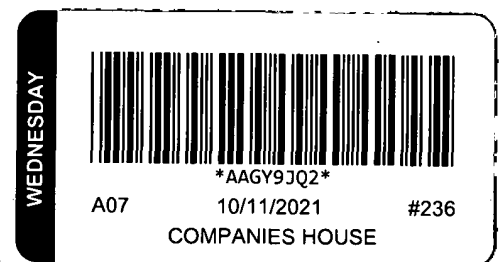


Company number: 05939327  
Charity Number: 1116714

# Action for Carers (Surrey)

Report and financial statements  
For the year ended 31 March 2021



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## **Action for Carers (Surrey)**

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## Action for Carers (Surrey)

### Reference and administrative information

For the year ended 31 March 2021

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**Company number** 05939327

**Charity number** 1116714

**Registered office  
and operational  
address** Astolat, Coniers Way  
Burpham, Guildford  
Surrey, GU4 7HL

**Trustees** Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Patricia Adams	Chair
Laura Dennett	Vice Chair
Geoff Martin	Retired 4 December 2020
David Perry	Treasurer & Co Secretary
Leanda Hargreaves	
Henrietta Griffiths	
Nicola Walsh	
Margaret Hicks	
Zafar Iqbal	
Rhianna Williams	
Simon Denison	
Hollie Baker	

**Chief Executive** Jamie Gault

**Bankers** CAF Bank Ltd  
Kings Hill, West Malling, Kent ME19 1EP

**Solicitors** Russell – Cooke LLP  
2 Putney Hill, London SW15 2AB

**Auditor** Sayer Vincent LLP  
Chartered Accountants and Statutory Auditor  
Invicta House, 108–114 Golden Lane, London EC1Y 0TL

## Action for Carers (Surrey)

### Trustees' annual report

#### For the year ended 31 March 2021

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The trustees present their report and the audited financial statements for the year ended 31 March 2021.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP, applicable to charities preparing their accounts in accordance with FRS 102.

## Objectives and activities

### Purposes and aims

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report on the success of each key activity and the benefits the charity has brought to the groups of people it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remain focused on its stated purposes.

The trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the set aims and objectives.

The organisation's objects are for the relief of the needs of unpaid carers living or caring in Surrey, who provide regular help to adults or children who due to illness, disability, a mental health problem or an addiction could not cope without their support. These objects are met by providing and assisting in the provision of information, advice, guidance, signposting and support to carers. The organisation operates throughout the county of Surrey.

### Vision

The vision of Action for Carers (Surrey) (ACS) is ***'To enable unpaid carers of all ages to have a voice and access support to improve their quality of life and wellbeing.'***

### Mission

Action for Carers (Surrey) commits to:

- giving carers a voice
- being a carer led organisation
- delivering innovative carers services to the highest standard
- supporting carers to understand their rights and choices
- working in collaboration with statutory and voluntary partners

## **Action for Carers (Surrey)**

### **Trustees' annual report**

**For the year ended 31 March 2021**

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#### Values

The values of ACS confirm the organisation's commitment to quality and equality. They define the way it conducts itself and help drive excellence throughout the organisation. ACS believes in:

**Commitment** – strive for excellence, continued improvement and best value

**Accessible** – reach out to carers and embrace differences

**Respect** – treat people with dignity and understanding

**Empathy** – communicate sensitively with people and in a way which empowers them

**Recognition** – value people's strengths, knowledge, potential and support their rights

**Service** – be of benefit to carers, our partners and each other

#### Strategic Aims

Our three-year strategy for 2018 to 2021 involves putting the carer at the centre of everything we do, and has four separate areas of focus:

##### **CARER**

We will stay carer-led and carer-focused by:

- putting the carer at the centre of all we do
- introducing a robust carer engagement model/external communications programme reflecting our vision/mission
- developing complementary partnerships to improve outcomes for carers
- Giving Carers a Voice & influencing policy both locally and nationally

