

What comes next

Our values

We are **inclusive**
we put people first

We are **informed**
we are knowledgeable
and consistent

We are **effective**
we aim for the greatest
positive impact for carers



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Welcome

As we write this in November 2020, the world around us has changed immeasurably and our lives are very different.

The weeks spent in 'lockdown' gave us a glimpse into what life can be like for carers. Caring for someone who can't cope without your support is tough at the best of times, and can have a devastating effect on a carer's own health and wellbeing. During this unsettling time, we have been certain of one thing: that carers and their families need our support. Now more than ever.

We knew that 2019/20 was to be a time for change. For us as a charity. And for everyone in our communities who plays a role in caring together.

During the year we launched our new name and brand – Caring Together – aimed at improving our visibility to carers, improving their experience of our services and increasing our fundraised income. As a result we reached just over 11,000 carers and achieved a 20% increase in donations. This contributed to our overall income of £3.8m. We are confident we'll see further increases in fundraised income in the years ahead.

Our commitment to becoming a more efficient and sustainable organisation is reflected in our investment in the skills and expertise of our team. We implemented the first phase of digital transformation, with many staff working remotely but with more

information and fewer paper-based systems than before.

We are now in a strong position to respond to the fast changing and uncertain environment that lies ahead, and to provide flexible, targeted, and focused support for carers. We have successfully transitioned our office-based staff to work from home and established virtual support sessions for groups of carers. All our staff and volunteers have gone above and beyond the call of duty throughout the pandemic to ensure services and support have been available to all those who have needed us.

We are delighted to have been commissioned by Cambridgeshire County Council and Peterborough City Council to deliver the three-year adult carers contract. We acknowledge the ongoing support of both national and local organisations who have provided grants and much needed personal protective equipment throughout the last few months.

Finally, we would like to take this opportunity to thank the hidden heroes of our communities: the carers.



Stuart Evans
Chair of trustees



Miriam Martin
Chief executive

Caring Together

We are Caring Together. We provide information and advice, run services in our communities and campaign so that carers have choices.

Our charitable purpose is:

The provision of comprehensive support services for carers and people with care needs in the East of England.

.....

The assistance of carers in need including raising awareness of issues affecting carers.

Our vision is a world in which all carers have choices.

We know that this is a big, bold, statement. It is designed to make you stop and think. It expresses the change that we want to see and drives all that we do.

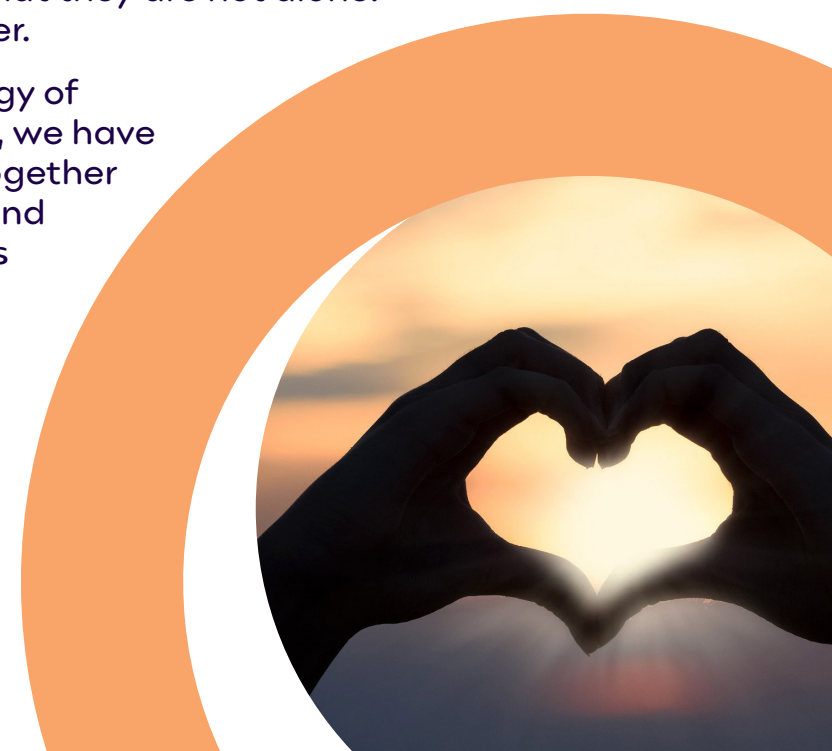
The time for change. We were not shy about our ambitions to help more carers and the changes that were needed to do so during the year. Because it is urgent. Because the need is growing. And because carers tell us being a carer is really tough.

We know that most carers find themselves in caring roles without choosing to be there and the idea of being able to have a choice in anything, can feel far removed from daily life.

Becoming a carer can happen to anyone at any point in their life. Three in five of us will be a carer at some point. It is often not a role that we choose, and it can turn lives upside down in a heartbeat.

We want to be there to offer the practical and emotional support that they need before, during and after their caring role. We want everyone in our communities to know that they are not alone. That we are all caring together.

Through delivering our strategy of growth, focus and excellence, we have been there. Bringing carers together – together with information and advice, together with services that help and together with each other.



Our year together

June 2019

We unveil our new name and brand.



July 2019

60 young carers and their families watch Norwich City Football Club in action thanks to Aviva's Friendliest Friendlies project.



September 2019

We introduce dedicated local care teams to make sure that our customers receive the best care possible.

Our new digital transformation manager joins us to help improve our ways of working across the team and with our customers.

November 2019

We launch the Carer Friendly Tick Award across health, employers and community groups.

We introduce 'our place'; an intranet so that our teams can keep in touch and up to date with information across the charity.

Volunteers Pat and Niamh are recognised for their support of carers at the Peterborough CVS Voluntary Sector Awards and by the Hunts Forum of Voluntary Organisations.



October 2019

We are awarded the Hunts FA and McDonald's Grassroots Award for Project of the Year for our work to promote healthy lifestyles for young carers through football.



December 2019

We collect and deliver over 600 selection boxes to help spread the cheer to carers at Christmas.



January 2020

We are proud to become a Living Wage employer.

Young Carers Awareness Day sees us launch an infant carers resource pack for primary schools.

We win Employer of the Year Award for Health and Social Care at Cambridge Regional College's Apprenticeship Awards.

Chief nursing officer for NHS England, Ruth May, visits our carers' hub in Ely.



February 2020

17-year-old Lynne heads to London to share the challenges she faces as a young carer on the BBC's Victoria Derbyshire Show.



March 2020

Four fundraisers join #TeamTogether at the Saucony Cambridge half marathon.



11,150
people
received our
support

**We give
advice**

**so that carers
have choices**

**“ This was the first time
she felt someone had
understood her situation. ”**

Sandra* cares for her son who has Myalgic Encephalomyelitis (ME). He was so exhausted that he was unable to get out of bed, leaving him feeling suicidal.

Sandra was sitting with him from 7.00am until 11.00pm and this was having an impact on her relationship with her family.

Initially she was unsure that talking to anyone would help. She had tried to get support through other organisations with little success.

On the first call Sandra advised that her son's health had deteriorated further. She was feeling guilty. The Listening Ear volunteer suggested ways for her to take some time for herself, including spending time in the garden, listening to the radio, reading; all things she enjoys that she can do at home. They encouraged her to ask her husband for more support which she did, taking some pressure off her.

The Listening Ear volunteer continued to call regularly and Sandra felt more able to cope.

Sandra said that she really appreciated the support and this was the first time she felt someone had understood her situation and she really looked forward to the calls.

Our aim

Building an exemplar, externally accredited, information and advice service which empowers and equips carers with the information, skills and knowledge they need before, during and after caring

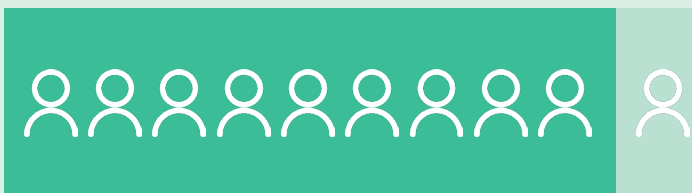
We know that navigating the support available to carers can be challenging. Our expert information, advice and guidance advisors are on hand to help.

