Registered number: 04712756 Charity number: 1097723

CARERS NETWORK WESTMINSTER (A company limited by guarantee)

TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

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CARERS NETWORK WESTMINSTER

(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MARCH 2024

The Board of TrusteesJennifer Nel (Chair and Treasurer)

Elizabeth Adair (resigned 7 March 2024)

Charles Adeniran

Punam Birly (resigned 1 June 2023)

Siobhan Duffy (appointed 21 November 2023)

(resigned 2 December 2024)

Sarah Findlay (appointed 31 July 2023)

(resigned 28 November 2024)

U'Hla Htay (resigned 7 March 2024)

Mary Larkin (appointed 21 November 2023)

(resigned 28 November 2024)

David Lewis (appointed 21 November 2023)

(resigned 1 December 2024)

Linda McHugh (resigned 7 March 2024) Genevieve Peattie (appointed 31 July 2023)

Nadia Taylor

Theresa Thomas (appointed 21 November 2023)

Company Secretary Deirdre Goss

Chief Executive Officer Brian Jones

Registered Office Office 8, Beethoven Centre

Third Avenue, London W10 4JL

Independent Auditors Ward Williams

Belgrave House

39-43 Monument Hill, Weybridge

Surrey KT13 8RN

Bankers Unity Trust Bank Plc Nationwide Building Society

Four Brindleyplace Nationwide House

Birmingham Pipers Way

B1 2JB Swindon SN38 1NW

Aldermore Bank PLC Redwood Bank Limited 1st Floor, Block B The Nexus Building

Western House Broadway

Lynch Wood Letchworth Garden City

Peterborough Hertfordshire PE2 6FZ SG6 3TA

Close Brothers Group plc

10 Crown Place London EC2A 4FT

Company number 04712756

Charity number 1097723

Solicitors Robinson Wilson Solicitors

Selbourne House

36A Elgin Avenue, London W9 3PR

TRUSTEE'S REPORT FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their annual report together with the audited financial statements for the year ended 31 March 2024. Comparative figures are those for the year ended 31 March 2023.

Introduction from the Chair

As we reflect on 2023 -2024, Carers Network has continued its mission to support and empower carers within the community amidst evolving challenges. Following the pressures of recent years, our commitment to making a tangible difference in carers' lives has remained steadfast. I am immensely proud of our dedicated team, whose resilience and determination have allowed us to deliver consistent, high-quality services to carers, despite ongoing economic and social pressures.

This year, Carers Network completed 1,028 Carers Assessments, marking a steady presence in fulfilling our core responsibilities across the City of Westminster, the Royal Borough of Kensington & Chelsea, and the London Borough of Hammersmith & Fulham. Compared to the previous year's 1,123 assessments, this reflects a slight decrease, which may underscore broader societal impacts on service engagement. Yet, our reach and impact continue to grow, with a total of 5,620 carers accessing our services this year, a vital 5.4% increase from last year. Our Information, Advice, and Guidance (IAG) team handled 1,647 service queries, providing essential support to carers navigating their roles.

One of the most significant indicators of our impact is the financial grants for carers, which totalled £450,065 for the period—an impressive increase of 4.2% from last year's £432,003. This financial support represents a cornerstone of our services, ensuring that carers are not only recognised but also empowered with resources that alleviate some of the financial strain associated with caregiving.

Additionally, Carers Network identified 270 new carers this year, a testament to our proactive outreach and commitment to expanding our support network. This ongoing growth highlights the increasing recognition of Carers Network as a lifeline for those providing unpaid care within our communities.

Our specialist projects have also seen continued success. From our End-of-Life project, supporting carers of terminally ill loved ones, to our counselling project in collaboration with Goldsmiths, University of London, we remain focused on offering diverse, inclusive, and tailored services. These initiatives would not have been possible without the generous support of our funders and benefactors, to whom we extend our deepest gratitude.

As we look ahead to 2025, we are eager to continue fostering strong relationships with local authorities and community partners. In the coming year, we look forward to supporting the London Borough of Hammersmith and Fulham in developing its new strategy for unpaid carers. Working collaboratively with Westminster, Kensington, and Chelsea officials, we aim to ensure carers' needs are prioritised and their voices heard in planning and policy discussions.

On behalf of the Board of Trustees, I extend my deepest appreciation to our staff, Trustees, Commissioners, funders, and most importantly, to the carers we serve. Your commitment and passion make our achievements possible. Together, we are making strides in recognising, supporting and empowering carers across our community.

Thank you for being a part of this journey with Carers Network. We look forward to the opportunities that 2025 brings.