##### **FINANCIAL**

We will ensure long-term sustainability by:

- achieving a more equitably balanced funding portfolio
- retaining and developing current contracts and services and achieving best value
- evaluating new opportunities & submitting competitive bids

##### **INTERNAL**

We will adopt best internal practice standards by:

- ensuring a 'fit for purpose' and future-proof operational infrastructure, service delivery and governance models
- developing a diverse range of effective internal staff & stakeholder communications

##### **LEARNING AND GROWTH**

We will create a dynamic organisation by:

- attracting, equipping and retaining the right people to meet the changing needs of the organisation and the external environment
- creating opportunities for individuals to develop and thrive
- translating our values into organisational culture and practice

## **Action for Carers (Surrey)**

### **Trustees' annual report**

**For the year ended 31 March 2021**

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#### **Achievements and performance, and beneficiaries of our services**

The charity's main activities and those whom it tries to help are described below, in the major project areas. All its charitable activities focus on carers and are undertaken to further Action for Carers (Surrey)'s charitable purposes for the public benefit.

#### **Giving Carers a Voice & Carer Awareness Training**

The Giving Carers a Voice programme commits ACS to multi-agency working and participation in the development of joint strategies, providing informed carer opinion on the statutory duties Surrey County Council must undertake in supporting carers. The CEO of ACS, as a key stakeholder, continues to be a member of the Surrey Carers Partnership Group. This allows ACS to have a comprehensive overview of the strategic and service changes taking place in the local authority, as well as continuing to challenge and provide feedback on the Council's own performance in relation to support for carers.

We are an active member of other strategic networks such as the Surrey Adult Safeguarding Board and now sit on the Surrey Safeguarding Children Partnership.

As part of the wider change agenda, ACS has contributed to the development of Surrey County Council's 2030 Vision. In addition, we have worked closely with the NHS and Social Care's Integrated Care System in Surrey to influence their emerging priorities to ensure carers are recognised and supported fully, as well as contributing a carers' perspective to all their strategic and operational plans. The Surrey Carers Partnership Group, of which Surrey County Council is the lead agency, oversees the development and implementation of the Surrey Carers Strategy, including the prospectus for the delivery of carers' services in Surrey.

The CEO of ACS also chairs the Surrey Carers Equalities Steering Group. There are approximately 20,000 carers from minority ethnic communities in Surrey, many of whom are hidden carers, and the steering group exists to reach them. One example of how we try to do this is by engagement events for carers from a range of communities to provide information, advice and guidance on the available services to support them in their caring role.

ACS has provided regular opportunities for carers to express their views on support and services and to hear about improvements to these from a variety of partners, particularly around the changes to carer support for carers of someone with mental health issues.

The Giving Carers a Voice programme has encouraged and enabled carers to participate in national and local co-design and consultation events, using a variety of different communication methods to ensure broad participation. ACS continues to handle enquiries from carers about services that may be available and provides information and advice as well as referring carers on to internal ACS services or other agencies. ACS carried out consultation events with carers over the year, and developed a Carers Parliament to review the outputs from those consultations and agree key areas to be taken forward within our services.

## **Action for Carers (Surrey)**

### **Trustees' annual report**

#### **For the year ended 31 March 2021**

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The Carer Awareness Training we deliver was impacted by the pandemic and only 7 sessions of "Because Carers Count" multi agency awareness training sessions to 72 professional staff were undertaken. Furthermore, and for the same reason, no "Think Carer, Think Family" sessions were delivered.