- ✿ We created a single carer services team and produced a comprehensive information directory for them to use.
- ✿ Through our dedicated carer helpline, we enabled **2,705 carers** to access information and support.
- ✿ We helped **1,045 carers** to plan for when something unexpected happens that means they are unable to care for the person they look after.
- ✿ We registered **527 What If? emergency plans**, giving carers peace of mind to know that we can help them respond to an emergency.
- ✿ As part of our Listening Ear project, our volunteers lent a listening ear to **91 carers**.

* names have been changed throughout to protect the identity of individuals.

Company Registration Number 4379948

9 out of 10 carers feel better supported in their caring role



12,129
breaks
provided
for carers

**We run
groups**

**so that carers
have choices**

" She was a totally different person when she came out and SO happy. "

10-year-old Fiona cares for her mum who suffers with mental health issues. Mum often has panic attacks which require Fiona to calm her down. Due to her anxiety, mum finds driving difficult which can mean they don't go out much.

We gave Fiona the chance to join other young carers to watch Matilda at the Norwich Theatre Royal.

When Fiona arrived she was very shy and didn't talk to any other young people. Our staff gently encouraged her to chat and asked her to hold the programme for the group photo which helped her feel important. She began talking to the young carers sat next to her and, by the end of the show, had made three new friends.

Mum said "I was a little worried leaving her as I could see she was withdrawn. She was a totally different person when she came out and SO happy.

"I had a panic attack on the way home which Fiona has unfortunately seen more than a few times. But this time she seemed very confident and much more able – the only thing that has changed is that she is now part of your group."

Our aim

Growing our reputation as the premier provider of carer breaks on our patch

Carers tell us that giving them the opportunity to have a break is one of the most important things we do here at Caring Together. We know that, whatever their age, taking a break from looking after someone is vital.

- ✿ We were joined by **1,024 carers** at **80 carers hub sessions** where they could connect with other carers and learn new skills whilst having some much-needed time out.
- ✿ As part of our Big Lottery-funded Reaching Communities project, we took **37 carers** and the people they care for to 'Carriages', for afternoon tea, enabling carers from different areas to meet and create new friendships.
- ✿ Our carer breaks didn't stop there as we supported **970 young carers** to take part in trips and visits.
- ✿ Oh no you didn't! **101 young carers** enjoyed a fun evening with their siblings and other family members at the pantomime in Peterborough.
- ✿ The highlight of our calendar was once again taking **32 young carers** from Cambridgeshire, Peterborough and Norfolk to the national Young Carers Festival where they joined 1,300 other young carers for a break away from their caring responsibilities.

"I enjoyed being able to get out and enjoy good company of people in a similar situation."



79,597
homecare
hours
delivered

We provide homecare

so that carers have choices

“ She had reached breaking point as they were totally reliant on her. ”

Grace* was referred to Caring Together as she was caring for both parents. Her father had dementia and was not sleeping at night and so keeping her up too. Her mother had physical health problems and needed support with personal care. Neither were able to manage tasks at home without her.

She had reached breaking point as they were totally reliant on her. Our specialist advisors arranged to give her a break by providing a dedicated care worker who could support her parents. This enabled Grace to get some sleep during the day when the care worker was with her parents.

Our team went on to liaise with the local social care team to arrange longer-term support, which Grace hopes will mean she is able to go back to work.

Recognising that Grace could benefit from a range of support the team also set up a What If? emergency plan so that she had peace of mind knowing that support is available should anything happen that means she can't care for her parents. She was also put in touch with her local family carers hub, giving her the chance to get together with others in a similar situation.

Our aim

Growing our reputation as the premier provider of carer breaks on our patch

Caring for someone who can't cope without your support is tough. It can have a devastating effect on a carer's own health and wellbeing and even lead to carer breakdown.

- ✧ Through the Family Carers' Prescription **820 carers** from **93 GP surgeries** were able to take a break or attend their own medical appointments, helping **529 carers** to avoid their own admission to hospital.
- ✧ The Family Carers' Prescription was recognised by the Social Care Institute of Excellence as a particularly innovative approach to carer support.
- ✧ Our dedicated care workers delivered **79,600 hours** of homecare in our local communities, giving carers a chance to get out and about, meet up with friends or simply have a rest.
- ✧ We introduced dedicated care teams across Cambridgeshire, Peterborough and Norfolk.
- ✧ Regular day clubs across the region enabled **40 people** with care needs to get together in a safe space and take part in activities, allowing the person who looks after them to take a break.

83% of carers feel more able to cope with challenges as they arise and prevent them escalating





178,000

carers in
Cambridgeshire,
Peterborough
and Norfolk

We campaign

so that carers
have choices

“ We value the amazing role
that young carers play in
their families. ”

Hampton College in Peterborough were awarded the Carer Friendly Tick Award - Education in November but have been supporting young carers in their school for over ten years. They run a regular group for young carers which they believe is vital to give carers space for themselves as engagement and pastoral support coordinator, Katherine, confirms: "We value the amazing role that young carers play in their families and we celebrate this within our young carer group in school."

Through pupil premium funding they support young carers with costs for trips, school uniform and other expenses, working with our team to highlight any young carers who are in need of additional support.

During Carers Week and on Young Carers Awareness Day, they run stalls and competitions across the school to raise awareness of what a young carer is and the support that is available to them.

Having achieved the Carer Friendly Tick for education, the school are working towards the award for employers, so that staff who are carers are also identified and supported.

Our aim

Establishing ourselves as the 'go to' organisation for all carer matters.

The majority of carers take years to recognise their caring role. And even longer to get any help that they need. We work together with other organisations to raise awareness of the challenges that carers face and the practical things that can be done to identify and support them.

- ✦ Recognising our need to stand out from the crowd so that carers know where to come for support, we re-developed our brand, changing our name to Caring Together. Because it's what we do.
- ✦ We delivered **271 carer awareness raising sessions to 10,684 professionals and young people.**
- ✦ On Carers Rights Day we launched the Carer Friendly Tick Award.
- ✦ Our team worked with **21 organisations** to gain the Carer Friendly Tick Award and continue to support an additional **77** who are actively working towards achieving the accolade.
- ✦ We worked with Magdalen Gates Primary School to create a young carers resource pack and animation for schools.

7 out of 10 carers feel their role is now more recognised



£3.8m

our income
for
2019-2020

**We raise
money**

**so that carers
have choices**

**" The best thing about
working for Caring Together
has been the team. "**

Care worker, Lizzy, joined Caring Together in 2019, completing two weeks of essential training before starting work with our clients as part of our homecare team.

After this initial period there has been on-going training that is there to help make sure she has the skills she needs in her role and ensure her wellbeing.

She said, "online training is available, which can be looked back on if I am unsure of any aspects of my role. Other support includes one-to-one which has been valuable for my wellbeing as well as to raise any concerns."

Lizzy enjoys seeing the benefits that her work brings: "my role has a significant impact on clients and their families as it allows them to be as independent as possible while assisting them in things that they are not able to do themselves. This gives their families a break from caring for them."

She values being part of the charity explaining, "the best thing about working for Caring Together has been the team. All staff are lovely and very helpful which is very important."

Our aim

Becoming an efficient, sustainable and growing organisation.

We are committed to identifying and supporting more carers across the region. We continued to invest in our team, our digital transformation and our fundraising to make sure that we will be able to do so. Now and in the future.

- ✧ As part of our improvements to terms and conditions for staff we became a Living Wage employer.
- ✧ A human resources and volunteer coordinator joined us to help grow our volunteer team and make sure that they get the most out of their time volunteering with us.
- ✧ To make it easier to keep in touch, collaborate and share information with each other we introduced our new staff intranet, 'our place'.
- ✧ In order to work together and with others more efficiently we procured a new IT and care management system ready for implementation in April 2020.
- ✧ To grow our income and enable us to deliver new services we welcomed a fundraising manager.

90% of people said they felt happy working for Caring Together



Compliance and governance

During 2019/20 we have maintained our focus on identification and mitigation of risk; reporting incidents and ensuring compliance of our activities with relevant regulators.

