



Directors' Report and Financial Statements
for the year ended 31 March 2019

Charity Registration No. 1085491
Company Registration No. 4131036

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WE ARE

Carers in Hertfordshire is the leading charity in Hertfordshire working with unpaid family carers who are supporting someone who could not manage without them. We support carers who are caring for a relative or friend who: has a physical or learning disability, dementia, mental health problems, misuse drugs or alcohol, is ill or frail. It doesn't matter if that person lives in the same house or elsewhere, is an adult or a child.

WHY WE EXIST

Supporting others often means that carers put their own needs second. This can have serious consequences for carers. The charity regularly asks carers for their views and experiences, in our Spring 2018 survey 1,434 carers told us about their experiences of caring.

- About 1 in 7 carers are caring for more than one generation
- And 1 in 6 are caring for more than one person
- 58% respondents care for 50+ hours per week
- 43% receive direct payments
- 10% of families include a young carer
- 36% had difficulties with Health and Social Care working together
- 75% are stressed
- 40% neglected their own health
- 38% have lost touch with family and friends

Whenever I received a call it always cheered me up and reminded me that life isn't that bad, that there are people who care. That is the most important part. Thank you to the lady who phoned me, it really made a difference, and made me realise that life will get better in time. I have been through a very dark time in my life and I can now see a future, something six months ago I could not imagine.

CARERS IN HERTFORDSHIRE DIRECTORS' REPORT

- 41% have experienced relationship difficulties
- 24% have not made/kept appointments for themselves with a health professional
- 24% said that within their caring role, they have felt unsafe or afraid
- 29% have not had a full day off caring for over 5 years
- 20% believe their financial circumstances are affecting their health

WHAT WE ARE TRYING TO DO

- To ensure all carers receive information, advice and support.
- To enable carers to participate in service planning and decision-making.
- To be a platform for the voice of carers.

The difference we make

22,636 carers (2018: 10,898) gained access to carer focused advice and information through our specialist Information and Carer Planning Service.

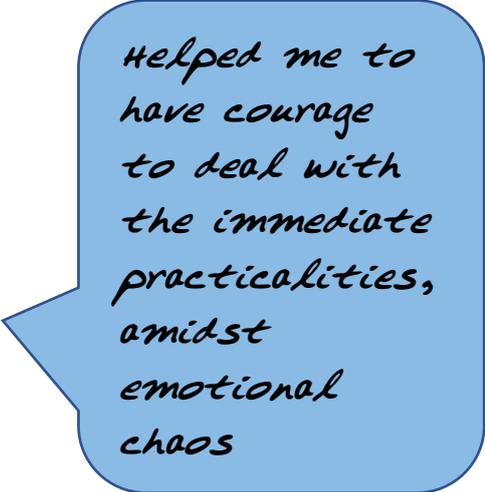
Following a Make a Difference for Carers break, there was a 30% reduction in the risk of depression.

95.2% of carers attending our courses and workshops report increased confidence, with 99.3% telling us their participation increased their knowledge and skills.

95% of carers who attended our training felt less isolated and 94.2% said they could cope better with their caring role; 96.1% also said training had meant they felt more positive and less stressed.

For carers matched with a mentor, levels of confidence in their caring role saw a 53% increase and a 53% increase in knowing where to go for support.

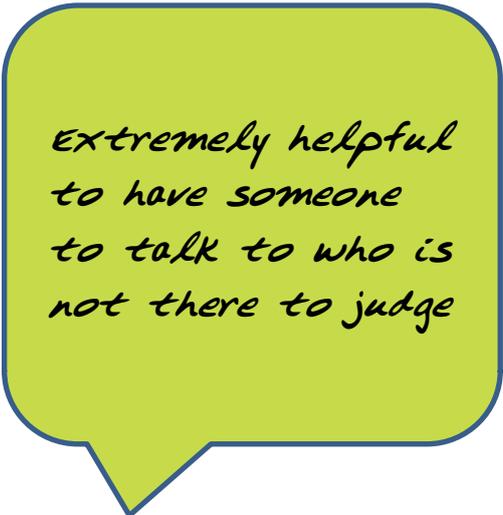
Our Carers in Hertfordshire county-wide Dementia nursing service for carers has now worked intensively with over 418 carers (2018: 250).



*Helped me to
have courage
to deal with
the immediate
practicalities,
amidst
emotional
chaos*

Our work last year

- Our services met the demand from increased take up by carers and made a positive difference to carers' lives. The training provided to 595 carers (2018: 461) increased carers' knowledge, reduced isolation, helped carers attending be better able to cope and less stressed.
- By the end of March 2019, we were in touch with an additional 2,871 unpaid carers (2018: 4,063) including 340 young carers under 18 years old (2018: 328). This brought the overall number of carers we are in touch with to 30,536 (2018: 27,282)
- We continue to work on reducing the length of time it takes for carers to register with us from the start of their caring journey to 6 years from 9.1 years in 2013.
- We held a Young Carers Conference with 95 young carers (2018: 88) from 6 years old.
- We have significantly increased the involvement of volunteers supporting the charity's work with over 250 active volunteers at the end of March 2019 (2018: 231). This growth helped us to launch three new hubs of local support in Borehamwood, Harpenden and Royston, in addition to the thirteen we already have.
- We now have 73 trained mentors (2018: 66) helping to support carers who need one to one support around their own caring role.
- Using methodology and valuation criteria for 'Social Return on Investment' (SROI), we calculated that activities during the year generated £49.5 million of social benefit.
- During the year support to young carers aged less than 18 years old, reached an additional 345 young carers (2018: 328). The service was able to reduce the negative impact on young carers of their caring role by 36%.



*Extremely helpful
to have someone
to talk to who is
not there to judge*

WHAT WE DO

We offer a range of services to meet the needs of Hertfordshire's carers.

