

**Carers Voice Norfolk and Waveney**  
**Unaudited financial statements**  
**30 June 2024**

# **Carers Voice Norfolk and Waveney**

## **Financial statements**

**Year ended 30 June 2024**

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# Carers Voice Norfolk and Waveney

## Trustees' annual report

### Year ended 30 June 2024

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The trustees present their report and the unaudited financial statements of the charity for the year ended 30 June 2024.

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

<b>Registered charity name</b>	Carers Voice Norfolk and Waveney
<b>Charity registration number</b>	1162438
<b>Principal office</b>	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

<b>Independent examiner</b>	Mark Proctor FCA DChA Lovewell Blake LLP Chartered accountants Bankside 300 Peachman Way Broadland Business Park Norwich NR7 0LB
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<b>Bankers</b>	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 2024

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### 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 2,400 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, Norfolk County Council and the Integrated Care Board.

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.

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 2024

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#### 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-produce 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 included.

**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 2024

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#### 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. The All Age Carers Strategy is being co-produced with Carers following the publication of the initial Engagement Report and will form the framework for the future landscape for Carers after endorsement by the Integrated Care Partnership.

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 ninth year as an independent charity. During this year it focused its work on the development of the first All Age Carers Strategy for Norfolk and Waveney. The work has been in depth and wide ranging, endeavouring to ensure that all Carers in Norfolk and Waveney have the opportunity to be involved in the development of this key strategy.

The Covid pandemic and the pressure on our NHS system 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, NHS 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 2024

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### Achievements and performance *(continued)*

**Carers Matter Norfolk** - Carers Voice Norfolk and Waveney continued to promote the commissioned Carers Matter Norfolk service, particularly at external events where there is no representation from the Carers Matter service itself. Carers Voice has worked to ensure any feedback from Carers about the service is fed back directly to help improve support for Carers. Carers Voice has been instrumental in endeavouring to ensure the continuation of the Carers Advisory Board, which has oversight of the Carers Matter Service, through advertising for recruitment of Carers that have a wide geographical coverage together with far reaching knowledge of looking after the people they care for with different conditions.

The Programme Director for Bridges Outcomes Partnership, which delivers the Carers Matter Contract, and the Operational Lead for Carers at Norfolk County Council are both invited to attend the Carers Voice Norfolk and Waveney quarterly strategic meetings to be part of what matters to Carers and to give service information and updates. They are also invited to attend the Carers Voice Local Involvement meetings which take place 20 times throughout the year to hear first-hand from Carers on their experience of the service.

**Key Themes** - 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. Engagement with Carers at Local Carer Involvement Meetings enables Carers Voice to identify key areas of concern for Carers. Suggestions for improvement were made and additional key themes included: Carers Rights, Services and Support, Identification of Carers, Benefits, Continence Service, Services in the Community closing/ not available, Re-ablement beds at Benjamin Court closing, Information for Parent Carers, Training Sessions on specific conditions, Counselling, Availability of Home Care, Carers Matter Norfolk - Communication and Suspension of Volunteer Service, Care Agencies, Emergency In My Place, Support for Self Funders, Wellbeing Service, Carers Matter Norfolk Carers Cuppas, Dentists, Handy Person Service/ Trusted Traders and Dementia Support within Hospitals. Continuing themes were: Long Term Care Planning, Discharge, Peer Support Groups, Respite, Pharmacies, Falls Services, Lack of continuity and communication, Carers Matter Norfolk, Change in Minimum Income Guarantee, Lack of support services in rural areas, Concerns about West Norfolk Carers, Housing, Social Services and Research.

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. 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.

# Carers Voice Norfolk and Waveney

## Trustees' annual report *(continued)*

### Year ended 30 June 2024

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#### **Achievements and performance *(continued)***

**Events** - Carers Voice attended many events throughout the year including the annual event at the forum in Norwich for Carers Week together with the Integrated Care System Conference, Restitute Conference, the Annual Carers Conference and the Family Voice Conference for Parent Carers. Carers Voice attended the East Coast Pavilion in Lowestoft to promote Carers Rights Day and a Carers Day at The Fort in Lowestoft as part of the Suffolk Carers Project with Lowestoft and District Mencap Society. Carers Voice was instrumental in organising a Co-production Day in the Marble Hall at Norfolk County Council as well as attending, among others, Advance Care Planning, Norfolk and Norwich University Hospital NHS Foundation Trust (NNUH) Diversity, Inclusion and Wellbeing, NNUH Dementia Fayre, Dying Matters, Opening Doors Event, Positivitea events and GP Awareness Days.