#### **Giving Carers a Voice service Future Plans 2021/22**

- ACS will continue the use of social media alongside the redevelopment of our website to reach more carers and will look at other ways of ensuring as many carers as possible have an opportunity to share their views and be kept updated on issues of importance for them.
- ACS will continue to employ a range of media to reach carers to capture their voice including carers' forums. This includes the Adult Carers Parliament, the Young Adult Carers Council and the Surrey Young Carers Forum and Strategy groups.
- ACS will continue to develop its relationships with the Integrated Care Systems and NHS providers in Surrey to ensure their commitment to and support for carers in line with NHS England's Memorandum of Understanding and 10 Year Plan.
- ACS will continue to work with colleagues at Surrey County Council and in Health to ensure the newly expanded rights for carers under the Care Act are fully implemented, and will deliver a joint consultation with SCC and the NHS to gather carer's views on a revised Surrey Carers Commissioning Strategy.
- The Young Carers service will continue to monitor the action plans from the Young Carers Strategy 2020 strategy refresh and to press for key partners such as Education to be more actively involved.
- ACS will continue to work with Surrey and Borders Trust to ensure issues raised by carers in relation to staff training, recognition and support for carers and confidentiality are addressed as part of this.
- Along with other user-led organisations in the county, ACS will continue to press for greater and earlier involvement of carers and service users in co-design and monitoring of services.

#### **Adult Carer Support**

The service provides support to unpaid adult carers across Surrey. Whilst county-wide, it is underpinned by local delivery, ensuring consistency in service provision irrespective of the borough in which a carer lives, and provides advice, information, guidance, advocacy and referrals to other agencies to support carers in their caring role.

Self-referrals are made into our Carers Information Centre by phone, email and through the website which has seen an increase in the number of carers who use this means to self-refer. Carers are referred by professionals using the Carer Prescription or online professional form. The Carer Information Centre will prioritise any urgent referrals which include end of life caring, carer stress and moving and handling issues. These priority referrals are supported by the Carer Support Advisers in the area team and contact made with the carer within 24 hours. Carers who are not priority referrals will receive a triage call within 2 weeks to determine the level of support required and an appropriate welcome pack of information will be sent to them.

## Action for Carers (Surrey)

### Trustees' annual report

#### For the year ended 31 March 2021

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The Carer Information Centre responds to carers' needs for information and makes any referrals or signposting possible at this point. This enables our teams of Carer Support Advisors based in the community across the county to focus on higher need cases – this will often be on a one-to-one basis in the client's home or other agreed location. Carers' needs have become increasingly complex before and during the last year. We recognise that there are many different types of carers facing diverse challenges; we have appointed countywide senior leads as specialists in the fields of Mental Health, End of Life, Former Carers, Parent Carers, Dementia and Learning Disability and Autism. These specialist fields have strategies for providing carer focused events which are linked to carer feedback through GCAV consultations, event feedback on SurveyMonkey and carers directly giving us verbal and written views. There are champions in each of these fields, as well as BAME and Armed Forces champions in each local team.

As well as telephone or online support Carer Support Advisors offer one-to-one home visits or meetings where the need is identified. During the pandemic contact with carers did not cease and was adapted towards phone or online contact. We made 26,276 calls throughout the year to carers who had contacted us for support, and importantly to those carers on the lower need level 'white' tier who we were in less frequent contact with prior to the first lockdown. These calls were to find out how carers were managing due to the lockdown, and were well received by carers, leading to a 'keeping in touch' service which we continue to provide. Carers told us:

*"An out of the blue phone call from you made me feel that I wasn't alone, that my caring role is important, and reassured me that you are there to help. Thank you."*

*"Until I received a call from you I didn't realise how much I needed help and that I didn't have to do this on my own."*

*"So I want to say thank you so much for not leaving us feeling forgotten or unsupported for even one minute. So incredibly important, the work that you do for us, and by consequence, those we care for."*

*"I just want to thank you all for ensuring we are not alone."*

*"Thank you to all involved at Action for Carers. Before joining AFC I felt so lonely with no support. Did not know who to turn to have a bit of support, now I feel I can talk to someone if it gets a bit too much. I really do appreciate all your good work and supporting people like myself and many others."*

