



**Carer Support
Wiltshire**

Carer Support Wiltshire

Annual Report and Accounts 2019-20

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Introduction from Chair and Chief Executive

They say change is a constant, and that is so true with Carer Support Wiltshire. During this year, we have continued to deliver services to carers of all ages across the county, supporting 20% of unpaid carers in Wiltshire – from as young as five to later life. Over 300 young carers accessed activities such as cooking and sailing.

Our biggest change was setting up an exciting new service from scratch, Carer Support Dorset. Commissioned by Dorset Council and Dorset Clinical Commissioning Group. We now provide an information and advice helpline plus a website so that carers in Dorset can find out what support is available. Launched on Carers Rights Day, 21 November 2019, this service now has more than 1,900 carers on the register.

There was a 45% increase in volunteers supporting us in the year, and we have found new ways to involve them in our work, such as working with our Fundraising team, and as an Ambassador for our Courage to Care service which supports carers in the serving military. Our GP accreditation scheme, helping GP practices to better support carers, now works with all but one practice in the county.

The biggest challenge, however, arrived at the end of our financial year and this was Covid-19. On 18 March, all staff but one became home-working. The helpline and other services continued. The service mix now includes virtual cafés and ‘cuppas’, run by volunteers and staff. Our partnership with Zürich has led to their staff volunteering to help with these. Covid-19 and its impact on fundraising is under close review. To date (June 2020) Carer Support Wiltshire has secured more than £100,000 from Covid-specific funds - for our new volunteer Counselling and Talk and Support services in Wiltshire, a new Hear to Talk service in Dorset, and improving online carer registration. Both Councils funded print newsletters with messages of support, information and encouragement for vulnerable carers who are not online. Our staff and volunteers have been brilliant in these very trying times, so to all of them, we say a very big thank you.

We see that there are massive pressures on public funding and that these will continue to be significant. We continue to seek alternative means of continuing to meet the needs of unpaid carers at all stages of their journey. The support of our community, corporates and other major donors will be ever more vital. We are grateful to our funders and supporters, who have enabled us to reach out to unpaid carers in our community.

During the year, Trustees oversaw work to revise the Articles of Association to bring them up-to-date and make them easier to understand. These were approved in April 2020. The Board said ‘thank you’ and farewell to Malcolm Seymour who had served as Treasurer and who moved out of the area, and welcomed new trustees, Donna Moore, Frank Edwards and Ian Baldwin. Laraine Marriott stood down as Chair in May 2020, having reached the end of her term in office, and deserves a special thank you for her guidance and leadership. Vice Chair Liz Brown was elected Chair and took office in May.

We must also give our thanks on behalf of Carer Support Wiltshire to our two sets of commissioners and the many organisations and partners who worked with and supported us in the year, as we, in turn, work to help unpaid carers to access services and support, have a voice that is heard and be recognised for what they do. We must also give thanks to our growing number of volunteers who continue to make a big difference to unpaid carers, and who have helped us to grow our services this year, and lastly to our staff, without whom Carer Support Wiltshire would achieve very little. Thank you all.

Chair of Trustees 

Date 15.7.20

Chief Executive 

Date 22.7.20

Who we are

Carer Support Wiltshire is a local registered charity supporting unpaid carers in Wiltshire and Dorset. We are led by our Board of Trustees.

Illness, disability and old age are just some of the reasons why three in five of us will look after a loved one and become carers at some point in our lives. Becoming a carer can affect your health and wellbeing, personal finances, social life, education and employment. In the UK, more than 7 million people care, with more than 37,000 in Dorset and 47,000 in Wiltshire. We help carers access services, information, education and training and breaks from caring. We now also support unpaid carers in Dorset.

Our Vision

To create caring communities where Wiltshire and Dorset recognise, value and support carers.

Our mission

We aim to ensure all unpaid carers in Wiltshire and Dorset are supported, have a voice in policy making and their contribution to the community is valued.

Our Values

1. **Carer centred:** Ensuring that carers are at the heart of our decision-making.
2. **Collaboration:** Working with others to develop and deliver best practice.
3. **Enablement and empowerment:** We support the growth of individuals in their community and at work.
4. **Innovation:** We will take a leading role in the development and improvement of services for carers.
5. **Access for all:** We seek to ensure that all can access the services they need, when they need them.
6. **Integrity and honesty:** We work towards the highest standards and ensure accountability and transparency at all times.
7. **Compassion and empathy:** Understanding and demonstrating kindness and consideration through all our work.

Achievements in Wiltshire and Dorset



VOLUNTEERING:



active volunteers and a **45%** increase in volunteering hours with **7,504** volunteer hours completed over the year

Carer Support Dorset launched 21 November 2019.

At March 2020, the number of carers on the Dorset register stood at

1,907



At the end of March 2020 there were **11,004** carers registered with Carer Support Wiltshire, about **20%** of the known carer population in Wiltshire according to the 2011 census.

315

young carers accessed activities including **cooking, first aid, sailing, orienteering, fishing and residential courses**



4,806

referrals and enquiries were managed by the Community Connector team



95

carers accessed training via Carer Support Wiltshire, **an increase of 46%**

Carer Support in Wiltshire

At the end of March 2020 there were 11,004 carers registered with us, about 20% of the known carer population in Wiltshire according to the 2011 census. However, this figure does not include the increasing numbers of carers who use our website to access information and resources.

Website carer engagement 2019/20

A new website was launched in the autumn of 2018 so yearly comparisons are not yet possible.

However, Q3-4 18/19 vs Q3-4 19/20 shows:

- The bounce rate decreased by 4%, and average time spent on the site increased by 4% which suggests that people are now finding the content they want more easily.
- Returning visitors increased during this period: 18% of traffic in 19/20, 17% of traffic in 18/19. This suggests that visitors liked our content and are coming back for more.
- There was a 17% increase in traffic to the website from social media.
- Referrals from Wiltshire Council's website increased by 10%.

Carer Support Wiltshire's website engagement during the year is as follows:

- 15,285 users, an increase of 3%.
- A 4% increase in new users.
- 70,607 page views.
- Average session duration of 2 minutes, 7 seconds.
- We have 411 users click on the 'Register as a carer' button.

Webpages with the most visits included:

1. Homepage
2. Contact us
3. What's On
4. About us – meet the team
5. Help and advice

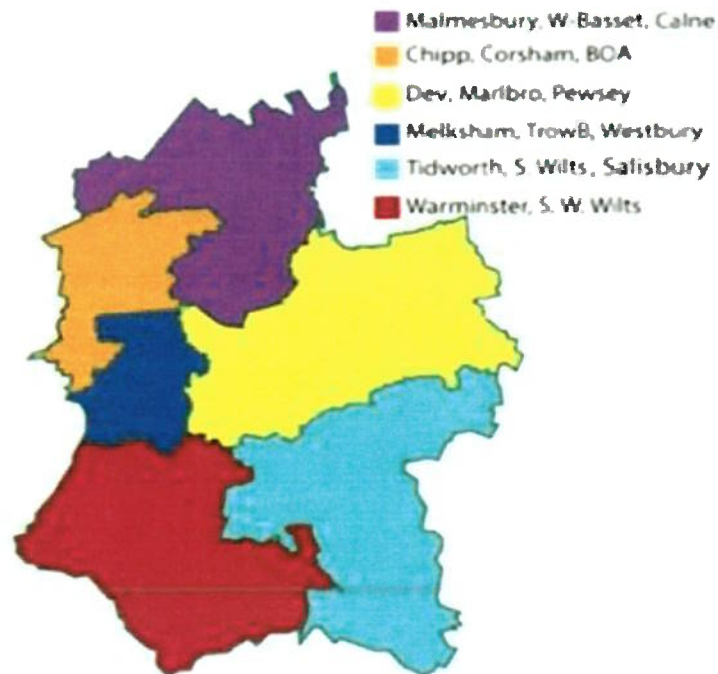
Improving carers' physical and mental health and wellbeing is at the heart of all that we do. Our offerings include carer's assessments, reviews, Carers Emergency Cards, pampering and complementary therapies, outings, trips and treats, befriending, support work, volunteering opportunities, Carers Cafés and information points, and carer clinics in GP surgeries.

Front door

The first point of contact for many is our Administration team, who answer telephone calls and emails from carers. They answer straightforward enquiries, carry out registrations and process referrals from a range of sources and agencies, process Carer's Emergency Card applications, update carer records, book 'Time Out' activities and, when they are unable to resolve the enquiry themselves, signpost the caller to another organisation or refer to one of our internal teams.

Community Connectors

The Community Connector team aligns with Wiltshire Council's Community Area Boards.



Community Connectors work local communities to support carers, focusing on improving wellbeing, reducing isolation, and awareness-raising. Activities and outputs included:

- **1,191** new registrations (887 in 2018 – 19).
- **Initial or triage** assessments, enquiries and referrals. **3,300** referrals were responded to within a working week. In 2018 – 19, the average response time was two working weeks
- Responding to urgent referrals on the same day. **4,806** referrals and enquiries were managed (4,600 referrals in 2018 – 19). **31%** of referrals were responded to on the same day.
- personalised support and action plan where needed.
- Support Groups - **270** carers attended (222 in 2018 – 19).
- Carer Clinics at GP surgeries - **280** carers attended at **61** clinics (360 at 71 clinics in 2018 – 19). All GP surgeries were offered at least one clinic.
- Seven support groups were run, including one for parent carers and one for bereaved carers. Attendance doubled during the year.
- Maintaining links with Health and Wellbeing Boards.
- **152** carers received grant funding totalling £62,000, to help meet financial needs
- Identifying local and regional resources to support carers' needs.

At initial assessment, around **40%** of carers report that they are significantly affected by their caring role or are at risk of breakdown.