Carers Voice also hosted a high profile event at the St George's Theatre in Great Yarmouth in June 2024 together with wellbeing events for Carers. The event in Great Yarmouth was attended by Carers and Practitioners who offered advice and support to Carers. Carers Voice worked with local medical practices to inform Carers of the event. The WOW (Wellness on Wheels) bus offered information and vaccinations. Trained therapists were able to give relaxing treatments which were much valued by Carers. Carers gave incredibly positive feedback on the success of the event and the help and support it had given to both themselves and the people they care for.

**Carers Identity Passport** - The demand for the Carers Identity Passport has been nothing short of extraordinary, with 3,500 Carers in Norfolk and Waveney applying. This overwhelming response underscores the urgent need for such a resource, demonstrating the significance of recognising and supporting the vital role played by unpaid Carers. Unpaid Carers are now able to be recognised and are included in conversations about the health and wellbeing of the person they care for through this coproduced project.

Carers and Carers Voice continue 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. Carers tell us that they are identified, respected and valued and empowered by having the Carers Identity Passport.

The success of the initiative and the co-production of the project has achieved national acclaim with the Chief Officer of Carers Voice and Carers invited to speak about the Carers Identity Passport at both the NHS National Commitment to Carers Conference and at the Carers UK National Conference showcasing the positive impact and potential for replication on a broader scale.

**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 co-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 and 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. The link to the report is here: [www.carersvoice.org/carers-strategy/](http://www.carersvoice.org/carers-strategy/)

Carers Voice worked throughout the year to coproduce the final All Age Carers Strategy for Norfolk and Waveney recognising the need to ensure that all Carers involved in the coproduction and the wider Carer audience were kept updated with the coproduction of the final strategy. In depth consultation took place to ensure that the strategy is truly representative and reflective of what Carers have said using language that is clear and concise. 'As a Carer' statements will be coproduced together with recommended actions for the first stage of the delivery of the Strategy. Once the in depth work has been completed over the summer and autumn of 2024, the final All Age Carers Strategy will go to the Integrated Care Partnership for endorsement at the end of the year.



# Carers Voice Norfolk and Waveney

## Trustees' annual report *(continued)*

Year ended 30 June 2024

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### Achievements and performance *(continued)*

**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. This work has continued through the summer of 2023 ensuring it has contained the voice of Carers. The findings of the report were also sense checked through Carers Voice by working with the Carers that were initially involved to ensure the report is accurate and representative.

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.

**Waveney** - Carers Voice held events with Lowestoft and District Mencap Society (LDMS) including in person with Suffolk Family Carers and a hybrid wellness event attended by Carers. LDMS have attended East Norfolk Carer Involvement Meetings to share information about the support available at the Unity Centre and information has been shared with over 2,400 members. Feedback was overwhelmingly supportive of the events. Sessions also provided Carers with an opportunity to discuss their concerns and share feedback. Concerns were also shared about long term care planning. This forms part of the All Age Carers Strategy work for future development with Norfolk County Council and the Integrated Care Board to see how Carers can have confidence that the person they care for will be supported when they are no longer to provide care or pass away.

**All Age Carers Handbook for Norfolk and Waveney** - Carers Voice has consistently championed the publication of an All Age Carers Handbook. The last handbook for adults was published in 2020/21 and Carers Voice are delighted to be coproducing the first All Age Carers Handbook for Norfolk and Waveney. We will be attending and hosting events and where Carers will be asked what they would like to see in the new Handbook. Carers have told us this is their 'Bible'. We will be producing hard and digital copies ensuring it encompasses Young Carers and Parent Carers

**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 who is a 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 going home and remaining safe at home, preventing repeat admissions and additional strain on the stretched health and social care sector. Key areas for research were communication and medication. Work is being taken forward following events and wellbeing and information events to coproduce a Carers Booklet.

# Carers Voice Norfolk and Waveney

## Trustees' annual report *(continued)*

### Year ended 30 June 2024

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#### Achievements and performance *(continued)*

**Buddies Scheme** - This project has enabled a network of Buddies to be co-ordinated who, following training, are knowledgeable and aware of the support that is able to be offered to unpaid Carers. The Buddies have been able to make meaningful and sustainable connections with Carers in their local area, reducing loneliness and overcoming barriers identified by Carers living in Great Yarmouth and Lowestoft.

