

Registered Charity No: 1085430

Company No: 04144820

***Carers FIRST***  
***(A company limited by guarantee)***

**ANNUAL REPORT AND  
FINANCIAL STATEMENTS**

for the year ended

**31 MARCH 2019**

**LINDEYER FRANCIS FERGUSON**  
CHARTERED ACCOUNTANTS



## **Carers FIRST**

### **COMPANY INFORMATION**

**COMPANY NUMBER** 04144820

**REGISTERED CHARITY** 1085430

**DIRECTORS AND TRUSTEES**  
Mr John Purdie (Chair)  
Ms Shirley Briggs  
Mr William Daniels (Treasurer)  
Mr Peter Davis  
Mrs Susan Ilott  
Mr Ronald Martin  
Mrs Ruth Rankine  
Mr William Swan

**CHIEF EXECUTIVE**  
Mr Adam Rowe (until April 2019)  
Mrs Caroline Pope (interim Chief Executive from April 2019)

**SECRETARY** Mrs Caroline Pope

**REGISTERED OFFICE**  
Michael Gill Building  
Tolgate Lane  
Strood  
Rochester  
Kent  
ME2 4TG

**BANKERS**  
Lloyds Bank Plc  
82 Mount Pleasant Road  
Tunbridge Wells  
Kent  
TN1 1RP

**AUDITORS**  
Lindeyer Francis Ferguson Limited  
Chartered Accountants  
North House, 198 High Street  
Tonbridge  
Kent  
TN9 1BE

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## **Carers FIRST**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019**

The Directors, who are also the Trustees of the charitable company, present their annual report with the financial statements for the year ended 31 March 2019. This Trustees' report, prepared in accordance with Part 15 of the Companies Act 2006, is also the Trustees' report as required by Part 8 of the Charities Act 2011.

The Trustees have adopted the provisions of the 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 2015) in preparing this annual report and financial statements.

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Status**

Carers FIRST is a company limited by guarantee and a registered charity (No 1085430) and was incorporated on 19 January 2001.

The Charity's governing document is its Articles of Association, which have been approved by the Charity Commission and its affairs are administered by its Trustees.

##### **Trustees**

The Trustees who held office during the year and since are as follows:

Mr John Purdie (Chair)  
Ms Shirley Briggs  
Mr William Daniels (Treasurer)  
Mr Peter Davis  
Mrs Susan Illott  
Mr Ronald Martin  
Mrs Ruth Rankine  
Mr William Swan  
Mr Robert Dennis (resigned 15 March 2019)  
Ms Julie Flower (resigned 18 April 2019)  
Mr Colin Russell (resigned 15 March 2019)  
Mrs Iris Sell (resigned 15 March 2019)  
Ms Mary Spillane (resigned 15 May 2018)

The Trustees are elected or re-elected by rotation by the Companies Act members of Carers FIRST at the Annual General Meeting.

Each year the Trustees review the skills and experience of those on the Trustee Board so that any skill gaps can be identified and appropriate candidates can be encouraged to stand for election.

The Board of Trustees is responsible for selecting and recruiting suitable Trustees to office at the Annual General Meeting. A maximum of 20 Trustees can be elected to the board. One third of the Trustees shall retire from office at each Annual General Meeting. A retiring Trustee is eligible for re-election, and there is

## **Carers FIRST**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019**

no limit on the number of times a Trustee may be re-elected. There is no upper age limit imposed on Trustees. Where appropriate responsibilities are delegated to subcommittees of the Board.

New Trustees are inducted through a process of briefings by the Chairman and the Chief Executive. They are provided with key information relating to the charity's governance and operation.

The Board of Trustees meets on average six times per year. Sub committees meet regularly as required. The Board of Trustees may appoint a Chairman, Vice Chairman and Treasurer.

The Board controls the activities of the charity through the Senior Leadership Team led by the Chief Executive Officer, supported by the Chief Operations Officer, Finance Director, Compliance and IT Manager, Human Resources Manager and Communication and Engagement Manager.

Although the Trustees are responsible for setting the policies of the organisation and developing its strategic direction, the Board has instigated a user involvement strategy to ensure the views of carers and their families are integral to how the charity operates both strategically and operationally.

#### **OBJECTIVES**

The objects of the charity are to relieve the needs of carers of persons who are sick, infirm or disabled including those with substance misuse and of vulnerable people with social care needs. We achieve this by the provision of respite care and information, advice and guidance. In order to meet the needs of carers we may work with those that they care for.

In accordance with Section 17 of the Charities Act 2011, the Trustees have had due regard to the guidance published by the Charity Commission on public benefit when reviewing the charity's objectives and planning future activities.

#### **ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE**

##### **Our strategies for achieving our stated aims and objectives;**

Carers FIRST strives to be the trusted provider of high quality, tailored, localised support to carers and their families so they are empowered, respected and valued for what they do. The Trustees and senior management have evolved our strategy to look to provide these services to carers in the East, South East of England and London. Our model of support is regionally coordinated, locally delivered with some central services provided by our central office, offering economies of scale and providing an opportunity for shared working practices and learning across our areas.

Carers FIRST has evolved our model of support over the past seven years to operate an outreach model that provides carers access to support in many ways and in differing locations. Whilst a carers centre is valuable to those that can attend, for many carers living in rural or dispersed communities it is important that the support they need is accessible within their local communities. In order to support carers, you first need to find them, and we know that many carers do not identify themselves as carers, seeing themselves as wives, husbands, sons, daughters and friends.

The development of our Carers HUB provides carers with immediate access to support from an experienced team of carers support coordinators. Of carers calling our Carers HUB, 50% of those carers have their

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### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019**

queries or issues resolved by the HUB team, without the need for more local community support. Carers can access this support, not only through the 0300-telephone line, but via webchat and email. Additional investment in our website has provided carers with more ways to find information and access practical advice around their caring role at times that suit them through our My Navigator online tool. This year has seen us further develop the ways that carers can access support online through the implementation of our Online Carers Forum, where carers can access tips and advice from other carers.