Themes covered included: Alzheimer's Support, Trading Standards, Bobby Van Trust, Get Wiltshire Walking, music therapy, Fun 4 All, Wiltshire Shared Lives service, National Autistic Society, Health Trainers, Local Area Coordinators, mental health support, Fire Service, Independent Living Centre, Citizens Advice Wiltshire Carers project, finance and planning, Healthwatch, Wiltshire Independent SEND Information and Advice Service and Wiltshire Parent Carer Council.

With the Volunteer team, Community Connectors developed new volunteer roles to support service development, particularly in rural areas. As a result, new services include:

- GP carer clinics in Bradford-on-Avon, Chippenham and Corsham
- New carers cafés in Amesbury, Marlborough, Bradford-on-Avon and Broad Chalke

Due to volunteer recruitment at the Bradford-on-Avon café, we have set up a new support group in Bradford-on-Avon.

Assessments and reviews

During the year, the Carer Assessment and Reviews Team continued to successfully deliver Care Act-compliant Carer Assessments on behalf of Wiltshire Council, seeing many internal and external changes.

Wiltshire Council's move from CareFirst to Liquid Logic case recording system in November brought many challenges and delays, significantly affecting the services offered to carers, particularly those in high need. The process included new tasks to ensure carers received the direct services or payments they required and were entitled to. Despite best efforts to minimise impacts on carers, the number of carers on the waiting list increased dramatically in Q3. The Team offered support especially for carers with the greatest needs and assessments carried out in Q4. The Liquid Logic processes were becoming resolved when Covid-19 arose. With assessors working from home, assessments and reviews were carried out by phone from 17 March 2020. This is reflected in the fall in the figures, and has led us to focus our resources on to those carers most in need and affected by Covid-19.

<u>Full Carer Assessments</u>	Q1	Q2	Q3	Q4	Total 2019/20	Total 2018/19
Number of Assessments carried out	96	92	71	104	363	
Number of Resubmissions due to LL issues			4	16	20	
Assessment for Cared-for person requested	7	18	33	43	101	75
Assessments Submitted to WC (incl. resub)	78	86	76	112	352	352
<u>Reviews</u>						
Number of reviews carried out	89	74	66	53	282	
Reviews submitted to WC	82	72	50	51	255	335
Total Assessments and Reviews submitted	160	158	126	163	607	

Young Carers

Wiltshire Council's Young Carers Team assess all young carers referred to them, engaging us for additional support and activities. In 2019-20, **212** young carers were referred, with **198** under 16 year-olds referred to our partner Youth Action Wiltshire for a wide range of activities and support. Of the total of **621** referred over two years, 315 young carers accessed activities including cookery, first aid, sailing, orienteering, fishing and residential courses, in all, a total of **1,775** places.

30 young carers aged 16-17 were referred for support, and **21** Transition Assessments and Support plans were undertaken.

Work with schools and colleges helped raise awareness of young carers, and increase their identification. We also have provided materials including a digital pack, which was added to the 'Right choice' and Healthy schools websites, and emailed Healthy Schools contact leads. Downloadable resources for teachers were developed and published via our Young Carer website.

We manned stands, gave talks and presentations at events, and gave evidence on the young carer provision to Wiltshire Council's Children's Select Committee. Four Young Carer Awareness sessions were delivered at Head teacher briefings across Wiltshire, reaching 83 head teachers, and resulting in **138** contacts at **107** different schools and colleges.

On Young Carers Awareness Day, 30 January 2020, **700** young people attended assemblies, over **50** direct conversations were held with students, and more than **200** students took part in our Young Carers Awareness Day quizzes, held across three schools.



Staff at a Young Carer Awareness Day event

Young Adult Carers

Our Young Adult Carer (YAC) Support Worker is the main point of liaison and support for young adult carers aged 18 – 25, and raises awareness of issues faced regionally and nationally. They ensure that a cared-for person is accessing the services they are entitled to and that the YAC has the support required to achieve their goals, establish peer support, access education, employment and training, and improve or maintain their wellbeing. Referrals come from schools, colleges, social care providers and other partner agencies. Over the year, 65 YACs accessed our support.

Our YAC Worker and the Transition Assessments Team led groups and workshops for YACs covering First Aid, Mental Health First Aid, cookery skills and money management. A new YAC café opened in north Wiltshire to facilitate peer support. Between **8** and **12** YACs attended each session. They also attended **18** events at colleges and **4** in schools, linking with Young Carer Awareness Day, Carers Week and Carers Rights Day for maximum impact.

With the Fundraising team, the YAC Support Worker secured funding that provided YACs with laptops, carer breaks, counselling, driving lessons and gym memberships. **11** YACs were supported to apply for bursaries of around £20,000 each to access Higher Education.

All YACs are invited to take part in development and awareness-raising activities, leading to:

- **12** working on YACbook website development. The site has **355** followers.
- **7** taking part in fundraising events.
- **7** taking part in recording short video clips for GP surgeries, arising from our GP Accreditation scheme.
- **6** sharing their carer stories on our Facebook page and website.
- **5** signing up as volunteers, providing peers support and assisting at events.
- **3** joined the Carers Trust's steering group, helping to influence policy for YACs at Parliamentary level.

Parent Carers

Around 9.5% of all carers on our database were parent carers, who we helped in the following ways:

- **130** parent carers undertook initial assessments (126 in 2018-19)
- **23** parent carers were seen at a carers clinic (35 in 2018-19)
- **92** parent carers registered for the Carers Emergency Card (37 in 2018-019)

We work in partnership with Wiltshire Parent Carers council to ensure a joined-up approach.

Hospitals

Carer Support Wiltshire works across all three acute and three community hospitals used by Wiltshire residents. During the year, we initiated bi-annual meetings with all Hospital Carers Leads leading to an agreement to trial a Ward Accreditation Scheme in each hospital.



Carers service launch at Warminster Hospital for Carers Week 2019

During 2019-20, our work in the acute hospitals included:

Royal United Hospital, Bath

- Ongoing involvement and support for the Hospital Patient and Carer Involvement Group and Partnership meetings.

- A presentation on Carer Support Wiltshire at the Public Members' meeting.

Great Western Hospital, Swindon

- Continued provision of support at Carer Strategy meetings.
- Liaising to provide a new carers page on the hospital website.

Salisbury District Hospital, Salisbury

- Production of a new leaflet for carers of patients
- Attendance and support for the bi-monthly carer strategy meetings, creating new initiatives for raising the profile of carers in the hospital.

Work at Wiltshire Health & Care's community hospitals; Warminster, Chippenham and Savernake included:

- Introduction of a Carers Passport, Carer Information Service, Carers Cafés and John's Campaign (a national scheme which supports the right of carers to freedom of access and to be able to stay overnight with the person they care for in hospital)
- Reference to the Carers Passport and John's Campaign in new Standard Operating Procedures for staff.

Carer awareness training was provided to 752 health and social care professionals, including to Alzheimer's Support, Avon & Wiltshire Mental Health Partnership NHS Trust, Children Centres, Chippenham and Savernake Community Hospitals, Dorothy House Hospice, Great Western, Royal United and Salisbury District hospitals, Salisbury Hospice, Turning Point - Substance Misuse Service, Wiltshire Health & Care, Wiltshire Parent Carer Council, Wiltshire Portage Services and Wiltshire Sight.

The **Investors in Carers GP accreditation scheme** helps GP practices become more carer-friendly, offering carers preferential appointment times, clear information, invitations for flu jabs, carers' clinics and events, and ensuring a dedicated 'carers lead' in every participating practice.

Participating GP practices have closer working relationships with us and other community resources resulting in improved signposting of carers for support. During the year, the scheme supported **43** out of the county's **48** GP practices and **41** submitted evidence for an award. The award ceremony took place in July 2019. Since then, increased focus has led to **all except one** practice being engaged with the scheme as at 31 March 2020. During the year, **231** Practice staff participated in carer awareness training.

Arising from collaboration with a Carer Support Wiltshire Trustee who is a local GP, GPs in Wiltshire can now refer carers to us via secure NHS.net mail, rather than fax – saving time, minimising data errors and offering a more secure, GDPR-compliant process.



GP Investors in Carers Awards 2019

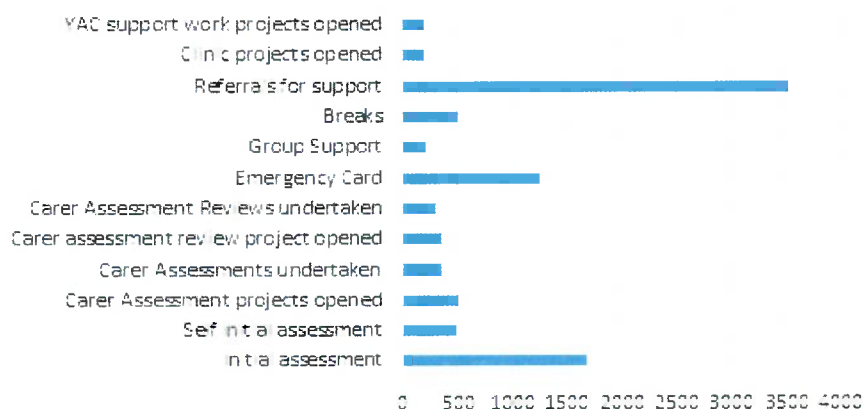
Information giving helps carers to make the right choices for themselves and the people they care for. Our staff are skilled in working with carers on the telephone, in 1-to-1 support discussions, at GP practices, in carers groups and cafés, and in training.

We signposted **3,456** people and referred **525** (490 in 2019-20) carers to other specialist services provided by charities and statutory organisations. In addition, **586** 'internal' referrals were also made, which included, for example, signposting carers attending our carers' cafes to other services, such as pampering sessions.