Any emergency requiring more face-to-face contact was risk assessed and provided where appropriate to meet the needs of the carer. Carer Support Advisors offered doorstep drop off services, garden or outside space meeting, online and telephone support. The adult service organised and ran programmes of online and face to face events and support groups, focused on carer training and support in differing issues related to caring, and carer wellbeing events which are time away from caring. The events programme is supported by Events Advisers for each of the local teams. Where appropriate we work in partnership with other statutory and voluntary services providing online and face to face events, for example, Dementia Navigator monthly sessions for carers caring for someone with dementia. The online events have enabled carers to continue to meet up and have also included carers who previously were not able to leave the person they care



## Action for Carers (Surrey)

### Trustees' annual report

#### For the year ended 31 March 2021

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for and attend face to face events or support groups. Since the first lockdown in March 2020 we have provided 156 support groups with 921 carers attending, and 287 events with 4,270 carers attending. In future we will be holding events and support groups both face to face and online and where possible including remote access to face to face events to enable accessibility to all carers. Carers told us:

*"The Zoom events, which were scary at first because of the technology aspect, allow a chance to 'escape' from everyday life without having to plan as much as actually leaving the home environment, such as requirement for alternative care provision, co-ordinating distraction or acceptance of absence from view or active interaction, and a greater time commitment of travel to a venue. This makes participating in events easier than 'face to face reality' attendance. I was usually unable to go to events because I could not leave my cared-for people. I am surprised to find that, thanks to the email links to the Zoom events which simplify the technical process, I am now getting comfortable with this medium of socialising and participation. Thank you."*

*"Please keep zoom events going after lockdown it is very difficult for me to get to things physically so these are a lifeline"*

The core support offered by Carer Support Advisers includes helping carers with form filling, benefits checks, preparation for appeals and referrals to statutory agencies to uphold carers rights. Carer Support Advisers also offer carers emotional support, and facilitate the carer wellbeing and training events and support groups. We also refer and signpost carers to appropriate agencies for support. This is complemented by a range of digitally based resources. During the pandemic all Carer Support Advisers continued to offer the full range of support with more complex issues around benefits, emergency food applications, financial assistance, respite breaks and also referral to other agencies for practical help. We also refer carers caring for someone with mental illness to an online service providing solution focused therapy. This has led to further development of our internal support and events for carers who care for someone with a mental illness. This year we have expanded the mental health support groups from one generic online group to five, to cover Eating Disorders, caring for a partner with a mental illness, caring for a young person under 25 with a mental illness and caring for an adult with Autism. We are also holding online sessions run by therapists from Space 2B You called 'Coping with Caring' focusing on sharing skills carers are able to use in caring situations not only for people with mental health problems but also for adults on the autistic spectrum. This will help support carers who are waiting for a referral for one-to-one support and also offer them a chance to maintain their skills after any one-to-one Space 2 B You intervention.

During the pandemic we have continued to respond to carers requests for help with coping in a difficult situation. We created the Carer Identification letter for shopping which then developed to cover extra walks for those caring for someone with autism, hospital visits, and work related issues due to shielding. It was renamed 'Someone depends on me' which then covered all scenarios including carers who were stopped by police when travelling to actively care. This letter was then taken up by NHS England to be a nationally issued Covid Identification letter for carers. The Emergency Care Plan was issued before the start of the pandemic and then improved to allow

## Action for Carers (Surrey)

### Trustees' annual report

#### For the year ended 31 March 2021

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carers to detail the care they give daily in so many ways with other agencies, GPs and family just in case they are unwell or hospitalized. We have reviewed it through online events to guide carers through how to complete a plan – best practice that has been acknowledged by Carers Trust and many other carer support services across the UK.

The service has also developed our support for former carers with a booklet which is sent out to the carer explaining the support, workshops, and volunteer opportunities we offer and other related topics. This was funded by Carers Trust who are interested in integrating parts of the Former Carer service provided by Action for Carers into their new national former carer format.