- **Information and Advice Service:** Providing information and advice needed to support carers in their caring role and an opportunity for carers to explore their support needs in depth over the phone using our in house developed Carer planning tool. This includes access to our small health focussed grants.
- **Carer Development and Learning:** Offering courses and learning opportunities.
- **Carers Advocacy Service:** Making sure carers are able to have their voice.
- **Carer Trainer Unit:** Supporting and training carers to deliver carer awareness training.
- **Hubs:** Local Hubs around the county made up of carer groups and ambassadors.
- **Mentoring:** Carers are trained to provide a sounding board to other carers.
- **Passport:** A photo ID card giving discounts on services and products.
- **Involvement:**
 - Maintaining and developing Carer Information and Involvement Networks and Forums for Mental Health, Learning Disability, Autistic Spectrum Disorder, Dementia, Drug & Alcohol and Parent Carers.
 - Information, relaxation and involvement sessions for Parent Carers.
 - Recruiting and providing training and support to carers to enable them to undertake carer representation in service planning and performance.
 - Raising awareness during Carers' Week and Carers Rights Day.
- **Young Carers Service:**
 - Working with the family to plan, so the young carer can access the same opportunities and activities as their non-carer peers.
 - Supporting the Young Carers Council, including producing a manifesto for young carers and co-producing an annual Young Carers' Conference.
 - Group activities: Facilitating young carers meeting others in a similar situation, developing new skills and broadening their horizons.
- **Bereavement service:** Telephone support provided by volunteers to carers who have lost the person they care for. The year-long group programme provides peer support and techniques to work through the grieving process.

CARERS IN HERTFORDSHIRE DIRECTORS' REPORT

- **Admiral Nursing Service:** Clinical support for carers of people with dementia.
- **Community Dementia Support:** As part of the Hertswise group we provide community support for carers of people with dementia.
- **Carers Breaks:** A break for carers made possible by providing trained Care Support Workers
- **Carers Champions in Health Settings:** We work with named champions who are staff in GP surgeries, hospitals and other health care settings to support them to facilitate their whole team to identify and support carers.

PROGRESS AGAINST GOALS WE SET LAST YEAR

The charity began to implement, monitor and evaluate our strategy: “Building our

The kids did not want to leave at all. It was lovely to be able to let the children play freely without any judgements and enjoyed seeing other parents who understand and can relate.

Future”, in order to make the biggest difference to improve carers’ lives. We set some specific goals last year.

Our goals		How did we do?
Continue to develop more joined up ways of ensuring carers receive the support they need.	✓✓✓	We have made good progress in joining up services both internal and external. <ul style="list-style-type: none"> • More courses have been developed and delivered through partnership arrangements. • We were successful in our bid for expanded work with young carers and are using the families first system, using Team around the family to ensure that professionals work together.

CARERS IN HERTFORDSHIRE DIRECTORS' REPORT

Our goals		How did we do?
Continue to develop more joined up ways of ensuring carers receive the support they need.	✓✓✓	<ul style="list-style-type: none"> A multi-disciplinary approach has been adopted particularly by the Admiral Nurses, Navigators and Health Champions.
Continue to develop systems that ensure we treat information held about people we are in touch with in secure, appropriate and legally compliant ways.	✓✓✓	A variety of measures have been introduced to increase the security of information held. Training has supported the adoption of these measures
Review our online digital offer and aim to improve digital engagement	✓✓✓	Changes to our stored data have been made to comply with GDPR enabling us to record people's communication preferences. Service changes have included the introduction of an Involvement service monthly ebulletin.
Further progress to diversify income remains a challenge. We aim to receive 15% of our income from self-generated income and donations.	✓✓	The trustees have made good progress on restricted income – Unrestricted income remains more of a challenge
We will demonstrate that investment in our charity is put to good use through measurement of the Social Return on Investment. This is expected to remain within the range of £40 to £50 million depending on the rate of increase in new carers supported.	✓✓✓	Based on the Baker Tilly study, over £49.5 million of Social Return on Investment was generated during the year. This again exceeded our expectations due to a significant increase in new carers supported during the year.

Key

- ✓✓✓ Good progress made
- ✓✓ Some progress was made
- ✗ We were not able to do this

PUBLIC BENEFIT

Family carers provide unpaid support to a friend or relative who could not manage their daily lives without assistance. It is estimated that there is a 1 in 3 chance of an adult becoming a carer in their lifetime (Carers UK). The impact of caring on individuals increases their risk of ill health and poverty. Analysis of the Census¹ indicates that in 2011 there were 109,000 carers in Hertfordshire with the most up to date estimates by Carers UK² suggesting this to have risen to 115,827. Carers UK also estimates that the support provided by the UK's carers, saved the public purse £2.5 billion each week nationally and £1.96 billion in Hertfordshire annually. Research by the London School of Economics in 2012³, estimated approximately 315,000 carers aged 16 to 64 in England have left employment to provide unpaid care and remain out of employment.

In line with Government National Carers' Action Plan⁴, the charity recognises that early identification and effective support of carers is essential to enable carers to juggle paid work and caring responsibility and to prevent carer breakdown and inability to continue to care. The charity's strategy aims to reach more carers earlier in their caring role and ensure they have choice and control to access support in their caring role.

The charity's primary aim is to support and improve the lives of carers. To do so efficiently and effectively, the charity must be able to evidence the difference it makes to carers' lives and value for money. The charity uses an outcome monitoring tool developed with the Charities Evaluation Services (CES) to ensure services make a difference to carers' lives and has adopted SROI methodology (initially developed in a study by Baker Tilly) to demonstrate the social return on investment in the charity's work. The charity provides support services that enable carers to continue caring and making their contribution to the economy, without which statutory NHS and social services would flounder. By helping carers to maintain their own health and to access work, leisure and education, the charity helps to mitigate the risk of increased health and welfare costs to society. By supporting carers we indirectly support the most vulnerable adults and children in society, i.e. those receiving care.

The calculations underpinning our assessment of our Social Return on Investment were made prior to the inclusion of care services into the work of the charity and the development of new services in the context of the charity's growth over recent years. Expenditure and income associated particularly with care services is therefore not included in the reporting figures for this measure. The trustees are discussing the

¹Census 2011, reported on www.ons.gov.uk

² Valuing Carers 2015: The rising value of carers' support. Buckner, L. and Yeandle, S. Carers UK (2015)

³ LSE: Overcoming barriers: unpaid care and employment in England, 2012

⁴https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/713781/carers-action-plan-2018-2020.pdf

merits of revisiting the formulae used in order to represent the current work of the whole charity.

As a charity registered in England and Wales, the charitable company also reports in accordance with the Charity Commission for England and Wales' guidance on public benefit and the Charities Act 2011.