We started the year with key risks in the areas of corporate governance, finance, people, systems and competition. Towards the end of the year as the coronavirus pandemic took hold new risks emerged relating to the delivery of services in a safe way, protecting the health and wellbeing of our staff and the impact on our income.

The actions we have taken during the year reduced the likelihood of those risks crystallising. The board have overall responsibility for reviewing the risk register with the senior management team having responsibility for implementing mitigating actions and regular reporting. Certain risks are allocated for review by the board sub-committees. The board receive a quarterly risk review at its meetings and an annual report providing a summary of risk movement and actions taken during the year.

The key risks for the organisation going forward remain

Income

The longer term impact on our income as a result of COVID-19 remains unclear. We will continue to invest in growing a diverse range of income streams through building strong, reciprocal and high quality relationships with commissioners, funders, donors and by delivering excellent services.

Failure to achieve this will impact on our ability to maintain our progress on implementing our digital transformation plan and expanding our charitable activity.

People

Recruiting and retaining the highest quality homecare staff remains a national issue. Failure to recruit and retain staff impacts on our ability to deliver services and respond to growing demand for carer support and homecare. We will seek to continue to maintain our status of a Living Wage employer and work with staff and volunteers to look at implementing further improvements to our terms, conditions and employee benefits.

Systems

Rolling out the new systems identified as part of our digital roadmap are critical to Caring Together becoming an efficient and sustainable organisation delivering an exceptional customer experience. Failure to achieve this will impact on our growth in future years. We will continue to mitigate against this; we have recruited a digital transformation manager to lead on a programme of implementation which includes training.

Internal communications

The quality of our homecare services is of paramount importance to us. We are pleased to have a 'Good' rating from the Care Quality Commission (CQC) in respect of our homecare; our goal now is to achieve 'Outstanding' and this forms part of our strategy. We have made further improvements to our incident reporting process to support our open culture of reporting issues and concerns and to ensure that our teams are focused on delivering 'safe' services for our customers and also themselves.

COVID-19

Reactive and proactive measures in response to COVID-19 have ensured that we have adapted and delivered our services in a safe and effective way, and we are compliant with rules and regulations as they are issued.

In response to the crisis, we have implemented new working practices and protocols to ensure the safety of our staff and customers, have established a policy for ensuring adequate supplies of personal protective equipment (PPE) and implemented a number of initiatives to ensure the wellbeing of our people. All our services are risk assessed and regularly reviewed.

Our plans and finances have undergone increased scrutiny to ensure we are sustainable and are able to continue our support to carers.

Our focus on risk remains the way in which we manage our business. This ensures that we are prepared for events as they unfold and enables us to adapt to fast changing situations, learn from incidents, and change our policies and processes in response.

Looking to the future

The coming year will be a difficult one for all charities and we are no exception. Our plans have been and will continue to be impacted by the coronavirus crisis.

Preparing our business plan for 2020/21 has been challenging as we work our way through uncertain times.

Whilst we will not be able to achieve all that we originally set out to within the coming 12 months, our purpose and commitment to carers remains the same and we will continue to implement our programme of change.

Our strategy remains unchanged.

Growth
reaching more people

Excellence
being the best we can

Focus
growing our core services

Following a review of our business plan and the risks the current climate presents, we will streamline our focus to the activities that will have the greatest benefit for carers.

Our focus will be:

- ✿ **Producing high quality and reliable information.** Online, over the telephone and face-to-face. For carers, their families and the organisations that we work with.
- ✿ **Increasing the number of carer breaks we provide.** Promoting our CQC rated good homecare service designed to give carers a break.
- ✿ **Delivering the all age carers contract for carer services.** Commissioned by Cambridgeshire County and Peterborough City Councils to support carers locally and starting on 1 August 2020.
- ✿ **Implementing the planned elements of our digital transformation plan.** Rolling out the new care rostering system, providing new devices to care workers and introducing the fundraising customer relationship management system.
- ✿ **Growing fundraising income.** Creating new ways for people to support the charity and making sure their experience is a positive one.

Equality, diversity and inclusion

Caring Together exists so that carers have choices. Equality, diversity and inclusion are at the heart of realising that vision.

Inclusion sits as one of our core values and yet we recognise that there is more that we can do to make this a living reality at Caring Together.

We believe that the combination of different life experiences, attributes and contributions from all stakeholders including carers, volunteers, paid staff and trustees will make the organisation more effective, inclusive and a better place to work.

We value every individual, going beyond our statutory responsibilities by taking positive action to build a culture that eliminates discrimination, champions and promotes equality, diversity and inclusion and encourages and supports all individuals to develop and realise their full potential.

We have committed to take specific and focused action to improve workforce diversity, workplace inclusion and to serve our customers better.

Whilst we acknowledge that this is just the first step in what will be an ongoing journey, becoming a more equal, diverse and inclusive charity is something that has the full support of our chairman, trustees and senior leadership team.

In doing so we will adopt the following principles:

Fairness

giving all individuals the same choices and opportunities.



Honesty

being truthful and sincere in words and actions.



Respect

having due regard for individuals' feelings, rights and wishes. Being considerate and seeking to understand the views and opinions of others.



Excellence

striving to be outstanding role models, engaging in learning and developing our understanding of equality, diversity and inclusion.



Thank you

We exist to make sure that carers get the practical and emotional support that they need and we cannot do this without you; whether it is by donating, fundraising, volunteering, taking part in an event or championing the cause of carers.

From sponsored bike rides to charity concerts to donations in lieu of Christmas cards, your support means that we have helped even more carers across Cambridgeshire, Peterborough and Norfolk.

We created #TeamTogether, our army of supporters taking part in challenges all in the name of carers.

And it doesn't stop at fundraising. From providing a listening ear to helping out at our carers' hubs, our volunteers continued to give their time (2020: 2,344 hours, 2019: 2,383 hours) and enthusiasm willingly throughout the year.

And, whilst unfortunately the end of the year saw many of our fundraising events put on hold due to the coronavirus crisis, we plan to explore new ways for you to get involved and continue to show your support for carers.

On behalf of everyone at Caring Together and the carers we support, thank you.



Four supporters joined #TeamTogether taking part in the **Saucony Cambridge half marathon**.



As one of the chosen monthly charities for 2019, the generous members of **St Marks, Newnham** kindly collected donations for us.



Colleagues at the Peterborough and Stamford branches of **Halifax** chose Caring Together as their charity of the year.



Pupils at **Swaffham Junior School** got into the festive spirit by making a donation to wear a Christmas jumper.

To help us support even more carers you can:

- * Make a donation
- * Organise a fundraiser
- * Take part in an event or challenge
- * Give a gift in memory of someone
- * Support us in your workplace
- * Leave a gift in your will
- * Volunteer your time.

Our fundraising team are here to support you every step of the way.

£10 could enable a young adult carer to travel to an interview.

£20 could pay for a young carer to take part in a fun activity.

£50 could give a carer and the person they look after a day out.

£175 could provide a day of homecare to give a carer a break.

caringtogether.org/donate

We would like to thank the following organisations for supporting Caring Together:

- * BBC Children in Need
- * Cambridgeshire Young Carers Fund (Cambridgeshire Community Foundation)
- * Carers Trust
- * Huntingdon Freeman's Trust
- * Hutchinson Charitable Trust
- * James Griffin Fund
- * Masonic Charitable Foundation
- * Mistra Trust
- * National Lottery Community Fund
- * Patricia Ann Seaman Will Trust
- * People's Postcode Trust
- * Simon Gibson Charitable Trust
- * The Childwick Trust
- * The Hinchingsbrooke Foundation
- * The Wisbech & Wolsoken Poor Sick Charity
- * Uttlesford Trust.



Financial review and results for the year

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, 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 (FRS 102) (effective 1 January 2019). The organisation has an effective system of internal control and major risks have been reviewed and systems and/or procedures have been established to manage those risks.

