

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

Charity Registration No. 1085491
Company Registration No. 4131036



The full Directors' Report and Financial Statements were approved by the Board at their meeting held on 20 August 2019

If you would like a copy of the full document, please contact the Chief Executive or refer to our website www.carersinherts.org.uk

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 last year's 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
- 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 accessed 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 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 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 including 340 young carers under 18 years old. This brought the overall number of carers we are in touch with to 30,536.
- 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 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. 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 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. The service was able to reduce the negative impact on young carers of their caring role by 36%.

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.

The training provided to 595 carers 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 aged from 4 to 18 having identified an additional 345 in the year, 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

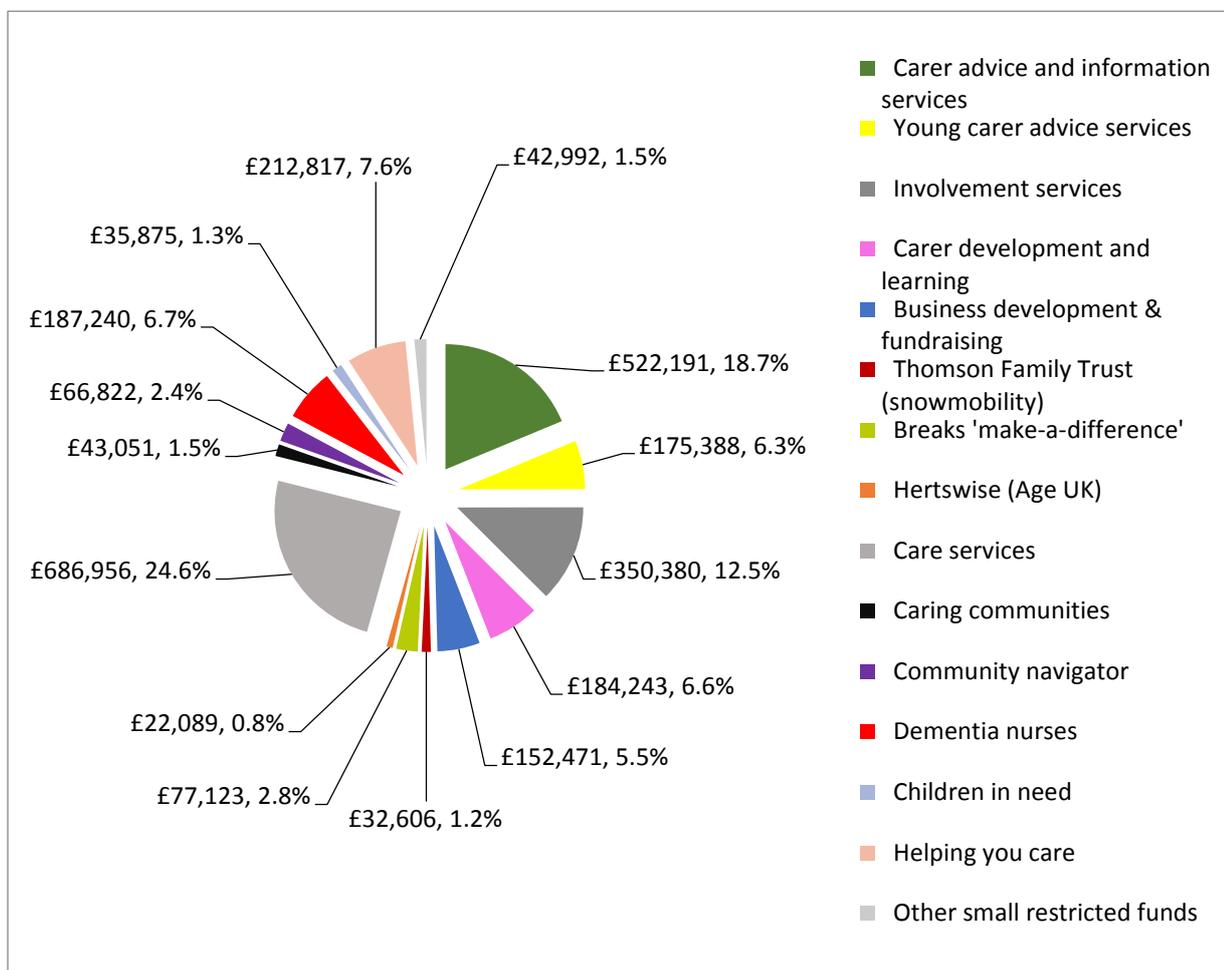
During the course of the forthcoming year we will

- 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.

