

Carers Network Westminster

Annual Accounts for Year Ending March 2020

Company Number: 04712756

Charity Number: 1097723

Carers Network Westminster

FINANCIAL STATEMENTS

31/03/2020

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Financial Statements for the year ended 31 March 2020**

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CARERS NETWORK WESTMINSTER
Reference and administrative details

The Board of Trustees	Steven Bramley CBE (Resigned 21 May 2020) Myrna Hayter (Resigned 13 January 2020) Jarka Hinksman (Resigned 13 January 2020) Jihan Salha (Resigned 20 November 2019) U'Hla Htay Nadia Taylor Elizabeth Anne Adair Emma Margaret Snow (Resigned 13 June 2019) Linda Elizabeth McHugh Jenny Ousbey (Resigned 13 January 2020) Punam Birly Charles Adeniran (Appointed 21 May 2019) Hassan Hamidi Abu-Bakir (Appointed 13 January 2020) Jennifer Catherine Nel (Appointed 20 November 2019)
Company Secretary & Chief Executive	Sally Miller - Chief Executive Luke Evans - Company Secretary (Resigned 21 May 2020)
Registered Office	Office 8 Beethoven Centre Third Avenue London W10 4JL
Auditors	Ward Williams Belgrave House 39-43 Monument Hill Weybridge Surrey KT13 8RN
Bankers	Unity Trust Bank Plc Nine Brindley Place Birmingham B1 2HB Aldermore Bank PLC 1st Floor, Block B Western House Lynch Wood Peterborough PE2 6FZ
Company Number	04712756
Charity Number	1097723
Solicitors	Robinson Wilson Solicitors Beethoven Centre Third Avenue London W10 4JL

CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Trustees' Report for the year ended 31 March 2020

The trustees present their annual report with the audited financial statements for the year ended 31 March 2020. Comparative figures are those for the year ended 31 March 2019.

Introduction from the Chair

I am honoured to have been elected as Chair of Carers Network this May. It is a real privilege to lead an organisation which provides such an important service to a group of people who, although not always given the recognition that they deserve, are critical to the health and well-being of some of the most vulnerable people in society. As a carer myself, I will ensure that we never lose sight of our mission: supporting unpaid carers in our community.

I have succeeded Steven Bramley, who was a Trustee of Carers Network for seven years and our Chair since 2017. I would like to thank him on behalf of the Board for his strategic direction and exceptional dedication to our organisation. I have learned a great deal from his vision and professionalism and for that I extend my personal thanks.

I am particularly pleased to have as Vice Chair Linda McHugh, who brings a wealth of knowledge to Carers Network, and whose extensive business experience in both executive and non-executive roles is proving invaluable to our organisation and its work.

My personal thanks also go to Myrna Hayter, Jarka Hinksman, Jenny Ousbey, Jihan Salha and Emma Snow, trustees who are leaving us after a considerable service and commitment to Carers Network. I am delighted to welcome as trustees Charles Adeniran, Hassan Abu-Bakir and Jennifer Nel whose enthusiastic energy and wide range of skills are already making their mark on our work.

Sadly, we are about to say goodbye to our Chief Executive Officer, Sally Miller, who will be leaving us shortly to take up a new role in elderly care provision. Sally has worked hard to help Carers Network achieve its current position and she will be missed by all of us; we wish her well for the future.

Each year Carers Network goes from strength to strength and the year 2019/2020 has been no exception. We have supported over 6000 carers and continue to discharge our contractual obligations by conducting carer's assessments, providing advice, guidance and support to our carers as well as meeting regularly with them at carers' forums in the three Boroughs we operate in. Our dedicated staff have increased their outreach efforts to reach even more carers in need of support and care plans for their loved ones, resulting in 565 new carers being registered with Carers Network for vital support.

All of this has been made possible by the continuous backing that we have received from the Commissioners on whose behalf we run our major services and by the generous support that we have received from a number of donors several of whom we are working with for the first time. We are greatly encouraged that you share our vision of a better world for unpaid carers and are most grateful to you for the help that you have given us.

A highlight of the year was the Fundraising Triathlon held in September 2019 by our corporate partner The Portman Estate. We are immensely grateful for what was a three-year partnership whereby the staff, partners and associates of The Portman Estate fundraised for Carers Network and produced over £100,000 of unrestricted funds over the three years. This was our first experience of having a major corporate partner and we could not have asked for a better one.

The final weeks of March 2020 imposed a new life and brought about a set of restrictions on all of us with the outbreak of COVID-19. I am very proud of our dedicated staff who responded promptly and comprehensively to the challenge and with the support of the Board of Trustees, created the plan which has allowed Carers Network to continue to operate and provide vitally important services to the most vulnerable carers in our community.

While we have had to make alterations to our normal service provision, alternative service delivery approaches have been adopted to ensure that we continue to serve our carers and provide as seamless a service as the new circumstances allow. Although staff have been working from home, Carers Network continues to provide services by phone, email and via social media. We are still able to carry out carer's assessments, make referrals to partner agencies, provide information with help with shopping and essential medical deliveries as well as wellbeing checks and befriending to ensure that we continue to provide emotional support to vulnerable carers.