*"I have lost my mother whom I cared for during the latest lockdown, and once the funeral is over I welcome the opportunity to join a group of other former carers. It is great that I can still continue with the Action for Carers group for the next 12 months."*

Our Hospital Carer Support Advisors in the county's five main acute hospitals (East Surrey, Epsom, Royal Surrey County, Frimley Park and St Peters) continue to provide support when it is needed, often around discharge of the cared for person to carers. Due to the pandemic it was not possible for them to work on site which reduced the opportunities of identifying and supporting carers, but opened up other areas of work. They have developed online information for both staff and carers which has maintained their contact with carers who need help when the person they care for is in hospital. The hospital advisers have developed a 'tea trolley' video to be used on the wards to increase carer awareness amongst the hospital staff. We are also participating in a major survey around discharge from hospital to improve the experience of both patient and carer.

ACS has an Armed Forces Coordinator who has specialist advice and knowledge around veterans and serving carers. The Coordinator supports the wider Adult and Young Carer services. Again due to the pandemic, face to face work was not possible so the co-ordinator started a monthly online support group for Armed Forces carers which have speakers or themes of support. In order to identify and support veterans and service members of the armed forces as soon as possible the coordinator also works alongside the Carer Information Centre on a weekly basis.

This model is underpinned by the strong partnerships we have with our health, social care and voluntary sector partners, who work collaboratively to ensure improved outcomes are delivered to carers. Examples include ACS being invited to be part of a respite project with Claridge House and Crossroads UK offering funded and reduced cost respite breaks. We also worked in partnership with Active Surrey providing Yoga, Tai Chi and Pilates to look after carers' health during lockdown via online groups, and will be working with Active Surrey piloting their falls prevention programme of Otago classes following the success of our online Otago sessions. We were grateful to receive a grant from the Community Foundation for Surrey for a new 'A Little time for me' fund which enables the Carer Support Advisers to fund a respite activity for a carer which may not be possible through any other fund or grant body.

*"Life for carers is complicated and this initiative has been a real life saver. Although things in lockdown for some carers, like myself, are not that different from "normal", my health, mental and*

## Action for Carers (Surrey)

### Trustees' annual report

For the year ended 31 March 2021

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*physical, has suffered as a consequence. I have stiffened up a lot, which does impair my ability to move and carry out caring. These classes have helped ease the stiffness and pain which has made my life considerably better. My sleep is a bit better, my posture is straighter and I breathe better. These small improvements may seem minor to the average person, but to a carer, it is massive. I fear that if these classes stop, my health will regress and that my weight gain will spiral out of control. If I do not keep building my flexibility and strengthen myself, I will never be able to engage in any other form of exercise to support my general fitness. The classic vicious circle.*

*In addition, the classes are so much more accessible. No travelling time, parking, driving worries are absolutely great. In addition, it makes the change that because it is a scheduled Zoom class, the people being cared for are more likely to respect the time away from them and not make demands that will not let you out of the door. Obviously, the added bonus is that one is nearby in case of a crisis occurring for the people being cared for.*

*Psychologically, it has been lovely to have someone who cares for the carer to allow these classes to happen. It gave me the space to centre myself a little bit and re-focus. I find that my life is so focused on others that I no longer exist. For example, today, I was totally stressed out and very depressed but after the class I do feel more positive. I cannot thank you enough for these classes."*

We also were awarded funding through Carers Trust for creative activities provided by a nationally acknowledged charity Create for photography, music and zine making. Carers were inspired by these courses and we now have our own photography club and Carer Support Advisers able to facilitate sessions around music and zine making. To support carers who experience long term depression or vicarious trauma we worked alongside Mindful Music to provide an 8 week course of mindful art and music. The outcomes were very powerful with carers reporting a change in their mood and mental health so we will be providing another course which will be even more needed due to the effects of covid and lockdown isolation.