Carers Emergency Cards and keeping carers up-to-date

At their request, we register carers for Carers Emergency Cards, so they know that the person they care for will continue to receive the care they need if the carer is unable to provide it due to an emergency. Our twice yearly newsletter, What's on guide and monthly Carers News e-newsletter keep carers up-to-date with news, events and services available. The Carers News e-newsletter had **2,500** subscribers as at March 2020. Our reader survey suggested that carers found our email correspondence useful with **56%** saying they find it extremely or very useful.

Most used services 2019-2020



Improving financial wellbeing

In our discussions with carers, many reported that they always/frequently worry about money. Of carers assessed:

- **350** carers were referred or signposted to Citizens Advice Wiltshire's Carers Project.
- **51** were referred or signposted directly to Carers Allowance Unit, Attendance Allowance Unit or Paying for Care organisation.

Carers with financial concerns can also be referred to debt services and support charities, to Citizens Advice, foodbanks, employment support services and for internal and external grant awards.

Direct grants totalling **£17,960** (£7,559 in 2018-19) were obtained, benefiting **115** carers. The main categories of grant for carers were:

- Pampering sessions (40).
- Activities, including 3 months' gym membership (28).
- Interim respite care until Care Act Assessment/Review put in place (17).
- Counselling (16).

Thanks again to the generosity of the people of Wiltshire, businesses and local trusts and foundations, our **second annual appeal**, 'Community Connectors', reached its target of £25,000. This appeal enables carers to have a break from their caring role and funds have been used to pay for respite care, transport, driving lessons, and a wide range of social and physical activities.

A carer who benefitted from a break commented:

"That afternoon was amazing for me, it really made me realise that I do need support and I am a person in my own right. It's so easy to get lost in the process of caring for your child and put all your energy into becoming their support and strength, you forget your own need for support. I can't thank Carer Support Wiltshire enough for those few hours, when I could relax and feel like myself, to recharge so that I can continue to give Anabel the best care that I can."

Training for carers

In the year, **95** carers took part in training organised and co-ordinated by Carer Support Wiltshire, an increase of **46%**. New relationships were developed with Swindon College, Retain, Right at Home and Saxon Care which all provided free training for carers.

The number of training courses on offer was increased, and training opportunities offered included:

- Computer and iPad skills
- Dementia Awareness
- First Aid
- Assisting and Moving/Manual Handling
- Food Hygiene
- Wellbeing
- Mental Health Awareness
- Understanding Autism
- Return to Work

Courage to Care

Our Courage to Care team have been focussed on establishing networks and referrals pathways for carers in serving military families, with a particular focus on the areas of Wiltshire that welcomed significant numbers of serving personnel from Germany and Windsor.

Since Courage to Care, funded by the Armed Forces Covenant Fund, started in early 2019, **215** serving military carers have been supported either through referrals, raising awareness of Carer Support Wiltshire or signposting to other services. We were welcomed by armed forces welfare services for families which provided opportunities to meet families and raise awareness of the support available to them in Wiltshire.

Three new volunteers were inducted to help run the two new cafés started and raise awareness by delivering leaflets, attending coffee mornings and sharing information via social media. Spencer Bull has become our Courage to Care Ambassador, and we are lucky to have a serving soldier who is a carer, volunteering with us. He is keen to champion carer issues within the armed forces community.

A very successful Friends and Supporters Lunch was held at the 1 & 4 Army Medical Corps Officers' Mess, Tidworth Garrison. More than **40** people attended including carers, key military personnel and welfare stakeholders, and the event cemented the relationships with them and opened up further opportunities to promote the service.



Courage to Carer Supporter Launch

An externally commissioned interim evaluation report offered valuable feedback from stakeholders and carers, and reported a number of positive observations about the service, stating:

"Courage to Care has already gained great insight into the system and cultural changes required in the military to ensure carers are better supported and we suggest that, by the end of the current Project, there will be a substantial body of learning that should be shared with military leaders and other agencies at national and local/regional level."

The report highlighted that personalised, face-to-face contact by Courage to Care team has been crucial in building relationships and credibility, and that, while intensive, this approach has been very favourably received by the military agencies, which recognise our enthusiasm and commitment.

The Courage to Care Steering Group, chaired by Trustee Liz Brown, met every two months to provide insight, contacts and guidance on the delivery of the project. We are extremely grateful for their support. The group membership includes Spencer Bull, Richard Rogers (Community Engagement Manager, Tidworth), and Vicky Harker (Deputy Area Welfare Support Officer, Army Welfare Service, Salisbury Plain).

Volunteering

We support volunteering as a pathway back to work and offer opportunities for carers of all ages and backgrounds: **107** volunteers actively supported Carer Support Wiltshire through the year.

There was a quarter-on-quarter increase in the number of volunteers recruited, with a **100%** increase compared to 2018-19. There was also a **45%** increase in volunteering hours with **7,504** volunteer hours completed over the year.

As well as adding volunteers to existing volunteer roles, we created and filled a range of new roles:

- Hospital café facilitator
- Data input
- Trust fundraising
- Carer clinics
- Carer champion (Courage 2 Care project)
- Veterans champion

The National Council for Voluntary Organisation's volunteer impact assessment toolkit was used to measure volunteering impact which found that 96% of staff agree that volunteers help Carer Support Wiltshire deliver more services.



Volunteer thank you event at Iford Manor

Carer involvement

Carer Support Wiltshire continued supporting the Wiltshire Carers Involvement Group (WCIG) on behalf of Wiltshire Council and Wiltshire Clinical Commissioning Group. WCIG's remit is to facilitate carers 'having a clear presence within all strategic planning and development and ensuring the voice of the carer is heard'. The group met four times, with a total of 31 attendances in the year by carers.

Additional involvement by carers in 2019-20 included participation at:

- Carers Trust Young Adult Carers Steering Group.
- Wiltshire Safeguarding Adults Board.
- Carer Support Wiltshire Focus Group on the Carer Support Wiltshire website.
- Salisbury District Hospital Carer Strategy Group.
- Wiltshire Health and Carer Strategy Meeting.
- BSW THRIVE project- services for mental health.
- Sharing carer story at RUH Board of Directors meeting.

The number of carers on our carer involvement database increased 31% from 198 to 259.

Working for Carers



The Working For Carers programme helps employers support the carers in their workforce. In March 2020, a consultant from the Cranfield Trust joined us to review Working For Carers, to look at alternative business models and make recommendations for its future. In the meantime, work continued with local employers, supporting them to improve the identification and recognition of working carers. The programme has been adopted in seven other regions. Its **42** corporate members represent 29,760 employees. Members range from small local business with less than 10 employees, to large national brands with 9,000 employees. With 1 in 8 employees also caring, around 3,700 working carers receive improved flexible support in the workplace, enabling them to achieve a better balance and improve the likelihood that they will be able to continue to work and care.

Communications

All our work is supported by strong communications. In spring 2019, a new Digital and Communications Manager joined following a restructure of the Communications team.

Awareness Days/Weeks

The theme of **Carers Week** (10-16 June) was Getting Carers Connected in Their Communities. There were events for carers at the three community hospitals in Wiltshire – Chippenham, Savernake and Warminster, and at the Royal United Hospital in Bath. Our communications activities included PR, social media postings and webpages.

Carers Rights Day: On 21 November 2019, the Communications team coordinated some Facebook live sessions with Carer Support Wiltshire staff, Melksham Town Council lit up the Town Hall in honour of the day and carer awareness events were held in hospitals.



Carer Support Wiltshire staff man a stand for Carers Rights Day outside Melksham Town Hall

Young Carer Awareness Day took place on 31st January 2020. Awareness sessions were held with John O Gaunt School and Salisbury College, and the Communications team led social media campaigns to raise awareness of young carers and to share case studies.

Partnership work - The Gazette & Herald

We continued our partnership with The Gazette & Herald this year, with us submitting a feature for the paper and website every four weeks. These features are also regularly additionally published on the Wiltshire Times website.

Across the board, 45 articles about our services were placed in local media.

The Returners Fund

After a fiercely competitive process, Carer Support Wiltshire was successful in being funded the Government Equalities Office Returners Fund to provide specific support to carers wishing to return to employment. An online micro-site along with tools and links to help carers return to work was developed, built, tested and launched in three months.

The Returners programme ran from October 2019 to March 2020.

During that period, the portal was used by 132 people to access information on training, job opportunities and signing up for 1:1 support.

28 carers registered with the programme to attend 1:1 support groups, and 11 attended.

9 employers registered with the programme and a further 11 accessed the tools and resources online.

Of the 11 carers who engaged with support, 2 secured full time employment, 2 undertook accredited training and 2 more were applying for jobs.

It is not possible to track the progress of carers who used the web resources without registering. Questionnaires will be emailed to all carers and employers who engaged with the programme.

Complaints

We received 4 **complaints** in 2019-20. One was not about Carer Support Wiltshire but all were thoroughly investigated and discussed with relevant teams, in order to learn from the complaints.

Carer Support Dorset



Carer Support Wiltshire successfully tendered to set up a new lead carers organisation in Dorset. Commissioned by Dorset Council and Dorset Clinical Commissioning Group, Carer Support Dorset was launched on 21 November 2019, Carers Rights Day, after much preparation, including recruiting and training staff, building a new website and a database of Dorset services.