As we brace ourselves for further possible restrictions imposed by the pandemic, I remain confident that both staff and the Board of Trustees will continue to maximise their efforts as well as find new and creative ways to engage with carers. In particular, next year we will be launching our new website which will herald a new era of digital services for Carers Network.

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We look forward to fulfilling our new three-year strategy by further exploring opportunities to reach carer groups that we have not previously been as effective in communicating with, such as young adult carers and working carers, as well as continuing the crucial and dedicated services that our carers have come to know and rely upon.

Thank you to all our staff, Trustees, service users, Commissioners and funders for making this possible.

Nadia Taylor
Chair

Objectives and Activities

Purpose

The Articles of Association state that the main activities of Carers Network that provide public benefit are as follows:

- a) To provide charitable services to carers in London Boroughs and similarly connected areas.
- b) To offer help to carers, as they relieve the aged, the sick, the infirm and persons suffering from mental illness or learning or physical disabilities in the said area, by the provision of advice, support, training, and other assistance as Carers Network deem necessary.
- c) To advance the education of the public and others in all matters relating to caring and the role of carers.

Public Benefit

The primary public benefit of Carers Network is to support unpaid carers in the City of Westminster, the London Borough of Hammersmith & Fulham and the Royal Borough of Kensington and Chelsea, as well as to their families, the person(s) they care for and their employers.

The wider benefit to the public is to promote sustainable communities through support for those residents who provide unpaid support to elderly, sick or disabled residents.

1. Information and Advice

Carers Network provides a core service of information and advice to all carers aged 18 and over across London. This includes the offer of a statutory Carers Assessment, referrals and signposting to relevant services. Since the introduction of the Care Act in April 2015, Carers Network has had delegated authority to complete statutory Carers Assessments on behalf of the local authorities. Carers receive information through quarterly newsletters, a new monthly E-Bulletin, emails, a Twitter feed and at events throughout the year. Advice can be obtained on the phone or in a carer's own home where necessary. Where necessary, interpretation is available via a third-party organisation. Carers Network also seek to involve carers in decision-making at every stage of their caring role by equipping them with relevant knowledge on their rights.

2. Support

Carers Network provides emotional support, through casework and support groups, and practical support, through liaison with other professionals. Regular support groups are provided to carers who care for people with specific conditions (e.g. Learning Disabilities, Dementia or mental health conditions). Carers Network also provides a programme of training and development for carers, which enables them to fulfil their role safely and confidently.

3. Small grants

Carers Network supports carers in applying for a range of other small grants from charitable sources.

4. Advocacy

Carers Network seeks to influence service provision for the benefit of carers by engaging with providers of social care, health, advice and other services with the aim to improve support for carers and the people they care for.

5. Carer involvement

Carers Network facilitates a Carers' Forum in Westminster, Hammersmith and Fulham and Kensington and Chelsea where carers find out about and influence local service delivery. These events are a recognised mechanism for service providers and commissioners to consult with carers. Carers Network involves carers in different aspects of its work, including interviewing new staff members, co-presenting carer awareness training and developing new projects. Carers are also regularly consulted for feedback and ideas to enable continuous improvement to services and development of the organisation's strategy.

6. Wider Family and Social Life

As carers often risk becoming socially isolated, Carers Network organises day trips and activities to encourage social connection. Carers are also encouraged to register for emergency planning schemes in each borough, which provide replacement care in an emergency.

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Trustees' Report for the year ended 31 March 2020**

Mission, Vision and Aims

Vision: Every unpaid carer in the areas in which Carers Network operates is recognised and leads a healthy, fulfilling life with control over their caring role.

Mission: Supporting unpaid carers, enhancing lives across London

The 2018-2021 strategy's overarching aims are:

1. Carers Network meets the needs of beneficiaries and creates a sense of ownership amongst carers.
2. More carers get the information they need at the right time avoiding crisis and improving health and wellbeing.

Achievements and Performance

In 2019/20 we achieved the following:

- Worked with 6,006 carers (5,640 in 2018/19, an increase of 6.5%).
 - Identified 565 new carers.
 - Supported 335 carers through the End of Life Project, with 35% carers aged 75 or older.
 - Supported 71 carers through the Former Carers Project.
 - Broadened our online reach with 51,636 website views, 2,428 followers on Twitter, 289 followers on Facebook, 356 followers on Instagram and 238 followers on LinkedIn.
 - Organised 92 trips and events.
 - Ran 19 training workshops for carers covering a range of issues including Talking Funerals, Keeping The Balance, Keeping A Healthy Body And Mind information session, Energy Saving And Utility Bills, Food Waste Training, Moving and Handling Training, IT Support, Staying Safe Online, Stress and Worry, Universal Credit And Income Maximisation, Lasting Power of Attorney and Will Writing, as well as other health and wellbeing sessions. We continued our partnership with N.ableD to deliver the health and wellbeing initiative Live Well in Hammersmith and Fulham.
- Carers Network also started communications with educational establishments in London to develop a partnership to establish a counselling service for carers, involving trainee student counsellors to deliver this service. We aim to start the counselling sessions in the autumn of 2020. In anticipation of this work, we piloted a counselling service which offered psychodynamic counselling to carers. This pilot was a success and has enabled us to plan for the establishment of a counselling service for a far larger number of carers.