The adult service carer advisers continue to receive training on benefits and related disability benefits from Surrey Welfare Rights. Other staff training this year included:

- Mental Health First Aid training
- Samaritans Holding a difficult conversation
- Safeguarding and related topics, eg County lines, Domestic violence
- Understanding Bereavement
- Building Emotional Resilience
- Suicide Prevention training

Our Giving Carers a Voice programme commits ACS to multi-agency working and participation in the development of joint strategies, providing informed carer opinion on the statutory duties the local authority must undertake in supporting carers, as well as advocating for improved support and services for carers within the health service. There is also an Adult Parliament held twice a year to develop the service based on direct carer consultation and feedback, led by the Giving Carers A Voice Coordinator and the Manager of the Adult Service, as well as two consultations a

## **Action for Carers (Surrey)**

### **Trustees' annual report**

#### **For the year ended 31 March 2021**

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month held at present online during the evening. These consultation sessions have resulted in carer-led service developments like our Carer Checklist and responses to the Carer Strategy. The programme has encouraged and enabled carers to participate in national and local co-design and consultation events, using a variety of different communication methods to ensure broad participation.

Communication with all adult carers is through a quarterly newsletter which is sent out by email or in printed format. There is also an email sent out every 2 weeks to promote the events coming up and any information around consultations and activities organized by community partners. During the pandemic we initially produced a monthly newsletter for April, May, June and July 2020 to keep carers informed and aware that we are still there for them. We also issued our annual survey in autumn 2020 which had over 1,200 responses and showed that 92.6% of carers would recommend our service to a friend, a slight improvement on the previous year of 92.1%.

#### **Adult Carer Support Service Future Plans 2021/22**

- Continue both online and face to face events, and work to increase remote access to face-to-face events
- Increase support for carers caring for someone with a mental health problem, and add an online autism support group and themed workshops for carers caring for an adult with autism
- Continuation of the former carer services
- Increased partnership working with local and countywide services and with external partners such as Wisley Gardens, National Trust and Hampton Court for respite breaks
- CrISP course with Alzheimers UK
- Caring Fairs across Surrey

#### **Moving & Handling**

The Moving and Handling service operates a successful partnership with White Lodge Centre, who continue to provide the service to those carers living in the north of the county, with Action for Carers (Surrey) (ACS) providing the service to those living in the south of the county. The districts and boroughs covered by ACS are Waverley, Guildford, Mole Valley, Reigate & Banstead and Tandridge. We continue to work closely and effectively with the White Lodge team to ensure the service we provide to carers is the same, regardless of which borough of Surrey they live.

When the pandemic started, we had to stop doing all face-to-face visits and had to adapt to providing support to the best of our ability over the phone or a zoom video call. Given the practical nature of our service, this was not always easy to do. The team kept in regular contact with our carers over the phone and where needed, referred them on to statutory services for further assessment or intervention. We would send carers information specific to their caring role by email or post, to help them to continue caring as safely as possible.

As the first lockdown started to ease in summer 2020, risk assessments were written and personal protective equipment was ordered. It was decided, that for carers most at risk from an injury from partaking in moving and handling, face to face visits could resume. The risk assessment was very

## **Action for Carers (Surrey)**

### **Trustees' annual report**

#### **For the year ended 31 March 2021**

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thorough and included sending out a pre visit letter to reassure the carer what ACS had put in place, to limit the risk of transmission of coronavirus. It also included a telephone screen before the visit to ensure everyone who was due to be present was well and had not come in to contact with anyone who had tested positive with the virus. The White Lodge team also put in place a similar risk assessment in order to resume face to face visits for those carers most in need. As the year progressed, more and more visits took place. Even during lockdown 3 during Winter 2021, we continued to visit the highest need carers, those in need of essential equipment training, such as use of hoists, to allow them to carry on caring safely. From the start of the pandemic up to the end of March 2021, the ACS Moving and Handling team carried out 71 home visits supplemented with ongoing phone and email support. The White Lodge team carried out a similar number of face-to-face visits.