The official launch of Carer Support Dorset in November 2019

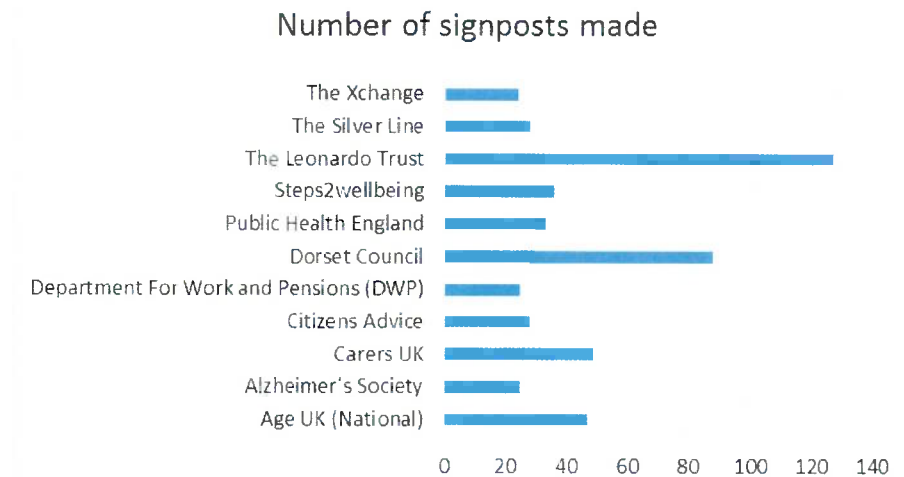
Carer Support Dorset offers a one-stop shop for information, advice and guidance through a telephone line and online resources. The response to Covid-19 has shown that Carer Support Dorset has established itself quickly as the key agency for carers in Dorset, with us working closely with the Clinical Commissioning Group and Council to ensure carers are well informed and receive the support they need.

We manage the carer register on behalf of Dorset Council and at time of launch we were provided with the migrated data for 1,405 carers. We have been successful in increasing the awareness of our

service with carers, and at the end of March 2020, the number of carers on the Carer Support Dorset register stood at 1,907.

We have developed a wide database of support agencies for carers, and have signposted to over 350 organisations. We can directly refer carers for Care Act assessments with Dorset Council and to other services including mental health support, financial support and counselling services from The Leonardo Trust, a Dorset-based charity.

The top 12 referrals made:



Communications

Carer Support Dorset has its own dedicated website www.carersupportdorset.co.uk which contains useful national and local information.

Since its launch, the website has had 1,595 unique visitors. Users stay on average 3 minutes, 2 seconds on the website. Carer Support Dorset also has its own Facebook, Twitter and LinkedIn social media channels.

A local press database has been built up and press coverage has been included in Lyme Online, Dorset Business News and BBC Solent.

Carers are communicated regularly with via e-newsletters with the database standing at around 1,000 names and via bi-annual printed newsletters to those carers that don't have email addresses.

Young Carer Awareness Day

On 31 January, Carer Support Dorset attended two schools; The Woodroffe School (Lyme Regis) and Sir John Colfox Academy (Bridport) to increase awareness and identification of young carers and to let young carers know where they could access support. Other activities including press activity, social media postings and webpages on www.carersupportdorset.co.uk.



Manager, Anna Elson (centre) with staff from The Woodroffe School on Young Carers Awareness Day

Social Impact

Through our £1.1m service level agreement with Wiltshire Council, we offered practical support and assistance to 1,687 (2019: 1,699) carers through our initial assessment. More carers are using our website to access resources there and do not appear in this year's count, and we have been more selective in recording initial assessments undertaken.

The Year Ahead

The impacts of Covid-19

The Board was kept informed about the unfolding impact of Covid-19 on staff and volunteers. Our service provision continued, with 0800 phone lines being answered without interruption, and websites were extended to bring in Covid-related content.

All bar one member of staff worked from home from 18 March, a successful transition largely due to the majority of staff using laptops, and beginning the process began. All face-to-face activity with carers ceased from that day. Some volunteers continued their support to carers through virtual means. Internal communications were increased - weekly team, organisational meetings, team bulletins, daily coffee mornings and email messages being used to keep in touch with and be alert to staff concerns.

The Senior Management Team spent much time addressing Covid-19 related issues. HR advice included carers' leave and equality considerations in furloughing. Three staff were furloughed.

Business processes remained robust and were unaffected by remote working. Work is taking place on the recovery from lockdown.

Risks associated with Covid-19

The Covid-19 pandemic and associated government guidance including the lockdown created new risks for Carer Support Wiltshire, which were added to the Active Risk Register and reviewed by Board in May 2020.

Risk	Action
Not enough staff available to work due to lockdown, such having to provide child care due to school closures, etc.	Team managers maintained regular and close contact with staff, so as sustain service delivery, and maintain staff morale.
Staff morale falls, impacting on capacity to work and service delivery.	Frequency of organisational and team meetings and bulletins increased, staff surveys and follow up. Commissioners aware.
ICT failures leading to inability to deliver and manage the additional workload.	High number of laptops and support from ICT provider was sufficient to manage this.
Demand for services falls.	Call/contact levels monitored. Regular contact with commissioners kept them abreast of demand levels, changes to services and additional efforts to reach carers, such as print letters and newsletters for those who are not online. Increased web content and social media.
Delays in negotiation with Wiltshire Council regarding renewing the contract for years 4 and 5, due to commissioner unavailability.	Regular contact with the lead commissioner to ensure awareness of criticality.
Significant changes to contract or funding due to longer term effect of Covid-19.	Regular contact with the lead commissioner to ensure awareness of criticality. Scenario planning.
Negative impact on fundraising.	See below.

Impact on Fundraising

The fundraising strategy for 2020-21 was adapted due to the Covid-19 crisis. Major funders such as the National Lottery announced in March a pause in their normal funding programmes to focus on new programmes addressing the Covid-19 crisis. Carer Support Wiltshire was quick to follow up with potential funders, and secured over £125,000 in Covid-related funding in April and May, which is a strong start to what could be a very difficult year. Some funding applications were delayed because of the pandemic.

The longer-term impact of Covid-19 on fundraising is unclear, but 2020-21 is expected to be a more challenging and competitive year. Allowance has been made by taking a more conservative approach to planning.

The impacts of Covid-19 on services

Regular discussions were held with the lead Wiltshire and Dorset commissioners, who expressed support for the approaches taken and changes made to contracted service delivery introduced to comply with Government guidance and health and safety during lockdown. Both commissioners provided funds for the additional services they requested.

Carer Support Wiltshire

Carer assessments

As stipulated by Wiltshire Council as a result of Covid-19 legislation which eased the Care Act, from April to mid-May 2020, Carer Support Wiltshire only undertook Carer Assessments for carers or their cared-for person with urgent needs. No reviews were undertaken. The Commissioner is aware of the significant backlog as a result. Whilst there was spare capacity, the Assessor team made telephone welfare check calls to carers.

Community Connectors

Telephone contact with carers has been maintained, as well as duty calls and referrals from third parties and carers making self-referrals. Other activities include:

- Welfare check calls to over 250 carers identified as most vulnerable* during lockdown, promoting awareness of local services, checking information needs are met, or signposting/referring on.
- Contact with carers who attended groups and cafés.

* Carers identified as most vulnerable includes all carers who do not have any means of electronic communication and who indicated significant impact at Initial Assessment in the last 12 months; carers waiting for a full Carer Assessment and carers who had a service through a Carer Assessment and may be affected by changes made to support packages as a result of Lockdown measures.

Young Adult Carers

All Young Adult Carers supported in the last 12 months have had welfare calls, and access to 1:1 intensive support if necessary. Agreed review conversations being booked according to need.

The Young Adult Carers virtual café has run fortnightly allowing all Young Adult Carers to access support workers and peer support. Two Young Adult Carers have volunteered to facilitate virtual and peer support, and YACbook and the Young Adult Carer Facebook page have been regularly updated.

Volunteering and carer cafés

Volunteer-run carers cafés ceased in March with the lockdown. 3 volunteers continued running cafés in virtual mode, using phone calls and Ring Central and the cafés are open to carers countywide. Online training for volunteers in safeguarding, befriending, communication and listening skills, group facilitation and lessons in using Ring Central was developed in-house.

New volunteer services include:

- **575** wellbeing calls made by Zürich volunteers.
- Talk and support - 18 volunteers have up to 5 carers each (referred internally from colleague) with 80 carers contacted weekly for a 20-minute phone call.

Carer Support Dorset

The telephone information and advice service continued operating as normal. Additional activity has included attending weekly carers' leads meetings. Dorset Council funded weekly email and print newsletters, sent to all on the carers register, along with extra social media and other communications work.

Covid-19-specific funds that have been awarded are supporting:

- The new 'Talk and Support' service in Wiltshire (see Volunteering above).
- A new counselling service for carers struggling as a result of the Covid-19 crisis.
- Updating and speeding up the online registration process and access to our support services.
- Regular postal updates to carers in Dorset and Wiltshire who lack access to the internet, on the Covid-19 situation and the support available to them.
- A new 'Here to Talk' service in Dorset to support carers who are feeling isolated.
- Volunteer recruitment in Dorset.

Additionally, Zürich staff are volunteering to make wellbeing calls, hosting and running virtual carer cafes.

The Year Ahead – other activities

The year ended in March 2020 in quite challenging times. Looking ahead, these are some of the challenges and opportunities we face in 2020-21

Carer Support Dorset – further establishing the service, taking over the young carers register from Dorset Council, recruiting volunteers for the new 'Here to Talk' service, providing more virtual opportunities for carers to share experiences.

Courage to Care – completing the final six months of activity and completing the final independent evaluation. Funds will be sought to continue this service for carers in the serving military.

Strategy 2021-25 – work which began in January 2020 was paused due to Covid-19. This will resume in the summer for completion in the autumn.

Funding – concluding agreement with Wiltshire commissioners for years 4 and 5 of the contract.

Fundraising – the fundraising plan for the year focuses on increasing fundraised income with particular focus on diversifying income streams and securing core funds. Priorities include:

- Continuation funding for programmes, such as Courage to Care.

- New projects which are closely aligned with Carer Support Wiltshire's strategic plan and which contribute to core costs.