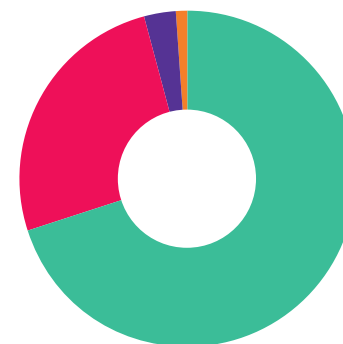
Overall, the charity incurred a deficit of £49k in the financial year to 31 March 2020 compared to a surplus of £162k in the previous year. The 2019/20 plans were for growth and investment and to deliver a small surplus. The budgeted income was below target but the investments in the Real Living Wage, IT and rebranding were maintained as essential.

Income

Our income decreased from last year by £94k (2.4%) to £3,768k. Care fees and contracts are our main sources of income:

Care fees and contracts relate to CQC regulated services and provision of carers' support, which included our contract as a strategic partner with Cambridgeshire County Council for statutory carers' assessments. Care fees and contract income decreased by £45k to £2,651k.

We raised £3.8m income through:



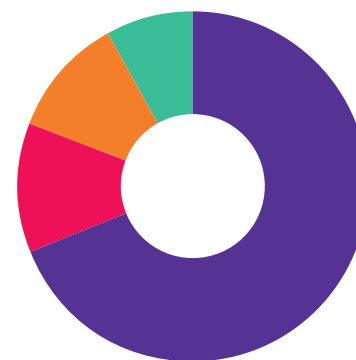
70% care fees and contracts

26% grants receivable

3% donations and legacies

1% other income

We spent £3.8m on:



69% care and carer breaks

12% carer support

11% emergency care and hospital discharge

8% fundraising costs and raising awareness

Grants, donations and legacies are our other sources of charitable income. Grants income has decreased by £36k with a reduction in grants from NHS offset by smaller grants to support carers of all ages and young carers. Donations and legacies have increased by £21k. The increase was a general increase in the level of donations. Donations and grants were spent on the charitable purposes for which they were given.

Other charitable income decreased by £34k. The reduction is mainly because in 2018/19 there was a large VAT recovery that related to prior years. There is no retrospective VAT claim in 2019/20.

Expenditure

Our expenditure increased this year compared to the previous year by £116k (3.1%) to £3,817k, which reflects the reduction in the cost of delivery for CQC-related care support offset by the investment in the Real Living Wage and investment in IT and rebranding.

Support costs increased mainly as a result of investment in IT, rebranding, and building of our fundraising and engagement team. Also, governance costs increased mostly for compliance and General Data Protection Regulation (GDPR).

Funds and reserves

In 2019/20 we incurred a deficit of £49k, bringing our total unrestricted reserves to £828k. Restricted reserves are £2k to support a carers event in Cambridgeshire. Note 16 to the financial statements details the use of restricted funds received during the year.

Debtors and Creditors decreased in 2019/20, as in 2018/19 there was a large retrospective VAT liability of £606k and a debtor for a reclaim of VAT of £652k.

Fundraising

During the reporting period, Caring Together's fundraising cost and effort was focused on grant applications. Most donations were offered to the charity voluntarily without us approaching the donor.

During 2019/20 Caring Together employed a part-time member of staff to manage grant applications. All applications for funds are reviewed and approved by representatives of the senior leadership team before applications are submitted. In October 2019 we engaged a part-time fundraising manager to focus on building our community fundraising activities.

Caring Together is committed to following fundraising guidelines and best practice and all donations received are used for charitable purposes.

Our approach to fundraising

Our plans for income for 2019/20 included increasing and diversifying our income sources, including community fundraising.

Our part-time fundraising manager has sought to develop a range of fundraising activities for supporters to participate in, including events and challenges, such as the Saucony Cambridge half marathon and a charity skydive. There has also been relationship building with local businesses and community groups to develop visibility of the Caring Together brand and gain financial support.

Our fundraising manager has developed a personal approach to fundraising sending newsletters to supporters to update them on activities and ways they can support Caring Together.

Fundraising conforming to recognised standards

During 2019/20 we registered with the Fundraising Regulator and we and our fundraising team comply with the Code of Fundraising Practice. There have been no reported failings in the compliance with the code during 2019/20.

Monitoring of fundraising carried out on our behalf

During 2019/20 fundraising activities carried out on our behalf have been of the traditional type by way of community fundraising and events and challenges. Where fundraising activities have been known to us, we have provided support and guidance as appropriate. We have not generally monitored a number of these activities as we have received the donations after the events have been organised.

Fundraising complaints

We have a complaints policy and procedure. We have not received any fundraising complaints during the fundraising period.

Protection of the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches, and undue pressure to donate

We follow regulations relating to privacy and data protection in all matters, including fundraising. Within our systems we maintain a system of permissions to segregate the use of personal client information and supporter information. With the implementation of General Data Protection Regulation (GDPR) we sought consent from individuals on the use of their data for fundraising purposes.

We have an ethical fundraising policy. Our fundraising manager is aware of our ethical approach to fundraising and the requirements to adhere to the framework provided by the Code of Fundraising Practice.

No fundraising activity is incentivised through pay or other means. Our approach, as mentioned above, is to develop long-term relationships.

Our staff are required to complete mandatory training which includes data protection, safeguarding of adults, and safeguarding of children. This training is undertaken on an annual basis thereafter and reminders are sent automatically from our e-learning system.

Reserves and reserves policy

The reserves held are funds that are available for use in the furtherance of the charitable objectives. They are funds which have not yet been committed, designated or spent. At 31 March 2020 our reserves are as follows:

	Current year £	Previous year £
Unrestricted funds	828	876
Restricted funds	2	3
Total charity funds	830	879
Average monthly operating costs	288	322
Number of months operating costs held as reserves	2.88	2.73

The trustees review the reserves policy annually using the guidance given by the Charity Commission.

After consideration of ongoing operating costs and other potential calls on funds, the level of reserves the trustees have set aside provides financial stability and the means for the future development of our principal activity. We have maintained our

reserves at a level which is within the range of 2 to 2.25 months of operating costs. This allows the charity to continue its current operations and give time to plan in the event of operational difficulties. It also allows for the funding of projects referred to in this report, including digital transformation. It further allows for the funding of any one off, unexpected payments.

The current level of reserves is higher than the range set by the trustees, the trustees consider that the level of unrestricted reserves, £828k as at 31 March 2020, is acceptable as a result of the COVID-19 pandemic. Costs are higher, notably those for personal protective equipment, demand is greater with the plight of carers being more acute and future risks are higher given the uncertainty that exists.

The trustees will continue to review the reserves policy in the coming year to ensure it remains appropriate and reflective of the environment we are working in.

Investment policy

The trustees, having regard to the liquidity requirements of operating the company, have set a policy to keep funds available in a current account and an interest-bearing deposit account.

The invested funds are held on 90 day deposit and achieved an average rate of 0.87% against the consumer price inflation of 1.5%. Trustees have considered diversifying their investment policy and concluded that no action should be taken to progress this currently.

Governance and management

Our governing document

The organisation is a charitable company limited by guarantee. The founder charity began in April 1985 and the organisation was registered as a charity on 8 September 1992. It was incorporated on 22 February 2002. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

In the event of the company being wound up members (our trustees) are required to contribute an amount not exceeding £1 while they are members, or within one year after they cease to be members, for payment of debts and liabilities contracted before they ceased to be members. Caring Together Charity ('Caring Together') is governed by our latest Articles of Association and Memorandum dated 26 September 2018.

The board

Appointment of trustees

The board of trustees comprises of a minimum of three trustees and a maximum of 12. Trustees serve an initial term of three years that can be extended up to a maximum of three terms. No trustee will serve more than three, three-year terms.

New trustees are appointed through an open recruitment process targeting individuals with the skills, experience and knowledge that the board has identified as needed to deliver the organisation's strategy.

Interested parties apply and are invited to meet the chair and other trustees for informal discussions. Should both parties want to proceed, prospective trustees are invited to visit the charity and meet the chief executive. All trustees are subject to appropriate vetting checks and asked to sign policies which include a fit and proper persons (Disqualification Disclaimer) form, a register of interests and the Charity Commission's eligibility form.

Trustee induction and training

Newly appointed trustees are given an induction pack based on good practice guidance issued by the Charity Commission.