ORGANISATIONAL DEVELOPMENT AND IMPROVEMENTS

The charity has continued to work in partnership with a number of organisations where this is in the interests of carers. This has included the provision of support for the Health Champions as well as the stronger business partnerships that result from our carers' passport discount card. Evidence from the discount card scheme indicates this reaches new carers earlier in their caring role, thus increasing opportunity for the support services to prevent or defer crisis.

A Monitoring and Evaluation Framework was established bringing together the ways in which the charity considers the impact of its work and the measurement of that impact. This is considered as a working document allowing the leadership team to reflect on where improvements can be made to the quality of monitoring and evaluation.

Following the inspection of our Care Services the Care Quality Commission (CQC) rated our service standards across the board in delivering regulated care as 'good'.

WORKING WITH VOLUNTEERS

The charity has seen a significant increase in its support from volunteers who use their skills with the charity in a variety of ways. We have a growing team of volunteers helping us run services for carers as well as helping run the charity itself. A Volunteer Co-ordinator leads this work with volunteers. Our network of local hubs is led by trained volunteers with support from our Caring Communities Project Officer. By the end of March 2019, we had over 250 active volunteers (2018: 243).

SERVICE ACHIEVEMENTS

The charity measures the difference its services make in the lives of carers through the adoption of tools, including the national tool: Manual for Measures of Caring Activities and Outcomes (Joseph, S., Becker, F. and Becker, S.) to evaluate outcomes for young carers, and bespoke tools, designed by the Charities Evaluation Services, to measure outcomes for adult carers. These tools are supplemented by surveys, carer self-assessment and evaluation reports and the use of a validated health screening tool.

The services offered by the charity met the demand from increased take up by carers and outcome measures demonstrated that service provision made a positive difference to carers' lives.

Information and advice was provided to 22,636 individuals (2018: 10,898) whose support levels and health and wellbeing levels were improved. The training provided to 595 carers (2018: 461) increased carers' knowledge, reduced isolation, helped carers attending be better able to cope and less stressed. This year was the final year of five-year funding for our Caring Communities Project creating a network of carer hubs across the County.

The charity gave more carers the opportunity to be involved and responded to increased numbers of consultations regarding service provision. Feedback received from carer representatives, carer trainers and those agencies commissioning services and training, demonstrated the powerful effect direct carer representation made. More carers were involved through the system of carer representation provided by the service.

The charity also provided support to young carers aged less than 18 years old, with the aim of reducing age-inappropriate caring and increasing community awareness of young carers. During the year the charity reached 1,495 young carers (2018: 1,422) aged from 4 to 18 having identified an additional 345 in the year (2018: 328), some of whom turned 18 during the year. Information and support was offered to young people and their families and using the national outcome measuring tools; 36% decrease in the negative outcomes of caring.

Fundraising

The charity raises funds from a range of sources but takes very seriously its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches, and undue pressure to donate and does not undertake cold calling fundraising calls. The charity does not use commercial

participators/professional fundraisers but does work with commercial partners that facilitate donations such as easyfundraising. Trustees receive regular reports of fundraising progress. No fundraising complaints were received during the year.

The charity is voluntarily registered with the Fundraising Regulator and as such supports the Code of Fundraising.

FUTURE PLANS

The charity has continued to implement its strategy: “*Building our Future*”, in order to make the biggest difference that it can to improve carers’ lives.

Our specific plans come together in an annual Operational Plan monitored through a range of key performance indicators.

- The charity has agreed to concentrate its work on seven outcomes.
 - Significantly more carers are supported earlier in their caring life
 - More carers feel confident and can exercise choice and control about their caring role
 - Strengthened voice of carers to improve services
 - Carers create and deliver services and support their peers
 - Building Carer Resilience
 - Supporting carers through transitions
 - Ensuring funding and finances are robust

During the course of the forthcoming year we will

- Develop a new Strategic Plan
- We will demonstrate that investment in our charity is put to good use through measurement of the Social Return on Investment. This will remain stable at between £40 and £50 million as we continue to seek efficiencies.
- Further progress to diversify income remains a challenge. We aim to receive 20% of our income from self-generated income and donations.
- Continue to develop a variety of different levels of support offering proportionate responses to carers differing needs.

FINANCIAL REVIEW

In the year under review the charity received income of £2.668 million (2018: £2.839 million). Within this total, unrestricted income from donations was £66,070 and restricted income from donations was £33,830.

Total expenditure was £2.792m (2018: £2.816m). The net deficit for the year was £123,840 before unrealised investment gains, taken from reserves which the trustees consider to be an appropriate planned use of historical reserves (2018: £22,373 surplus). This leaves total funds carried forward at the balance sheet date of £1.818 million (2018: £1.937m).

Reserves Policy

The Trustees have agreed a policy that the charity will maintain a Contingency Reserve equivalent to 6 months of ongoing unrestricted expenditure, in order to provide reassurance to current and prospective funders with respect to the ability of the organisation to continue to provide carer services. As at 31 March 2019 the balance on this reserve was increased to £868,372 representing 6 months of expenditure based on the 2019/20 financial budget (2018: £853,714).

The Organisation and Future Development Funds are designated by the Board for the purposes of identified business development initiatives. As at 31 March 2019 the balance on these Reserves totalled £125,173 (2018: £99,311) and the identified areas were specific work with health services and capacity building, to be able to provide services for the increasing number of carers identifying themselves to the charity.

Investment Powers and Policy

In accordance with the Memorandum and Articles of Association, the Board may invest any money that the charitable company does not immediately need, in any investments, securities or properties. The Board has approved an Investment Policy the objectives of which are, within agreed risk profiles, to maximise income received on bank deposits of short to medium term funds and to maximise total return on equity investments of long term funds.

The Board determined that £100,000 of the charity's cash deposits could be considered as long-term funds for the purposes of the policy and this amount has been invested in the Charity Equity Fund, a Common Investment Fund for charities managed by Schroder Unit Trusts Ltd.

The balance of the charity's cash deposits was invested in several interest-bearing bank deposit accounts (thirteen as at the year-end), in line with the investment policy for short to medium term funds. The income gained from these investments has contributed to the accumulated surplus in reserves and thus to the financing of plans

for strategic and organisational developments reported above. The charity did not find it necessary to use the Borrowings Policy during the year.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Carers in Hertfordshire is a company limited by guarantee governed by its Memorandum and Articles of Association. It is registered as a charity with the Charity Commission. Anyone over 18 can become a Member of the Company and there are currently 134 Members. In the event of the company being wound up Members are required to contribute an amount not exceeding £1.

