and capacity to give an evidence base for specific projects.

We are currently delivering on the priorities identified by Carers from the extensive research undertaken for the All Age Carers Strategy for Norfolk and Waveney (which received 455 responses) and, in particular, the All Age Carers Identity Passport and the All Age Carers Discharge project.

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.

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2023

Objectives and activities *(continued)*

Local Carer Involvement Meetings - At the core of what we do are the five Local Carer Involvement Meetings where Carers meet with those who provide services to have a true 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. Carers are able to say what matters to them and 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. These are available online and we periodically send out postal copies.

Norfolk and Waveney Strategic Partnership Meetings - We hold Carers Voice 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.

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 voice of Carers. We facilitate Carers taking part in the following voluntary roles:

- Carers Ambassadors promote the voice of Carers and Carers Voice Norfolk and Waveney and seek to find and support hidden Carers.
- Promoting the commissioned support service for Carers - Carers Matter Norfolk and support available from Norfolk County Council and other organisations.
- 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 solely 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 and those they care for in Norfolk and Waveney.

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2023

Achievements and performance

The Carers Voice Norfolk and Waveney Partnership Board champions 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.

Carers Voice Norfolk and Waveney entered its eighth 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 up to May 2023. Carers Voice contributed to the monthly performance review, representing the voice of Carers on the service and co-producing work with Carers. Coproduced work included 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.

The Covid pandemic has had lasting effects 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 facilitating regular phone and online 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.

Carers Ambassadors - 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 Voice Norfolk and Waveney 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 2023

Achievements and performance *(continued)*

Carers Matter Norfolk - Carers Voice Norfolk and Waveney continued to represent the voice of Carers specifically in the Carers Matter Norfolk service until May 2023 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 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.

Key Themes- Engagement with Carers at Local Carer Involvement Meetings enabled Carers Voice to identify key areas of concern for Carers. Suggestions for improvement were made and additional key themes included: identifying as a Carer; Blue Badges; respite; health services - in particular discharge and complaints at the hospitals together with autism health checks, hospital care and documents; general practice; dentists; pharmacies; peer support; falls support; safeguarding; transition to adults services for young carers; cost of living crisis; mental health services particularly for those with autism; provision of information; dementia support within hospitals; lack of continuity and communication; Emergency in My Place plan and long-term care planning.

A Key Themes and Activity Report is developed every quarter capturing these themes together with action taken and the impact on Carers Matter Norfolk. The reports are shared with commissioners and key operational staff within Adult Social Services and across the Integrated Care Board.

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

Peer Support - A high level of peer support has been delivered and valued. Carers stated that they did not 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. We continue to produce the bimonthly newsletter which is so invaluable for Carers.

Events - Carers Voice attended many events throughout the year including the annual event at the forum in Norwich for Carers Week, the Healthwatch Norfolk AGM and events in the East and the Family Voice conference for Parent Carers.

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2023

Achievements and performance *(continued)*

Carers Identity Passport- When the newly formed Integrated Care Board was launched on 1st July in Norwich, Carers Voice was asked to talk at the opening session and presented on developing the work of the Carers Identity Passport and its proposed project for Discharge. Carers Voice has continued to co-produce a Carers Identity Passport following evidence that Carers wanted to be identified particularly in healthcare settings.

Following the establishment of a Co-production Steering Group where all ages of Carers were equal members, the first All Age Carers Identity Passport for Norfolk and Waveney was launched on Carers Rights Day in November 2022. Specific meetings were attended so that Young Carers and Young Adult Carers could have maximum input into the design of the Carers Identity Passport. Carers and Carers Voice worked to coproduce information and leaflets to staff and Carers with awareness training also being delivered. The Carers Identity Passport is endorsed by the Integrated Care Board and is linked by a QR code to the Integrated Care Board's information on advice and support for all age Carers in Norfolk and Waveney. The Chief Officer of Carers Voice was invited to speak at the National NHS Carers Conference in December 2022 following the successful launch to demonstrate the best practice work of coproduction with Carers. Carers tell us that they are identified, respected and valued and empowered by having the Carers Identity Passport.

All Age Carers Strategy for Norfolk and Waveney - Following the successful submission of a proposal to co-produce the initial stage of the first All Age Carers Strategy for Norfolk and Waveney and the production of the All Age Carers Engagement Report we have continued to work with the Director for Strategy and Transformation at Norfolk County Council to ensure the second stage of the strategy is co-produced.