The pack includes relevant policies and procedures, our Memorandum and Articles of Association, the latest financial statements, strategic plan and annual report.

New trustees are invited to meet with the chief executive and senior leadership team and encouraged to visit our services to meet carers and shadow members of staff. Trustees are supported to attend workshops and training sessions to improve their knowledge of charity governance and network with trustees of other organisations.

Organisation

The board of trustees meet routinely six times per year. The two formal sub-committees, finance and audit, and quality and service delivery, meet four times a year each. Strategic away days are held from time to time.

The board sets up steering groups and task and finish groups to focus on the completion of specific activities.

A scheme of delegation is in place with day-to-day responsibility for the smooth and effective running of the charity assigned to the chief executive, along with the senior leadership team. The chief executive is responsible for ensuring the delivery of the business plan and that key performance indicators are met.

Relationships and co-operation with other organisations

We are a network partner of Carers Trust, an independent registered charity in England and Wales (No. 1145181). In 2018 there were 150 members of the network working across the UK. We pay Carers Trust an annual partner fee. Part of our relationship with Carers Trust includes us signing up to their policy framework. All policies and procedures are adopted by our board of trustees.

We are also a member of Carers UK, an independent registered charity in England and Wales (No. 246329). Carers UK give expert advice, information and support to carers.

We seek to work in partnership with organisations and local charities so that we can reach and support more carers.

During 2019/20 we are delighted to have worked with:

- ✧ 0-19 Healthy Child Programme
- ✧ After Umbrage
- ✧ Age UK Cambridgeshire & Peterborough
- ✧ Alzheimer's Society
- ✧ Aviva
- ✧ Cambridge Central Mosque

- ✧ Cambridge Manor Care Home
- ✧ Cambridgeshire & Peterborough NHS Foundation Trust dementia carers' support service
- ✧ Cambridge University Hospitals NHS Foundation Trust
- ✧ Care Network
- ✧ Carers Matter Norfolk
- ✧ Carers Voice Norfolk and Waveney
- ✧ Centre 33
- ✧ Family Voice Peterborough
- ✧ Healthwatch Cambridgeshire and Peterborough
- ✧ Healthwatch Norfolk
- ✧ Hunts FA
- ✧ Kind Mental Health
- ✧ Making Space
- ✧ MTM Youth Services
- ✧ North West Anglia NHS Foundation Trust
- ✧ Peterborough Rotary Club
- ✧ Pinpoint
- ✧ The Children's Society Include Project
- ✧ University of East Anglia.

Management

Pay policy for senior staff

The key management personnel of the charity are the board of trustees (directors) and the senior leadership team, as listed on pages 62-63. All trustees give of their time freely and none received remuneration in the year. Details of trustees' expenses and related party transactions are disclosed in note 10 to the accounts.

The company has an agreed remuneration policy. Salaries for the senior leadership team are set and reviewed annually by the board of trustees in consultation with the chief executive as appropriate. All other staff salaries are set by the senior leadership team. Increases in pay are kept within the budget agreed by the board. Pay increases are split partly to take into account inflation and also to reward performance. Salaries are openly stated in job adverts.

Statement of trustees' responsibilities

The trustees (who are also directors of Caring Together Charity for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- ✧ select suitable accounting policies and then apply them consistently
- ✧ observe the methods and principles in the Charities SORP
- ✧ prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business

- ✧ make judgements and estimates that are reasonable and prudent
- ✧ state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning their future activities. The section entitled 'Achieving our aims' from page 8 identifies and explains the various activities undertaken.

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

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

Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- ✧ there is no relevant information, being information needed by the auditor in connection with preparing their report, of which the group's auditor is unaware, and
- ✧ the trustees, having made enquiries of fellow directors and the group's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

By order of the board of trustees

Signed on behalf of the trustees on
11 November 2020



Stuart Evans
Chair of trustees

Independent auditor's report to the members of Caring Together

Opinion

We have audited the financial statements of Caring Together (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities incorporating Income and Expenditure Account, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- ✧ give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- ✧ have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- ✧ have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditors' responsibilities for the audit of the financial statements section of our report.

We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- ✧ the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or

- ✧ the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees annual report, other than the financial statements and our auditors' report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements,

we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

- ✧ the information given in the trustees' report (incorporating the directors report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ✧ the directors' report has been prepared in accordance with applicable legal requirements.

Independent auditor's report to the members of Caring Together (continued)

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at frc.org.uk/auditorsresponsibilities. This description forms part of our auditors' report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



Helena Wilkinson BSc FCA DChA
Senior Statutory Auditor

12 November 2020

For and on behalf of Price Bailey LLP
Chartered Accountants
Statutory Auditors
Tennyson House, Cambridge Business Park,
Cambridge CB4 0WZ

Financial statements for the year ended 31 March 2020

Statement of financial activities (including income and expenditure account)

			2020		2019
	Notes	Unrestricted funds	Restricted funds	Total funds	Total funds
		£000	£000	£000	£000
Income					
Donations and legacies					
Donations and legacies	3	90.5	13.6	104.1	83.3
Grants receivable	5	-	967.2	967.2	1,003.0
Income from charitable activities:	4				
Care fees and contracts		2,651.2	-	2,651.2	2,696.3
Other charitable income	6	43.5	-	43.5	77.3
Investment income		2.2	-	2.2	2.2
Other		-	-	-	0.2
Total income		2,787.4	980.8	3,768.2	3,862.3
Expenditure					
Costs of raising funds		51.4	-	51.4	16.4
Expenditure on charitable activities		2,783.8	981.8	3,765.6	3,684.2
Total expenditure	7	2,835.2	981.8	3,817.0	3,700.6
Net (expenditure)/income	16	(47.8)	(1.0)	(48.8)	161.7
Net movement in funds for the year		(47.8)	(1.0)	(48.8)	161.7
Reconciliation of funds					
Total funds brought forward		876.3	2.9	879.2	717.5
Total funds carried forward	18 + 22	828.5	1.9	830.4	879.2

There were no recognised gains or losses for 2020 or 2019 other than those included in the statement of financial activities. All activities are continuing.

Note 22 refers to the prior year Statement of financial activities.


The notes on pages 41 to 60 form part of these financial statements.

Balance sheet


		2020	2019
	Notes	£000	£000
Fixed assets			
Tangible assets	12	-	-
Current assets			
Debtors	13	410.7	1,222.0
Cash at bank and in hand		681.5	696.1
Total current assets		1,092.2	1,918.1
Liabilities			
Creditors falling due within one year	14	251.8	1,028.9
Provision for dilapidations		10.0	10.0
Net current assets		830.4	879.2
Net assets		830.4	879.2
The funds of the charity			
Unrestricted funds	15	828.5	876.3
Restricted funds	16	1.9	2.9
Total charity funds		830.4	879.2

The accounts have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved and authorised for issue by the trustees and signed on their behalf, by Stuart Evans and Alison Griffiths.



Stuart Evans
Chair
11 November 2020



Alison Griffiths
Honorary treasurer
11 November 2020

Statement of cash flows

		2020	2019
	Notes	£000	£000
Cash (used in)/provided by operating activities	19	(16.8)	72.1
Cash flows from investing activities			
Interest income		2.2	2.2
Cash flows used in investing activities		2.2	2.2
Cash flows used in financing activities		-	-
(Decrease)/increase in cash and cash equivalents in the year		(14.6)	74.3
Cash and cash equivalents at the beginning of the year		696.1	621.8
Total cash and cash equivalents at the end of the year		681.5	696.1

Reconciliation of net cash flow to movement in net debt

		2020	2019
	Notes	£000	£000
(Decrease)/increase in cash in the year being movement in net funds in the year	20	(14.6)	74.3
Net funds at 1 April		696.1	621.8
Net funds at 31 March		681.5	696.1

Notes to the accounts

1 Accounting policies

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

(a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019 (Charities SORP (FRS 102))), and the Companies Act 2006.