We also started a partnership with Vodafone, linked by The Paddington Partnership, where Vodafone staff delivered face-to-face IT support to carers at their Paddington office.

We ran a very enjoyable Carers' Festival at Paddington Recreation Ground to celebrate Carers Week in June and we were very fortunate to have Roy Lilley speak at our AGM in December. Roy, a broadcaster, writer and journalist who focuses on the NHS, spoke on carers accessing the NHS and his own experience of being a carer.

We came to the end of our extremely delightful relationship with our corporate partner The Portman Estate. During the final year of our three-year relationship, The Portman Estate did a tremendous job in raising funds for Carers Network, mainly from a triathlon event on 26 September 2019. The funds raised throughout this financial year will enable Carers Network to offer counselling and emotional support for carers, health and wellbeing initiatives for carers such as exercise schemes, volunteer-led activity sessions, initiatives to work towards preventing isolation and loneliness in carers and work with local community organisations to raise awareness of carers.

Successful fundraising during the year ensured the continuation of Carers Network's flagship projects, End of Life and Former Carers, and enabled new work: a series of Live Well wellbeing workshops and a dynamic programme of volunteer development. We were delighted to receive a grant from the Garfield Weston Foundation towards Carers Found, a new initiative to identify hard-to-reach and hidden carers.

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We extend appreciation to the Henry Smith Charity and the National Lottery Community Fund for their continued support of the End of Life project. We also thank the Lloyds Foundation for England and Wales for their very generous support both as the funder of the Former Carers project and for the support provided by the Lloyds Enhance Programme.

Carers Network is very grateful to all the trusts and foundations that have supported us this year. In addition to the trusts and foundations mentioned in this annual report, we would like to thank:

- Carers Trust Deloitte LLP IT and Software Grant
- Co-operative Local Community Fund
- CSIS Charity Fund
- Edward Harvist Trust
- Marsh Christian Trust
- The Dr Edwards & Bishop King's Fulham Charity
- The Inman Charity
- The Matrix Causes Fund
- The Phillips Family Charitable Trust
- Thomson Reuters Community Support Fund
- Thomson Reuters Social Impact Institute
- Westminster Amalgamated Charity
- Westway Trust

We would also like to express thanks to Farrer & Co. and FunFair Films for their donations.

We recruited five runners for the Royal Park's Half-Marathon in October 2019 and the runners raised £3,160, for which we say thank you. We secured £16,893 in-kind funding in 2019/20 (£12,463 in 2018/19, an increase of 35.5 %).

Volunteers

Our Volunteer Development Officer (VDO) joined Carers Network in March 2019. The VDO has worked with Carers Network staff to create several volunteer roles to support our work and developed a volunteer induction and training package for new volunteers. We have recruited a diverse group of volunteers that fits in with our long-term volunteer vision for shaping our volunteer strategy.

We placed volunteers in a wide range of roles: community outreach where volunteers attended events and ran information stalls, social media support, support in the office with the finance and administration teams and assisting our fundraising team with research and project proposals. We ran a range of volunteer-led health and wellbeing initiatives such as yoga, a choir and embroidery sessions.

Volunteer roles in the coming year will continue to be crucial in supporting the work of Carers Network. We intend to launch a range of new health and wellbeing activities to assist carers to effectively respond to some of the numerous social and health challenges they may face; we will also host some special interest groups such as a photography group. We intend to recruit volunteers to offer befriending support to carers both face to face and over the telephone.

Other roles will entail telephoning carers to remind them of upcoming support groups and events and acquiring feedback on events and forums that have taken place. We also intend to train volunteers to engage in community outreach and visit community venues such as pharmacies, hospitals, GP practices and faith organisations to promote the work of Carers Network and facilitate more referrals. We will continue to develop roles to support our service delivery wherever appropriate and depending on the level of success with our upcoming yoga, mindfulness and meditation groups, this may include more health and wellbeing activities.

We welcomed three new trustees to the Board of Trustees, Charles Adeniran, Hassan Abu-Bakir and Jennifer Nel, who have brought with them a wide range of skills and experience that will have a positive and significant impact on our work. Finally, we said goodbye to five trustees who have shown huge commitment to the organisation. We offer our gratitude and thanks for their time and devotion to Myrna Hayter, Jarka Hinksman, Jenny Ousbey, Jihan Salha and Emma Snow.

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Future plans

Over the financial year 2020/21 we will be starting a new project, Carers Found, through which we will seek to identify hard-to-reach unpaid carers and will skill local communities to identify carers and the challenges of the caring role. Through increased identification, Carers Found will enable people who are excluded through isolation or other barriers to live more fulfilling lives by offering them personalised support in their caring role. We will also be working towards seeking continuation funding for the Former Carers project.

We will continue to develop health and wellbeing support and activities which will include yoga, Zumba, Pilates and creative activities such as photography. We will also be establishing our counselling service in partnership with educational institutions in London who will offer students to carry out volunteer placements as part of their training.

We hope to raise at least £80,000 in voluntary income and donations to support the development and delivery of services and we aim to extend our reach through a redeveloped website which will enable us to more effectively share information with carers, professional and individuals, and offer an attractive shop-front to showcase Carers Network. The new website aims to optimise back-end capabilities such as automation, integration and analytics review to support us to engage effectively and allocate resources accordingly.