Projects - we have secured the support of the Cranfield Trust to work on several projects in the current year. These include:

- A review of the Working for Carers business model, with a view to developing a more attractive package.
- Developing a toolkit for Investors in Carers which will enable other Carers Trust network partners to launch Investors in Carers programmes in their areas, while generating income for Carer Support Wiltshire.

Governance work this year includes refreshing the terms of reference of Board sub committees, Board organisation and development, and recruiting and inducting new Trustees to replace one who moved away and two whose period of office ends in the year.

Delivering our Aims and Objectives

Aim 1 - To provide services for unpaid carers across Wiltshire and beyond

Year 2 of the Wiltshire Council and CCG contract received positive feedback from its commissioners. New services for unpaid carers included Carer Support Dorset and a new website and online tools to support carers wishing to return to work, funded by the Returners Fund. The Courage to Care service began to reach carers in the serving military. Carer Support Dorset provided a limited out-of-hours service, but take-up has been disappointingly low.

Aim 2 - To improve the financial sustainability of Carer Support Wiltshire by increasing diversity of funding

Securing the Dorset contract and the Returners Fund contributed to achieving this aim, which remains a major challenge for Carer Support Wiltshire. Carer Support Wiltshire led a consortium of Carers Trust Network Partners in the south west region on a joint bid to NHS England's Carers Innovation Fund, which is delayed due to Covid-19.

Aim 3 - To influence care and support policy within elected and none elected bodies by being the voice for carers and on their behalf

Links were maintained with the Carers Trust nationally. Their new Chair, John MacLean, and the Young Adult Carer team visited us in 2019. Our work with Young Adult Carers is viewed by Carers Trust as a model. Three Young Adult Carers were supported to take part in national policy development work with Carers Trust.

Staff chaired and supported meetings of the Wiltshire Carers Involvement Group, and engagement was maintained with Wiltshire Carers Action Group, where a key theme was carers in crisis. Meetings were held with senior Council officers to press for improvements to processing Care Act assessments, as the delays were causing financial hardship to some carers; presenting to Wiltshire Council's Children's Select Committee on young carers; Wiltshire Council's Cabinet Member and the Portfolio Holder for Adult Social Care, and two MPs to promote awareness of carers. MPs in Dorset

and Wiltshire received letters regarding difficulties some carers experience at supermarkets during the Covid-19 crisis, all of whom replied.

Aim 4 - To continuously improve leadership, management, service delivery and quality performance

Activities included:

- Mandatory training requirements were reviewed across all roles, with managers promoting its take-up and recording.
- Managers attended performance management training, and we are working towards the award of Trusted Charity quality mark. The assessment is delayed due to Covid-19.
- The Administration team developed a new approach to speed up carer registrations and referrals, implemented on 1 April 2020.

Structure, Governance and Management

Board of Trustees

The Board of Trustees of Carer Support Wiltshire oversees its work. During 2019-20, the Board comprised:

Laraine Marriott	Chair	to May 2020
Liz Brown	Chair	from May 2020
Ruth Martindale	Treasurer and Company Secretary	
Ian Baldwin	Joined May 2020	
Frank Edwards	joined May 2020	
Derek Hayes		
Jane Mason		
Christopher Meier		
James Minett		
Donna Moore	Joined February 2020	
Malcolm Seymour	Resigned February 2020	
Janet Surr	Resigned May 2020	
Dr Toby Williams		

Senior Management Team

Judy Walker	Chief Executive
Susan Bell	Support Services Team Leader
Jon Berridge	Partnerships and Development Manager
Alan Docherty	Reaching Communities Team Leader
Jacqui Radford	Community Connectors Team Leader
Vanessa Rose	Finance Manager

Advisors

Our auditors are Burton Sweet, Cooper House, Lower Charlton Estate, Shepton Mallet, Somerset BA4 5QE.

Our main bankers are CAF Bank, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

Legal status and governing document

Carer Support Wiltshire is a Registered Charity number 1092762 and a Company Limited by Guarantee 04415685 not having a share capital. The liability of members is limited to one pound. Its registered office is The Clock Tower, 5 Farleigh Court, Old Weston Road, Flax Bourton, Bristol BS48 1UR. The company is governed by Articles of Association as amended in April 2020, extending the area of benefit. It was renamed in 2011 on the merger of the previous four carer support organisations in Wiltshire.

Public benefit

Carer Support Wiltshire's objects are to promote any charitable purpose, for the benefit of the whole community (particularly but not exclusively the community in and around Wiltshire), including the advancement of education, the promotion of health and the relief of poverty, sickness and distress in particular but without limitation by supporting carers.

The Trustees' report explains how we have met our objects. The Trustees give careful consideration to the Charity Commission's guidance on public benefit when setting the objectives and planning the work of Carer Support Wiltshire for the year.

Board of Trustees

The Board meets five times a year and has delegated some of its work through four subcommittees: Finance, Quality, compliance and volunteering, Fundraising & Publicity and Nomination. The subcommittees are chaired by Trustees and meet quarterly. The day-to-day management is formally delegated to the Chief Executive.

None of our Trustees receive remuneration or other benefit from their work with the charity. The charity keeps a register of Trustees' interests and the Chair reminds Trustees to declare any relationship that could create a conflict of interest at the start of every Board meeting.

A skills audit is used by the Board to identify the skills it needs to carry out its work now and in the future, and it recruits accordingly.

In recruiting new Trustees, a robust search and selection process was overseen by the Nomination Committee. The specialist recruitment agency REACH was used, along with local and regional websites and Carer Support Wiltshire's own. Candidates were interviewed by the Committee, and a recommendation made to the Board. Prior to attending the Board meeting, required checks and identification of potential conflicts of interest are completed.

Successful candidates were given a comprehensive induction and are encouraged to attend charity activities. All Trustees attend training courses and away days, participate in annual Board effectiveness reviews and are encouraged to join relevant governance support networks. The Trustees benchmarked the Chief Executive's salary against equivalent organisations in the sector and region using ACEVO's Pay and Equality survey 2017.

Nominations Committee

At its meeting on 19 July 2019, the Board agreed to set up a new subcommittee to progress a number of governance issues on its behalf. Chief among these was to oversee the recruitment of a new Chair and new Trustees.

The terms of reference include:

- maintains an overview of the composition of the Board of Trustees
- ensuring the Trustees collectively provide the expertise and experience required for the governance of the charity as determined by the Board and the governing document
- leading the recruitment of the Chair, Vice Chair, Treasurer, Board members and Chief Executive ensuring that these persons hold the expertise and experience required.

The committee met three times in the year, and oversaw the review by Wilson's LLP of Carer Support Wiltshire's Articles, reporting to the Board after each meeting. Board and committee attendance were also reviewed.

As a result of an external recruitment exercise, one candidate was recommended to join the Board at its meeting on 5 February 2020, and two others at the meeting on 13 May 2020.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of Carer Support Wiltshire for the purposes of company law) are responsible for preparing the Trustees' Report and the annual financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). These 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 Statement of Recommended Practice (SORP);
- make judgments and accounting 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- they have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Formal Partnerships

Carer Support Wiltshire is a Network Partner of the Carers Trust, an umbrella organisation which represents carers and their interests on the national stage. It also provides practical support for Network Partners through grants, regional support networks, business advice, training and mentoring.

From April 2018, Carer Support Wiltshire began providing all-ages carer support services under a contract to Wiltshire Council, subcontracting young carers' breaks and respite to Youth Action Wiltshire, part of Community First.

In November 2019, Carer Support Wiltshire began providing an information and advice helpline and website for Dorset carers under a four-year contract to Dorset Council.

The charity runs the carer hub in the Royal United Hospital Bath in partnership with the hospital, Friends of the RUH and B&NES Carer Centre, a carer information service and Carers Café at Great Western Hospital and Salisbury District Hospital. Working For Carers has 42 partner employers.

Auditor

The role of Auditor was put out to tender during the year. A resolution proposing that Burton Sweet be reappointed as auditor of the company will be put to the Members at the Trustees' meeting on 15th July 2020.

Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies (s419 (2) of the Companies Act 2006).

Added Value

In addition to the skills, knowledge and experience that Trustees bring to their roles, Trustees provided added value in terms of training for staff and carers and providing pro bono legal advice.

Risk Management

The Trustees have a strategy supported by a policy and procedure for managing risks that could potentially prevent the organisation from achieving its aims and objectives for carers. This is championed at Board level by a trustee with a special interest in risk management. The major strategic risks facing the charity are categorised as:

1. Strategic
2. Reputation
3. Operational
4. Financial
5. People
6. Governance
7. Compliance and regulation.

The risk register and controls mitigating the strategic risks are reviewed by the Quality, Compliance and Volunteering sub-committee, which reports to each board meeting.

During 2019 – 20, Senior Managers and the Board monitored the management of operational risks:

- Too great a dependency on a single income source
- Failure to deliver contractual agreements
- Failure to delivery Care Act compliant assessments

The Risk Co-ordinator and the senior management team followed up actions, and the Risk Co-ordinator reported to the Board every quarter. The Trustees are indemnified against any negative financial impact resulting from their actions made in good faith.

The risk register was revised during the year to ensure it continues to reflect the business of the charity and the stresses of the external environment.

Fundraising

Carer Support Wiltshire is registered with the Fundraising Regulator and adheres to its Code of Practice and Promise. Our fundraising practices are clearly outlined in our Fundraising Ethics Policy and a copy of our Supporters Charter is available on our website.

We do not use external fundraising suppliers. We received no complaints about our fundraising last year.