J . // V/

Jennifer Nel Chair and Treasurer

TRUSTEE'S REPORT (continued) FOR THE YEAR ENDED 31 MARCH 2024

Objectives and Activities

Purpose

Carers Network provides charitable services, including referral to organizations that can facilitate access to financial support, to unpaid carers in the City of Westminster, the London Borough of Hammersmith and Fulham and the Royal Borough of Kensington and Chelsea.

Through the provision of advice, support, training, and other assistance to unpaid carers, support is provided to those in their care, such as the elderly, persons suffering from mental illness or learning or physical disabilities, or persons receiving palliative care.

Carers Network reaches out to communities that may be unaware that support is available to unpaid carers and more broadly to advance the education of the general public and other interested parties in all matters relating to caring for those at home and the role of unpaid carers.

Mission, Vision and Aims

Carers Network mission is supporting unpaid carers and enhancing their lives across London. Our vision is that every unpaid carer is recognized and leads a healthy, fulfilling life with control over their caring role.

Public Benefit

The primary public benefit of Carers Network is to support unpaid carers in the City of Westminster, The London Borough of Hammersmith and Fulham and The Royal Borough of Kensington and Chelsea. The wider public benefit to society from supporting unpaid carers is considerable as many carers experience poor mental and physical health and often have to give up paid work to care for family and friends.

Services

Carers Network supports unpaid carers by providing the following services:

1. Information and Advice

Carers Network has an experienced and committed team who provide an empathetic, expert, and comprehensive Information, Advice and Guidance Telephone Helpline from 9am to 5pm Monday to Friday. The team also facilitate and deliver in-person sessions and online drop-in sessions, in a variety of community settings, endeavouring to reach geographically wide across the local authorities we serve, as well as responding to email enquiries. The team advise carers on their rights, including in the workplace; sources of practical, emotional, and financial support, including applying for discretionary grants; the offer of a statutory Carers Assessment; and referrals and signposting to relevant services, including specialist advice agencies.

Carers receive information through a weekly e-newsletter, our website and through our social media channels. Using Instagram, Facebook, X (formerly Twitter) and LinkedIn, the main focus is to raise awareness of unpaid carers and the work of Carers Network. Informative content is posted about caring and unpaid carers and in the past year our interactions have grown by nearly 100% across all channels.

Carers Network seeks to empower carers in decision-making at every stage of their caring role by equipping them with relevant knowledge on their rights. In 2023/24 Carers Network responded to 1455 enquiries.

TRUSTEE'S REPORT (continued) FOR THE YEAR ENDED 31 MARCH 2024

2. Carer's Assessments,

Since the implementation of the Care Act in 2015, Carers Network has had delegated authority to complete statutory Carer's Assessments on behalf of our three local authorities. Our dedicated and skilled team take time to listen to carers, which enables them to produce an in-depth assessment of their needs; and develop a support plan with each carer and, where eligible, support an application for a carer's personal budget. In 2023/24 the teams undertook 1028 carers assessments, a drop of 8.4% from last year. The total financial gain for carers from carers personal budgets across the three local authorities was £450,065.

3. Practical and emotional support

Carers Network provides practical support through liaison with health and social care professionals and partner voluntary organisations. Emotional support is offered through welfare calls, our counselling service and online support groups for carers who care for people with specific conditions (learning difficulties, dementia, and mental health conditions). Carers Network also provides an extensive programme of training and development for carers, which enables them to fulfil their role safely and confidently. This includes a rolling monthly series of online mental health and wellbeing workshops, plus sessions such as on first aid, oral hygiene, will writing, lasting power of attorney, reducing energy bills, bowel cancer screening, dementia and strokes. The training and development programme has been diversified, with a greater variety of sessions now available for carers to join, for which we are receiving very positive carer feedback.

4. Small personal grants

Carers Network supports carers in applying for small personal grants from a range of small local and national trusts and foundations, as well as from Carers Trust, to meet a variety of needs including short breaks and equipment.

5. 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.

6. Carer Involvement

Carers Network facilitates Carers' Forums in the London boroughs of Westminster, Hammersmith and Fulham and Kensington and Chelsea where carers can find out about and influence local service delivery. These events are a recognised mechanism for service providers and commissioners to consult with carers.

7. Social Engagement

In the period April 2023 to March 2024 we engaged with the community across all the London boroughs we support, running in-person activities and events. We continued to also offer online opportunities which have proved popular as they take up less time for carers and do not require travel. We ran 166 online activities, including, creative writing, mindfulness and yoga and 38 on-line training sessions. We also provided 12 Carers forums. During the period we had 46 carer coffee mornings. We continue to run a successful male carers social group that meets online once a month and recently went on a group tour of Fulham FC.