The networking of Buddies has reached out to existing groups and organisations ensuring there is partnership working for Carers across health and social care and into the community.

Carers have been able to access good quality advice and support that is critical to Carers. The local Community Healthcare Trust reported that it had changed the way they viewed and worked with Carers enabling a more person-centred approach recognising the skills and experience of the Carer.

Carers received information about accessing key services such as the 'Emergency in my Place scheme and the Carers Identity Passport.

Buddies and Carers are part of an ongoing network feeding into the development of the All Age Carers Strategy for Norfolk giving them a real voice in the development of services that Carers want and need with the recognition that their voice can be heard and listened to with change possible. Carers are keen to be the voice on the ground feeding into the monitoring of the new strategy.

So successful has the project been that Carers and Buddies are requesting that this scheme is rolled out across other parts of Norfolk and Waveney to enable close partnership working for the benefit of Carers.

Above all Carers have told us that they feel recognised, valued and respected. Carers have said they are more aware of their rights and knowledgeable of what services they can access with increased confidence and self-esteem giving them resilience for future challenges.

**Carers in Employment** - Carers Voice has worked with Carers and Employers to demonstrate the benefits of supporting Carers into and maintaining their employment. This project has identified that unpaid Carers do not recognise the transferable skills that they have through their experience as Carers. Neither do employers recognise such skills. Carers told us of the importance of the language being used to identify them as a Carer - Are you looking after someone - and being identified as a Carer by themselves and other people, particularly by employers. This is crucial so that Carers and employers are aware of Carers Rights such as the Carers Leave Act 2024 and the right to flexible working.

A training guide is being co-produced, listing the types of Carers, their different roles, examples of activities, responsibilities and support leading to an increased awareness of the role of a Carer and the transferable skills that Carers have. The guide covers the challenges and barriers that Carers can face gaining and maintaining employment and is supported by evidence from the All Age Carers Engagement Report for Norfolk and Waveney and nationally by Carers UK. The training lists the organisational benefits of identifying and employing Carers as well as supporting Carers to access work with examples of how to support Carers in the workplace.

**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 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 2024**

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#### **Financial review**

Total income amounted to £225,618 (2023: £124,647) and, after incurring expenditure of £146,419 (2023: £138,136), net income amounted to £79,199 (2023: £13,489 net expenditure).

#### **Reserves policy**

In view of the unpredictable nature of charitable income, it is the Trustees' policy to hold free reserves in the region of 6 months predicted running costs, which amounts to approximately £73,000.

Free reserves amounted to £167,058 at 30 June 2024. Of this amount, £20,859 was designated towards the payment of grants to carers groups, leaving £146,199 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 £12,998 at 30 June 2024 (2023: £3,166).

#### **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 2024

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#### 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 and Waveney 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 in shaping services that support themselves and those they care for. 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. Working with Carers to coproduce the 'As a Carer Statements' and the priority focus areas for the first stage of the strategy is fundamental to ensuring the foundations are laid for a meaningful framework for future support and services that support Carers and those they care for. We will work with all members of the Integrated Care Partnership together with organisations within the Integrated Care System that support Carers.

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 continues to be exceptionally well received. Work will continue on the increased roll out of the All Age Carers Identity Passport which is having increasing momentum. Increased reach is planned for GP's, Pharmacies, Occupational Therapists, Social Prescribers, Dentists and Optometrists.

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. The development of a Carers Booklet is a key priority.

With the proposed coproduction of the All Age Carers Handbook, Carers Voice Norfolk and Waveney will continue to coproduce tangible projects for all age Carers that are meaningful to them. A key element going forward is the work Carers Voice has achieved regarding Carers into employment and maintaining their employment. We know how important flexibility of work is to Carers not only on a financial level but in terms of self-esteem, self confidence and reducing social isolation. We will work with Carers to highlight their transferable skills and with employers to ensure recognition of these.

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.

# **Carers Voice Norfolk and Waveney**

## **Trustees' annual report** *(continued)*

### **Year ended 30 June 2024**

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#### **Structure, governance and management** *(continued)*

##### **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 30 April 2025 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 2024**

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I report to the charity trustees on my examination of the financial statements of the charity for the year ended 30 June 2024 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.