In response to the COVID-19 pandemic we will continue to run a wide range of sessions for carers on Zoom and we intend to offer teleconferencing groups for carers who face digital exclusion due to lack of available technology; both forms of facilitation will also offer skills training and information sessions for carers.

Volunteer involvement will remain a significant part of our service delivery, and we will continue to develop volunteer-led activities and involve volunteers in support of our services and carers.

Equal Opportunities

All Carers Network services ensure maximum equality of opportunity in access. All venues used for service delivery are fully accessible to people with disabilities. Where necessary, interpreters are made available. Through various networks, information for carers is made available to all communities.

Financial Review

Going Concern

Given the charity's level of free reserves available at the year end, the trustees consider that the charity has adequate resources to continue in operational existence for the foreseeable future. Accordingly, the financial statements have been prepared on a going concern basis. There are no material uncertainties about Carers Network's ability to continue as a going concern.

Financial Position

In 2019/2020, Carers Network had a total income of £917,302, total expenditure of £868,457 and a resulting net surplus of £48,845.

Of the total expenditure, £789,382 was spent on carers support and events, £17,527 was spent on governance and £61,548 was spent on raising funds.

The average number of employees at Carers Network throughout the year was 23 full time equivalents.

On 31 March 2020, Carers Network has £458,267 of funds carried forward, of which £27,761 is restricted, £33,515 is designated for some projects such as volunteering, outreach and raising awareness, and also for some core costs. The remaining £396,991 is unrestricted.

No restricted funds are in deficit.

Most of the designated Portman funds raised throughout financial years will enable Carers Network to offer counselling and emotional support for carers, health and wellbeing initiatives for carers such as exercise schemes, volunteering led activity sessions, initiatives to work towards preventing isolation and loneliness in carers and work with local community.

**CARERS NETWORK WESTMINSTER
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Principal Sources of Funds

Carers Network is substantially funded by Westminster City Council and the London Borough of Hammersmith & Fulham under contracts for Carers Hub Services.

Other key income sources include The Royal Borough of Kensington and Chelsea, The National Lottery Community Fund, the Lloyds Bank Foundation for England and Wales and the Henry Smith Charity.

Reserves Policy

The Carers Network reserves policy is to maintain sufficient reserves to enable normal operating activities to continue over a period of three to six months should a shortfall in income occur.

In developing this reserves policy, Trustees have considered the following:

- The importance of spending available reserves on meeting its core strategic purpose
- The requirement to ensure essential services for vulnerable beneficiaries are maintained if any funding streams are reduced / removed
- The risks to income resulting from high dependency on a small number of funding sources
- The desire to maintain flexibility to launch new projects included in the 2018-2021 strategy

Trustees and management do not want to hold surplus funds unnecessarily, but believe sustainability is paramount to beneficiaries and therefore on balance are comfortable that this policy is appropriate for the organisation.

On 31 March 2020, Carers Network holds free available reserves of £396,991. This has been calculated as total funds less restricted funds and designated funds. The unrestricted reserves are equal to 45.7% of Carers Network annual expenditure and therefore within its target range.

The reserves policy is kept under periodic review and reserves levels are adjusted as perceptions of risk and other factors change.

Risk Management and responding to Covid-19

Carers Network's Board has a Finance & Risk Committee in place, chaired by the Carers Network Treasurer, which has been meeting on a regular basis since September 2017. This Committee regularly reviews the organisation's Risk Register. Each identified risk undergoes an assessment process and plans are put in place to remove the risk or mitigate against it. As the Board reviews all risks regularly, we can act quickly to reduce or prevent the impact when required.

The COVID-19 pandemic has brought the greatest challenge and risk Carers Network has ever faced. We worked at pace as a team to emergency plan to adapt to the lockdown measures and reduce risks, whilst complying with statutory requirements and regulations and adhering to Government-set rules.

This period did, however, give us the opportunity to introduce resources and processes we might have not tried or considered otherwise. We installed mobile phone software which has the effect of turning mobile phones into our regular telephone extensions. Our website was regularly updated as the situation demanded, and we ensured COVID-19 related information was easily accessible. Email updates of useful information and organisations were sent to all carers with email addresses. We accessed social media channels to provide regular updates. We telephoned over 1000 carers to check-in with them and see how they were coping. Questions asked of carers covered how the carer was, support the carer had in place for shopping and medicines collection, how the cared-for person was, how the carer was managing the caring role, and consent to refer the carer to the council or another organisation to access, for example, volunteer support.

This new way of working encouraged Carers Network to consider how to work differently with carers and engage them in an environment supported by social media and technology. This became an opportunity to reach carer groups that we had not been as effective in communicating with such as young adult carers and working carers.

Early on we developed a monthly forum for carers in each of the boroughs, enabling carers to meet with the CEO on Zoom to share carer concerns and requests. Subsequent Zoom groups offered carers information and engagement activities, for example, are mindfulness, general check-in gatherings, exercise, a book club, special interest sessions and music and art appreciation and the marking of Carers Week in June through several Zoom sessions. Carers Network will do the same for Carers Rights Day in November 2020.