Additionally, we also had to adapt and find new ways of educating carers about how to move and handle their loved one safely, given we were conducting far fewer face-to-face home visits. The team developed 4 presentations that comprised of power point slides and demonstration videos. The topics were falls prevention, bed manoeuvres, sit to stand transfers and car transfers. These presentations were given by our moving and handling advisors to groups of carers over zoom for approximately 60 – 90 minutes with the opportunity for carers to ask questions or speak about their specific situation, if needed, at the end. These proved very popular and since starting them in May 2020 up to end of March 2021, we completed 13 presentations reaching out to 102 carers in total. These zoom presentations are continuing this year as the feedback received about the content and delivery, overall, has been positive.

In early 2020 a Moving and Handling fund was launched, intended to support Carers in purchasing equipment where provision is not available from other sources. Although applications have been made since its launch, our reduction in face-to-face visits with carers meant that few applications were made during 2020. Since our visits have become more frequent and we are now seeing carers for the whole range of moving and handling needs, rather than just completing equipment training, the number of applications we are making are on the rise. As 2021 progresses, we will work with the fundraising team to plan how to maintain this fund as it is proving to be gratefully received by the carers. We have examples of funds being supplied for carers for small aids for car transfers amounting to no more than £75 but making a huge difference to getting the person they care for in and out of the car more safely with less strain on the carer, to larger applications of up to £300 for an adapted bed for a child with additional needs which meant he could sleep independently from his mother, allowing her to sleep in her own bed. Overall, the grant for this item of furniture has made a huge difference to this whole family, as everyone is now getting a better night's sleep and this in turn has resulted in improved wellbeing for everyone.

#### **Moving & Handling Service Future Plans 2021/22**

- The county-wide service is working to convert the service evaluation form from a paper version to an electronic survey which will be sent and returned via email. The new form will be generated on Survey Monkey and will be sent to all carers we visit. A paper version will be kept and sent via post for those carers who do not have access to IT or who prefer not to use email communication.

## Action for Carers (Surrey)

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#### For the year ended 31 March 2021

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- We will continue to develop our own training materials and paperwork to ensure they reflect the needs of the carers we see. This will include the team attending professional meetings to keep up-to-date with best practice and techniques in the field of moving and handling and taking note of any new equipment available.
- The team will again start to attend professional meetings and carer groups to provide education and promote our services. We can offer to join team meetings via zoom, as we already do for groups of professionals, such as the falls steering group in Surrey.
- The team will work closely with colleagues in adult social care to speed up access to equipment and ensure that the carers' needs are also assessed and met.
- We will identify young carers where required and with the necessary consent, refer these young people to our young carers service for specialist support. We will also hold young carer workshop sessions, once restrictions allow.
- The Moving and Handling Service manager will work closely with the marketing and communications team to ensure our marketing materials, publications and resources are current, accurate and visible to ensure we reach out to as many carers as possible. This will include regular inclusion in the form of articles and case studies in the quarterly adult carer support newsletters that are distributed to all adult carers logged on the adult database.
- The service Manager will work with the fundraising team to keep the moving and handling equipment fund topped up.
- The service currently has ongoing trial access to Millbrook community equipment service to prescribe equipment to Carers in the East of Surrey. This started before the pandemic but because of limited opportunity to use it during 2020 due to the significant reduction in home visits, the trial has continued into 2021. Feedback will be given in 2021 with the hope of being provided with Millbrook PIN access for more areas of Surrey.

#### Surrey Young Carers

Surrey Young Carers (SYC) has been supporting young carers under the age of 18 across Surrey since 1996, offering free impartial information and support to young carers and their families on minimising the impact of their caring role. It has developed robust systems that enable Action for Carers Surrey to provide a seamless service for carers from the age of five until they no longer have a caring role. Our aim is to continue to build and strengthen the relationships with and the transition process to Adult Carers Support.