Whilst our Carers HUB provides an important element of our support, for many carers, having help available in their local community is a vital service that we offer. Giving carers a variety of ways to meet with our local staff and receive information and advice is a key element in all our contracts. Through implementing local Carers Surgeries allowing both telephone and face to face support at allocated times, our HUB team can offer carers planned appointments for carers to speak with our staff. For those carers that cannot, or do not wish to leave their home, our staff will visit carers at home to provide them with support around their caring role.

Our model of working closely with other local organisations and health and social care colleagues and raising their awareness of the services available to carers has seen successes in the identification of carers at early stages in their caring journey. In 2018/19, 20% of carers new to our services were identified as a result of work with health colleagues in hospitals and primary care settings.

#### **Measuring our success:**

In 2018/19 Carers FIRST has delivered services for 7 local authority areas, all with varying reporting and monitoring of our services and KPIs on the contracts. In all localities we have exceeded the expectations in terms of finding carers within the communities. Our outreach model has raised the profile of the carers service and our flexible means through which carers can refer or be referred to us has generated over 117 new referrals to our carer's hub each week. In this period, we have seen 6957 new carers accessing our support. Coproduction with carers has informed a refresh of our branding and information that is sent to carers about our services.

Carers FIRST has seen a growth in the geographical reach of the charity, with us providing county wide services in Essex from April 2018 and being awarded the contract to deliver carers services in Newham from July 2019. Additionally, the charity secured the continuation of our services to carers in Medway through a competitive tender process and the widening of the scope of the contract to include the support of Young Carers.

In Lincolnshire, Haringey and Waltham Forest we received news of the intention to roll over our statutory contracts for additional years, providing us with added security of contracts as we move in 2019/20.

Despite clear successes for the charity in winning new contracts, this year has also seen some disappointments. Our inability to retain our contract to support carers in Kent came as a blow to the staff and Trustees. Our strong track record for delivering high quality services to carers was irrelevant in the competitive tendering process with Kent moving to a Community Navigation model and the integration of the carer's services within this. The impact of this loss of service to the organisation meant that many staff that had worked for Carers FIRST for many years were TUPE'd across to the new providers and for carers in Kent in led to a transition to a new service, inevitably causing some anxieties. Carers FIRST worked with KCC and the new providers to ensure that this transition was managed to provide as much consistency as possible in the circumstances.

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### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019**

Carers tell us that they value the services we offer.....

Feedback from a carer engaged with our Care2Connect peer mentoring service receiving support from experienced carers:

*'It was nice to talk to another carer who'd been through what I'm going through.... She understands everything I told her'*

*'She gave me some really helpful advice on feeding my husband and told me what had worked for her. It made me feel less alone whenever I spoke to her'*

#### **Activities undertaken and how they contribute to the achievement of our stated aims and objectives:**

In all the areas that we operate in, Carers FIRST is funded to support carers and families by providing emotional and practical support, advice, information and guidance, and opportunities for carers to access training, social groups, activities, trips and more.

Our 0300 carers hub is a place where carers can access our services, speak with experienced carer support staff either via telephone or using webchat and email. Professionals can speak to our administration team to refer carers to our services. During 2018/19 our Carers Hub received 11036 calls from carers and made 9424 outgoing calls to carers, whilst our administration team received 11368 calls from carers wishing to book onto activities and professionals wishing to refer a carer to us or find out more about our services. Following contact with our Carers Hub, community support is offered through face to face meetings both in the carer's local community or where necessary in the carers' homes.

Telephone and face to face carers' surgeries provide the opportunity for carers to book an appointment to talk to our staff at a time and in a location that suits them. Our support staff use a range of tools to assess the carer's situation, including the Carers Outcome Star and through this personalised and strength-based approach provide them with advice, information, support planning, signposting and onward referrals to help them to manage their caring role. Additionally, staff based within acute and community hospitals provide information and advice services to carers and promote early referral into the community-based carers' services.

During the 2018/19 period, Carers FIRST continued to deliver high quality and trusted carers services in Medway, Lincolnshire and Waltham Forest.

#### **What we do in Essex / Haringey / Medway / Waltham Forest:**

In Medway the carers service was recommissioned with a recognition that a whole age carers service added better value which led to the new carers contract including the support of Young Carers. Over the summer of 2018, Carers FIRST tendered for and won this new Carers Service, which commenced in January 2019. The new service is part of the Better Together Consortium which links our contract with those of Medway VCS, Medway Citizens Advice, Kent Association for the Blind and Engage Kent, with shared KPIs and opportunities for more joint working between staff working on the projects. In Medway we have 2928 adult carers, 237 young adult carers and 398 young carers registered with us.

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### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019

#### Additional Project in Medway:

- Young Carers Project: Funded predominantly by Children in Need but also with grants from Kent Community Foundation. The project works with over 635 Young / Young Adult Carers, providing them with peer support, 1:1 emotional support, respite and fun activities and within 14 schools in Medway to raise the awareness of the challenges that young carers face when juggling caring and education.
- Young Adult Carers Project: funded by Colyer-Fergusson this project works with young people aged 16-24 years who are managing a caring role at a formative time in their life where they are making decisions around education, training and employment. The project aims to build their skills and confidence and to provide them with the information to make informed choices around their future.

Our contract with Waltham Forest Borough Council has seen us providing informal advice, information and guidance services to carers in the borough since 2016. We have 1118 carers registered with us in Waltham Forest. During this year, we have been advised that the contract will be rolled over for a further year until Oct 2020. Working in the London Boroughs bring great opportunities for joint working and we are in the second year of a collaboration with Citizens Advice to bring Social Prescribing principals into our services to carers.