Recruitment and Appointment of Trustees

The Directors of the company are also charity Trustees for the purposes of charity law and under the company articles (amended 31 March 2016), are known collectively as the Board. Under the requirements of the Memorandum and Articles of Association, the members of the Board are elected to serve, after which one third shall retire each year but are eligible for re-election at the next Annual General Meeting. Those longest in office since election or co-option shall retire first.

In accordance with the nature of the charity's work, the Board seeks to ensure that the needs and views of family carers are central to the working of the charity. The Memorandum and Articles of Association require that at least 50% of members of the Board shall be carers.

It is important to us that carers are at the heart of the leadership of our charity; the Board has adopted the principle that 75% of the Board shall be carers. At 31 March 2019, the carer composition of the Board was at a level of five out of six trustees. Throughout the year, the Board monitored the implementation of the charity's strategy '*Building our Future*'.

Trustee Induction and Training

The Board has implemented a robust recruitment and induction procedure, as agreed by Trustees. Investment is made in Trustee training, offered through a variety of training routes including in-house, use of an external facilitator and through the charity's membership of umbrella voluntary sector organisations, locally and nationally.

Board members undertake an annual skills audit and in addition to Board meetings, attend two Directors' days per year to review governance matters.

Organisational Structure

Carers in Hertfordshire is governed by a Board of not less than six and not more than eighteen members, which meets every two months and is responsible for the strategic direction and policy of the organisation. At 31 March 2019 the Board comprised nine members, including eight carers, from a variety of backgrounds relevant to the work of the charity. The Company Secretary also sits on the Board but has no voting rights.

The charity operates through a structure of sub-committees (Finance; General Purposes; Strategy and Services; Remuneration) that make recommendations to the full Board for necessary decisions. A Chief Executive is appointed by the Board to manage the day to day operations of the charity.

Meetings

There is an annual cycle of Board meetings designed to lead strategic direction and policy of the charity and ensure business is conducted systematically, with provision for an annual review of Board and sub-committee performance.

The Board considers that it meets sufficiently regularly to discharge its duties effectively. In addition, Board members have taken the opportunity as part of induction or in the exercise of their duties, to occasionally attend meetings of sub-committees of which they are not members, in order to keep an overview of the way the Board operates.

Additionally, this year the charity signed up to the Governance Code. The Board intends to use the code as a tool for continuous improvement and in addition to internal Board review processes commissioned an external review of governance. The recommendations of this are being used as this improvement tool.

Pay Policy

The Remuneration Sub-Committee recommends the charity's pay policy and recommends to the Board the annual pay increases. Pay is determined by reference to similar organisations where equivalent posts are considered and a salary structure allows progression through the charity. For the majority of staff there is an internal pay scale used; Care Support Workers are paid according to national guidelines and the Chief Executive's pay is determined separately by recommendation from the Remuneration Sub-Committee to the Board. No employee is paid below a rate of £9 per hour as determined by the Living Wage Foundation.

To facilitate effective operations, the Chief Executive has delegated authority within terms of delegation approved by the Board, for operational matters including finance, employment and service delivery. The management team has responsibility for day to day service management and staff management and training; ensuring staff

CARERS IN HERTFORDSHIRE DIRECTORS' REPORT

continue to develop their skills and good working practices. A scheme of delegation is implemented and each manager has a corporate lead responsibility.

Related Parties

The charity is an associate member of Carers UK that provides access to a national network of other carers' organisations; information and advice on national carers' policy and strategy and good practice guidance around services for carers. In addition, the charity is a member of NCVO (National Council for Voluntary Organisations) and a Network Partner of the Carers Trust.

In so far as it is complementary to the charity's objectives, the charity is guided by national and local government policy. At the national level, it is steered by the National Carers' Action Plan and the relevant national strategies for a range of illnesses and disabilities. Members of the Board, the Chief Executive and managers are represented on key local partnerships to deliver the relevant strategies in Hertfordshire.

Risk Management

The Directors acknowledge their responsibility for the charity's system of internal controls and for reviewing effectiveness. The system of internal controls is designed to manage rather than eliminate the risk of failure to achieve business objectives and can only provide reasonable and not absolute assurance against material misstatement or loss.

The Board confirms that there is a policy and process for identifying, evaluating and managing the significant risks faced by the charity, in accordance with Charity Commission guidance (Charities and risk management CC 26.). The charity has produced a risk register and action plan to manage identified risks, which the Board reviewed regularly during the year.

The key risks identified by the Board include

Risks	What are we doing to mitigate these risks?
Significant reduction in funding	At the end of the year, the Board had maintained the contingency reserve to a level representing 6 months of ongoing unrestricted expenditure. Financial planning and an increased focus on diversifying and expanding our funding from non-statutory sources will also help mitigate this risk. In the context of stringency in public sector finances, the charity has also maintained its position as a strategic partner with its statutory funders.

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Risks	What are we doing to mitigate these risks?
Loss and recruitment of key staff, trustees or volunteers	Succession plans are in place for the Chair and Vice Chair of the Board, the Chief Executive and other Management positions in the charity. The charity also has a Business Continuity Plan which was tested and updated during the year, to be able to respond to significant adverse incidents in a structured and systematic way.
Management Failure	The Board acknowledges its responsibility as an employer and continuously reviews its specialist human resources support particularly in the light of the transfer of Crossroads Care Hertfordshire South and the growth in the charity over the year. A specific HR manager post is maintained within the organisation.
Dilution of quality of services with organisational expansion	The Board recognises that the provision of high quality services is important to the reputations of not only the charity but also its beneficiaries and funders. The Board has ensured quality has been maintained through regular review of key performance indicators and quality assurance reports. The charity has been accredited at Level 2 of the Trusted Charity quality assurance system. The Care Quality Commission also monitor and inspect services and have been rated as 'good' across all service areas
Non-compliance with relevant legislation – e.g. GDPR	The Board receives regular reports about legislative changes and their implication in the context within which it operates. For the General Data Protection Regulation for example it has developed an Action Plan whose progress is being monitored to ensure compliance.

Statement as to disclosure of information to auditors

The Trustees in office at the date of this report have confirmed, as far as they are aware, that there is no relevant audit information of which the auditors are unaware.

Each of the Trustees has confirmed that they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditors.