Financial Review

Carer Support Wiltshire is just over 83% funded (slightly down from 85% in 2019) by income from the Integrated Better Care Fund (IBCF), overseen by Wiltshire Council on behalf of NHS Wiltshire Clinical Commissioning Group, and by Dorset Council on behalf of NHS Dorset Clinical Commissioning Group. Other funds arise from a variety of grants, donations, trading activities and some investment income.

- The total Income for the year was £1,503,347 (2019: £1,344,519)
- Deficit across all funds of £55,212 (2019: £65,162 surplus)
- Total funds decreased to £494,511 (2019: £549,723)

Summary of Financial Performance

The Statement of Financial Activities for the year ended 31 March 2020 shows a net deficit across all funds of £55,212 (2019: £65,162), (being the difference between total net Income and expenditure across individual funds).

Total income increased by 11.8% compared with the previous year mainly due to income from the new Dorset Council contract (IBCF) and increased grant income received in this year. Our grant income totalled £207,214 (2019 £130,116), an increase of 59%. Grants were received from the Carers Trust, Carers Trust Inspiring Change, Big Lottery, Zürich Community Trust, Wiltshire Council, Wiltshire Community Foundation, NHS B&NES, Swindon & Wiltshire, the Armed Forces Covenant Fund, the Edward Gosling Foundation and various grants for carers. Donations and legacies decreased to £14,004 (2019: £23,248).

Our expenditure increased by £279,202 (21.8%), largely due to new staff in our new Carer Support Dorset, delivering the Returners and Courage to Care projects and investing in fundraising capacity. Direct charitable spend increased to 80% of our total income (2019: 72%). Support costs grew by £37,038 over 2019's figure to £371,321, as service offerings grew. Direct other costs rose by £61,907 over 2019.

Staffing costs rose by £203,624, due to demands of new services – the Returners project and the award of the Dorset contract that led to setting up Carer Support Dorset; the delivery of the Courage to Care project, and the additional fundraising capacity.

Administration staffing levels have grown to support the expansion of services and fundraising activity. Carer support and development staff grew by 11 FTE, ensuring our delivery remained in line with contractual and grant requirements.

At 31 March 2020, the total funds were split as follows:

- Unrestricted General Funds £425,685 (2019: £444,762)
- Restricted Funds £68,826 (2019: £104,961).

Reserves Policy

Reserves are subdivided between Restricted and Unrestricted elements. Restricted Reserves comprise those monies from donor organisations that have been provided for a stipulated purpose; for Carer Support Wiltshire these would include funding from the Big Lottery, Carers Trust, Returners

project, the Armed Forces Covenant Fund Trust, etc. Restricted Funds are therefore unspent monies on specific and defined projects.

Unrestricted Reserves are available for the general expenditure of Carer Support Wiltshire, and will allow the charity to deliver its objectives with minimum disruption to users when faced with a major business interruption. However, the current three-year Wiltshire Council contract with level funding in each year and the Dorset Council contract have to cover additional staff cost increases over the contract period. Additionally, experience is that funds are increasingly required to cover the delays in receipt of incoming funds.

The reserves policy is predicated on the basis that Unrestricted Reserves should be sufficient to cover the cessation of operations over a 6 month period and wind up the charity, while meeting all obligations to staff and external creditors. Therefore the Trustees have set aside a figure of £400,000 to cover the reserves policy.

Going concern

The review of financial performance and the reserves position is set out above. In addition, we have invested in refining financial reporting and the costing of proposals to funders. A comprehensive method of forecasting expenditure is utilised throughout the organisation, based on a fully-costed delivery plan for each element of the service as well as for core Infrastructure costs.

The Wiltshire Council carers' support services contract from 2018-2021 with the potential to extend for two years to 2023, and for Dorset Council carers' contract from 2019- 2022 with a possible extension of 2 + 2 years, investment in fundraising activity and its recent improved performance, means that the Trustees are satisfied the organisation has adequate resources to continue to operate for the foreseeable future. They believe there are no material uncertainties that may cast significant doubt about the ability of Carer Support Wiltshire to continue as a going concern at this stage.

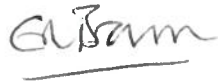
Investment policy

As required in its Articles of Association (paragraph 4.16), in furtherance of its objects, in furtherance of its objects, Carer Support Wiltshire has the power to invest monies not immediately required in deposits or such Investments, securities or property as may be thought fit.

Carer Support Wiltshire considers it prudent to hold all surplus funds in interest bearing accounts, to best protect the grants awarded to us for the purposes intended. Surplus funds in the year have been split to ensure that not more than £85,000 is held by any one banking corporation. These are under review for return on investment for the charity while not exposing it to any additional risk. At the end of the year Carer Support Wiltshire funds were invested with the following; CAF Bank current and deposit accounts, CCLA - COIF Charities Deposit Fund, United Trust Bank, Secure Trust Bank, Redwood Bank and Hampshire Building Society.

On behalf of the Board of Trustees

Elizabeth Brown

A handwritten signature in black ink, appearing to read 'Elizabeth Brown', with a horizontal line underneath.

Chair

Date

15.7.20

Registered Charity No. 1092762 Private Company Limited by Guarantee No. 4416685

A big thank you to our funders and supporters

Local Donors	Our Appeal
<p>Health & Wellbeing Board South West Wilts Bradford On Avon Town Council Southern Wiltshire Area Board Chippenham Area Board Marlborough Area Board Coop Local Community Fund Jack Lane Charitable Trust Wiltshire Heights Care Home Trowbridge Masons Salisbury Masons Bradford on Avon Area Board Lions Devizes Chippenham Rotary Club Chippenham Lions Salisbury Golf Club Erlestoke Golf Club</p>	<p>Marlborough Waitrose - community matters West Wilts Golf Club Whitley Golf Club Wessex Model and Toy Collectors Marlborough Waitrose - community matters Malmesbury Waitrose - community matters Calne Trust Marlborough & District Rotary Club</p>
Major Funders	
<p>Government Equalities Office The armed Forces Covenant Fund Trust Zurich Community Trust National Lottery Carers Trust</p>	

Carer Support Wiltshire

Company Limited by Guarantee

Independent Auditor's Report to the Members of Carer Support Wiltshire

Year ended 31 March 2020

Opinion

We have audited the financial statements of Carer Support Wiltshire (the "Charity") for the year ended 31 March 2020, which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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).

This report is made solely to the Charity'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 Charity's members those matters we are required to state in 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 Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2020 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- 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 in 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 Charity 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 Charity's ability to continue to adopt the going concern basis of accounting for a period of a least twelve months from the date when the financial statements are authorised for issue.

Carer Support Wiltshire

Company Limited by Guarantee

Independent Auditor's Report to the Members of Carer Support Wiltshire

Year ended 31 March 2020

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's 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 the 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 (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the strategic report and the directors' report) have been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

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:

- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees 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 they 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 Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

Carer Support Wiltshire

Company Limited by Guarantee

Independent Auditor's Report to the Members of Carer Support Wiltshire

Year ended 31 March 2020

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 www.frc.org.uk/apb/scope/private.cfm This description forms part of our auditor's report.

Neil Kingston FCA (Senior Statutory Auditor)

For and on behalf of Burton Sweet Chartered Accountants and Statutory Auditor

Cooper House
Lower Charlton Estate
Shepton Mallet
Somerset
BA4 5QE

Date: 15.7.2020

CARER SUPPORT WILTSHIRE

STATEMENT OF FINANCIAL ACTIVITIES (Including Income & Expenditure Account)

YEAR ENDED 31 MARCH 2020

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Income from:					
Donations and legacies	4	1,959	12,045	14,004	23,248
Charitable activities	5	1,254,185	204,214	1,458,399	1,280,174
Other trading activities		12,690	-	12,690	14,195
Investments		5,836	-	5,836	3,865
Other		12,418	-	12,418	23,037
Total		<u>1,287,088</u>	<u>216,259</u>	<u>1,503,347</u>	<u>1,344,519</u>
Expenditure on:					
Raising funds	6	1,058	-	1,058	1,307
Charitable activities	7/8	1,339,965	217,536	1,557,501	1,278,050
Total		<u>1,341,023</u>	<u>217,536</u>	<u>1,558,559</u>	<u>1,279,357</u>
Net income / (expenditure)	11	(53,935)	(1,277)	(55,212)	65,162
Transfers between funds		34,858	(34,858)	-	-
Net movement in funds		<u>(19,077)</u>	<u>(36,135)</u>	<u>(55,212)</u>	<u>65,162</u>
Reconciliation of funds:					
Total funds brought forward		444,762	104,961	549,723	484,561
Total funds carried forward	17	<u>425,685</u>	<u>68,826</u>	<u>494,511</u>	<u>549,723</u>

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities

The notes on pages 41 to 49 form part of these financial statements

CARER SUPPORT WILTSHIRE


BALANCE SHEET


AT 31 MARCH 2020

	Note	2020 £	2019 £
Fixed assets			
Tangible fixed assets	13	6,805	11,537
Total Fixed Assets		<u>6,805</u>	<u>11,537</u>
Current assets			
Debtors	14	492,264	9,751
Cash at bank		439,391	634,420
Total Current Assets		<u>931,655</u>	<u>644,171</u>
Liabilities			
Creditors falling due within one year	15	(443,949)	(105,985)
Net Current Assets		<u>487,706</u>	<u>538,186</u>
Net Assets		<u><u>494,511</u></u>	<u><u>549,723</u></u>
The funds of the charity:			
Unrestricted general funds	17	425,685	444,762
Restricted funds	17	68,826	104,961
Total charity funds		<u><u>494,511</u></u>	<u><u>549,723</u></u>

The accounts have been prepared in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

These financial statements were approved by the Trustees on 15/07/2020 and are signed on their behalf by:


E Brown
Chair of Trustees


R Martindale
Treasurer

Company Registration Number: 4415685

The notes on pages 41 to 49 form part of these financial statements

CARER SUPPORT WILTSHIRE

CASHFLOW STATEMENT

AT 31 MARCH 2020

	2020 £	2019 £
Cash flows from operating activities		
Net incoming resources	(55,212)	65,162
Interest received	(5,836)	(3,865)
Loss on disposal of fixed assets	19	48
Depreciation charged	10,730	8,551
(Increase)/Decrease in Debtors	(482,513)	11,675
Increase/(Decrease) in Creditors	337,964	31,042
Net cash from operating activities	(194,848)	112,613
Returns on investments & servicing of finance		
Interest received	5,836	3,865
Net cash (outflow)/inflow from investing activities	5,836	3,865
Capital Expenditure & Financial investment		
Payments to acquire tangible fixed assets	(6,017)	(14,133)
Net cash outflow from capital expenditure	(6,017)	(14,133)
(Decrease)/ Increase in Cash	<u>(195,029)</u>	<u>102,345</u>
Reconciliation		
Net funds at 1 April	634,420	532,075
(Decrease)/increase in cash in period	(195,029)	102,345
Net funds at 31 March	<u>439,391</u>	<u>634,420</u>
Analysis of changes in net funds		
Cash and Bank at 1st April	634,420	532,075
Movement in period	(195,029)	102,345
Cash and Bank at 31st March	<u>439,391</u>	<u>634,420</u>

The notes on pages 41 to 49 form part of these financial statements

1 General information

The charity is a registered charity in England and Wales and is incorporated.