In Haringey, our smallest contract, the staff have integrated into the local community provision and our outreach model has developed a new accessible carers service that is valued by commissioners. We have 953 carers registered with our services.

In Essex we exceeded the target of carers registered with us and offered support to 3678 new carers. We have staff integrated within 4 Acute Hospitals to identify carers and provide them with valuable information and a link into our services within the communities. To supplement this contract, we applied for and were awarded a year's grant to provide a carer link worker with Southend Hospital. This role provided a link to not only our own community services in Essex, but to those of the carers service provider in Southend.

#### **What we do in Lincolnshire & Kent:**

In Lincolnshire and Kent, in addition to our core services, we provide carers with Statutory Carers Assessments and authorise direct payments for carers on behalf of the local authority. In Lincolnshire we work together with the Lincolnshire County Council Customer Service Centre to provide the county wide carers service to adult carers, including Information, Advice and Guidance, Peer Support, training and engagement with carers. Through this service we have 9,289 carers currently registered with Carers FIRST and provide over 20 peer groups each month.

#### Additional Projects in Lincolnshire: funded from the Better Care Fund in December 2017 until 2020.

- Pharmacy Project: working with Pharmacies to identify carers early in their caring journey and to raise the awareness of the added value services that pharmacies offer to their communities, including free flu vaccines for carers.
- Employment Project: working with employers and individual carers, using the resources of Employment for Carers, to support carers to maintain or gain employment. Some of the key aims are to support carer choice about employment, to prevent carers from feeling obliged to give up

## Carers FIRST

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019

work and to enable carers to maintain, return to or access employment or self-employment. As part our core contract and supplemented by this project we provide carers with specialist benefits advice. During 2018/19 our two benefits advisors gained an additional £4 million in awards to carers in Lincolnshire as a direct result of advice and support given.

- Health Engagement Project: to raise the awareness of the carers services and increase referrals to the carer's services from GPs and hospitals.

#### Additional Services provided in Kent:

North Kent: funded by Swale and DGS CCGs since October 2016.

- Rapid Response Project: On behalf of the CCG we are supporting carers and individuals that require help at home to prevent them or the person they are caring for from being admitted to hospital.

#### **New Contracts:**

During 2018/19, we submitted a tender to deliver carers services in Newham, a London Borough bordering on our current service in Waltham Forest and Haringey. The contract requires a visible and accessible service across the borough and one that our outreach model would enable. At the end of this period, we were advised that we were successful in this tender and will be mobilising the contract for a start on July 1<sup>st</sup>, 2019.

At the end of this financial year, we also submitted a tender for Hackney Carers Services which we have been awarded and will be mobilising for a start on 1<sup>st</sup> Oct 2019.

#### **Short-term and longer-term aims and objectives:**

Health and Social Care budgets are under increasing pressure and we are seeing a reduction in budgets for carers services across the areas in which we work. Whilst not all councils have integrated health and social care budgets, we have seen a change in priorities to provide services that reduce, delay, prevent the need for more intense support and that reduces the admissions to hospital of carers or the person they care for. Working with both Acute Hospital Trusts and emerging Primary Care Networks is therefore a key area that we need to continue to develop our service to do.

In the context of the decreasing budgets, we have seen a move to tenders that ask for financial savings against the budget. Whilst we offer a high-quality specialist service, we need to also understand that commissioners wish to avoid duplication and streamline the services they offer to their community. It is therefore essential that we continue to develop our volunteer led services, work more closely with partners and that we deliver complimentary services to the community that bring added value.

Our key business objectives include:

- Placing the family and carer centrally to our organisation
- Improve access to and quality of our services
- Improve our understanding of the external environment to plan effectively for the future
- Work in partnership with others
- Improve our organisational culture and be a good place to work
- Improve our financial sustainability through diversifying and increasing our funding

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- To better support carers by continuing to increase the capability of our staff team.
- Increase awareness of Carers FIRST to help grow the number of referrals and expand where they come from

Within the next 12 months, we will see the recommissioning of our contracts in Waltham Forest and the engagement activity in Lincolnshire ahead of the re procurement of the Lincolnshire Carers Service. Whilst winning new geographical areas and extending our reach is a clear aim of the charity, the Trustees and Senior Management realise that maintaining our existing contracts is vital for us and requires significant work in the run up to the recommissioning to ready our services to meet the new requirements of commissioners. It is therefore important over the coming 12 months that we look to integrate our services more widely into the local communities and to build strong partnerships with local providers. Understanding the growing needs of commissioners and their priorities will enable us to better shape our services to place us in a strong position to win new contracts.

A longer-term aim is to continue to offer high quality carers services to commissioners in the East and South East of England. The London Boroughs are served by many smaller providers. Increasing competition from non-carer specific organisations for the London services will provide opportunities for us to work closely with carers services, to offer some specialist services, such as our Carers HUB, website and digital platforms. Our growth in London, with us now providing services for four neighbouring boroughs also gives us exciting opportunities to seek grant funding to provide cross borough projects which add value to our core contracts. Our strategy is to seek additional contract that are in the East, South East and South of England where we feel that our services would provide carers with a better service than they currently receive.

Over the coming three years we aim to:

- Win tenders to continue deliver carers contracts in the areas we work within
- Develop strategic partnerships with Health partners and other charities to deliver complimentary services
- Extend our geographical reach in London, East and the South East of England by tendering for contracts or by seeking partnerships with existing carers services to better meet the needs of commissioners and carers.

#### **Volunteers and their support to Carers FIRST:**

Carers FIRST has benefitted from the support of 72 volunteers during the year, although this number has subsequently reduced as a result of the changes in Kent. Volunteers provide support to us in many ways, from administrative activities in the offices to the role of Trustees. We have evolved our volunteer model to better use the experience of carers themselves to provide mentoring and support to other carers. Our Care2Connect programme upskills experienced carers to enable them to buddy with new carers and to mentor them to increase their confidence around the caring roles. Telephone befriending for carers is a valuable service that we offer using our skilled volunteers who will call carers every few weeks to check on their wellbeing. We currently engage 13 volunteers as a telephone befriender, providing 2,600 hours of support each year.