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Individual risk assessments are being carried out with all staff in August and September 2020. We were very fortunate to be awarded funding from the Lloyds Bank Foundation COVID React Fund for additional laptops, mobile phones, screens, sanitiser, a temperature reader, and cleaning wipes to support the organisation through the pandemic. Desk repositioning, erection of screens and cleaning work takes place in September and staff will begin to return to the office in small numbers in September.

A further key risk in 2019/20 remains that of a gap in the staffing infrastructure, meaning there has been a limited capacity to further develop services and enhance our service delivery. For some time, there has been no spare capacity in employees' roles to expand their skills, including learning about key aspects of other peoples' jobs. We have experienced an over reliance on individual staff for critical responsibilities. Our attempts to mitigate this risk have been allocation of responsibilities to junior managers to take on project management responsibility for smaller projects. For larger projects, the workload has been shared across the senior management team. We continue to apply for non-statutory funding to strengthen contributions such as a counselling service, health and wellbeing activities, outreach development and continuation funding for the End of Life project; we have been successful in applying for sources awarding core costs funding.

Structure, Governance and Management

Constitution

Carers Network Westminster is a registered charity. It was founded in 1991 and was first registered as a charity in 1996.

The current charity was registered on 29 May 2003 following constitution as a company limited by guarantee (incorporated on 26 March 2003).

The charity is governed by Articles of Association. The Memorandum and Articles were revised in 2018. As per the Companies Act 2006 the terms from the Memorandum were amalgamated into the Articles of Association, meaning the Memorandum is redundant.

Carers Network Westminster operates under the name Carers Network.

Appointment of Trustees

The minimum number of trustees is four and the maximum is fifteen.

Trustees are elected by the membership at the Annual General Meeting.

In selecting a person to be appointed as a trustee, existing trustees consider how their residence, occupation, employment, special knowledge, and personal or professional qualifications may contribute to delivering against the objects of the charity.

Induction and Training of Trustees

All new trustees are provided with a comprehensive induction to Carers Network, which includes the Memorandum and Articles of Association, current strategic plan, organisational structure, annual budget and last audited accounts. They also receive details of their obligations under charity law.

Following their appointment, Carers Network provides trustees with ongoing training as appropriate.

Related Parties

Carers Network has no related party arrangements to disclose.

Wider Network

Carers Network is an affiliated member of the national charities Carers Trust and Carers UK.

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Statement of Trustee's Responsibilities**

The trustees, who are also directors of Carers Network for the purposes of company law, are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the Carers Network and of the incoming resources and application of resources, including the income and expenditure, of the Carers Network for the period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2019 (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Carers Network will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the Carers Network 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 Carers Network and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

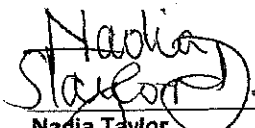
- There is no relevant audit information of which the Carers Network's auditor is unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

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

Auditor

Ward Williams were appointed as auditor to the Carers Network during 2019 and a resolution proposing that they be re-appointed will be put forward at the next General Meeting.

This report was approved by the Board of Trustees.



Nadia Taylor
Chair

2.12.2020

Registered Office:
Office 8, Beethoven Centre
Third Avenue
London
W10 4JL

CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Independent Auditor's Report to the Trustees of Carers Network Westminster

Opinion

We have audited the financial statements of Carers Network Westminster for the year to 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards including Financial Reporting Standard 102, The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)**
**Independent Auditor's Report to the Trustees of Carers Network Westminster
(continued)**

Other information

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

We have nothing to report in this regard.

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 Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 8, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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.

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Independent Auditor's Report to the Trustees of Carers Network Westminster
(continued)**

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/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Colin Hamilton (Senior Statutory Auditor)
for and on behalf of Ward Williams
Belgrave House
39-43 Monument Hill
Weybridge
Surrey
KT13 8RN
Date: 10th December 2020.

Ward Williams is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Statement of Financial Activities as at 31 March 2020

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £ (As restated)
Income and endowment from:					
Charitable activities	2	713,626	97,585	811,211	847,361
Donations and legacies	3	86,308	18,880	105,188	29,107
Investments		903	-	903	667
Total		£ 800,837	£ 116,465	£ 917,302	£ 877,135
Expenditure on:					
Charitable activities		705,856	101,053	806,909	856,359
Raising funds		61,548	-	61,548	38,119
Total	4	£ 767,404	£ 101,053	£ 868,457	£ 894,478
Net income/(expenditure)		33,433	15,412	48,845	(17,343)
Transfers between funds		4,507	(4,507)	-	-
Net movement in funds		37,940	10,905	48,845	(17,343)
Total funds brought forward		392,566	16,856	409,422	426,765
Total funds carried forward		£ 430,506	£ 27,761	£ 458,267	£ 409,422

The statement of financial activities includes all gains and losses recognised in the year.


All incoming resources and resources expended derive from continuing activities.

The notes on pages 16 to 22 form part of these financial statements.