Carers Voice presented the Engagement Report for the All Age Carers Strategy to the Health and Wellbeing Board in September 2022 where the Board agreed to support the development and launch of the first All Age Carers Strategy for Norfolk and Waveney. A strategy Task and Finish Group was formed with an initial meeting in February 2023 with formulation of the terms of reference and confirmation of the strategic aims and objectives. The report was also presented to the People and Select Committee and the work is ongoing. The link to the report is here: www.carersvoice.org/carers-strategy/

Conversations Matter - Norfolk County Council's Vision - Carers have continued to work closely with Norfolk County Council (NCC). In particular, Carers Voice Norfolk & Waveney were invited by Norfolk County Council to share thoughts and feedback to help shape the priorities for the next 3 - 5 years for their new Strategy. Norfolk County Council's vision concentrated on the three themes of adult social care (Prevention and early help; Being, and staying, independent; Living with complex needs) and their feedback and experiences. We have begun co-producing with Carers through focus groups, also giving Carers the opportunity to feedback in other ways. The work will be continued through to Autumn 2023 when a coproduced report will be issued.

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.

Young Carers and Parent Carers - Carers Voice continue to be part of 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.

Group Grants - 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.

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2023

Achievements and performance *(continued)*

Partnership with Dial, Great Yarmouth - Carers Voice successful partnership with Dial Great Yarmouth sought to address the 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 supported 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. Work-place opportunities were provided for unpaid Carers who were seeking to access training or work and promoted 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. Following the course, Carers were better placed to access these opportunities and able to sustain full time employment.

Know Your Neighbourhood Fund - Carers Voice was fortunate to access funding for the first round of the Know Your Neighbourhood grant. The main aim of the project was to consult 150 carers using survey and consultation events, such as outreach. In total, the project supported 176 carers to respond to the survey, with additional insight gained at events. This was a very good response rate. Partnerships formed with local groups provided the opportunity to develop an action plan to make best use of the findings. The project sought to uncover ways in which the talents and assets of local communities can be better harnessed through volunteering and social action. The project set out to engage other Know Your Neighbourhood projects and achieved that with links formed with DIAL, St George's Theatre and the wider VCSE network. It was particularly heartening to have a solid response from Young Carers. There was a high response rate to the survey and findings from qualitative feedback included:

- Recognising that for carers, taking up a new activity or volunteering requires changes that will impact the household, not just them.
- That transport can be a real barrier, especially during the winter and for carers who are living in more remote parts of the borough.
- That full time caring can reduce people's networks and confidence.
- That it can be difficult to commit to regular times.
- That caring can leave people without the energy to take up new activities and that there is a link to explore between volunteering rates and the availability of respite care.

Reference Group - The Chief Officer remains a member of the Reference Group which was formed to better understand the impact of decisions for people with disabilities and their Carers following the 2020 Judicial Review into social care charges. Carers Voice has been a key part of the co-production work with Norfolk County Council and other partners.

Making it Real Board - 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.

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2023

Achievements and performance *(continued)*

Carer Support Nurse - 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 has been piloted for a year through East Coast Community Health and Care and Carers Voice have worked to support the Carers Support Nurse in this new role.

Discharge Project - Carers Voice is leading on the work of Discharge for Carers throughout Norfolk and Waveney. A task and finish group has been created which is co-chaired by a Carer and Carers Ambassador and by the Executive sponsor for Carers in the Integrated Care System. This group has been widely supported by Carers and practitioners, particularly the three acute hospitals, Norfolk Community Health and Care Trust, East Coast Community Health and Care and Norfolk and Suffolk Foundation Trust and has enormous reach, documenting the support that is needed by Carers on discharge. The Discharge Project is key to ensuring that, should hospital admission be necessary, Carers are already identified (through the Carers Identity Passport). Carers are able to support and plan with staff and patients their journey from admission to hospital to early planning to go home and remaining safe at home, preventing repeat admissions and additional strain on the stretched health and social care sector.

Carers Charter - The Carers Charter group continues to develop effective mechanisms for engaging with employers, educational establishments, and the community. We will continue to work to ensure that the development of the All-Age Carers Strategy aligns with the work of this group and relevant strategies.

Financial review

Total income amounted to £124,647 (2022: £123,585) and, after incurring expenditure of £138,136 (2022: £127,796), net expenditure amounted to £13,489 (2022: £4,211).

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 £34,500.

Free reserves amounted to £97,691 at 30 June 2023. Of this amount, £24,608 was designated towards the payment of grants to carers groups, leaving £73,083 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.

Restricted funds totalled £3,166 at 30 June 2023 (2022: £4,950). These included an overdrawn fund of £1,784 in respect of a partnership agreement with DIAL Great Yarmouth, funds for which were received in 2023/24 following the expenditure in 2022/23.

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 2023

Plans for future periods

Carers Voice Norfolk and Waveney continues to be proud of what we have achieved so far. We are the Voice of Carers in Norfolk which is respected and valued by Carers and practitioners. We enable 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 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 first All Age Carers Strategy for Norfolk and Waveney. We are working with commissioners to ensure that this will be taken up by all organisations within the ICS. Having built an evidence base in the East, particularly Great Yarmouth and Waveney we are keen to continue to work with Lowestoft and District Mencap Society and the Carers services within that area to ensure Carers are supported.