The company is a company incorporated in England and Wales, within the United Kingdom, limited by guarantee not having share capital. There are currently 8 (2019: 7) trustees who are also the members of the company names on page 62. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company. The charity is a registered charity. The registered office of the charity is Unit 4 Meadow Park, Meadow Lane, St Ives, Cambridgeshire, PE27 4LG.

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are presented in sterling which is the functional currency of the company and the stated £'000 rounded to the nearest £100.

(b) Preparation of the accounts on a going concern basis

The trustees and senior leadership team have analysed the risks and impacts of COVID-19 on the going concern status of Caring Together.

The increase in severity of COVID-19 during the early part of 2020/21, created operational and financial uncertainty. The trustees and senior leadership team implemented a programme of

in depth operational and financial reviews of the plans for Caring Together (as outlined in the Welcome statement on page 4). Our priority was to mitigate the risks in terms of support to carers and an expected decline in income.

The result was:

- A prudent plan to deliver a small surplus for the year 2020-21 fully utilising the income generated to support the charitable purpose of Caring Together.
- Costs are fully identified, and we have the ability to remove and flex costs in line with income if project funding does not materialise.
- Identification of changes in the way we deliver against existing grants and projects. Allowing us to engage with funders and have early discussions on revised spending plans.
- Confidence of the ongoing viability of Caring Together.

If our income drops this year and next during the pandemic and its aftermath, we would utilise our reserves and reduce costs while continuing to deliver support to carers. Therefore, at the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for at least the next 12 months and on that basis continue to adopt the going concern basis of accounting in preparing the financial statements.

(c) Income

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

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

(c) Income (continued)

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate.

Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

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

(d) Donated services and facilities

The charity benefits greatly from the involvement and enthusiastic support of its many volunteers, as outlined in our annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of volunteers is not recognised in the accounts.

Donated professional services and donated facilities are recognised as income when the charity has control over the item and any conditions associated with the donated item have been met. The receipt of economic benefit from use by the charity of the item is in accordance with the Charities SORP (FRS 102). Our general volunteer time is not recognised financially. Please refer to the trustees' annual report for more information about their contribution.

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

(e) Interest receivable

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

(f) Fund accounting

Restricted funds are to be used for the specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overhead and support costs.

Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objects of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

(g) Expenditure and irrecoverable VAT

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

- Costs of raising funds comprise the costs of fundraising organised by the charity such as charity ball and grant applications and their associated support costs.
- Expenditure on charitable activities includes the costs of providing care and support for carers and their associated support costs.

The cost of redundancy is included in the period when the staff member ceases to work actively for the charity.

Voluntary termination payments are included at the point that the employee accepts the offer.

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

(h) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. They include back office costs, finance, personnel, payroll and governance costs. These costs have been allocated between cost of raising funds and expenditure on charitable activities.

The bases on which support costs have been allocated are set out in note 8.

(i) Operating leases

Rentals applicable to operating leases, where substantially all of the benefits and risks of ownership remain with the lessor, are charged against income as incurred.

(j) Depreciation

Individual tangible fixed assets costing £1,000 or more are capitalised at cost. Depreciation is provided on all tangible fixed assets at rates calculated to write off the costs less estimated residual value of each asset over its expected useful life.

Asset category	Annual rate
Equipment	25%
Motor vehicles	25%

(k) Debtors

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

(l) Cash at bank and in hand

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

(m) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated

reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

(n) Pensions

The charity operates a defined contribution pension scheme with The People's Pension. The pension charge represents the amounts payable by the charity to the fund in respect of the year. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charity also makes defined contributions for a member of staff who was transferred to us under TUPE from Cambridgeshire County Council (CCC). They remain members of the multi-employer defined benefit scheme that CCC used but CCC have agreed to bear the cost of employer contributions which exceed those payable under our scheme plus any pension shortfall.

The pension liability and expense is allocated between restricted and unrestricted funds according to the staff time taken on each activity.

(o) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value. Fixed assets are recorded at depreciated historical cost. All other assets and liabilities are recorded at costs which is their fair value

(p) Corporation tax exemption

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2 Critical accounting judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, which are described in note 1, the trustees are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The trustees do not consider there are any critical accounting judgements or key sources of estimation uncertainty requiring disclosure.

3 Income from donations and legacies

	2020			2019		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£000	£000	£000	£000	£000	£000
Gifts	69.5	13.6	83.1	41.5	21.8	63.3
Legacies	21.0	-	21.0	20.0	-	20.0
Grants receivable (note 5)	-	967.2	967.2	-	1,003.0	1,003.0
	90.5	980.8	1,071.3	61.5	1,024.8	1,086.3

Grants receivable have been reclassified during the year from income from charitable activities to donation and legacy income. This reclassification had no impact on the total income for the charity.

4 Income from charitable activities

Direct support for:	Care and carers breaks	Carer support (information advice and guidance)	Emergency care and hospital discharge	Raising awareness	2020 Total
	£000	£000	£000	£000	£000
By source:					
Care fees and contracts	1,975.4	185.2	426.3	64.3	2,651.2
Other income	38.0	4.6	-	0.9	43.5
	-----	-----	-----	-----	-----
Total income from charitable activities	2,013.4	189.8	426.3	65.2	2,694.7
	-----	-----	-----	-----	-----
Direct support for:	Care and carers breaks	Carer support (information advice and guidance)	Emergency care and hospital discharge	Raising awareness	2019 Total
	£000	£000	£000	£000	£000
By source:					
Care fees and contracts	2,077.4	309.2	273.3	36.4	2,696.3
Other income	59.9	15.6	-	1.8	77.3
	-----	-----	-----	-----	-----
Total income from charitable activities	2,137.3	324.8	273.3	38.2	2,773.6
	-----	-----	-----	-----	-----

All charitable activity income relates to unrestricted income.

Grants receivable have been reclassified during the year from income from charitable activities to donation and legacy income. This reclassification had no impact on the total income for the charity.

5 Grants receivable

	2020	2020	2019	2019
	Restricted funds	Total funds	Restricted funds	Total funds
	£000	£000	£000	£000
Peterborough City Council	320.7	320.7	320.0	320.0
Cambridgeshire and Peterborough Clinical Commissioning Group (CCG)	346.6	346.6	364.7	364.7
National Lottery Community Fund – Norfolk Young Carers Forum	101.1	101.1	98.6	98.6
National Lottery Community Fund – Reaching Communities	80.0	80.0	73.0	73.0
BBC Children in Need	51.6	51.6	50.5	50.5
Huntingdon Freeman's Trust	-	-	10.0	10.0
Cambridgeshire Community Foundation	5.0	5.0	25.0	25.0
Network for East Anglian Collaborative Outreach (NEACO)	-	-	18.0	18.0
People's Postcode Lottery	-	-	9.5	9.5
Masonic Charitable Trust	10.0	10.0	-	-
Others £5,000 and below	0.4	0.4	28.3	28.3
Add: brought forward deferred from previous year	68.9	68.9	74.4	74.4
Less: deferred to projects in the next year	(17.1)	(17.1)	(68.9)	(68.9)
	----- 967.2	----- 967.2	----- 1,003	----- 1,003

We received grants from local authority and NHS these are listed above as Peterborough City Council grant and Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) grant. The grants we receive are for the support of carers.

We have no unfulfilled conditions and other contingencies attached to grants that have been recognised in income.

During the financial year we had no other forms of government assistance from which the charity has directly benefited.