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Balance Sheet as at 31 March 2020**

	Notes	2020 £	2020 £	2019 £ (As restated)	2019 £ (As restated)
Fixed Assets					
Tangible assets	9		13,638		16,511
Current Assets					
Debtors	10	13,920		202,047	
Cash at bank		527,283		274,840	
		<u>541,204</u>		<u>476,887</u>	
Liabilities					
Creditors falling due within one year	11	<u>(96,575)</u>		<u>(83,976)</u>	
Net current assets			444,629		392,911
Total assets less current liabilities			<u>£ 458,267</u>		<u>£ 409,422</u>
Funds of the charity					
Restricted funds	13		27,761		16,856
Unrestricted funds - General fund	13		396,991		364,051
Unrestricted funds - Designated funds	13		33,515		28,515
			<u>£ 458,267</u>		<u>£ 409,422</u>

These financial statements were approved by the Board of Trustees on 2.12.2020 and are signed on their behalf by:


.....
Nadia Taylor
Chair of Trustees on behalf of the trustees

Company Registration No. 04712756

The notes on pages 16 to 22 form part of these financial statements.

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Cash Flow Statement as at 31 March 2020**

	Notes	2020 £	2019 £
Cash flows from operating activities:	15	256,244	(30,635)
Cash flows from investing activities:			
Payments to acquire tangible fixed assets		(4,703)	(515)
Interest received		903	667
Net cash flow from investing activities		<u>(3,800)</u>	<u>152</u>
Net (decrease) / increase in cash and cash equivalents		252,443	(30,483)
Cash and cash equivalents as at 01 April 2019		274,840	305,323
Cash and cash equivalents as at 31 March 2020		<u>527,283</u>	<u>274,840</u>
 Cash and cash equivalents consist of:			
Cash at bank and in hand		527,283	274,840
Cash and cash equivalents at 31 March 2020		<u>527,283</u>	<u>274,840</u>

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Notes to the financial statements for the year ended 31 March 2020**

1. Accounting policies

(a) General information and basis of preparation

Carers Network Westminster is a registered charity (Charity number: 1097723; Company number: 04712756) limited by guarantee in England & Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principle activities are to provide core services of information advice and support to all carers and their families in the City of Westminster and adjoining boroughs.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice and applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) issued in October 2019, the Financials Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and the UK generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Prior period restatement

The brought forward unrestricted reserves position for both 1 April 2019 and 1 April 2018 has been restated by £32,079, increasing brought forward reserves as at 1 April 2019 from £377,343 in last years signed financial statements to £409,422 (and 1 April 2018 from £394,686 to £426,765). The restatement follows the identification during the year of an error regarding a customer account, with a credit balance arising when the account was fully reconciled and brought up to date by the customer. Upon investigation it was identified that an invoice had not been posted in the 2015-16 financial year, meaning income in that year was understated resulting in the credit balance arising. Following satisfactory confirmation from the customer in question that they were showing no overpayments on their records and were not due any funds to be returned, it was agreed by the Trustees that this credit balance should be corrected accordingly via a prior year adjustment to the brought forward unrestricted funds balance, in order to show a true and fair position.

(b) Fund accounting

The charity maintains various types of funds as follows.

Restricted funds -

Restricted funds represent grants and donations received which are allocated by the donor for specific purposes. Expenditure that meets these criteria is charged to the fund, together with a fair allocation of support costs.

Designated funds -

Designated funds represent funds set aside by the Trustees out of unrestricted general funds for specific future purposes or projects.

Unrestricted funds -

Unrestricted funds represent income which is expendable at the discretion of the Trustees in the furtherance of the objects of the charity.

(c) Incoming resources

Donations and similar incoming resources are included in the year in which they are receivable, which is when the charity becomes entitled to the resource. Donated services are valued at the estimated value to the charity of the services received. Grants receivable are credited to the Statement of Financial Activities (SOFA) in the year for which they are received.

CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Notes to the financial statements for the year ended 31 March 2020

1. Accounting policies (continued)

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Investment income is included in the SOFA in the year in which it is receivable.

(d) Resources expended and basis of allocation of costs

Expenditure is recognised on an accruals basis as a liability is incurred, inclusive of any VAT which cannot be recovered. Grants payable are charged in the year they become payable.

Other resources expended are allocated directly to the particular activity where the cost relates to that activity.

Support costs have been allocated between charitable activities, generating voluntary funds and governance costs. Costs that are not wholly attributable to an expenditure category have been apportioned to each activity on an estimate of staff time.

(e) Costs of generating voluntary funds

Costs of generating funds include the cost of advertising for donations and the staging of special fundraising events. Costs relating to grant applications for specific projects are allocated direct to charitable expenditure.

(f) Charitable activities

Costs of charitable activities comprise all costs incurred in the pursuit of the charitable objects of the charity. These costs, where not wholly attributable, are apportioned between the categories of charitable expenditure in addition to the direct costs.

(g) Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity such as the cost of board meetings, statutory compliance and costs linked to the strategic management of the charity.

(h) Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation, which is provided in annual instalments over the estimated useful lives of the assets. The rates of depreciation applied to the assets are:

Fixtures, Fittings & Equipment 20% straight line

(i) Pension costs

The charity contributes to the NEST Pension Scheme which is a defined workplace contribution scheme. The cost of the contributions is charged to the Statement of Financial Activities (SOFA) when the cost is incurred.

(j) Gifts in kind

Items gifted to the charity are included either as incoming resources in the statement of financial activities or as an asset in the balance sheet. The valuation of such items is as deemed reasonable by the Trustees.