OUR INCOME AND EXPENDITURE FOR THE YEAR TO 31 MARCH 2019

	Unrestricted Funds £	Restricted Funds £	Total 2018/19 £	Total 2017/18 £
<u>INCOME</u>				
Herts Health Authorities & Social Services	1,957,962	-	1,957,962	2,157,045
Gifts, donations and grants	66,070	33,830	99,900	96,358
Interest on our bank deposits	16,250	-	16,250	17,170
Funds received for restricted purposes	-	594,292	594,292	568,595
Total income	2,040,282	628,122	2,668,404	2,839,168
<u>EXPENDITURE</u>				
Charitable activities	2,148,752	643,492	2,792,244	2,816,795
Total expenditure	2,148,752	643,492	2,792,244	2,816,795
NET (DEFICIT) / SURPLUS FOR THE YEAR	(108,470)	(15,370)	(123,840)	22,373
Unrealised gain on investment assets	4,592	-	4,592	6,878
Total funds brought forward at 1 April 2018	1,741,212	195,928	1,937,140	1,907,889
Total funds carried forward at 31 March 2019	1,637,334	180,558	1,817,892	1,937,140

**A BREAKDOWN OF OUR CHARITABLE ACTIVITY EXPENDITURE
 FOR THE YEAR TO 31 MARCH 2019**



Carer advice and information services	£522,191
Young carer advice services	£175,388
Involvement services	£350,380
Carer development and learning	£184,243
Business development & fundraising	£152,471
Thomson Family Trust (snowmobility)	£32,606
Breaks 'make-a-difference'	£77,123
Hertswise (Age UK)	£22,089
Care services	£686,956
Caring communities	£43,051
Community navigator	£66,822
Dementia nurses	£187,240
Children in need	£35,875
Helping you care	£212,817
Other small restricted funds	£42,992

£2,792,244

The total of these figures is £2,792,244 as shown over the page.

OUR ASSETS AND LIABILITIES ON 31 MARCH 2019

	31 March 2019	31 March 2018
	£	£
Fixed assets (office and computer equipment)	10,717	15,497
Money held in equity-based investments	151,311	351,455
Money owed to us	153,736	185,880
Money in our bank accounts	1,644,638	1,542,331
Money we owe	(142,510)	(158,023)
	1,817,892	1,937,140

Our income and expenditure has to be divided into Unrestricted and Restricted funds:

UNRESTRICTED FUNDS

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

There are two Designated funds, which have been set aside out of the unrestricted general funds by the Trustees for specific purposes. One is called the "CONTINGENCY RESERVE" – this provides the Trustees with a reserve for costs in the event of any major loss of income (as last year, this stands at 6 months' worth of costs based on our current year budget). Secondly, the Trustees have identified an "ORGANISATION AND FUTURE DEVELOPMENT FUND" which is to enable the charity to move forward on developing organisational strategic objectives and implementing specifically identified development projects.

RESTRICTED FUNDS

Certain funding received by Carers in Hertfordshire is donated with restrictions as to the use of the funds. In the 2018/19 year, these were as follows:

	£
Helping you care	175,028
Community navigator	75,600
Thomson family trust (donation)	20,000
Caring communities	43,446
Advocacy worker	9,523
Children in need	36,530
Dementia nurses	204,550
Hertswise (Age UK)	27,817
Others	35,628
	<u>628,122</u>

Of all these grants received, in agreement with the donors, some of the "unspent" grants are carried forward to 2019/20. The total amount carried forward is £180,558.