The address of the principal office is Independent Living Centre, St George's Road, Semington, Trowbridge, BA14 6JQ.

2 Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

3 Accounting policies

- (a) 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 (effective January 2015) - Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK (FRS 102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note (s).

Going Concern:

These financial statements have been prepared on the going concern basis. The trustees consider that there are no material uncertainties about the charity's ability to continue.

Since the year end the Charity has faced the emergency created by the global Corona Virus pandemic. The Board has taken all necessary steps to limit expenditure and adjust working practices and is satisfied about the charity's ability to continue as a going concern.

- (b) Voluntary income is received by way of donations and grants and is recognised in full in the Statement of Financial Activities when they are receivable.
- (c) Donated assets are included at the value to the charity where this can be quantified and a third party is bearing the cost. The value of services provided by volunteers has not been included as the value of these services cannot be readily quantified.
- (d) Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable. Grants received in the accounting period in respect of future accounting periods are deferred until those periods. All material grants are disclosed in accordance with the Statement of Recommended Practice.
- (e) Contract income is recognised in full in the Statement of Financial Activities in the year in which it is receivable, in line with the service level agreement. Contract income received in the accounting period in respect of future accounting periods is deferred until those later periods.
- (f) Tangible fixed assets are recorded at cost and depreciation is calculated to write off the cost, less estimated residual value over their expected useful lives as follows:
Equipment - 50% (straight line method).
- (g) Resources expended are recognised on an accrual basis as a liability incurred. Resources expended include attributable VAT which cannot be recovered.
- (i) Costs of generating funds comprise the costs associated with attracting voluntary income and other activities.
- (ii) Charitable activities expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- (iii) Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to strategic management of the charity.
- (iv) All costs are allocated between the expenditure categories in the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, other costs are apportioned on the basis of estimated aggregated time expended on each activity as set out in note 9 to the accounts.
- (h) The charity has arranged a defined contribution scheme for its staff. Pension costs charged in the Statement of Financial Activities represent the contributions payable by the Charity in the period.
- (i) Unrestricted funds can be used in accordance with the charitable objects at the discretion of the Trustees.
- (j) Designated funds are funds set aside by the Trustees from unrestricted general funds for specific purposes or projects.

CARER SUPPORT WILTSHIRE
NOTES TO THE FINANCIAL STATEMENTS
AT 31 MARCH 2020

3 Accounting policies (continued)

- (k) Restricted funds can only be used for the particular restricted purposes laid down by the donor and within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements. Where activities are funded through a mixture of restricted and unrestricted funds, the restricted funds are deemed to have been expended first.
- (l) Rentals applicable to operating leases where substantially all of the benefits and the risks of ownership remain with the lessor are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

4 Income from donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Donations	1,959	12,045	14,004
Gift aid	-	-	-
	<u>1,959</u>	<u>12,045</u>	<u>14,004</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Donations	9,202	13,891	23,093
Gift aid	155	-	155
	<u>9,357</u>	<u>13,891</u>	<u>23,248</u>

5 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Grants receivable:			
- Carers Trust	-	2,500	2,500
- Big Lottery - Out of Hours	-	7,001	7,001
- Big Lottery - Ambassador roles	-	7,001	7,001
- Armed Forces Covenant Fund	-	49,434	49,434
- Wiltshire Council (for carer involvement)	-	9,512	9,512
- Wiltshire Community Foundation	-	3,049	3,049
- The Carers Trust Inspiring Change	-	6,731	6,731
- Edward Gosling Foundation	-	5,000	5,000
- Various grants for carers	-	16,277	16,277
- Returners Fund	-	41,640	41,640
- Zurich Community Trust	-	8,770	8,770
- Wiltshire Council	-	2,891	2,891
- NHS Banes, Swindon, Wiltshire	-	22,000	22,000
- Others	3,000	22,408	25,408
	<u>3,000</u>	<u>204,214</u>	<u>207,214</u>
Wiltshire Council and NHS Wiltshire Clinical Commissioning Group contract	1,130,000	-	1,130,000
Dorset Council and NHS Dorset Clinical Commissioning Group contract	121,185	-	121,185
	<u>1,251,185</u>	<u>-</u>	<u>1,251,185</u>
	<u>1,254,185</u>	<u>204,214</u>	<u>1,458,399</u>

CARER SUPPORT WILTSHIRE
NOTES TO THE FINANCIAL STATEMENTS
AT 31 MARCH 2020

5 Income from charitable activities (continued)

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Grants receivable:			
- Carers Trust	300	2,300	2,600
- Big Lottery - Out of Hours	-	27,335	27,335
- Big Lottery - Ambassador roles	-	27,336	27,336
- Armed Forces Covenant Fund	-	32,956	32,956
- Wiltshire Community Foundation	-	5,000	5,000
- Various grants for carers	-	7,559	7,559
- Tesco	-	9,000	9,000
- Zurich Community Trust	-	8,770	8,770
- Others	-	9,560	9,560
	300	129,816	130,116
Wiltshire Council and NHS Wiltshire Clinical Commissioning Group service level agreement	1,150,058	-	1,150,058
	1,150,058	-	1,150,058
	1,150,358	129,816	1,280,174

6 Expenditure on raising funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Fundraising expenses	1,058	-	1,058
	1,058	-	1,058

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Fundraising expenses	1,273	34	1,307
	1,273	34	1,307

7 Expenditure on charitable activities

	Direct Staff £	Direct Other £	Support Costs £	Governance Costs £	Total Funds 2020 £
Carer support services & development work	905,050	238,298	371,321	19,223	1,533,892
Grants for carers	-	23,609	-	-	23,609
	905,050	261,907	371,321	19,223	1,557,501

	Direct Staff £	Direct Other £	Support Costs £	Governance Costs £	Total Funds 2019 £
Carer support services & development work	719,093	170,329	334,283	24,674	1,248,379
Grants for carers	-	29,671	-	-	29,671
	719,093	200,000	334,283	24,674	1,278,050

CARER SUPPORT WILTSHIRE
NOTES TO THE FINANCIAL STATEMENTS
AT 31 MARCH 2020

8 Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Carer support services & development work	1,339,965	193,927	1,533,892
Grants for carers		23,609	23,609
	<u>1,339,965</u>	<u>217,536</u>	<u>1,557,501</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Carer support services & development work	1,085,158	163,221	1,248,379
Grants for carers		29,671	29,671
	<u>1,085,158</u>	<u>192,892</u>	<u>1,278,050</u>

9 Analysis of governance and support costs

	Support Costs £	Governance Costs £	Total Funds 2020 £
Staff costs	202,247	-	202,247
Premises	39,595	-	39,595
Communications	20,703	-	20,703
General Office	74,225	-	74,225
Publicity	7,881	-	7,881
Travelling	3,287	-	3,287
Depreciation	10,730	-	10,730
Loss on disposal of fixed assets	19	-	19
Training and Recruitment	6,720	-	6,720
Company expenses	5,378	-	5,378
Miscellaneous Expenses	536	-	536
Audit and accountancy fees	-	4,625	4,625
Legal and professional fees	-	12,615	12,615
Trustees expenses	-	1,983	1,983
	<u>371,321</u>	<u>19,223</u>	<u>390,544</u>
	Support Costs £	Governance Costs £	Total Funds 2019 £
Staff costs	184,581	-	184,581
Premises	31,218	-	31,218
Communications	20,200	-	20,200
General Office	72,815	-	72,815
Publicity	2,366	-	2,366
Travelling	3,930	-	3,930
Depreciation	8,551	-	8,551
Loss on disposal of fixed assets	48	-	48
Training and Recruitment	4,133	-	4,133
Company expenses	3,001	-	3,001
Miscellaneous Expenses	3,440	-	3,440
Audit and accountancy fees	-	3,500	3,500
Legal and professional fees	-	19,463	19,463
Trustees expenses	-	1,711	1,711
	<u>334,283</u>	<u>24,674</u>	<u>358,957</u>

CARER SUPPORT WILTSHIRE
NOTES TO THE FINANCIAL STATEMENTS
AT 31 MARCH 2020

9 Analysis of governance and support costs (continued)

Expenses were reimbursed to 6 Trustees (2019: 6) and related to travelling, training and subsistence costs incurred during the course of charity business.

10 Summary analysis of expenditure and related income for charitable activities

This table shows the costs of the main charitable activities and the sources of income directly to support these activities.