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 2025

# Carers Voice Norfolk and Waveney

## Statement of financial activities

Year ended 30 June 2024

			2024		2023
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>					
Donations and legacies	4	984	–	984	–
Charitable activities	5	188,187	35,503	223,690	124,200
Investment income	6	944	–	944	447
<b>Total income</b>		<u>190,115</u>	<u>35,503</u>	<u>225,618</u>	<u>124,647</u>
<b>Expenditure</b>					
Expenditure on charitable activities	7	<u>120,748</u>	<u>25,671</u>	<u>146,419</u>	<u>138,136</u>
<b>Total expenditure</b>		<u>120,748</u>	<u>25,671</u>	<u>146,419</u>	<u>138,136</u>
<b>Net income/(expenditure) and net movement in funds</b>		<u>69,367</u>	<u>9,832</u>	<u>79,199</u>	<u>(13,489)</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		<u>97,691</u>	<u>3,166</u>	<u>100,857</u>	<u>114,346</u>
<b>Total funds carried forward</b>		<u>167,058</u>	<u>12,998</u>	<u>180,056</u>	<u>100,857</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 2024

		2024		2023	
	Note	£	£	£	£
<b>Current assets</b>					
Debtors	12	13,826		8,264	
Cash at bank and in hand		177,439		103,312	
		<u>191,265</u>		<u>111,576</u>	
<b>Creditors: Amounts falling due within one year</b>	13	<u>(11,209)</u>		<u>(10,719)</u>	
<b>Net current assets</b>			180,056		100,857
<b>Total assets less current liabilities</b>			180,056		100,857
<b>Net assets</b>			<u>180,056</u>		<u>100,857</u>
<b>Funds of the charity</b>					
Restricted funds			12,998		3,166
Unrestricted funds			167,058		97,691
<b>Total charity funds</b>	14		<u>180,056</u>		<u>100,857</u>

These financial statements were approved by the board of trustees and authorised for issue on 30 April 2025 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 2024

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### 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 2024

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### 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
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#### 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 2024

#### 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 2024 £	Unrestricted Funds £	Total Funds 2023 £
<b>Donations</b>				
Other donations	984	984	—	—

#### 5. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Health Watch	8,900	—	8,900
Main grants	501	18,418	18,919
Postcode Places	19,690	—	19,690
Dial GY	—	1,784	1,784
LDMS	4,950	—	4,950
Norfolk County Council	146,318	—	146,318
NHS England	7,828	—	7,828
Norfolk Carers Partnership	—	—	—
Norfolk Community Foundation	—	15,301	15,301
	188,187	35,503	223,690

# Carers Voice Norfolk and Waveney

## Notes to the financial statements *(continued)*

Year ended 30 June 2024

### 5. Charitable activities *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Health Watch	—	—	—
Main grants	—	—	—
Postcode Places	—	—	—
Dial GY	—	—	—
LDMS	—	—	—
Norfolk County Council	66,776	—	66,776
NHS England	20,798	—	20,798
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>

### 6. Investment income

	Unrestricted Funds £	<b>Total Funds 2024 £</b>	Unrestricted Funds £	Total Funds 2023 £
Bank interest	<u>944</u>	<u>944</u>	<u>447</u>	<u>447</u>

# Carers Voice Norfolk and Waveney

## Notes to the financial statements *(continued)*

Year ended 30 June 2024

### 7. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Staff costs	90,578	17,886	108,464
Telephone	636	—	636
Professional fees	—	—	—
Postage and stationery	7,958	2,835	10,793
Consultancy fees	15,227	—	15,227
Insurance	680	—	680
Contribution to project costs	—	4,950	4,950
Grants payable	3,749	—	3,749
Governance costs (see below)	1,920	—	1,920
	<u>120,748</u>	<u>25,671</u>	<u>146,419</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Staff costs	79,079	7,364	86,443
Telephone	654	—	654
Professional fees	15	—	15
Postage and stationery	20,043	665	20,708
Consultancy fees	20,520	3,835	24,355
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>
<b>Analysis of governance costs:</b>	Unrestricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Independent examination fees	<u>1,920</u>	<u>1,920</u>	<u>1,824</u>