*'My befriender kept suggesting I go to the local Zumba class. I'd mentioned I wanted to go but wasn't brave enough to go alone. We talked about my worries and, eventually, I felt brave enough to head off. It was fine and I quite enjoyed it. I felt very proud of myself when I told my befriender about it.... I wouldn't have gone without her support and I think I'll probably keep at it'*

## **Carers FIRST**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019**

Although some volunteers will come into our offices to deliver this support to carers, we have several volunteers who provide this service from their homes. Whilst volunteers provide a valuable service to Carers FIRST, it is also important that the Charity recognises the skills these volunteers have and gives opportunities for volunteers to gain skills through training and induction. During this period, we have evolved our training for volunteers, offering them opportunities to learn new skills.

*A story of volunteering.....Sally is a carer for her teenage son who has severe physical health issues and learning difficulties. Sally is an enthusiastic member of our Carer Forum, having attended right from the beginning. She is passionate about making changes that improve the lot of carers and is always happy to share her hard-won experience and skills. Since joining the forum, she has also begun helping at a peer support group, contributing ideas and acting as a Mentor to other carers. She's advised and supported other carers, some of whom have been able to access services they'd never heard of before. Her support is invaluable.*

The Trustees and Senior Management would like to thank all our volunteers for their continued support of the charity and over the coming year we aim to grow the number of volunteers in all of our geographical areas.

#### **The achievements against objectives set:**

Last year's annual report set out expectations to grow the income of the charity and to reach more carers. The loss of the Kent Carers contract impacted on this ability and has seen a reduction in our funding from contracts. However, the winning this year of the Medway carers contract at an increased value to previous years together with successful tenders for Newham (from July 2019) and Hackney (from Oct 2019) has reduced the impact of the loss of Kent over the coming years. Whilst reaching the financial size set out by the previous CEO may be a challenge, we will continue with the aim to increase our footprint and offer high quality services to carers, looking for opportunities to bid for new contracts either ourselves, or in partnership with others.

#### **The performance of material fundraising activities against the fundraising objectives set:**

With continued pressure on funding, the trustees identified the need to take a more strategic approach to fundraising and we recruited a fundraiser in Dec 2017. During 2018/19 we have secured £80,592 of additional funding to support carers across our localities and offer them additional services not covered under our statutory contracts. Trips and activities, training and promotional activity have all been provided this year through monies from organisations such as Awards for All, Tesco, Waitrose, Local Borough Councils and the Carers Trust. These smaller funding pots do not often enable the recruitment of additional staff, so these activities have been managed within contracts and staffing levels, which does create additional pressure on staff to deliver on both contract KPIs and grant funded outcomes.

Establishing a formula for applications for these small charitable monies has now been done to enable the local teams to do much of this lower level grant and funding opportunities. We have moved the focus of our fundraiser onto medium size grants and trusts which will enable more substantive services and appropriate staffing levels.

Carers FIRST has been the beneficiary of grant monies to support Young / Young Adult Carers in Medway from both Children in Need and Colyer Fergusson over the past few years. These grants have provided us with staff to work with young people, providing them with social and training opportunities and the chance

## **Carers FIRST**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019**

to meet with their peers. We were delighted at the end of this year in successfully applying to continue these projects for a further 3 years and funding 1.5FTE staff to work with these deserving young people.

#### **FINANCIAL REVIEW**

The Charity's incoming resources for the year ended 31 March 2019 totalled £4,394,878 (2018 - £3,484,422). Resources expended totalled £4,137,593 (2018 - £3,541,014) and net gains on investments were £19,310 (2018 – losses of £13,124). Net surplus and movement in funds came to £276,595 (2018 – net expenditure of £69,716). At 31 March 2019 the unrestricted fund balance was £1,519,253 (2018 - £1,290,631) and the restricted balance was £215,665 (2018 - £167,692).

Carers FIRST have continued to demonstrate year on year growth of its activities, its finances and the numbers of carers it supports.

The Trustees have reviewed the reserves of the charitable company and have established a policy under which the free reserves held should be equivalent to between three and six months of the unrestricted resources planned to be expended in the forthcoming financial year. Based on our budget for 2019-20 that is between £0.85m and £1.69m. At 31 March 2019, the free funds amounted to £1.5m (2018 - £1.2m). Trustees, having modelled different scenarios, will keep the policy under review in the light of commissioning intentions and the decisions of our statutory partners.

#### **Investments**

Carers FIRST investments are held as a reserve against any future shortfall in income against expenditure. They seek to maintain and, if possible, enhance, the real value of the funds represented by its investments in line with the business plan. We seek to meet these objectives by maintaining an appropriate balance between maximising long-term returns and avoiding undue risk and volatility in capital values.

To this end investments are held in a well-diversified portfolio, with the risk spread across different asset classes and styles of investment management. Investment manager performance is measured against an established market benchmark suitable for a balanced risk spread portfolio with a mix of Investment Classes.

Overall performance has been ahead of the MSCI WMA Balanced Index, which aims to represent the investment strategy of a client seeking a balanced approach between income and capital growth in their portfolio.

#### **Risk Management**

Effective risk management is at the heart of the successful delivery of our strategy and protecting the future sustainability of Carers FIRST. We are fully committed to ensuring those risks are properly managed. An organisation-wide risk management approach is in place that identifies the key strategic and operational risks and ensures they are effectively managed, through clear accountability and escalation when needed.

Risks are assessed to determine their level of seriousness, to verify that they are effectively managed and that further mitigation actions are taken where needed.

The Trustees and the executive team review risks on an ongoing basis, evaluating the mitigations that are in place and identifying any new risks.