For Carers Week we had a busy programme of in-person events and activities for carers, including tours and trips to The Houses of Parliament, Chelsea Physic Garden, Kew Gardens, Chiswick House, St Paul's Cathedral, and Bush Theatre. We also had a reception hosted for us by The Lord Mayor of Westminster at Westminster City Hall. On Carers Rights Day we had a comprehensive day of workshops and training sessions.

TRUSTEE'S REPORT (continued) FOR THE YEAR ENDED 31 MARCH 2024

7. Social Engagement (continued)

16 carers participated in a 6-month community partnership scheme project with the Bush Theatre in London W12 in which they have been working with a creative professional to create their own show together, called "The Illusion", culminating on a performance opened to the public. The feedback and impact that this project had on carers has been incredibly positive.

The year saw the launch of a weekly guitar class that is being run by a local unpaid carer who has secured a space for the sessions at the Parkview Centre for Health and Wellbeing W12. The group is now well established with carers regularly attending the classes.

The carer that used to teach the weekly art class has now started full-time employment, but the class has continued as a self-help group that gets together every Monday in W10 at either The Jubilee Community Leisure Centre W10 or the Beethoven Centre W10. The carers have exhibited their work at a number of recent carer events.

A big thank you to all our staff, volunteers and all our partner organisations, including Intuit, Chelsea Physic Garden, English National Opera, The National Gallery, Portobello Fitness, Mike's Table, Kew Gardens, The Wallace Collection, The Royal Collection Trust, Chiswick House and The Museum of Brands and Queen's Park Rangers FC.

Achievements and Performance

In 2023/24 Carers Network major achievements were as follows:

- We worked with 2697 carers, a 2% increase from last year (22/23: 2646).
- We identified 470 new carers, a 24% decrease from last year (22/23: 618).
- Supported 186 carers through the End of Life Project (22/23: 174 carers), and facilitated on-line workshops/talks, including:
 - o Raising awareness of the services provided by the Royal Trinity Hospice
 - What is a Lasting Power of Attorney delivered by Hammersmith & Fulham Citizens Advice
 - Myth busting and planning session around funerals from Poppy's Funerals
 - Advice and information on funeral costs delivered by the Down to Earth Project at Quaker Social Action
 - Making a Will delivered by Hammersmith & Fulham Citizens Advice
- In the third year of our Carers Found project to identify and connect with carers not currently accessing support, we engaged with a number of charities, BAME organizations, community centres, LGBTQ+ organizations and housing associations and held a number of workshops.
- Organized 166 on-line activities and 38 on-line training sessions.
- On social media our most successful page is Instagram, where our content interactions increased by 100%, our following by 22% and our engagement by 4%; Facebook is our second best performing page, where our content interactions increased by 92%, our following by 10%, and our engagement by 6%.
- The BizzyBox Lending Library has continued for a second year, which provides a free lending library of
 activity products designed to help cared-for persons living with dementia, recovering from a stroke or
 heart attack or living with autism or a learning disability. To date, 130 carers have signed up to borrow
 products and there have been 210 product loans.

TRUSTEE'S REPORT (continued) FOR THE YEAR ENDED 31 MARCH 2024

Fundraising

Carers Network has again worked hard this year to secure funding for existing projects to aid our mission of supporting unpaid carers in London.

We are delighted that our End of Life Project continues to be fully funded by The Henry Smith Charity and The National Lottery Community Fund (Reaching Communities Fund). This funding has enabled us to expand and offer the service until 2025.

Carers Network is very pleased that Carers Found, a major project commenced in late 2020 has now been extended for a fourth year. Carers Found, is designed to engage with people who are caring for family and friends but do not identify themselves as carers, and therefore are not aware of the support available to them. Our sincere thanks go to City Bridge Trust for three years of funding and the Garfield Weston Foundation for supporting the project in its first year.

Further funding from The Valesco Group has enabled us to continue to deliver our BizzyBox project which helps cared-for persons living with dementia, recovering from a stroke or heart attack or living with autism or a learning disability.

In 2023/2024 we have been honoured to have been chosen as one of The Lord Mayor of Westminster Councillor Patricia McAllister's nominated charities. So far, fundraising through her campaign has raised over £11,000. This includes nearly £4,000 raised by runners who ran the London Marathon in support of Cllr. McAllister's campaign for Carers Network.

We would also like to thank all the family trusts and individual donors who have supported Carers Network throughout the year including the team of runners who generously gave up their time to participate in the Royal Parks Half Marathon in October 2023. We are recruiting our team of runners for the 2024 race, and have 6 runners from our corporate partner The Valesco Group. who will be joined by a local unpaid carer who ran in 2023 and found that the opportunity improved their physical and mental wellbeing and increased their confidence.