	Costs	Related Income	Net Cost Funded from Other Income
	£	£	£
Carer support services & development work	(1,533,892)	1,442,122	(91,770)
Grants for carers	(23,609)	16,277	(7,332)
	<u>(1,557,501)</u>	<u>1,458,399</u>	<u>(99,102)</u>

11 Net income

	2020	2019
	£	£
This is stated after charging:		
Auditor's remuneration	4,625	3,500
Loss on disposal of fixed assets	19	48
Depreciation	10,730	8,551
	<u>15,374</u>	<u>12,100</u>

None of the Trustees received any remuneration during the year (2019: none)

12 Staff costs and staff numbers

	2020	2019
	£	£
The aggregate payroll costs were:		
Wages and salaries	998,484	818,104
Social security costs	73,483	60,711
Pension contributions	35,158	24,305
Other costs	172	553
	<u>1,107,297</u>	<u>903,673</u>

No employee received emoluments of more than £60,000.

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £216,387 (2019: £213,559).

The average weekly number of employees during the year, calculated on the basis of full time equivalents, was:

	2020	2019
	No.	No.
Number of carer support & development staff	36.1	25.3
Number of administration staff	5.4	3.3
	<u>41.5</u>	<u>28.6</u>

CARER SUPPORT WILTSHIRE
NOTES TO THE FINANCIAL STATEMENTS
AT 31 MARCH 2020

13 Tangible Fixed Assets

	Equipment £	Total £
Cost		
At 1 April 2019	42,211	42,211
Additions	6,017	6,017
Disposals	(5,732)	(5,732)
At 31 March 2020	<u>42,496</u>	<u>42,496</u>
Depreciation		
At 1 April 2019	30,674	30,674
Charge for the year	10,730	10,730
Eliminated on Disposals	(5,713)	(5,713)
At 31 March 2020	<u>35,691</u>	<u>35,691</u>
Net book value		
At 31 March 2020	<u>6,805</u>	<u>6,805</u>
At 31 March 2019	<u>11,537</u>	<u>11,537</u>

14 Debtors

	2020 £	2019 £
Trade Debtors	439,251	2,073
Prepayments and Accrued Income	48,924	7,678
Other Debtors	4,089	-
	<u>492,264</u>	<u>9,751</u>

15 Creditors: amounts falling due within one year

	2020 £	2019 £
Trade Creditors	30,700	13,065
Accruals and Deferred Income	324,592	22,138
VAT	60,433	47,288
PAYE	20,591	18,406
Pension	7,558	5,041
Other Creditors	75	47
	<u>443,949</u>	<u>105,985</u>

16 Operating lease commitments

At 31 March the charity had future commitments under non-cancellable operating leases as set out below.

	Land & Buildings		Other	
	2020 £	2019 £	2020 £	2019 £
Amounts payable within 1 year	42,677	29,404	15,646	6,397
Amounts payable within 1-2 years	23,297	19,320	15,610	600
Amounts payable within 2-5 years	-	-	-	-
	<u>65,974</u>	<u>48,724</u>	<u>31,256</u>	<u>6,997</u>

CARER SUPPORT WILTSHIRE
NOTES TO THE FINANCIAL STATEMENTS
AT 31 MARCH 2020

17 Analysis of movement of funds	At 1 Apr 2019 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 Mar 2020 £
Restricted funds					
Wiltshire Council - Transitions	45,258	-	-	(45,258)	-
Income Generation - Appeal (2019/20)	-	16,609	-	(16,609)	-
Income Generation Time for Carers Appeal (2019/20)	5,803	-	(2,137)	(3,666)	-
Income Generation Community Connectors Appeal (2019/20)	18,098	2,907	(15,823)	20,275	25,457
Other Grants	-	12,004	(658)	-	11,346
LA Grant Funding - Make a Friend Be a Friend Project	666	4,066	(573)	-	4,159
Returners Project	-	69,400	(69,665)	265	-
Young Adult Carers	14,971	750	(655)	-	15,066
Young Adult Carer Grants	-	7,312	(2,511)	-	4,801
Grant Application Processing	-	14,527	(16,114)	-	(1,587)
Zurich - GWH Carers Hub	8,677	8,770	(7,863)	-	9,584
Armed Forces Covenant Fund	-	65,912	(76,047)	10,135	-
Big Lottery - Ambassador roles	790	7,001	(7,791)	-	-
Big Lottery - Out of Hours	8,748	7,001	(15,749)	-	-
Dorset GP Project	1,950	-	(1,950)	-	-
	104,961	216,259	(217,536)	(34,858)	68,826
Unrestricted funds					
General fund	444,762	1,287,088	(1,341,023)	34,858	425,685
	444,762	1,287,088	(1,341,023)	34,858	425,685
Total Charity funds	549,723	1,503,347	(1,558,559)	-	494,511

	At 1 Apr 2018 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 Mar 2019 £
Restricted funds					
Wiltshire Council - Prescription Breaks	93,587	-	-	(93,587)	-
Wiltshire Council - Carers Expenses	6,630	-	-	(6,630)	-
Wiltshire Council - Transitions	1,623	-	(33,139)	76,774	45,258
Income Generation Time for Carers Appeal (2017/18)	25,873	40	(20,110)	-	5,803
Income Generation Community Connectors Appeal (2017/18)	3,027	18,199	(3,128)	-	18,098
Income Generation - Innovations Fund Project	-	7,230	(7,230)	-	-
LA Grant Funding - Make a Friend Be a Friend Project	-	6,830	(8,514)	2,350	666
Pathways to Work	-	5,000	(5,000)	-	-
Young Adult Carers	15,212	191	(432)	-	14,971
Grant Application Processing	-	7,559	(7,559)	-	-
Zurich - GWH Carers Hub	8,659	8,770	(8,752)	-	8,677
Carers Trust - SDH Stay Project	1,688	-	(1,688)	-	-
Carers Trust - YAC Peer Project	-	2,300	(2,300)	-	-
Armed Forces Covenant Fund	-	32,956	(36,124)	3,168	-
Big Lottery - Ambassador roles	6,290	27,336	(32,836)	-	790
Big Lottery - Out of Hours	6,259	27,336	(24,847)	-	8,748
Dorset GP Project	-	3,217	(1,267)	-	1,950
	168,848	146,964	(192,926)	(17,925)	104,961
Unrestricted funds					
General fund	315,713	1,197,555	(1,086,431)	17,925	444,762
	315,713	1,197,555	(1,086,431)	17,925	444,762
Total Charity funds	484,561	1,344,519	(1,279,357)	-	549,723

CARER SUPPORT WILTSHIRE
NOTES TO THE FINANCIAL STATEMENTS
AT 31 MARCH 2020

17 Analysis of movement of funds (continued)

General fund	To be applied to the general charitable purposes of the organisation in any way the Trustees see fit.
Wiltshire Council - Transitions	Wiltshire Council fund for transitional work.
Income Generation - Appeal (2019/20)	Supports unpaid carers through the provision of replacement care and social activities that enable carers to take a break and reconnect with friends and family.
Income Generation Time for Carers Appeal (2019/20)	Fundraising appeal to enable carers to have a break from their caring role.
Income Generation Community Connectors Appeal (2019/20)	Fundraising appeal to enable carers to combat loneliness and reconnect with their community.
LA Grant Funding - Make a Friend Be a Friend Project	Funded by local Health and Wellbeing boards in Melksham, Corsham and Trowbridge, this project aims to connect isolated people with clubs and groups in their communities. CSW led on the project, designing, printing and posting postcards, answer calls and making referrals.
Returners Project	Funding from Wiltshire Community Foundation to support carers wishing to return to work.
Young Adult Carers	Monies held on behalf of Carers Trust for work with Young Adult Carers, including funding received from Awards For All.
Grant Application Processing	Processing of grant applications to various organisations on behalf of carers.
Zurich - GWH Carers Hub	Funding from Zurich to co-ordinate a ward volunteer service, supervising a team of up to ten volunteers.
Armed Forces Covenant Fund	Project to provide on base support to carers in military families.
Big Lottery - Ambassador roles	Ambassador roles – project to recruit volunteers into ambassador roles to raise carer awareness in the community.
Big Lottery - Out of Hours	Project to recruit volunteers to support additional out of hours social activity and peer support.
Dorset GP Project	GP Accreditation scheme rolled out in Dorset GP Practices.

Analysis of net assets between funds

	Tangible Fixed assets	Other Net assets	2020 Total
	£	£	£
Restricted funds	-	68,826	68,826
Unrestricted funds	6,805	418,880	425,685
	6,805	487,706	494,511
	Tangible Fixed assets	Other Net assets	2019 Total
	£	£	£
Restricted funds	-	104,961	104,961
Unrestricted funds	11,537	433,225	444,762
	11,537	538,186	549,723

19 Taxation

The charity is exempt from corporation tax on its charitable activities.

20 Related party transactions

During the period there were no transactions with related parties, and no outstanding balances with related parties as at 31 March 2020.

21 Statement of Financial Activities comparative information

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Income from:			
Donations and legacies	9,357	13,891	23,248
Charitable activities	1,150,358	129,816	1,280,174
Other trading activities	11,108	3,087	14,195
Investments	3,865	-	3,865
Other	22,867	170	23,037
Total	1,197,555	146,964	1,344,519
Expenditure on:			
Raising funds	1,273	34	1,307
Charitable activities	1,085,158	192,892	1,278,050
Total	1,086,431	192,926	1,279,357
Net income / (expenditure)	111,124	(45,962)	65,162
Transfers between funds	17,925	(17,925)	-
Net movement in funds	129,049	(63,887)	65,162
Reconciliation of funds:			
Total funds brought forward	315,713	168,848	484,561
Total funds carried forward	444,762	104,961	549,723