## **Carers FIRST**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019**

#### **Key risks faced by Carers FIRST and how we are managing them**

Health and safety continues to be a risk priority for Carers FIRST. We have an excellent track record in preventing harm to volunteers, staff and carers and are fully committed to maintaining this record. A health and safety framework exists to maintain safety awareness at the highest possible level and to prevent accidents from happening.

Operational procedures are in place that set out the appropriate best practice and standards to be followed and these are audited periodically to ensure compliance. A robust training regime is in place for all staff and volunteers. Information security is increasingly high on the risk agenda of many organisations. The importance of defending our IT systems from malicious attack and protecting the personal data we hold from unauthorised access and misuse is also fully recognised by Carers FIRST. Security measures are in place to protect unauthorised access to IT systems and to carry out ongoing tests for potential vulnerabilities in the IT network.

Policies and procedures are also established for protecting data within the working environment, supported by mandatory awareness training for all staff and we have undertaken the necessary steps to ensure compliance with the changes to GDPR; effective from May 2018. Organisational change is key to delivering Carers FIRST'S strategy and business plan successfully. With any such programme there is a risk that the required change is not achieved. To mitigate this a programme is in place, resourced with the necessary programme and change management skills.

The governance framework for this programme ensures the Trustees board and executive team can monitor its progress and resolves any conflicts in priorities across the organisation.

#### **AUDITORS**

In accordance with section 485 of the Companies Act 2006, a resolution proposing that Lindeyer Francis Ferguson Limited be reappointed as auditors of the charitable company will be put to the Annual General Meeting.

#### **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The Trustees are responsible for preparing financial statements in accordance with applicable law and regulations.

Company and charity law requires the Trustees (who are also the directors of Carers FIRST for the purposes of company law) to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law), including the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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 surplus or deficit for that period. In preparing those financial statements they have:

- selected suitable accounting policies and then applied them consistently;
- made judgements and estimates that are reasonable and prudent;
- prepared the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business;

## **Carers FIRST**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2019**

- stated whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for maintaining adequate accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the Company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of 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 OF DISCLOSURE TO AUDITORS**

So far as the Trustees are aware, there is no relevant audit information which has not been disclosed to the company's auditors. They have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any matters which would be relevant for audit purposes, and to ensure that such information has been communicated to the Company's auditors.

#### **SMALL COMPANY EXEMPTIONS**

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime in Part 15 of the Companies Act 2006.

Approved by the Trustees and signed on their behalf by:

J Purdie  
**Chairman**

W Daniels  
**Treasurer**

Date: 27 September 2019

# **INDEPENDENT AUDITORS' REPORT**

## **TO THE MEMBERS OF CARERS FIRST**

### **FOR THE YEAR ENDED 31 MARCH 2019**

#### **Opinion**

We have audited the financial statements of Carers FIRST (the 'charitable company') for the year ended 31 March 2019 which comprise the statement of financial activities, balance sheet, 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 2019 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Conclusions relating to going concern**

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 other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

# **INDEPENDENT AUDITORS' REPORT**

## **TO THE MEMBERS OF CARERS FIRST**

### **FOR THE YEAR ENDED 31 MARCH 2019**

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.

#### **Opinions on other matters prescribed by the Companies Act 2006**

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

#### **Matters on which we are required to report by exception**

In the light of the 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 directors' report included within 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 trustee were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

#### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on pages 10 and 11, 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.

**INDEPENDENT AUDITORS' REPORT**  
**TO THE MEMBERS OF CARERS FIRST**  
**FOR THE YEAR ENDED 31 MARCH 2019**

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

**Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. 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: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

**Use of our report**

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

**Jonathan Healey FCA (Senior Statutory Auditor)**  
**For and on behalf of Lindeyer Francis Ferguson Limited**  
Chartered Accountants  
Statutory Auditors

North House  
198 High Street  
Tonbridge  
Kent TN9 1BE

Date: 25 October 2019

## Carers FIRST

### STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2019

	Note	2019 Unrestricted funds £	2019 Restricted funds £	2019 Total funds £	2018 Total funds £
<b>Income from:</b>					
Donations and legacies	2	52,692	168,844	221,536	142,963
Charitable activities	3	3,820,351	310,182	4,130,533	3,306,902
Investments		42,809	-	42,809	34,557
Total income		3,915,852	479,026	4,394,878	3,484,422
<b>Expenditure on:</b>					
Raising funds		6,689	-	6,689	15,226
Charitable activities	4	3,699,851	431,053	4,130,904	3,525,788
Total expenditure		3,706,540	431,053	4,137,593	3,541,014
Net gains/(losses) on investments		19,310	-	19,310	( 13,124)
<b>Net income/(expenditure) and net movement in funds</b>	<b>7</b>	<b>228,622</b>	<b>47,973</b>	<b>276,595</b>	<b>( 69,716)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		1,290,631	167,692	1,458,323	1,528,039
<b>Total funds carried forward</b>	<b>14</b>	<b>1,519,253</b>	<b>215,665</b>	<b>1,734,918</b>	<b>1,458,323</b>

# Carers FIRST

## BALANCE SHEET AS AT 31 MARCH 2019

	Note	2019 £	2019 £	2018 £	2018 £
<b>Fixed assets</b>					
Tangible assets	9		66,301		82,292
Investments	10		1,100,377		1,053,445
			<u>1,166,678</u>		<u>1,135,737</u>
<b>Current assets</b>					
Debtors	11	382,052		338,428	
Cash at bank and in hand		723,605		484,796	
		<u>1,105,657</u>		<u>823,224</u>	
<b>Liabilities</b>					
Creditors: amounts falling due within one year	12	( 537,417)		( 500,638)	
<b>Net current assets</b>			568,240		322,586
			<u>1,734,918</u>		<u>1,458,323</u>
<b>Total net assets</b>			<u>1,734,918</u>		<u>1,458,323</u>
<b>The funds of the charity</b>					
Unrestricted funds	14		1,519,253		1,290,631
Restricted income funds	14		215,665		167,692
			<u>1,734,918</u>		<u>1,458,323</u>