The co-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 has been exceptionally well received. Work will continue on the increased roll out of the All Age Carers Identity Passport which is having increasing momentum. A survey will be undertaken and work will be coproduced to ensure there is a Young Carers booklet for educational providers.

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 ensure that work on Co-Production continues and is joined up between organisations such as Making it Real and Carers Voice. Key issues raised by Carers are included in our Key Themes report every quarter which is shared with both health and social care.

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 all our work.

Structure, governance and management

Governing document

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

Carers Voice Norfolk and Waveney

Trustees' annual report *(continued)*

Year ended 30 June 2023

Structure, governance and management *(continued)*

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 29 April 2024 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 2023

I report to the charity trustees on my examination of the financial statements of the charity for the year ended 30 June 2023 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 2023

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

30 April 2024

Carers Voice Norfolk and Waveney

Statement of financial activities

Year ended 30 June 2023

		Unrestricted funds £	2023 Restricted funds £	Total funds £	2022 Total funds £
	Note				
Income and endowments					
Donations and legacies	4	—	—	—	1,000
Charitable activities	5	114,120	10,080	124,200	122,565
Investment income	6	447	—	447	20
Total income		<u>114,567</u>	<u>10,080</u>	<u>124,647</u>	<u>123,585</u>
Expenditure					
Expenditure on charitable activities	7	<u>126,272</u>	<u>11,864</u>	<u>138,136</u>	<u>127,796</u>
Total expenditure		<u>126,272</u>	<u>11,864</u>	<u>138,136</u>	<u>127,796</u>
Net expenditure and net movement in funds		<u>(11,705)</u>	<u>(1,784)</u>	<u>(13,489)</u>	<u>(4,211)</u>
Reconciliation of funds					
Total funds brought forward		109,396	4,950	114,346	118,557
Total funds carried forward		<u>97,691</u>	<u>3,166</u>	<u>100,857</u>	<u>114,346</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 15 to 23 form part of these financial statements.

Carers Voice Norfolk and Waveney

Balance sheet

30 June 2023

		2023		2022	
	Note	£	£	£	£
Current assets					
Debtors	13	8,264		7,664	
Cash at bank and in hand		<u>103,312</u>		<u>115,749</u>	
		111,576		123,413	
Creditors: Amounts falling due within one year	14	<u>(10,719)</u>		<u>(9,067)</u>	
Net current assets			100,857		114,346
Total assets less current liabilities			<u>100,857</u>		<u>114,346</u>
Net assets			<u>100,857</u>		<u>114,346</u>
Funds of the charity					
Restricted funds			3,166		4,950
Unrestricted funds			<u>97,691</u>		<u>109,396</u>
Total charity funds	15		<u>100,857</u>		<u>114,346</u>

These financial statements were approved by the board of trustees and authorised for issue on 29 April 2024, and are signed on behalf of the board by:

Mrs T Sismey
Chair

The notes on pages 15 to 23 form part of these financial statements.

Carers Voice Norfolk and Waveney

Notes to the financial statements

Year ended 30 June 2023

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 2023

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 2023

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 2023 £	Unrestricted Funds £	Total Funds 2022 £
Donations				
Other donations	—	—	1,000	1,000

5. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Better Together Norfolk	—	—	—
Norfolk County Council	66,776	—	66,776
NHS England	20,798	—	20,798
Norfolk and Waveney Clinical Commissioning Group	—	—	—
Norfolk Carers Partnership	26,546	—	26,546
Norfolk Community Foundation	—	10,080	10,080
	<u>114,120</u>	<u>10,080</u>	<u>124,200</u>

Carers Voice Norfolk and Waveney

Notes to the financial statements *(continued)*

Year ended 30 June 2023

5. Charitable activities *(continued)*

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

6. Investment income

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Bank interest	<u>447</u>	<u>447</u>	<u>20</u>	<u>20</u>

Carers Voice Norfolk and Waveney

Notes to the financial statements *(continued)*

Year ended 30 June 2023

7. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Staff costs	78,036	7,364	85,400
Telephone	654	—	654
Professional fees	1,058	—	1,058
Room hire	—	—	—
Postage and stationery	20,043	665	20,708
Consultancy fees	20,520	3,835	24,355
Depreciation	—	—	—
Insurance	585	—	585
Grants payable	3,552	—	3,552
Governance costs (see below)	1,824	—	1,824
	<u>126,272</u>	<u>11,864</u>	<u>138,136</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Staff costs	72,885	10,765	83,650
Telephone	914	—	914
Professional fees	1,015	—	1,015
Room hire	3,454	—	3,454
Postage and stationery	4,357	150	4,507
Consultancy fees	26,645	725	27,370
Depreciation	273	—	273
Insurance	557	—	557
Grants payable	4,856	—	4,856
Governance costs (see below)	1,200	—	1,200
	<u>116,156</u>	<u>11,640</u>	<u>127,796</u>