6 Other charitable income

	2020		
	Unrestricted funds	Restricted funds	Total funds
	£000	£000	£000
Session fees	25.2	-	25.2
Other income	18.3	-	18.3
	-----	-----	-----
	43.5	-	43.5
	-----	-----	-----
	2019		
	Unrestricted funds	Restricted funds	Total funds
	£000	£000	£000
Session fees	34.5	-	34.5
Other income	42.8	-	42.8
	-----	-----	-----
	77.3	-	77.3
	-----	-----	-----

7 Analysis of expenditure

Total expenditure 2020			
Activity by type:	Direct costs	Support costs	2020 Total
	£000	£000	£000
Care and carers breaks	2,014.6	622.3	2,636.9
Carer support (information, advice and guidance)	321.6	116.7	438.3
Emergency care and hospital discharge	311.1	112.8	423.9
Raising awareness	196.5	70.0	266.5
Fundraising costs	-	51.4	51.4
Total expenditure on activities	2,843.8	973.2	3,817.0

Total expenditure 2019			
Activity by type	Direct costs	Support costs	2019 Total
	£000	£000	£000
Care and carers breaks	2,173.0	485.2	2,658.2
Carer support (information, advice and guidance)	375.6	99.9	475.5
Emergency care and hospital discharge	198.1	59.7	257.8
Raising awareness	223.4	69.3	292.7
Fundraising costs	-	16.4	16.4
Total expenditure on activities	2,970.1	730.5	3,700.6

Expenditure on the charitable activities by the company was £3,817k (2019: £3,700.6k) of which £2,849.8k was unrestricted (2019: £2,697.6k) and £967.2k (2019: £1,003k) was restricted.

8 Analysis of governance and support costs

The charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Having identified its governance costs, the remaining support costs together with the governance costs are apportioned between the four key charitable activities undertaken (see note 7) in the year. Refer to the table below for the basis for apportionment and the analysis of support and governance costs.

General support	General support	Governance function	2020 Total	Basis of apportionment
	£000	£000	£000	
Annual report, audit and AGM	-	8.7	8.7	Direct staff cost
Trustees' expenses and training	-	0.5	0.5	Direct staff cost
General office, HR and finance staff	289.1	138.6	427.7	Direct staff cost
Premises	66.3	-	66.3	Desks used
IT and communications	250.3	-	250.3	Direct staff cost
Fundraising	51.4	-	51.4	Direct staff cost
Subscriptions, insurance and professional fees	93.9	11.0	104.9	Direct staff cost
Staff welfare and recruitment	63.4	-	63.4	Direct staff cost
Total	814.4	158.8	973.2	

Note: in 2018/19 IT and communications was labelled communications. The nature of the items that make up the line have not changed but the relabelling better describes the line. In 2018/19 fundraising was labelled promotion. Fundraising is a better description of the line and aligns with the fundraising costs description in note 7.

8 Analysis of governance and support costs (continued)

	General support £000	Governance function £000	2019 Total £000	Basis of apportionment
Annual report, audit and AGM	-	7.3	7.3	Direct staff cost
Trustees' expenses and training	-	0.3	0.3	Direct staff cost
General office, HR and finance staff	303.6	112.2	415.8	Direct staff cost
Premises	68.4	-	68.4	Desks used
IT and communications	110.4	-	110.4	Direct staff cost
Fundraising	16.4	-	16.4	Direct staff cost
Subscriptions, insurance and professional fees	86.5	11.4	97.9	Direct staff cost
Staff welfare and recruitment	14.0	-	14.0	Direct staff cost
Total	599.3	131.2	730.5	

9 Net income/(expenditure) for the year

	2020 £000	2019 £000
This is stated after charging:		
Audit fee	6.8	6.3
Operating lease rentals – land and buildings and equipment	82.9	59.6

10 Staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2020	2019
The staff costs were:	£000	£000
Wages and salaries	2,657.0	2,569.4
Social security costs	186.9	178.8
Payments for termination of employment	2.2	8.4
Pension costs	50.3	43.5
	2,896.4	2,800.1

Two members of staff received employee benefits (excluding employer pension costs) of more than £60,000 (2019: 1).

	£60,000-£69,999	£70,000-£79,999
Number of people 2020	1	1
Number of people 2019	-	1

The charity trustees were not paid and did not receive any other benefits from employment with the charity or a related entity in the year (2019: £nil). Neither were they paid for professional or other services supplied to the charity (2019: £nil). No trustee expenses were paid during the accounting period. (2019: £264 to two directors).

The key management personnel of the charity comprise:

The trustees, chief executive, deputy chief executive, director of finance and resources, head of care services, head of carer services, head of people, head of fundraising and engagement and digital transformation manager. The total employee benefits of the key management personnel of the charity were £379.6k (2019: £339.8k). The key management personnel of the company are listed on page 63 of the trustees' annual report.

Increased senior management cost relates to the appointment of the digital transformation manager and head of carer services.

In 2020 reorganisation of the corporate services and administration posts was undertaken in full consultation with the staff.

- There were two voluntary redundancies.
- The total payments of £2.2k (2019: £8.4k) were made and were all within contractual terms.

11 Staff numbers

The average monthly head count was 172 staff (2019: 185 staff). The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	2020	2019
	Number	Number
Senior management	8.0	6.0
Service delivery	88.9	92.7
Administration and finance	9.9	9.7
Total full-time equivalent	106.8	108.4

12 Fixed assets

All funded by restricted reserves	Motor vehicles £000	Equipment £000	Total £000
Cost			
At 1 April 2019 and 31 March 2020	23.0	20.4	43.4
Depreciation			
At 1 April 2019 and 31 March 2020	23.0	20.4	43.4
Net book value			
At 1 April 2019 and 31 March 2020	-	-	-

13 Debtors: due within one year

	2020	2019
	£000	£000
Trade debtors	96.2	1,004.2
Prepayments and accrued income	301.2	167.7
Other debtors	13.3	50.0
	-----	-----
	410.7	1,222
	-----	-----

14 Creditors: due within one year

	2020	2019
	£000	£000
Trade creditors	77.6	58.0
Accruals and deferred income	74.7	290.8
Taxation and social security	83.5	670.3
Other creditors	16.0	9.7
	-----	-----
	251.8	1,028.9
	-----	-----

Deferred income:

	2020	2019
	£000	£000
Balance b/fwd	109.6	406.3
Released in year	(109.6)	(406.3)
Deferred in year	17.1	109.6
	-----	-----
Balance c/fwd	17.1	109.6
	-----	-----

15 General reserves

	2020			
	Brought forward	Income	Expenditure	Carried forward
	£000	£000	£000	£000
General reserve	876.3	2,787.4	2,835.2	828.5
	-----	-----	-----	-----
	2019			
	Brought forward	Income	Expenditure	Carried forward
	£000	£000	£000	£000
General reserve	717.5	2,837.5	2,678.7	876.3
	-----	-----	-----	-----

16 Analysis of movements in restricted funds

	Brought forward £000	Income £000	2020 Expenditure £000	Carried forward £000
Cambs and Peterborough young and young adult carers* - for carers aged up to 26 years	-	160.9	160.9	-
Norfolk young and young adult carers* - for carers aged up to 18 years	-	0.4	0.4	-
Norfolk Young Carers Forum - to give young carers a voice	-	126.0	126.0	-
Cambridgeshire Community Foundation - to provide innovative community-based projects for adult carers	-	6.5	6.5	-
Big Lottery Reaching Communities - community based projects supporting carers	-	84.6	84.6	-
Norfolk adult carer breaks - to give respite to adult carers in Norfolk	2.9	-	2.9	-
Cambridgeshire and Norfolk support for adult carers including hubs and clubs - for carers and dependants including those with dementia giving breaks, support, information advice and guidance	-	602.4	600.5	1.9
	2.9	980.8	981.8	1.9

* also funded by unrestricted funds

The purpose of the funds is explained beneath the heading of the item.

16 Analysis of movements in restricted funds (continued)

	Brought forward	Income	2019 Expenditure	Carried forward
	£000	£000	£000	£000
Cambs and Peterborough young and young adult carers* - for carers aged up to 26 years	-	122.8	122.8	-
Norfolk young and young adult carers* - for carers aged up to 18 years		-	-	-
Norfolk Young Carers Forum – to give young carers a voice	-	101.1	101.1	-
Cambridgeshire Community Foundation - to provide innovative community based projects for adult carers	-	16.7	16.7	-
Big Lottery Reaching Communities - community based projects supporting carers	-	86.8	86.8	-
Cambridgeshire carer support and carer breaks - to give respite to adult carers in Cambridgeshire	-	684.7	684.7	
Norfolk adult carer breaks - to give respite to adult carers in Norfolk	-	2.9	-	2.9
Cambridgeshire and Norfolk support for adult carers including hubs and clubs - for carers and dependants including those with dementia	-	9.9	9.9	-
	-----	-----	-----	-----
	-	1,024.9	1,022.0	2.9
	-----	-----	-----	-----

* also funded by unrestricted funds

The purpose of the funds is explained beneath the heading of the item.