The financial statements were approved by the Board of Trustees on 27 September 2019 and were signed on its behalf by:

**J Purdie**  
Chairman

**W Daniels**  
Treasurer

Company number: 04144820

# Carers FIRST

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2019

	Note	2019 £	2019 £	2018 £	2018 £
<b>Cash flows from operating activities:</b>					
Net cash provided by operating activities	A		266,673		3,879
<b>Cash flows from investing activities:</b>					
Interest and dividends received		42,809		34,557	
Purchase of tangible fixed assets		( 43,051)		( 46,977)	
Purchases of investments		( 38,856)		( 387,965)	
Sales of investments		11,234		167,416	
Net cash used in investing activities			( 27,864)		( 232,969)
<b>Change in cash and cash equivalents</b>			238,809		( 229,090)
Cash and cash equivalents at the beginning of the year			484,796		713,886
<b>Cash and cash equivalents at the end of the year</b>			<u>723,605</u>		<u>484,796</u>
<b>A. Reconciliation of net income to net cash flow from operating activities</b>					
Net income/(expenditure) for the year <i>As per the Statement of Financial Activities</i>			276,595		( 69,716)
Adjustments for:					
Depreciation charges		59,042		39,961	
Net (gains)/losses on investments		( 19,310)		13,124	
Interest and dividends receivable		( 42,809)		( 34,557)	
(Increase) in debtors		( 43,624)		( 88,714)	
Increase in creditors		36,779		143,781	
			( 9,922)		73,595
Net cash provided by operating activities			<u>266,673</u>		<u>3,879</u>

# Carers FIRST

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

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### 1 Accounting policies

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

#### 1.1 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 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Carers FIRST 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).

There are no material uncertainties about the charity's ability to continue, and so the going concern basis of accounting continues to be adopted.

The financial statements are presented in pounds sterling and rounded to the nearest pound.

#### 1.2 Income

Income from donations and grants is recognised when the charity is entitled to the funds, the receipt is probable and the amount can be measured reliably. For donations, this is usually on receipt. For grants, this is usually when a formal offer is made in writing, unless the grant contains terms and conditions outside of the charity's control which must be met before the charity is entitled to the funds. Where grants are received in response to a proposal including a budgeted timescale, such that the timescale for the expenditure is implicit in the grant agreement, the income is recognised in accordance with that timescale.

Income from contracted services, and services to users, is recognised when the services are provided. Income from such sources received in advance of the service provision is accounted for as deferred income.

Investment income is recognised when receivable.

# Carers FIRST

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

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### 1 Accounting policies (continued)

#### 1.3 Expenditure

Expenditure is recognised when a present legal or constructive obligation exists at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefits will be required to settle the obligation, and the amount can be estimated reliably.

Expenditure on charitable activities comprises the direct costs incurred by the charity in delivering its charitable objectives. Support costs are those functions that assist the work of the charity but do not directly relate to the charitable activities. These costs have been allocated to the charitable activity. Staff costs are allocated to direct costs or support costs on the basis of staff time.

#### 1.4 Pensions

The charity makes contributions to the personal pension schemes of its employees. The pension cost in the financial statements represents the contributions payable by the charity during the year.

#### 1.5 Taxation

The charity is exempt from corporation tax on its income and gains to the extent that these are applied to its charitable objectives.

#### 1.6 Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the Trustees.

Restricted funds can only be used for the particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

#### 1.7 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated realisable value of each asset over its expected useful life, as follows:

Fixtures, fittings and equipment - Between 20% and 33% straight line

Assets costing less than £500 are written off in the year they are acquired.

#### 1.8 Investments

Listed investments are stated at market value. Gains and losses arising on the revaluation of investments are taken to the Statement of Financial Activities.

# Carers FIRST

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

### 1 Accounting policies (continued)

#### 1.9 Financial instruments

The charity only has financial instruments which are classified as basic financial instruments.

Short-term debtors and creditors are measured at the settlement value. Any losses from impairment are recognised in the statement of financial activities.

#### 1.10 Status

Carers FIRST is a charitable company limited by guarantee incorporated in England and Wales. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is Unit 4, Michael Gill Building, Tolgate Lane, Rochester, Kent, ME2 4TG.

### 2 Income from donations and legacies

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Grants	194,964	123,576
Donations	26,572	19,387
	<u>221,536</u>	<u>142,963</u>

Income from restricted funds in the comparative period was £109,600.

### 3 Income from charitable activities

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
<i>Activity: Carers services</i>		
Kent County Council	970,640	1,127,898
Medway Council	320,383	269,115
Lincolnshire County Council	1,435,294	1,258,267
Waltham Forest Borough Council	174,000	174,000
Haringey Borough Council	84,617	7,051
Essex County Council	900,000	-
Southend-on-Sea Borough Council	16,949	-
Medway NHS	46,240	58,181
NHS - Dartford, Gravesham and Swanley, and Swale	175,147	227,397
Charges to service users	7,263	184,993
	<u>4,130,533</u>	<u>3,306,902</u>

Income from restricted funds in the comparative period was £476,697.

# Carers FIRST

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

### 4 Expenditure on charitable activities

		<b>2019</b>	<b>2018</b>
		<b>£</b>	<b>£</b>
<i>Activity: Carers services</i>			
Direct costs	<b>Note 5</b>	3,498,542	2,964,656
Support costs	<b>Note 6</b>	632,362	561,132
		<u>4,130,904</u>	<u>3,525,788</u>

Expenditure for restricted funds in the comparative period was £601,762.