Appointment of Auditors

During the year under review Price Bailey LLP was reappointed as auditor to the charity and has indicated its willingness to continue in office.

These financial statements have been prepared in accordance with the special provisions applicable to companies subject to the small companies regime.

Reference and Administration Information

Charity name: Carers in Hertfordshire
Charity registration number: 1085491
Company registration number: 4131036
**Registered office
and operational address:** The Red House
119 Fore Street
Hertford
SG14 1AX

Borehamwood Office: Warwick House
2 Oaks Court
Warwick Road
Borehamwood
WD6 1GS

Directors and Trustees

The Directors of the charitable company (the charity) are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees. Trustees who served during the year were:

Miroslava Budin-Jones	Chair
Mike Ormerod*	Vice Chair
Mark Montgomery*	Treasurer
Andrew Mills*	Re-Elected (26 September 2017)
Albert Binns*	Re-Elected (26 September 2017)
Janice Guerra*	Resigned (19 February 2019)
Santo Mann*	Elected
Christopher Watts*	Resigned (30 June 2018)
Alan Weston*	Resigned (11 April 2018)
Marian Langley*	Co-opted (1 November 2018)
Lucinda Beesley*	Elected (27 September 2018) Resigned (19 February 2019)

(* denotes Trustees who are Carers)

Company Secretary

Michele Stokes

Management Team

Michèle Stokes	Chief Executive Officer
Steve Delaney	Interim CEO (1 st August 2018 – 14 th June 2019)
Roma Mills	Policy and Engagement Manager
Carole Whittle	Health and Wellbeing Manager
Tim Napper	Finance and Support Services Manager
Ian Parker	Finance Manager (outsourced)
Christine Gillham	Information and Carer Planning Support Service Manager
Jo Willis	Carers Development and Learning Manager
Jane Brown	Care Services Manager
Dawn Tracey	IT and Administration Services Manager
Linda Anderson	HR Adviser
Alex Daar	Volunteer Manager

Auditors

Price Bailey LLP
7th Floor
Dashwood House
69 Old Broad Street
London EC2M 1QS

Bankers

Clydesdale Bank plc
South Customer Service Centre
2nd Floor
35 Regent Street
Piccadilly Circus
London SW1Y 4ND

National Westminster Bank
80 Shenley Road
Borehamwood
Hertfordshire
WD6 1DZ

Solicitors

Taylor Walton Solicitors
28-44 Alma Street
Luton LU1 2PL

Pictons Solicitors LLP
28 Dunstable Road
Luton LU1

CARERS IN HERTFORDSHIRE TRUSTEES' RESPONSIBILITIES IN THE PREPARATION OF FINANCIAL STATEMENTS

The Trustees (who are also directors of *Carers in Hertfordshire* for the purposes of company law) are responsible for preparing the Trustees' 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (FRS 102);
- make judgments 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- 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 charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

By order of the Board

Chair:

Miroslava Budin-Jones

Dated: 20 August 2019

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CARERS IN HERTFORDSHIRE

We have audited the financial statements of *Carers in Hertfordshire* for the year ended 31 March 2019 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Respective responsibilities of trustees and auditor

As explained more fully in the Statement of Trustees' responsibilities set out on page 20, 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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CARERS IN HERTFORDSHIRE (CONTINUED)

- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees Annual Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

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

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CARERS IN
HERTFORDSHIRE (CONTINUED)**

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

.....
HELENA WILKINSON (Senior Statutory Auditor)
For and on behalf of PRICE BAILEY LLP, Statutory Auditor

7th Floor
Dashwood House
69 Old Broad Street
London EC2M 1QS

CARERS IN HERTFORDSHIRE STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2019

	Note	Unrestricted Funds £	Restricted Funds £	Total 2018/19 £	Total 2017/18 £
Income from:					
Charitable activities	3	1,957,962	594,292	2,552,254	2,725,640
Donations and legacies	4	66,070	33,830	99,900	96,358
Investments		16,250	-	16,250	17,170
Total	13,14	2,040,282	628,122	2,668,404	2,839,168
Expenditure on:					
Charitable activities	7,13,14	2,148,752	643,492	2,792,244	2,816,795
Total		2,148,752	643,492	2,792,244	2,816,795
Net (expenditure) / income before unrealised gains					
		(108,470)	(15,370)	(123,840)	22,373
Unrealised gains on investment assets	10	4,592	-	4,592	6,878
Net (expenditure) / income being net movement in funds					
		(103,878)	(15,370)	(119,248)	29,251
Reconciliation of funds:					
Funds brought forward at 1 April 2018		1,741,212	195,928	1,937,140	1,907,889
Funds carried forward at 31 March 2019	13,14	1,637,334	180,558	1,817,892	1,937,140

All of the above results are derived from continuing activities.

The notes on pages 27 to 36 form part of these financial statements.

CARERS IN HERTFORDSHIRE BALANCE SHEET AS AT 31 MARCH 2019

		2019 £	2018 £
Company registration number 4131036			
Registered charity number 1085491	Note		
FIXED ASSETS			
Tangible assets	9	10,717	15,497
Investments	10	151,311	351,455
TOTAL FIXED ASSETS		162,028	366,952
CURRENT ASSETS			
Debtors	11	153,736	185,880
Short term deposits		1,132,239	1,168,311
Cash at bank		512,096	373,583
Cash in hand		303	437
		1,798,374	1,728,211
CURRENT LIABILITIES			
Amounts falling due within one year	12	(142,510)	(158,023)
		(142,510)	(158,023)
NET CURRENT ASSETS		1,655,864	1,570,188
NET ASSETS		1,817,892	1,937,140
FUNDS			
Unrestricted			
General funds		643,789	788,187
Designated funds		993,545	953,025
Total unrestricted funds	13	1,637,334	1,741,212
Restricted	14	180,558	195,928
Total Funds		1,817,892	1,937,140

These financial statements have been prepared in accordance with the special provisions applicable to companies subject to the small companies regime.

Approved by the board and signed on behalf of the Trustees:

M Budin-Jones

Approved and authorised for issue on 20 August 2019.

The notes on pages 27 to 36 form part of these financial statements.