Analysis of governance costs:

	Unrestricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Independent examination fees	<u>1,824</u>	<u>1,824</u>	<u>1,200</u>

Carers Voice Norfolk and Waveney

Notes to the financial statements *(continued)*

Year ended 30 June 2023

8. Grants payable

	2023	2022
	£	£
Great Yarmouth & Gorleston Memory Club	900	933
Acle Carers	—	530
Care4Us	—	290
ME Support	—	528
Chatterbox Carers	—	300
Dove Dementia	300	300
Sunbeams	—	312
GYGYC Strategy	100	100
Dereham MH Group	564	180
Norwich MH Group	165	411
Diss MH Group	60	36
East Coast Carers	—	300
Come Singing	144	144
T & D DS Group	—	392
Great Yarmouth Carers Group	465	100
Asperger East Anglia	240	—
Mind Grant	240	—
West Norfolk Autism	524	—
Less refund of overpaid grants in previous years	(150)	—
	<u>3,552</u>	<u>4,856</u>

9. Net expenditure

Net expenditure is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation of tangible fixed assets	<u>—</u>	<u>273</u>

10. Staff costs

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

	2023	2022
	£	£
Wages and salaries	80,344	78,562
Social security costs	1,445	1,620
Pension costs	3,784	4,248
	<u>85,573</u>	<u>84,430</u>

The average head count of employees during the year was 4 (2022: 3). No employee received employee benefits of more than £60,000 during the year (2022: 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 2023

12. Tangible fixed assets

	Equipment £
Cost	
At 1 July 2022 and 30 June 2023	<u>1,300</u>
Depreciation	
At 1 July 2022 and 30 June 2023	<u>1,300</u>
Carrying amount	
At 30 June 2023	<u>—</u>
At 30 June 2022	<u>—</u>

13. Debtors

	2023 £	2022 £
Prepayments and accrued income	<u>8,264</u>	<u>7,664</u>

14. Creditors: Amounts falling due within one year

	2023 £	2022 £
Accruals and deferred income	2,894	2,300
Other creditors	<u>7,825</u>	<u>6,767</u>
	<u>10,719</u>	<u>9,067</u>

Carers Voice Norfolk and Waveney

Notes to the financial statements *(continued)*

Year ended 30 June 2023

15. Analysis of charitable funds

Year ended 30 June 2023

	At 1 July 2022 £	Income £	Expenditure £	Transfers £	At 30 June 2023 £
Unrestricted funds					
General funds	76,380	114,567	(122,720)	4,856	73,083
Designated fund - Group grants	33,016	–	(3,552)	(4,856)	24,608
	<u>109,396</u>	<u>114,567</u>	<u>(126,272)</u>	<u>–</u>	<u>97,691</u>
Restricted funds					
Norfolk Community Foundation	4,950	10,080	(10,080)	–	4,950
Dial Great Yarmouth	–	–	(1,784)	–	–
	<u>4,950</u>	<u>1,080</u>	<u>(11,864)</u>	<u>–</u>	<u>4,950</u>
Total funds	<u>114,346</u>	<u>124,647</u>	<u>(138,136)</u>	<u>–</u>	<u>100,857</u>

Year ended 30 June 2022

	At 1 July 2021 £	Income £	Expenditure £	Transfers £	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>–</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>	<u>4,950</u>
Total funds	<u>118,557</u>	<u>123,585</u>	<u>(127,796)</u>	<u>–</u>	<u>114,346</u>

The Trustees have designated a fund to make grants to carers groups. The transfer represents grants paid in the previous year being allocated to this fund.

The charity has entered into two partnership agreements with DIAL Great Yarmouth, funded by Norfolk Community Foundation. Carers Voice Norfolk and Waveney were the lead partner on the first agreement, towards pre-employment support. This expenditure was incurred in 2021/22, and the balance due to DIAL Great Yarmouth was paid over to them in 2023/24.

On the second agreement, towards volunteering, DIAL Great Yarmouth were the lead partner. This expenditure was incurred in 2022/23, and DIAL Great Yarmouth made a payment to clear the costs in 2023/24.

Carers Voice Norfolk and Waveney

Notes to the financial statements *(continued)*

Year ended 30 June 2023

Norfolk Community Foundation also provided funding during the year for the Know Your Neighbourhood project.

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

16. Analysis of net assets between funds

	Tangible fixed assets £	Net current assets £	Total 2023 £
Unrestricted Income Funds	–	97,691	97,691
Restricted Income Funds	–	3,166	3,166
	<u>–</u>	<u>100,857</u>	<u>100,857</u>

	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>