Carers have also benefited from generous gifts in kind, and through the English National Opera's Community Scheme 150 carers enjoyed performances of Blue, La Traviata, The Handmaid's Tale, The Barber of Seville and The Magic Flute.

Volunteering

Carers Network's volunteers support the organisation of quarterly Carers Forums in each borough; befriending; and delivering exercise groups and activities for carers, and also help run some of the carer coffee mornings.

A team of volunteers has continued delivering online, telephone and in-person activity groups. These have included mindfulness, Zumba, Slow Flow Yoga, and Creative Writing sessions.

Carers have appreciated the choice of how to engage with the groups. Volunteers greatly benefit from running groups because it gives them the opportunity to work as part of a team, develop their skills, make friends and improve their confidence, as well as the obvious benefits to carers. Feedback from volunteers tells us how enjoyable and rewarding they find it.

TRUSTEE'S REPORT (continued) FOR THE YEAR ENDED 31 MARCH 2024

Future plans

Carers Network's major focus is to identify and connect with more carers across our three London boroughs, so they know what advice and services are available to them to support them in their caring role. Many people looking after partners, family members, friends and neighbours do not see themselves as carers.

Over the next year, we are excited to be working with our Local Authority partners to co-produce a strategy for carers. Our own strategy will also be refreshed to underpin those of our partners and the carers that we support.

Equal opportunities

Carers Network supports carers from all ages and ethnic backgrounds, reflecting the incredibly rich diversity of the communities in central London: 72 per cent of our carers are women, and 28 per cent male; we support carers in their twenties through to their nineties; we support carers whose families came to London from Ireland; the Caribbean islands; north, central and southern Africa; China; the Middle East; India, Bangladesh and Pakistan; and central and eastern Europe. We are proud of having a skilled, empathetic, and experienced team of 19 staff (15 FTE), whose ages range from 23 to 69 and come from a variety of backgrounds including Black Caribbean, Black African, British Asian, White British and White European. Languages spoken by our staff include Spanish, Portuguese, Polish, Russian, and Italian.

Financial position

In 2023/24 Carers Network had a total income of £795,099 (22/23: £848,686), total expenditure of £757,887 (22/23: £809,406) and a resulting net surplus of £37,212 (22/23: £39,280). Of the total expenditure, £703,359 (22/23: £760,406) was spent on carers support and events, £44,578 (22/23: £36,967) on governance and £9,950 (22/23: £12,033) was spent on raising funds. On 31 March 2024 Carers Network had total funds carried forward of £676,092 (22/23: £638,880), of which £108,097 (22/23: £129,107) was restricted and £567,995 (22/23: £509,733) was unrestricted.

Principal sources of funds

Carers Network major sources of funding are our local authority contracts to deliver carers hub information, advice and guidance, support services and statutory Carer's Assessments and Carer's Personal Budget applications. We have contracts with City of Westminster Council, the London Borough of Hammersmith and Fulham and the Royal Borough of Kensington and Chelsea. Our other major sources of funding are The National Lottery Community Fund, The Henry Smith Charity, and City Bridge Trust.

Reserves policy

Carers Network policy is to maintain sufficient reserves to enable normal operating activities to continue over a period of up to six months. On 31 March 2024 Carers Network held free reserves of £567,995 (22/23: £509,733) which meets the requirement of the policy. In developing the reserves policy, trustees have considered the importance of ensuring essential services are maintained if funding streams are reduced and the risks of being dependent on a small number of funding streams. Trustees do not want to hold surplus funds unnecessarily and the policy is reviewed on a periodic basis.

Going concern

Given Carers Network's level of free reserves available at the year end, the trustees consider that the charity has sufficient resources to continue to deliver services to carers for the foreseeable future. Carers Network's contracts with our local authority funders are due to be retendered in the 2024/25 financial year. While this presents a degree of financial uncertainty, the financial statements have been prepared on a going concern basis as the charity has effectively delivered all three contracts and works closely in collaboration with our partners.

TRUSTEE'S REPORT (continued) FOR THE YEAR ENDED 31 MARCH 2024

Risk Management

The Carers Network's Board has a Finance & Risk sub-committee which is chaired by Jennifer Nel, Treasurer. The committee usually meets quarterly and regularly reviews the charity's Risk Register. Each identified risk is assessed, and action taken to manage, mitigate or remove the risk.

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. As per the Companies Act 2006 the terms from the Memorandum of Association were amalgamated into the Articles of Association in November 2018.