17 Other commitments

At 31 March 2020 the charity had total commitments under non-cancellable operating leases as follows:

	Land and buildings	
	2020	2019
	£000	£000
Expiry date:		
In less than one year	40.9	59.6
Between one and five years	12.4	49.3
In over five years	-	-
	53.3	108.9
	Equipment	
	2020	2019
	£000	£000
Expiry date:		
In less than one year	10.7	10.7
Between one and five years	21.4	42.8
In over five years	-	-
	32.1	53.5

This will be funded by existing contracts and income streams.

In July 2020 Caring Together entered into a further lease agreement for offices in St Ives. The lease is for 18 months but can be broken after six months by giving six months notice. Meaning there is a commitment for at least one year from August 2020 to July 2021.

18 Analysis of net assets between funds

	2020		
	General	Restricted	Total
	£000	£000	£000
Tangible fixed assets	-	-	-
Cash at bank and in hand	679.6	1.9	681.5
Other net current assets	148.9	-	148.9
	-----	-----	-----
	828.5	1.9	830.4
	-----	-----	-----

	2019		
	General	Restricted	Total
	£000	£000	£000
Tangible fixed assets	-	-	-
Cash at bank and in hand	693.2	2.9	696.1
Other net current assets	183.1	-	183.1
	-----	-----	-----
	876.3	2.9	879.2
	-----	-----	-----

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

	2020	2019
	£000	£000
Net movement in funds	(48.8)	161.7
Adjustment for:		
Interest from dividends, interest and rents from investments	(2.2)	(2.2)
Increase/(decrease) in debtors	811.2	(444.4)
(Decrease)/increase in creditors	(777.0)	362.0
(Decrease)/increase in provisions	-	(5)
	-----	-----
Net cash (provided by)/used in operating activities	(16.8)	(72.1)
	-----	-----

20 Analysis of changes in net debt - current year

	31 March 2019	Cash flow	Other non cash changes	31 March 2020
	£000	£000	£000	£000
Cash at bank and in hand	696.1	(14.6)	-	681.5

	31 March 2018	Cash flow	Other non cash changes	31 March 2019
	£000	£000	£000	£000
Cash at bank and in hand	621.8	74.3	-	696.1

21 Related party transactions

There are no related party transactions in this or the prior financial year (2019: none).

22 Prior year statement of financial activities

	Unrestricted Funds £000	2019 Restricted Funds £000	Total Funds £000
Donations and legacies	61.5	21.8	83.3
Income from charitable activities:			
Grants receivable	-	1,003.0	1,003.0
Care fees and contracts	2,696.3	-	2,696.3
Other charitable income	77.3	-	77.3
Investment income	2.2	-	2.2
Other	0.2	-	0.2
Total income	2,837.5	1,02.8	3,862.3
Expenditure			
Costs of raising funds	16.4	-	16.4
Expenditure on charitable activities	2,662.3	1,021.9	3,684.2
Total expenditure	2,678.7	1,021.9	3,700.6
	-	-	-
Net income /(expenditure) before transfers	158.8	2.9	161.7
Transfer between funds	-	-	-
Net movement in funds for the year	158.8	2.9	161.7
Reconciliation of funds			
Total funds brought forward	717.5	-	717.5
Total funds carried forward	876.3	2.9	879.2

Legal and administrative details

Legal name	Caring Together Charity
Trading name	Caring Together
Charity number	1091522
Company number	4379948
Registered office	Unit 4, Meadow Park, Meadow Lane, St Ives, Cambridgeshire PE27 4LG

Our Advisors

Auditors	Price Bailey Tennyson House, Cambridge Business Park Cambridge CB4 0WZ
Bankers	Lloyds Bank plc PO Box 1000, BX1 1LT
Solicitors	Buckles Solicitors LLP Grant House, 101 Bourges Boulevard Peterborough, PE1 1NG

Directors and trustees

The directors of the charitable company (the charity) are its trustees for the purpose of charity law. The trustees and senior leadership team serving during the year and since the year end were as follows:

Trustees

Stuart Evans (Chair)	2017
Alison Griffiths (Honorary Treasurer)	2016
Tim Britt (appointed 27 November 2019)	2019
David Hipple	2017
Matthew Lester	2016
Mike Passfield	2018
Ben Walsh	2018
Christina Wells	2016
Ann Braithwaite (resigned 15 May 2019)	2010
Wayne Weedon (resigned 15 May 2019)	2014

Appointed

Senior leadership team

• Chief executive	Miriam Martin
• Deputy chief executive	Melanie Gray
• Director of finance and resources	Helen de Spretter FCCA
• Head of care services (resigned September 2020)	Vanessa Kinsey-Thatcher
• Head of people	Anna Bainbridge
• Head of fundraising and engagement	Hannah Crouch
• Head of carer services (appointed 2019)	Andy McGowan
• Digital transformation manager (appointed 2019)	John Platten
•	
•	
•	

Our trustees



Stuart Evans - chair of trustees

Entrepreneur Stuart previously chaired the Arthur Rank Hospice and was a board member of the East of England Development Agency. He and his wife adopted three children and have first-hand experience of caring.

Matthew Lester

Matthew is currently a director of Sunday Times and ESTA Gold Award winning Maxine Lester Residential Lettings and Property Management. He spent 10 years as operations director for the Papworth Trust where he was responsible for service delivery by 200 staff.



Alison Griffiths – honorary treasurer

Alison, a chartered accountant, brings vast professional expertise to the board and was a director of taxation in international FTSE 100 groups. She is a trustee of Cambridgeshire Community Foundation.

Mike Passfield RN QN MSJ MSc

Graduating as a clinician, Mike joined the NHS and brings a decade of management experience to the board. He was also a young carer himself, caring for his father.



Tim Britt

Tim was elected onto the board in January 2020, bringing with him a wealth of experience across commercial roles and business process development. Tim is head of strategic services within Marshall Centre, part of the Marshall Group of Companies.

Ben Walsh

A practising mediator, Ben has a wealth of experience in the field of Special Educational Needs and Disabilities, working with charities that help families overcome barriers to accessing support and has personal experience of caring himself.



David Hipple

David brings considerable financial and general management skills to the charity having spent over 35 years as a chartered accountant and director of finance for a number of large and medium sized groups in both the public and private sector.

Christina Wells

Christina spent over 25 years working at a senior level in the public sector and has a wide range of experience, particularly within the NHS. Her interests include promoting the health and wellbeing of carers, developing carer friendly communities and safeguarding.



Our senior leadership team



Miriam Martin – chief executive

Miriam has worked in the charity sector for over 20 years, including as chief executive at Action for Blind People, a UK-wide charity with a budget of £23mn, 900 staff and 400 volunteers, supporting 90,000 people each year.



Melanie Gray – deputy chief executive

A qualified applied psychologist, Melanie has a wide range of sector experience and her skills include change management, project management, commissioning, research, consultancy and business development.



Helen de Spretter FCCA - director of finance and resources

A chartered accountant, Helen has operated in both private and public sectors.



Vanessa Kinsey-Thatcher – head of care services

Caring for her sister in her early years, Vanessa has held roles spanning governance, regulation and improving standards within healthcare settings. Most recently she was a mental health hospitals inspector with the CQC.

Anna Bainbridge - head of people

With a background in psychology and the third sector, she has a broad range of experience covering contracts and partnerships, project management, grants and tenders, quality standards and people management.



Hannah Crouch - head of fundraising and engagement

With over 12 years' experience in the third sector, Hannah is experienced in growing both capital and revenue funding.



Andy McGowan - head of carer services

Andy has over 15 years' experience of carers' policy, awareness-raising and participation on a local and national level and was part of the national campaign to introduce legal rights for young carers.



John Platten - digital transformation manager

John has a broad experience of delivering customer-centred digital services with a focus on user experience and change management in the academic, local government and property sectors.





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Caring Together Charity
Charity Registration Number 1091522
Company Registration Number 4379948



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