CARERS IN HERTFORDSHIRE STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2019

	Total funds 2018/19 £	Total funds 2017/18 £
Cash flows from operating activities:		
Net cash provided by operating activities	(114,398)	37,468
Cash flows from investing activities:		
Interest from investments	16,250	17,170
Disposal of investments	204,736	-
Purchases of equipment	(4,281)	(4,941)
Net cash provided by investing activities	216,705	12,229
Change in cash and cash equivalents in the year	102,307	49,697
Cash and cash equivalents at the beginning of the year	1,542,331	1,492,634
Cash and cash equivalents at the end of the year	1,644,638	1,542,331

RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

Net income for the year, as per the Statement of Financial Activities	(119,248)	29,251
Adjustments for:		
Depreciation charge	9,061	10,509
(Gains)/losses on fixed asset investments	(4,592)	(6,878)
Interest from investments	(16,250)	(17,170)
Decrease/(Increase) in debtors	32,144	37,991
(Decrease)/increase in creditors	(15,513)	(16,235)
Net cash provided by operating activities	(114,398)	37,468

ANALYSIS OF CASH AND CASH EQUIVALENTS

Cash in hand	512,399	374,020
Notice deposits (less than 3 months)	1,132,239	1,168,311
Total cash and cash equivalents	1,644,638	1,542,331

CARERS IN HERTFORDSHIRE NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

1 ACCOUNTING POLICIES

a) General

The company is incorporated in England and its Registered Office is: The Red House, 119 Fore Street, Hertford, SG14 1AX. 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 (FRS102) (effective 1 January 2016) and the Companies Act 2006. The going concern basis assumes that sufficient funding will continue to be forthcoming from Hertfordshire County Council. The Council and the company have worked in partnership to deliver support for carers for many years and, following discussions, have reaffirmed their joint commitment to this area of work. The Board therefore considers it appropriate to prepare the accounts on a going concern basis, given also that there are very healthy cash deposit balances and large unrestricted reserves. The company meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Financial instruments

The company only has financial assets and financial liabilities of the kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value. Fixed assets are recorded at depreciated historical cost and investments are recorded at fair value, being the closing market rate. All other assets and liabilities are recorded at the cost which is their fair value.

c) Income from charitable activities

Income is accounted for in the financial year to which it relates. Any income received in advance of the financial year to which it relates is accounted for as receipts in advance. It is not practical to allocate income to the charitable headings shown in note 7. Income from local government sources is recognised when receivable and is shown in note 3.

d) Donations and legacies

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the financial year. Sponsorship from events is recognised when the event takes place. Revenue grants are recognised when received or receivable whichever is earlier. The receipt of legacies is rare and such amounts are considered immaterial. When received, they are also included on a receivable basis.

e) Investment income

The company recognises all investment income on an accruals basis. Investment manager's fees are incorporated within the market valuation of the investment.

f) Charitable activity expenditure

Expenditure is included on an accruals basis. Charitable activity expenditure comprises those costs directly attributable to managing the various activities of the company. The activities are shown in note 7. Staff and support costs are allocated to the various activities and projects on a headcount basis.

g) Fixed assets

Computer equipment and office furniture and equipment are retained in the balance sheet at their depreciated original cost. Items with a cost of less than £1,000 are expensed in the year in which they are purchased.

h) Depreciation

Computer equipment and office furniture and equipment are depreciated at a fixed annual rate based on an estimated life of each asset of three years.

i) Fixed asset investments

Investments are stated at their market value as at the balance sheet date. The Statement of Financial Activities includes the net gains or losses arising on revaluation. Unrealised gains and losses are calculated as the difference between the market value at the year end and the opening market value.

CARERS IN HERTFORDSHIRE NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019 (CONTINUED)

j) Current asset investments

Current asset investments are deposits with financial institutions which mature in more than three months from the balance sheet date so are not easily convertible to cash.

k) Cash and cash equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

l) Debtors

Debtors are all of a short-term nature and are measured on a transaction price basis.

m) Creditors

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

n) Pension contributions

The company operates a defined contributions pension scheme with Scottish Widows which is auto-enrolment compliant and which is funded by contributions partly from the employees and partly from the charity. The amount charged to the Statement of Financial Activities in respect of pension costs is the contributions payable in the period.

o) Leased assets

The annual rentals on 'operating leases' are charged to the Statement of Financial Activities on a straight line basis over the lease term.

p) Fund Accounting

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity. Designated funds are unrestricted funds earmarked by the Trustees for particular purposes. Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

CRITICAL JUDGEMENTS AND ESTIMATES

No critical judgements or key sources of estimation uncertainty have been made by management in applying the charity's accounting policies.

INCOME FROM CHARITABLE ACTIVITIES

The majority of income is from Hertfordshire Health Authorities and Hertfordshire Community Services. Of the total income of £1,957,962 (2018: £2,157,045), £1,868,689 (2018: £1,968,487) is from local or national government, all of which was unrestricted. There are no unfilled conditions or contingencies attaching to the income.

DONATIONS AND LEGACIES

	2019	2018
Unrestricted	£	£
Donations and fund-raised income	66,070	32,215
Restricted		
Restricted fund donation income	33,830	64,143
Total	<u>99,900</u>	<u>96,358</u>

CARERS IN HERTFORDSHIRE NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019 (CONTINUED)

5 STATUS

The charity is a company registered in England, limited by guarantee and has no share capital. Members liability is limited to £1 and at the balance sheet date there were 137 members (2018: 141 members).

6 NET (EXPENDITURE) / INCOME IS AFTER CHARGING

	2019	2018
	£	£
Depreciation charge on owned assets	9,061	10,509
Auditor's remuneration - for audit services	8,375	8,100
Operating lease rentals:		
Plant and machinery	2,169	1,612
Land and buildings	71,980	63,706

7 EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct costs	Staff costs	Support costs	Total
	£	£	£	£
Carer advice and information services	36,564	358,555	127,072	522,191
Young carer advice services	3,928	100,865	70,595	175,388
Involvement services	30,058	207,369	112,953	350,380
Carer development and learning	19,900	93,748	70,595	184,243
Make a difference service	45,530	17,474	14,119	77,123
Care services	10,309	577,813	98,834	686,956
Business development	23,177	86,937	42,357	152,471
	<u>169,466</u>	<u>1,442,761</u>	<u>536,525</u>	<u>2,148,752</u>

Comparatives for 2018:

	£	£	£	£
Carer advice and information services	52,932	342,580	134,147	529,659
Young carer advice services	7,173	67,596	48,781	123,550
Involvement services	40,845	218,660	97,562	357,067
Carer development and learning	18,838	95,816	60,976	175,630
Make a difference service	40,074	26,944	24,390	91,408
Care services	74,063	716,760	85,367	876,190
Business development	20,574	67,542	24,390	112,506
	<u>254,499</u>	<u>1,535,898</u>	<u>475,613</u>	<u>2,266,010</u>

	2019	2018
	£	£
Analysis of support costs:		
Premises	87,582	87,001
Office costs	114,980	110,554
Management and management support	96,679	74,367
Administration support	5,098	6,968
Training and other employment related costs	86,574	56,748
Finance support	73,479	77,654
IT support	51,995	37,770
Governance costs	20,138	24,551
	<u>536,525</u>	<u>475,613</u>

Support costs are allocated on the basis of headcount attributable to each activity

CARERS IN HERTFORDSHIRE NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019 (CONTINUED)

	2019	2018
	£	£
Analysis of governance costs:		
Audit fees	7,975	10,547
Running costs	2,209	4,833
AGM costs	9,954	9,171
TOTAL	<u>20,138</u>	<u>24,551</u>

8 WAGES AND SALARIES

Totals for the year:

Gross salaries	1,953,699	2,026,943
National insurance	144,997	142,319
Pension costs	52,212	48,546
	<u>2,150,908</u>	<u>2,217,808</u>

No employee earned over £60,000 per annum.

The average number of employees during the year was 119 (2018: 142).

The Trustees received no remuneration during the year (2018: nil).

A total of £2,208 (2018: £1,224) was reimbursed to 4 (2018: 5) Trustees in the year. These costs related to travel and alternative care costs for attendance at Trustees' meetings.

The 2019 management team comprised the Chief Executive, Carers Development and Learning Manager, Policy and Engagement Manager, Health and Wellbeing Manager, Finance and Support Services Manager, ICT and Administration Services Manager, Information and Carer Planning Service Manager, Care Services Manager, HR Adviser, Volunteer Manager.

	2019	2018
	£	£
Total remuneration paid to management team	<u>430,922</u>	<u>328,709</u>

9 FIXED ASSETS - Computer and office equipment

	£
Cost	
Balance at 1 April 2018	89,668
Additions	4,281
Balance at 31 March 2019	<u>93,949</u>
Depreciation	
Balance at 1 April 2018	74,171
Charge for the year	9,061
Balance at 31 March 2019	<u>83,232</u>
Net book value at 31 March 2019	<u>10,717</u>
Net book value at 31 March 2018	<u>15,497</u>

CARERS IN HERTFORDSHIRE NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019 (CONTINUED)

	2019 £	2018 £
10 FIXED ASSETS - Investments		
Market value brought forward	351,455	344,577
Disposal proceeds	(204,736)	-
Unrealised gain in the year	4,592	6,878
Market value carried forward	<u>151,311</u>	<u>351,455</u>
Cost at 1 April 2018	311,862	311,862
Disposals	<u>(211,862)</u>	<u>-</u>
Cost at 31 March 2019	<u>100,000</u>	<u>311,862</u>

Investments at market value comprise equities wholly invested with Schroder Unit Trusts Ltd (Charity Equity Fund Accumulation units) and with CCLA in 2018 only. All investment assets were held in the UK.

11 DEBTORS

Trade debtors	66,173	99,168
Prepayments	41,575	33,260
Other debtors	44,699	25,891
VAT	1,289	27,561
	<u>153,736</u>	<u>185,880</u>

12 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

Trade creditors	39,885	35,389
Other taxes and social security costs	32,846	34,250
Other creditors	6,029	12,165
Accruals	63,750	76,219
	<u>142,510</u>	<u>158,023</u>

13 UNRESTRICTED FUNDS

The majority of funds of the charity are unrestricted, i.e. they may be applied to further the general charitable purposes of the organisation.

	Balance at 1 April 2018 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2019 £
General fund	788,187	2,044,874	(2,079,243)	(110,029)	643,789
Designated funds					
Organisation and Future Development Fund	99,311	-	(69,509)	95,371	125,173
Contingency Reserve	853,714	-	-	14,658	868,372
	<u>1,741,212</u>	<u>2,044,874</u>	<u>(2,148,752)</u>	<u>-</u>	<u>1,637,334</u>

CARERS IN HERTFORDSHIRE NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019 (CONTINUED)

Comparatives for 2018:

	Balance at 1 April 2017 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2018 £
General fund	814,397	2,213,308	(2,219,949)	(19,569)	788,187
Designated funds					
Organisation and Future Development Fund	159,017	-	(46,061)	(13,645)	99,311
Contingency Reserve	820,500	-	-	33,214	853,714
	<u>1,793,914</u>	<u>2,213,308</u>	<u>(2,266,010)</u>	<u>-</u>	<u>1,741,212</u>

Designated funds, which have been set aside out of the unrestricted general funds by the Trustees for specific purposes, are as follows:

Organisation and Future Development Fund

The Trustees have identified this funding to be available to enable it to move forward on developing the organisation's strategic objectives and implementing specifically identified development projects.

The projects are as follows:

	Balance at 1 April 2018 £	Income/Allocation by the Trustees £	Resources expended £	Balance at 31 March 2019 £
Business development	96,200	95,371	(68,389)	123,182
"State of caring" survey	3,111	-	(1,120)	1,991
	<u>99,311</u>	<u>95,371</u>	<u>(69,509)</u>	<u>125,173</u>

Comparatives for 2018:

	Balance at 1 April 2017 £	Income/Allocation by the Trustees £	Resources expended £	Balance at 31 March 2018 £
Business development	149,227	(11,377)	(41,650)	96,200
"State of caring" survey	7,500	-	(4,389)	3,111
Digital inclusion project	2,290	(2,268)	(22)	-
	<u>159,017</u>	<u>(13,645)</u>	<u>(46,061)</u>	<u>99,311</u>

Contingency Reserve

This fund provides the equivalent of six months running costs (based on the budget for 2019/20) equal to £868,372 (2018: £853,714) which would enable the company (to maintain adequate service levels in the event that funding is interrupted.

CARERS IN HERTFORDSHIRE NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019 (CONTINUED)

14 RESTRICTED FUNDS

Certain funding received by the charity is donated with restrictions as to the use of the funds. These donations are classed as restricted funds and are identified below.

The retained funds of the charity include the following restricted funds which have been recorded separately to the unrestricted general and designated funds by the Trustees for specific purposes.