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 and serve for a three-year term. Prospective new trustees are interviewed by a panel of existing trustees. In selecting a person to be appointed as a trustee, the panel considers how their place of residence, occupation, knowledge of the care sector, and personal or professional qualifications may contribute to delivering against the charity's objects.

Induction and Training of Trustees

New trustees are provided with an induction to Carers Network, which includes the Articles of Association, current strategic plan, organisational structure, annual budget, and latest audited accounts. They also receive details of their obligations under charity law. Trustees can access training through specialist trustee organizations and the local voluntary sector infrastructure organizations One Westminster, Kensington, and Chelsea Social Council and SOBUS in Hammersmith and Fulham.

Related Parties

Carers Network has no related party transactions to disclose.

Wider Network

Carers Network is a member organisation of Carers Trust, Carers UK and the Living Wage Foundation.

STATEMENT OF TRUSTEE'S RESPONSIBILITIES FOR THE YEAR ENDED 31 MARCH 2024

The Trustees, who are also directors of Carers Network Westminster 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 Carers Network Westminster and of the incoming resources and application of resources, including the income and expenditure, of Carers Network Westminster 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 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; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that Carers Network Westminster 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 Carers Network Westminster and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of Carers Network Westminster 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 Westminster auditor is unaware; and
- The Trustees has taken all the steps that ought to have been 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 Westminster 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 Carers Network Westminster during 2024 and a resolution proposing that they be re-appointed will be put forward at the next Annual General Meeting.

This report was approved by the Board of Trustees and signed on their behalf by:

J. //// ___5C1413406720418...

DocuSigned by

Jennifer Nel
Chair and Treasurer
Date: 16 December 2024

Registered Office:

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CARERS NETWORK WESTMINSTER

Opinion

We have audited the financial statements of Carers Network Westminster for the year ended 31 March 2024 which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 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 2024 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

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 that fact.

We have nothing to report in this regard.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CARERS NETWORK WESTMINSTER (continued)

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 requires 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 9, the Trustees are responsible for the preparation of financial statements which give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditors' responsibilities for the audit of the financial statements

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory frameworks applicable to the charity and the sector in which they operate. We determined that the following were most significant: the Companies Act 2006, the Charities Act 2011.
- We obtained an understanding of how the charity are complying with those legal and regulatory
 frameworks by making enquiries to the management of the charity. We corroborated our enquiries
 through our review of correspondence during our audit work.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CARERS NETWORK WESTMINSTER (continued)

- We assessed the susceptibility of the charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed included:
 - identifying and assessing the design and effectiveness of controls management has in place to prevent and detect fraud;
 - understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process:
 - challenging assumptions and judgements made by management in its significant accounting estimates:
 - identifying and testing journal entries, in particular journal entries posted with unusual account combinations; and
 - o assessing the extent of compliance with the relevant laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members, as a body, for our audit work, for this report, or for the opinions we have formed.



Frank Harling (Senior Statutory Auditor)

for and on behalf of Ward Williams Belgrave House 39-43 Monument Hill Weybridge Surrey KT13 8RN

Date: 16 December 2024

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

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
	Note	£	£	£	£
INCOME FROM:					
Charitable activities	2	695,425	70,460	765,885	825,771
Donations and legacies	3	13,857	2,600	16,457	18,612
Investments	4	12,757	-	12,757	4,303
TOTAL INCOME		722,039	73,060	795,099	848,686
EXPENDITURE ON:					
Charitable activities		653,867	94,070	747,937	797,373
Raising funds		9,950	-	9,950	12,033
TOTAL EXPENDITURE	5	663,817	94,070	757,887	809,406
NET INCOME/(EXPENDITURE)		58,222	(21,010)	37,212	39,280
Transfers between Funds		-	-	-	-
NET MOVEMENT IN FUNDS		58,222	(21,010)	37,212	39,280
Total funds brought forward		509,773	129,107	638,880	599,600
TOTAL FUNDS CARRIED FORWARD		567,995	108,097	676,092	638,880

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 26 form part of these financial statements

BALANCE SHEET AS AT 31 MARCH 2024

FIXED ASSETS Tangible assets	Note	£	2024 £ 13,985	£	2023 £ 10,539
CURRENT ASSETS Debtors Cash at bank and in hand	11	16,869 679,261		31,981 608,543	
CREDITORS: amounts falling due within one year	12	696,130 (34,023)		640,524	
NET CURRENT ASSETS			662,107		628,341
TOTAL ASSETS LESS CURRENT LIABILITIES CHARITY FUNDS			676,092		638,880
Restricted funds Unrestricted funds	15 15,16		108,097 567,995		129,107 509,773
TOTAL FUNDS			676,092		638,880

The financial statements were approved by the Trustees on 16 December 2024 and signed on their behalf, by:

J. //// __5C1413406720418...

Jennifer Nel

Chair and Treasurer

Company Registration No. 04712756

The notes on pages 16 to 26 form part of these financial statements.