# Carers Voice Norfolk and Waveney

## Notes to the financial statements *(continued)*

### Year ended 30 June 2024

#### 8. Grants payable

	2024	2023
	£	£
Great Yarmouth & Gorleston Memory Club	—	900
Dove Dementia	—	300
GYGYC Strategy	100	100
Dereham MH Group	120	564
Norwich MH Group	141	165
Diss MH Group	—	60
Come Singing	—	144
Great Yarmouth Carers Group	280	465
Asperger East Anglia	145	240
Mind Grant	175	240
West Norfolk Autism	—	524
Less refund of overpaid grants in previous years	—	(150)
Care4Us	260	—
Carers Grant	580	—
Cup of Caring	500	—
Fakenham Carers	350	—
Group Grant	169	—
Happy Memories Grant	500	—
Hellesdon Dementia	223	—
Support With Sound	206	—
	<u>3,749</u>	<u>3,552</u>

#### 9. Staff costs

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

	2024	2023
	£	£
Wages and salaries	102,543	82,659
Pension costs	5,921	3,784
	<u>108,464</u>	<u>86,443</u>

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

#### 10. 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 2024

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#### 11. Tangible fixed assets

	Equipment £
<b>Cost</b>	
At 1 July 2023 and 30 June 2024	<u>1,300</u>
<b>Depreciation</b>	
At 1 July 2023 and 30 June 2024	<u>1,300</u>
<b>Carrying amount</b>	
At 30 June 2024	<u>—</u>
At 30 June 2023	<u>—</u>

#### 12. Debtors

	<b>2024</b> £	2023 £
Prepayments and accrued income	<u>13,826</u>	<u>8,264</u>

#### 13. Creditors: Amounts falling due within one year

	<b>2024</b> £	2023 £
Accruals and deferred income	1,920	2,894
Other creditors	<u>9,289</u>	<u>7,825</u>
	<u>11,209</u>	<u>10,719</u>

# Carers Voice Norfolk and Waveney

## Notes to the financial statements *(continued)*

### Year ended 30 June 2024

#### 14. Analysis of charitable funds

Year ended 30 June 2024

	At 1 July 2023 £	Income £	Expenditure £	Transfers £	At 30 June 2024 £
<b>Unrestricted funds</b>					
General funds	73,083	190,115	(116,999)	–	146,199
Designated fund - Group grants	24,608	–	(3,749)	–	20,859
	<u>97,691</u>	<u>190,115</u>	<u>(120,748)</u>	<u>–</u>	<u>167,058</u>
<b>Restricted funds</b>					
Norfolk Community Foundation	4,950	15,301	(17,008)	–	3,243
National Lottery Community Fund	–	18,418	(8,663)	–	9,755
Dial Great Yarmouth	(1,784)	1,784	–	–	–
	<u>3,166</u>	<u>35,503</u>	<u>(25,671)</u>	<u>–</u>	<u>12,998</u>
<b>Total funds</b>	<u>100,857</u>	<u>225,618</u>	<u>(146,419)</u>	<u>–</u>	<u>180,056</u>

Year ended 30 June 2023

	At 1 July 2022 £	Income £	Expenditure £	Transfers £	At 30 June 2023 £
<b>Unrestricted funds</b>					
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>
<b>Restricted funds</b>					
Norfolk Community Foundation	4,950	10,080	(10,080)	–	4,950
Dial Great Yarmouth	–	–	(1,784)	–	(1,784)
	<u>4,950</u>	<u>10,080</u>	<u>(11,864)</u>	<u>–</u>	<u>3,166</u>
<b>Total funds</b>	<u>114,346</u>	<u>124,647</u>	<u>(138,136)</u>	<u>–</u>	<u>100,857</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 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 2024

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#### 14. Analysis of charitable funds (continued)

Norfolk Community Foundation provided funding during the year for the Love Norfolk project to provide in person and virtual wellbeing days improving Carers levels of health and wellbeing, peer support and practitioner support within the community. Through the Apollo project, Carers Voice has worked with Carers and Employers to coproduce a training guide to demonstrate the transferable skills Carers have and the benefits of supporting Carers into and maintaining their employment. Together with making health and social care opportunities accessible to unpaid Carers. £3,243 was carried forwards on the Apollo Grant to be spent in 2024/25.

The charity received a restricted grant from the National Lottery Community Fund for the development of a practical booklet/handbook bringing together all the information Carers would require on hospital stays from admission through to discharge. £9,755 was carried forwards to be spent in 2024/25.

#### 15. Analysis of net assets between funds

	Tangible fixed assets £	Net current assets £	Total 2024 £
Unrestricted Income Funds	–	167,058	167,058
Restricted Income Funds	–	12,998	12,998
	<u>–</u>	<u>180,056</u>	<u>180,056</u>

  

	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>