### 5 Direct costs of charitable activities

		<b>2019</b>	<b>2018</b>
		<b>£</b>	<b>£</b>
Staff costs		2,747,604	2,250,912
Staff expenses, recruitment and training		43,547	62,556
Project costs		610,643	507,469
Grants paid to individuals		96,748	143,719
		<u>3,498,542</u>	<u>2,964,656</u>

### 6 Support costs

		<b>2019</b>	<b>2018</b>
		<b>£</b>	<b>£</b>
Staff costs		259,014	232,759
Staff expenses, recruitment and training		11,752	27,817
Rent and service charges		76,921	46,366
Other premises expenses		51,678	41,011
Insurance		11,902	12,770
Office expenses		114,420	92,629
Legal and professional fees		30,209	17,450
Accountancy fees paid to auditors		2,220	5,000
Audit fees		7,050	7,030
Payroll processing fees		5,073	6,042
Trustee and meeting expenses		1,505	2,973
Bad debts		( 738)	2,808
Bank charges		593	1,037
Professional membership fees		5,647	8,652
Depreciation		59,042	39,961
Irrecoverable VAT		( 3,926)	16,827
		<u>632,362</u>	<u>561,132</u>

# Carers FIRST

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

### 7 Net income/(expenditure)

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Net income/(expenditure) is stated after charging:		
Accountancy fees paid to auditors	2,220	5,000
Audit fees	7,050	7,030
Depreciation	59,042	39,961
Net gains/(losses) on investments	19,310	( 13,124)
Rent paid under operating leases	76,921	46,366
	<u>201,543</u>	<u>105,233</u>

### 8 Staff costs

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Gross salaries	2,776,486	2,304,059
Employer's National Insurance contributions	182,356	149,819
Pension and healthcare costs	47,776	29,793
	<u>3,006,618</u>	<u>2,483,671</u>

No member of staff received employment benefits (excluding employer pension contributions) in excess of £60,000 during the year (2018: None). During the year 134 employees received employer contributions to their personal pension schemes (2018: 87).

The average number of employees during the year on a headcount basis was as follows:

	<b>2019</b>	<b>2018</b>
	<b>No.</b>	<b>No.</b>
Management	6	6
Administration and HR	22	18
Outreach and carer support	120	88
Community Care workers	-	14
	<u>148</u>	<u>126</u>

# Carers FIRST

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

### 9 Tangible fixed assets

	<i>Fixtures, fittings &amp; equipment</i>
	<i>£</i>
<b>Cost</b>	
At 1 April 2018	187,708
Additions	43,051
	<hr/>
At 31 March 2019	230,759
	<hr/>
<b>Depreciation</b>	
At 1 April 2018	105,416
Charge for the year	59,042
	<hr/>
At 31 March 2019	164,458
	<hr/>
<b>Net book value</b>	
At 31 March 2019	66,301
	<hr/> <hr/>
At 31 March 2018	82,292
	<hr/> <hr/>

### 10 Investments

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
<b>Market value</b>		
At 1 April 2018	1,053,445	846,020
Additions	38,856	387,965
Sales proceeds	( 11,234)	( 167,416)
Net gains/(losses) on investments	19,310	( 13,124)
	<hr/>	<hr/>
At 31 March 2019	1,100,377	1,053,445
	<hr/> <hr/>	<hr/> <hr/>

All investments are UK quoted investments.

# Carers FIRST

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

<b>11 Debtors</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Trade debtors	354,928	296,668
Other debtors	2,045	1,951
Prepayments and accrued income	25,079	39,809
	<u>382,052</u>	<u>338,428</u>
	<u><u>382,052</u></u>	<u><u>338,428</u></u>
<b>12 Creditors: amounts falling due within one year</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Trade creditors	73,164	42,367
Taxation and social security	224,574	137,596
Deferred income	12,750	83,506
Other creditors	96,154	111,875
Accruals	130,775	125,294
	<u>537,417</u>	<u>500,638</u>
	<u><u>537,417</u></u>	<u><u>500,638</u></u>
<b>Deferred income:</b>		
Incoming resources deferred in the previous period	83,506	86,237
Released to the Statement of Financial Activities	( 83,506)	( 86,237)
Incoming resources deferred in the current period:		
Grants and contract income	12,750	83,506
	<u>12,750</u>	<u>83,506</u>
	<u><u>12,750</u></u>	<u><u>83,506</u></u>
<b>13 Financial commitments</b>		
At 31 March 2019 the charity was committed to future minimum lease payments under non-cancellable operating leases as follows:		
	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Land and buildings		
Due not later than one year	45,551	45,833
Later than one year not later than five years	58,975	82,000
Other		
Due not later than one year	382	1,529
Later than one year not later than five years	-	382
	<u>104,908</u>	<u>129,744</u>
	<u><u>104,908</u></u>	<u><u>129,744</u></u>

# Carers FIRST

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

### 14 Movement on funds

	<i>At 1 April 2018</i>	<i>Income</i>	<i>Expenditure</i>	<i>Transfers/ Gains and (losses)</i>	<i>At 31 March 2019</i>
	<i>£</i>	<i>£</i>	<i>£</i>	<i>£</i>	<i>£</i>
<b>Unrestricted funds</b>					
General fund	1,290,631	3,915,852	( 3,706,540)	19,310	1,519,253
	<u>1,290,631</u>	<u>3,915,852</u>	<u>( 3,706,540)</u>	<u>19,310</u>	<u>1,519,253</u>
<b>Restricted income funds</b>					
Kent County Council:					
Outcome 4	-	45,857	( 45,857)	-	-
Outcome 7	7,672	518	( 8,190)	-	-
Outcome 11	15,112	17,071	( 32,183)	-	-
Hospital discharge	2,182	39,836	( 42,018)	-	-
NHS Carers and Crisis					
Service pilot	56,830	101,250	( 137,728)	-	20,352
Children in Need	3,197	32,297	( 35,494)	-	-
Kent Community Foundation					
Grants to individual carers	10	-	( 10)	-	-
Medway carers support	73,038	105,650	( 44,750)	-	133,938
Carers Trust	400	-	-	-	400
Colyer-Fergusson Charitable Trust	2,181	12,492	( 14,673)	-	-
Dartford Borough Council	500	-	( 500)	-	-
Donations and grants	6,570	124,055	( 69,650)	-	60,975
	<u>167,692</u>	<u>479,026</u>	<u>( 431,053)</u>	<u>-</u>	<u>215,665</u>
<b>Total funds</b>	<u><u>1,458,323</u></u>	<u><u>4,394,878</u></u>	<u><u>( 4,137,593)</u></u>	<u><u>19,310</u></u>	<u><u>1,734,918</u></u>