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

		2024	2023
	Note	£	£
Net cash flow from operating activities	17	72,103	3,637
Cash flows from investing activities:			
Payments to acquire tangible fixed assets		(13,877)	(3,540)
Payments to dispose of tangible fixed assets		(265)	-
Interest received		12,757	4,303
Net cash from (used in) investing activities		(1,385)	763
Net increase in cash and cash equivalents		70,718	4,400
Cash and cash equivalents as at 1 April 2023		608,543	604,143
Cash and cash equivalents as at 31 March 2024		679,261	608,543
Cash and cash equivalents consist of:			
Cash at bank		679,261	608,543
Cash and cash equivalents carried forward		679,261	608,543

The notes on pages 16 to 26 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

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 would 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 principal activities are to provide core services of information, advice and support to all unpaid carers and their families in the City of Westminster, the London Borough of Hammersmith and Fulham, and the Royal Borough of Kensington and Chelsea.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting 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 prepared 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 statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

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.

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) Income

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 service received. Grants receivable are credited to the Statement of Financial Activities (SOFA) in the year in which they are received.

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.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES (continued)

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 in which 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.

q) 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:

Computer equipment: 331/3% straight line Fixtures, Fittings & Office equipment: 20% straight line

i) Pension costs

The charity contributes to the National Employment Savings Trust (NEST) Pension Scheme which is a workplace defined 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 (SOFA) 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 nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

2.	INCOME FROM CHARITABLE ACTIVITIES	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
		2024	2024	2024	2023
	Carer support and activities	£	£	£	£
	The National Lottery Community Fund	-	39,760	39,760	37,951
	The Henry Smith Charity	-	20,000	20,000	40,000
	London Borough of Hammersmith and Fulham	190,813	-	190,813	188,671
	City Bridge Trust	-	10,700	10,700	40,900
	Royal Borough of Kensington and Chelsea	104,040	-	104,040	104,040
	Westminster City Council	400,572	-	400,572	400,573
	Westminster Amalgamated Charity	-	-	-	8,000
	Other income	-	-	-	5,636
		695,425	70,460	765,885	825,771
3.	VOLUNTARY INCOME				
		Unrestricted	Restricted	Total	Total
		Funds 2024	Funds 2024	Funds 2024	Funds
		2024 £	2024 £	2024 £	2023 £
		L	£	Ł	L
	Grants for individuals	-	2,460	2,460	2,340
	Donations and grants received	13,857	140	13,997	16,272
		13,857	2,600	16,457	18,612

Donations and grants received includes donations of £734 (2023: £780) we receive from supporters through the Global Giving platform.

4. INVESTMENT INCOME

	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
	£	£	£	£
Bank deposit interest	12,757	-	12,757	4,303
	12,757	-	12,757	4,303

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

5. RESOURCES EXPLAINED ON CHARITABLE ACTIVITIES

	Direct Staff Costs	Other Direct Costs	Support Staff Costs	Other Support Costs	Total 2024	Total 2023
	£	£	£	£	£	£
Costs of Charitable Activities						
Carers Support & Events	406,597	81,629	158,777	56,356	703,359	760,406
Governance Costs	-	-	20,601	23,977	44,578	36,967
Raising Funds	-	-	8,241	1,709	9,950	12,033
	406,597	81,629	187,619	82,042	757,887	809,406

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

6. GOVERNANCE COSTS

	Total 2024 £	Total 2023 £
Audit fees	7,563	7,103
Trustee Support costs	13,106	3,583
Membership costs	3,185	3,338
Support Staff costs	20,724	22,943
	44,578	36,967
. NET INCOMING RESOURCES FOR THE PERIOD This is stated after charging:		

7.

The following that gridge	2024 £	2023 £
Depreciation of tangible fixed assets Loss on disposal of fixed assets	8,530 2,166	3,806 -
Auditors' remuneration	7,563 	7,103

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

8. TRUSTEE AND STAFF INFORMATION

a) Trustees

No trustees received remuneration during the year (2023: £Nil)

The Chair was reimbursed £4,491 during the year (2023: £2,112) for expenditure on costs for care of dependents that were incurred in order for the Chair to attend trustee business.