(k) Critical accounting estimates and areas of judgement

In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements not do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Notes to the financial statements for the year ended 31 March 2020

2 Incoming Resources from Charitable Activities

	Unrestricted Funds £	Restricted Income Funds £	Total Funds 2020 £	Total Funds 2019 £
Carer Support and activities				
The National Lottery Community Fund	-	25,501	25,501	25,659
City Carers Service	-	-	-	34,000
Clinical Commissioning Group/NHS	-	-	-	4,333
Hammersmith and Fulham Council	231,915	-	231,915	231,127
The Henry Smith Charity	-	31,500	31,500	27,250
The Lloyds Bank Foundation for England and Wales	-	23,920	23,920	24,581
London Community Foundation	-	-	-	5,000
Other income	-	7,664	7,664	234
Royal Borough of Kensington and Chelsea	99,333	-	99,333	100,667
Westminster Amalgamated Charity	-	9,000	9,000	7,000
Westminster City Council	382,378	-	382,378	387,510
	<u>713,626</u>	<u>97,585</u>	<u>811,211</u>	<u>847,361</u>

3 Voluntary Income

	Unrestricted Funds £	Restricted Income Funds £	Total 2020 £	Total 2019 £
Grants for individuals	-	6,596	6,596	10,113
The Portman Estate	66,423	-	66,423	2,860
The Inman Charity	5,000	-	5,000	-
The CSIS Charity Fund	-	5,000	5,000	-
Donations and grants received	14,885	7,284	22,169	16,134
	<u>86,308</u>	<u>18,880</u>	<u>105,188</u>	<u>29,107</u>

4 Resources expended on charitable activities

	Direct Staff Costs £	Other Direct Costs £	Support Staff Costs £	Other Support Costs £	Total 2020 £	Total 2019 £
Costs of Charitable Activities						
Carers Support & Events	429,068	63,162	185,803	111,348	789,382	832,674
Governance Costs	-	-	6,591	10,936	17,527	23,685
Raising Funds	-	-	50,403	11,145	61,548	38,119
	<u>£ 429,068</u>	<u>£ 63,162</u>	<u>£ 242,796</u>	<u>£ 133,429</u>	<u>£ 868,457</u>	<u>£ 894,478</u>

Support costs are allocated to activities based on an assessment of the time spent by staff on each activity.

CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Notes to the financial statements for the year ended 31 March 2020

5 Governance Costs		2020	2019
		£	£
Audit fees		6,035	6,300
Meeting Costs		1,849	2,656
Miscellaneous costs		3,052	8,146
Staff costs		6,591	6,583
		<u>£ 17,527</u>	<u>£ 23,685</u>

6 Net incoming resources for the period

This is stated after charging

		2020	2019
		£	£
Depreciation		7,576	6,636
Auditors' remuneration		<u>6,035</u>	<u>6,300</u>

7 Trustee and Staff Information

a) Trustees

No trustee received remuneration during the year (2019: £nil). Trustees received travel reimbursement to the value of £1,632 (2019: £2,309) in the year.

b) Staff

		2020	2019
		£	£
Salaries and wages		580,041	560,144
Social security costs		50,459	47,940
Pension costs		39,785	37,481
Redundancy costs		0	2,160
Seconded and agency staff		1,580	20,597
		<u>£ 671,865</u>	<u>£ 668,322</u>

Key management personnel include the Chief Executive Officer, Head of Operations, Head of Services and Head of Fundraising and Communications.

The total employee benefits of the Charity's key management personnel were £174,810 (2019: £160,743).

No employee received emoluments in excess of £60,000 on an annualised basis during the year.

The average full time equivalent of staff employed by the charity during the period, including seconded staff was:

		2020	2019
		No.	No.
Governance and generating funds		2	2
Charitable activities		21	17
		<u>23</u>	<u>19</u>

CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Notes to the financial statements for the year ended 31 March 2020

8 Taxation

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

9 Tangible fixed assets

	Computers and Equipment £
Cost:	
At 1 April 2019	33,321
Additions	4,703
At 31 March 2020	38,024
Depreciation:	
At 1 April 2019	16,810
Depreciation charged in the year	7,576
At 31 March 2020	24,386
Net book value	
At 31 March 2020	£ 13,638
At 31 March 2019	£ 16,511

10 Debtors

	2020	2019
	£	£
Grant debtors	733	19,000
Grants receivable - accrued income	1,452	175,647
Prepayments	9,933	4,535
Staff advance/loan	1,802	2,865
	£ 13,920	£ 202,047

11 Creditors : amounts falling due within one year

	2020	2019
	£	£
Trade creditors	3,378	18,405
Accruals and deferred income	72,161	48,081
Other taxation and social security	13,452	13,188
Pension	7,407	4,231
Other liabilities	176	71
	£ 96,575	£ 83,976

Accruals and deferred income above includes £65,778 (2019: £39,980) relating to deferred income. This deferred income consists of grants received during the year, however relating to specific to projects/services which will be undertaken in 2020/21. Of the £65,778 (2019: £39,980) deferred, £29,000 (2018: £27,500) relates to the Henry Smith Charity, £11,603 (2019: £12,480) to the National Lottery Community Fund, £20,000 (2019: £nil) to Garfield Weston Foundation, £2,675 (£nil) to the Dr Edwards & Bishop King's Fulham Charity and £2,500 (2019: £nil) to Westway Trust.

CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Notes to the financial statements for the year ended 31 March 2020

12 Commitments under operating leases

At 31 March 2020 the charity had total future minimum lease payments under non-cancellable operating leases as follows:

	2020	2019
	£	£
Total commitments	<u>18,182</u>	<u>30,353</u>

13 Analysis of net assets between funds

	General Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
	£	£	£	£
Tangible fixed assets	13,638	-	13,638	16,511
Current assets	513,442	27,761	541,204	476,887
Creditors: Amount falling due within one year	(96,575)	-	(96,575)	(83,976)
Net asset at 31 March 2020	<u>430,506</u>	<u>27,761</u>	<u>458,267</u>	<u>409,422</u>

14 Movement in Funds

	Brought forward	Incoming Resources	Outgoing Resources	Transfers	Carried Forward
	£	£	£	£	£
Restricted Funds					
The National Lottery Community Fund (Time Bank)	3,339	542	-	-	3,881
The National Lottery Community Fund (End of Life)	-	24,959	(20,452)	(4,507)	-
London Borough of Hammersmith & Fulham (Live well)	-	5,000	(5,000)	-	-
Grants for individuals	560	8,596	(6,596)	-	560
The Henry Smith Charity (End of Life)	-	31,500	(31,500)	-	-
The Lloyds Bank Foundation for England and Wales	6,426	23,920	(20,598)	-	9,748
Local Sustainability Fund	2,964	-	-	-	2,964
London Community Foundation	3,567	-	-	-	3,567
Westminster Amalgamated Charities	-	9,000	(9,000)	-	-
The CSIS Charity Fund	-	5,000	-	-	5,000
Thomson Reuters Community Support Fund	-	2,284	(2,011)	-	273
Other restricted funds	-	7,664	(5,896)	-	1,768
Total Restricted Funds	<u>£ 16,856</u>	<u>£ 116,465</u>	<u>(£101,053)</u>	<u>(£4,507)</u>	<u>£ 27,761</u>
Unrestricted Funds					
General Fund	364,051	795,837	(767,404)	4,507	396,991
Designated Funds	28,515	5,000	-	-	33,515
Total Unrestricted Funds	<u>£ 392,566</u>	<u>£ 800,837</u>	<u>(£767,404)</u>	<u>£4,507</u>	<u>430,506</u>
TOTAL FUNDS	<u>£ 409,422</u>	<u>£ 917,302</u>	<u>(£868,457)</u>	<u>£ 0</u>	<u>£ 458,267</u>

15 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2020	2019
	£	£
Net income / (expenditure) for the year	48,845	(17,343)
Interest receivable	(903)	(667)
Depreciation of tangible fixed assets	7,576	6,836
Decrease / (increase) in debtors	188,127	(26,835)
Increase in creditors	12,599	7,374
Net cash from operating activities	<u>266,244</u>	<u>(30,635)</u>

CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)
Notes to the financial statements for the year ended 31 March 2020

16 Purpose of Restricted Funds

The National Lottery Community Fund - This funding supports the End of Life Carers project for carers aged 65 and over.

Clinical Commissioning Group/H&F - This funding provided mindfulness sessions to unpaid carers in Hammersmith & Fulham.

Grants for Individuals - This funding comes from applications made to charities and Trusts (mainly Carers Trust) on behalf of specific individuals.

The Henry Smith Charity - This funding supports the End of Life Project for unpaid carers aged 65 and over.

The Lloyds Bank Foundation for England and Wales - This funding supports the Former Carers Project to support people whose caring role has come to an end.

Local Sustainability Fund - This funding from the Cabinet Office is to further the sustainability of Carers Network.

London Community Fund - A grant was received during the previous year to part fund the post of a finance manager for the charity.

Westminster Amalgamated Charity - A grant was received during the year to part fund the post of a finance manager for the charity.

Thomson Reuters Community Support Fund - This funding was towards the Live Well project in Hammersmith & Fulham.

The CSIS Charity Fund - This grant was received for the purposes of volunteer development.

Other Restricted Funds - These relate to small ad-hoc grants received for restricted purposes.

17 Purpose of Designated Funds

At the end of the year, £33,515 (2019: £28,515) is held within designated funds. All designated funds are earmarked for some projects such as volunteering, outreach and raising awareness, and also for some core costs.

18 Related Party Transactions

There were £nil (2019: £nil) related party transactions during the year.

19 Controlling Party

The Charity is controlled by the Trustees.

20 Post Balance Sheet Events

In March 2020, just prior to the financial year-end of the charity, the UK and worldwide economy was significantly impacted by the COVID-19 global pandemic. The charity moved staff to working from home with effect from 19 March 2020, and this remains the case at the time of this report. Due to the key nature of the services provided by the charity it has continued to be active during the recent lockdown period, with services provided via a telephone or online setting. The charity does not expect to experience a significant impact on its future funding, and it has applied for additional funding for equipment to assist the charity through the lockdown period. The charity is currently in the process of preparing and planning for a return to work and to the community.

At the time of this report the charity does not expect COVID-19 to have a significant impact on its 2020/21 budgets.