## Carers FIRST

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

---

#### 14 Movement on funds *continued*

Restricted funds have been received for the following purposes:

##### ***Kent County Council***

The Outcome 4 fund is to make one-off payments of up to £250 to eligible carers to use to meet their assessed needs.

The Outcome 7 fund is used to provide transport or respite for carers to enable them to access services/training.

The Outcome 11 fund is awarded to eligible carers to enable them to receive additional support when their health may be at risk from the caring role.

Hospital Discharge Service – To support carers in South West Kent in their caring role for 2 weeks following discharge from hospital of the cared for.

##### ***NHS Carers and Crisis Service***

To provide support to carers in crisis in Swale and DGS for a 2 week period to prevent hospital admission.

##### ***Children in Need***

This funding is to provide one to one support and recreational activities for young carers.

##### ***Kent Community Foundation***

This includes grants to provide transport and activities for young carers, support for the elderly and vulnerable adults, support for Young people and Families.

##### ***Medway Carers Support/Wellbeing Funding***

The Medway Carers Support/Well Being Funding is to make payments to carers to enable them to maintain their caring role and to prevent carer breakdown. The amount per carer is based on assessment up to a limit of £600.

##### ***Carers Trust***

This includes grants to provide workshops, support and activities for young adult carers.

##### ***Colyer Fergusson Charitable Trust***

This funding is to provide staff to support young adult carers to transition from support from children's services into adulthood and supporting them into further education and employment.

##### ***Dartford Borough Council***

This is a one off grant accessed via application from a council member towards carer activities.

##### ***Donations***

This includes various donations and legacies received throughout the year to provide specific activities and/or support to carers.

# Carers FIRST

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

### 14 Movement on funds *continued*

*Comparative figures*

	<i>At 1 April 2017</i>	<i>Income</i>	<i>Expenditure</i>	<i>Transfers/ Gains and (losses)</i>	<i>At 31 March 2018</i>
	<i>£</i>	<i>£</i>	<i>£</i>	<i>£</i>	<i>£</i>
<b>Unrestricted funds</b>					
General fund	1,344,882	2,898,125	( 2,939,252)	( 13,124)	1,290,631
	<u>1,344,882</u>	<u>2,898,125</u>	<u>( 2,939,252)</u>	<u>( 13,124)</u>	<u>1,290,631</u>
<b>Restricted income funds</b>					
Kent County Council:					
Outcome 4	-	64,029	( 64,029)	-	-
Outcome 7	-	19,985	( 12,313)	-	7,672
Outcome 11	25,668	43,491	( 54,047)	-	15,112
Hospital discharge	-	42,936	( 40,754)	-	2,182
Carers breaks	-	74,594	( 74,594)	-	-
NHS Carers and Crisis					
Service Pilot	50,550	152,500	( 146,220)	-	56,830
Children in Need	1,249	32,048	( 30,100)	-	3,197
Kent Community Foundation					
Grants to individual carers	10	-	-	-	10
Project grants	9,538	-	( 9,538)	-	-
Medway carers support	71,846	79,162	( 77,970)	-	73,038
Carers Trust					
Grants to individual carers	400	2,070	( 2,070)	-	400
Project grants	-	2,149	( 2,149)	-	-
The Henry Smith Charity	-	27,500	( 27,500)	-	-
Colyer-Fergusson Charitable Trust	4,958	27,740	( 30,517)	-	2,181
Dartford Borough Council	-	500	-	-	500
Donations	18,938	17,593	( 29,961)	-	6,570
	<u>183,157</u>	<u>586,297</u>	<u>( 601,762)</u>	<u>-</u>	<u>167,692</u>
<b>Total funds</b>	<u><u>1,528,039</u></u>	<u><u>3,484,422</u></u>	<u><u>( 3,541,014)</u></u>	<u><u>( 13,124)</u></u>	<u><u>1,458,323</u></u>

# Carers FIRST

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

### 15 Analysis of net assets between funds

	<i>Unrestricted funds</i> £	<i>Restricted funds</i> £	<i>Total funds</i> £
Fund balances at 31 March 2019 are represented as follows:			
Tangible fixed assets	66,301	-	66,301
Investments	1,100,377	-	1,100,377
Net current assets	352,575	215,665	568,240
	<u>1,519,253</u>	<u>215,665</u>	<u>1,734,918</u>

#### *Comparative figures*

Fund balances at 31 March 2019 are represented as follows:

Tangible fixed assets	82,292	-	82,292
Investments	1,053,445	-	1,053,445
Net current assets	154,894	167,692	322,586
	<u>1,290,631</u>	<u>167,692</u>	<u>1,458,323</u>

### 16 Related party transactions

The Board of Trustees and the six (2018: six) members of the Senior Leadership Team are considered to be the charity's key management personnel. The total amount of employee benefits (including employer's national insurance and employer's pension contributions) received by key management personnel during the year was £277,747 (2018: £250,956).

There was no Trustees' remuneration nor other benefits during the current or prior period.

Trustees were reimbursed expenses of £nil (2018: £232), in respect of 0 (2018: 2) Trustees for travel and subsistence costs.