Trustees received travel reimbursements of £Nil (2023: £Nil) in the year.

b) Staff

	2024	2023
	£	£
Salaries and wages	506,818	567,534
Social security costs	43,479	50,431
Pension costs	26,131	29,919
Seconded and agency staff	17,788	-
Redundancy costs	-	5,139
	594,216	653,023

Key management personnel are the Chief Executive Officer, Head of Service and Head of Operations. The total employee benefits of the Charity's key management personnel were £120,266 (2023: £144,664).

No employees (2023: 1) received emoluments between £60,000 - £69,999 on an annualised basis during the year. One employee (2023: 1) received emoluments between £70,000 - £79,999 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:

	2024	2023
	No.	No.
Governance and generating funds	-	-
Charitable activities	15	18
	15	18

9. TAXATION

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

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

10. TANGIBLE FIXED ASSETS

	Computers and equipment	
	£	
Cost	L	
At 1 April 2023	51,730	
Additions	13,877	
Disposals	(16,892)	
At 31 March 2024	48,715	
Depreciation		
At 1 April 2023	41,191	
Depreciation charged in the year	8,530	
Depreciation eliminated on disposals	(14,991)	
At 31 March 2024	34,730	
Net book value		
At 31 March 2024	13,985	
At 31 March 2023	10,539	
11. DEBTORS		
	2024	2023
	£	£
Contract debtors	-	16,761
Accrued income	3,834	436
Prepayments	13,035	14,784
	16,869	31,981

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	2,608	494
Accruals	14,359	7,578
Other taxation and social security	12,309	-
Pensions	3,457	3,050
Other liabilities	1,290	1,061
	34,023	12,183
	1,290	1,061

13. COMMITMENTS UNDER OPERATING LEASES

At 31 March 2024 the charity had total future minimum lease payments under non-cancellable operating leases as follows:

	2024	2023
	£	£
Total commitments	7,189	20,051

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2024	2024	2024	2023
	£	£	£	£
Tangible fixed assets	12,972	1,013	13,985	10,539
Current assets	588,277	107,853	696,130	640,524
Creditors: amounts falling due within one year	(33,254)	(769)	(34,023)	(12,183)
				
	567,995	108,097	676,092	638,880

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

15. MOVEMENT IN FUNDS

	Brought Forward 1 April 2023	Incoming Resources	Resources Expended	Transfers	Carried Forward 31 March 2024
	£	£	£	£	£
Restricted Funds					
End of Life Carers Project	74,117	59,760	(54,005)	-	79,872
Covid-19 Response Project	2,763	-	(2,763)	-	-
Carers Found Project	9,952	10,700	(13,468)	-	7,184
Carers Counselling Project	18,744	-	(540)	-	18,204
Inclusive Communications Project	2,837	-	-	-	2,837
BizzyBox Lending Project	10,395	140	(10,535)	-	-
Carers Trust Individual Grants	-	2,460	(2,460)	-	-
Carers Connected Project	10,299	-	(10,299)	-	-
Total Restricted Funds	129,107	73,060	(94,070)		108,097
Unrestricted Funds					
General Fund	509,773	722,039	(663,817)	-	567,995
Total Unrestricted Funds	509,773	722,039	(663,817)		567,995
TOTAL FUNDS	638,880	795,099	(757,887)		676,092

16. PURPOSE OF RESTRICTED FUNDS

End of Life Carers Project

This is a flagship project which commenced in October 2014 to provide support to end-of-life carers in the City of Westminster, London Borough of Hammersmith & Fulham and Royal Borough of Kensington & Chelsea. It is a dedicated support service for adult carers providing unpaid care to a friend or relative who has been diagnosed with a terminal illness, or is 80 or over, and has general frailty and/or co-existing conditions, or is in a residential or nursing home.

The current three year cycle of funding commenced in October 2020, and during this financial year £20,000 was received from The Henry Smith Charity and £39,760 was received from The National Lottery Community Fund.

In February 2024 an independent evaluation of the End of Life Carers Project was conducted by Civil Society Consulting CIC. They found it is a highly impactful project that significantly increases the wellbeing of EoL carers who receive support; enhances their wellbeing through provision of tailored, practical and emotional support; successfully reduces social isolation among EoL carers; excels in empowering EoL carers through the provision of information and practical support; and indirectly empowering cared-for individuals.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

16. PURPOSE OF RESTRICTED FUNDS (continued)

Covid-19 Response Project

In September 2020 a grant of £15,000 was received from The Lloyds Bank Foundation for England and Wales – React Fund, to provide Carers Network with additional funds to support our response to Covid-19. This was primarily used to purchase additional information technology equipment and protective screens to segregate our office workstations in compliance from social distancing guidance issued by HM Government. Some equipment was capitalised and the cost expended during the financial year represents depreciation thereon. The project was closed as at 31 March 2024.