	Balance at 1 April 2018	Incoming resources	Resources expended	Transfers	Balance at 31 March 2019
	£	£	£	£	£
Advocacy worker	5,048	9,523	(7,045)	-	7,526
Bereavement group	627	2,000	(1,150)	-	1,477
Borehamwood Seniors	150	5,000	(5,000)	-	150
CAHMS course	879	4,240	(3,159)	-	1,960
Carer friendly project	2,434	-	(70)	-	2,364
Carer Rep (D&A)	1,392	-	(773)	-	619
Carer trainer	8,649	4,482	(13,131)	-	-
Carers Trust schools	-	4,000	(609)	-	3,391
Caring communities	-	43,446	(43,051)	-	395
Children in need	187	36,530	(35,875)	-	842
Community navigator	-	75,600	(66,822)	-	8,778
Dementia nurses	67,140	204,550	(187,240)	-	84,450
Helping you care	39,015	175,028	(212,817)	-	1,226
Hertswise	-	27,817	(22,089)	-	5,728
Mentor training	-	2,000	(1,700)	-	300
Other projects	4,771	13,906	(10,355)	-	8,322
Thomson family trust	65,636	20,000	(32,606)	-	53,030
	<u>195,928</u>	<u>628,122</u>	<u>(643,492)</u>	<u>-</u>	<u>180,558</u>

CARERS IN HERTFORDSHIRE NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019 (CONTINUED)

Comparatives for 2018:

	Balance at 1 April 2017 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2018 £
Adult Mental Health Engagement	-	1,800	(1,800)	-	-
Advocacy worker	(12,627)	24,000	(6,325)	-	5,048
Bereavement group	1,000	-	(373)	-	627
Borehamwood Seniors	-	150	-	-	150
CAHMS Course	-	2,980	(2,101)	-	879
Carer friendly project	9,674	-	(7,240)	-	2,434
Carer rep (D&A)	-	1,500	(108)	-	1,392
Carer Trainer	12,001	-	(3,352)	-	8,649
Carers Locality Support	223	-	(223)	-	-
Caring Communities	322	39,555	(39,877)	-	-
Children in need	6,865	35,110	(41,788)	-	187
Community navigator	6,182	80,909	(87,091)	-	-
Dementia nurses	-	168,000	(100,860)	-	67,140
Happy Days	6,885	4,960	(11,845)	-	-
Helping you care	4,302	176,488	(141,775)	-	39,015
Hertswise (Age UK) Kings Langley Carers Group	- 443	28,764 -	(28,764) (443)	- -	- -
Mentor Training	-	1,079	(1,079)	-	-
Old peoples' day grant	-	300	(300)	-	-
Passport card	5,077	-	(5,077)	-	-
Thomson family trust	51,512	50,000	(35,876)	-	65,636
Young carers projects	22,116	17,143	(34,488)	-	4,771
	113,975	632,738	(550,785)	-	195,928

CARERS IN HERTFORDSHIRE NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019 (CONTINUED)

The restricted funds with significant transactions in the year were as follows:

Carer trainer grant

This grant was given to cover the salary plus on-costs of a dedicated co-ordinator who co-ordinated and trained a group of carer trainers who then go out to professionals such as doctors, social workers etc. and train them in how carers would like to be treated by such organisations.

Advocacy worker

This grant was to provide Advocacy for carers around their caring role as part of a partnership of organisations.

Carer friendly project

This was a short term pilot project funded by HCC/NHS for community development to support carers.

Community navigator

This funding enabled us to employ a Community navigator to assist in providing local solutions to improve access to community provision.

Caring communities

This grant from National Lottery funding was to provide support for activities in carers' hubs throughout the county; in particular learning events.

Thomson family trust

This grant was to enable carers to access snow activities through Snowmobility.

Hertswise

This was funding as part of a consortium for community dementia support.

Mentor training

This was funding received to allow to expansion of the numbers, range and skills of our volunteer mentors.

Dementia nurses

This grant funding provides a whole county clinical services for carers of people with Dementia.

Carer rep D&A

This is funding for the delivery of family carer involvement in the specification and tendering of the new all age Drug and alcohol service.

Borehamwood seniors

This is funding for daytime activities at 'Borehamwood Seniors' group.

CAHMS Course

This is funding to deliver a series of courses to parents of children or young people who are accessing Mental Health Services.

Children in need

This grant was to fund Young Carer projects, including a conference, part of the work of the Young Carers' Council and residentials.

Helping you care

This funding supports carers with short breaks where alternative care is provided.

CARERS IN HERTFORDSHIRE NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019 (CONTINUED)

15 COMMITMENTS UNDER OPERATING LEASES

At 31 March 2019, the company had commitments under non-cancellable operating leases as follows:

	2019 £	2018 £
Plant and machinery:		
within one year	1,338	3,663
2 to 5 years	3,388	472
over 5 years	-	-
Land and buildings:		
within one year	82,825	54,000
2 to 5 years	205,888	144,000
over 5 years	-	15,000
	293,439	217,135

16 PENSION COMMITMENTS

The company operates a defined contribution pension scheme with Scottish Widows. The assets of the scheme are held separately from those of the charity in an independently administered fund. The company also operates an auto-enrolment scheme for certain employees with NEST. The pension cost charges represent contributions payable by the company to the funds and amounted to £52,212 (2018: £48,546). This cost is allocated to an activity on a headcount basis and included in 'Expenditure on charitable activities'. Contributions totalling £7,524 (2018: £7,615) were payable to the funds at the balance sheet date and are included in creditors.

17 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted Funds £	Designated Funds £	General Fund £	Total Funds £
Tangible fixed assets	-	-	10,717	10,717
Fixed asset investments	-	-	151,311	151,311
Net current assets	180,558	993,545	481,761	1,655,864
Net assets at 31 March 2019	180,558	993,545	643,789	1,817,892

Comparatives for 2018

	Restricted Funds £	Designated Funds £	General Fund £	Total Funds £
Tangible fixed assets	-	-	15,497	15,497
Intangible fixed assets	-	-	351,455	351,455
Net current assets	195,528	953,025	421,635	1,570,188
Net assets at 31 March 2018	195,528	953,025	788,587	1,937,140

18 RELATED PARTY TRANSACTIONS

There were no related party transactions in the year to 31 March 2019 (2018: none).