Carers Found Project

This is a major project running from February 2020 to September 2023, that will identify 240 hidden and hard-to-reach unpaid carers in the City of Westminster, the London Borough of Hammersmith & Fulham and the Royal Borough of Kensington and Chelsea. 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.

A grant of £20,000 was received from The Garfield Weston Foundation in February 2020, followed by grants of £105,200 over three years to September 2023 from City Bridge Trust to cover the salary of a Community Development Officer, plus related volunteer costs and overheads, and independent evaluation of the project. During this financial year £10,700 was received from City Bridge Trust.

Carers Counselling Project

Commencing in September 2020, the Carers Counselling Project established a new counselling service for up to 48 older, unpaid carers in conjunction Goldsmiths University of London and London and South East Colleges, local unpaid carers are offered up to 12 one-on-one sessions of psychodynamic counselling to improve their mental health due to more positive behaviour and increased resilience, along with decreased isolation and loneliness.

Grants of £10,000 in July 2020, £8,000 in October 2021 and £8,000 in September 2022 were received from Westminster Amalgamated Charity to be utilised for older, unpaid carers residing in the City of Westminster.

A further grant of £15,000 was received in October 2020 from the Independent Age Grants Fund to be utilised for older, unpaid carers residing in the London Borough of Hammersmith & Fulham and the Royal Borough of Kensington & Chelsea.

Inclusive Communications Project

In November 2021 a grant of £5,000 was received from Carers Trust in support of more inclusive communications for the Carers Found Project (see above). In close collaboration with community organisations, the project raises awareness among unpaid adult carers from hidden and hard-to-reach communities about their caring role and corresponding rights and entitlements.

BizzyBox Lending Project

This project was launched in March 2022 to enable unpaid carers in the City of Westminster, London Borough of Hammersmith & Fulham and Royal Borough of Kensington & Chelsea to join an equipment lending library and borrow for free a fantastic range of activity products that their cared-for person can enjoy from the comfort of their own home. These products, which include puzzles, comfort pets, activity boards and hug buddies have been specially designed to help those living with dementia, recovering from a stroke or heart attack or living with autism or a learning disability.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

16. PURPOSE OF RESTRICTED FUNDS (continued)

BizzyBox Lending Project (continued)

The project was supported by The Valesco Donor Invitation Fund which contributed a grant of £15,000 in March 2023 and the Westminster City Council North Westminster Programme which contributed to a grant of £14,089, which was paid in two tranches in March 2022 and September 2022. The North Westminster Programme is about strengthening communities in the Queen's Park, Westbourne, Harrow Road and Church Street wards. In addition, a grant of £4,000 for older or elderly carers from a London based private family foundation, was utilised for the purchase of activity equipment for the lending library. This project was closed as at 31 March 2024.

Carers Trust Individual Grants

As a Carers Trust Network Partner, Carers Network is able to apply to Carers Trust on behalf of individual unpaid carers for small one-off grants. Typically, these are for the purchase of essential household equipment or repairs. 100% of the amounts received are immediately paid out to the claimant.

Carers Connected Project

This project commenced in May 2021 with the aim of tackling social isolation and loneliness among unpaid carers in the City of Westminster, through the provision of volunteer-led activities including chair yoga, mindfulness, creative writing and one-on-one tele-befriending.

The project was supported by the City of Westminster Charitable Trust, which contributed a grant of £12,000 in two tranches paid in April and October 2021. This project was closed as at 31 March 2024.

17. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024	2023
	£	£
Net income for the year (as per Statement of Financial Activities)	37,212	39,280
Adjustment for:		
Interest receivable	(12,757)	(4,303)
Depreciation of tangible fixed assets	8,530	3,806
Loss on disposal of tangible fixed assets	2,166	-
Decrease/(increase) in debtors	15,112	(16,013)
(Decrease)/increase in creditors	21,840	(19,133)
Net cash provided by operating activities	72,103	3,637

18. PENSION COMMITMENTS

Carers Network Westminster operates a defined contribution Workplace pension scheme through the National Employment Savings Trust (NEST) which is available to all employees. The charge for the year represents the amounts payable by the charity to the scheme, which were £26,131 (2023 - £29,919). As at 31 March 2024 contributions of £3,457 (2023: £3,207) were outstanding, which were paid over to the scheme in April 2024.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

19. RELATED PARTY TRANSACTIONS

There were £Nil (2023: £Nil) related party transactions during the year.

20. CONTROLLING PARTY

The Charity is controlled by its Members.