Referrals for young carers are slightly lower this year due to the pandemic and services that support children and young people going into crisis mode to adapt to the impact of Covid. There was a noticeable reduction in quarter 1 figures due to the restrictions, however these are back on par for the rest of the year. We have experienced complex casework with higher levels of physical violence in our safeguarding reports and the need for advocacy support for the whole family. Key areas were around school placements and ensuring young carers and young adult carers had access to home learning technology. The young carers service received 723 (2020: 805) newly referred young carers, while our Young Adult Carer service (aged 18-24) has received 133 (2020: 132) new referrals. Caseloads remained consistent from quarter 2 to quarter 4, with an average of 2,489 young carers and 375 young adult carers being supported by our teams.

## **Action for Carers (Surrey)**

### **Trustees' annual report**

#### **For the year ended 31 March 2021**

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On receipt of application all young carers are individually 'tiered' into three bands (red, amber and green) depending upon their current level of need. Our administrative support for the area teams has reduced the waiting time for initial assessment and has increased whole family signposting and funding opportunities for young carers by local community providers.

Implementing a triaged and tiered level of support has ensured those most in need have received timely, appropriate and targeted support. Our package of support within each tier enables the individual to be moved up or down the tier according to the identified need at that particular time in their caring journey. To manage the complex cases and increased demand for services, we offer all young carers a minimum of two years support. If their caring role changes during that period, we offer timely reviews to reassess and consider what support is required. Our aim is to equip the young carer with the skills, confidence and knowledge regarding their caring role, to move into universal services and reach their aspirations as a young person, without the young carer label. Due to the pandemic and limited opportunity to meet face to face with young carers, in April 2021 752 young carers who were due to move on from SYC will continue to receive a newsletter and a review of their caring role until October 2021.

With continuous review and reflection, we adapted our service to meet the needs of the young people and professionals supporting them during this period. The time out opportunities were lower than last year for young carers and young adult carers, again due to covid & lockdown, and setting up new systems of support during the first quarter, welfare calls increased and every family/young carer was contacted during this time to provide support while we set up new ways of working. Following the government advice and guidance from the National Youth Agency, our team were able to offer face to face support for those most in need during the pandemic. Staff connected with families and young carers by contacting every family registered with the service and delivering 595 welfare packs to their doorsteps. Included in the welfare packs were hygiene products and items to increase self-esteem and provide essential toiletries. All items were given as donations to the charity to share with Surrey's young carers and young adult carers – we're hugely grateful for the support of many companies and individuals to enable us to provide these packs. In addition, SYC were able to equip 114 young carers with laptops and other technology to enable home school learning. Staff liaised and advocated with over 400 schools to ensure that young carers were identified and supported whilst schools were closed and ensured school placements were accessed where required, alongside free school meals during the closures.

This year, the team delivered 187 time-out opportunities (2020: 278), with 1,087 (2020: 2,269) young carers attending. With restrictions in place most events moved to online sessions to keep young carers connected. These included Young Carers' Forums, mindfulness boxing, comic strip drawing and magicians. SYC staff also ran groups in partnership with other stakeholders, welcome activities, and one-to-one support sessions online. Also on offer for young carers were "under 8's" activities and transition support targeted at year 6 primary pupils moving into secondary school. SYC ran a host of events through Young Carers Awareness Day 2021, all focusing on the theme of 'protecting young carers futures'. There were events for professionals and young carers, including 9 young carers reaching the virtual summit of Mount Everest and celebrating with a pizza and medal for their achievement.

## **Action for Carers (Surrey)**

### **Trustees' annual report**

#### **For the year ended 31 March 2021**

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Surrey Young Carers have developed a range of resources during this last year that enabled young carers and professionals to access support and advice without having to meet face to face. The team have produced a 'welcome to SYC' video, a film to assist young carers to have their voice during the initial My Life Now assessment and four specialist disability and illness packs that were sent out to 1,011 children. All 67 Forum members received individual monthly packs to keep them connected and engaged in the charities work.

Surrey Young Carers have been highly successful in progressing the Angel Award for Primary and Secondary Schools across the county. This award has been achieved by 35 schools with a further 41 progressing through the 8 standards set by young carers. The award is presented to schools who demonstrate they are young carer friendly in their practice. Young carers attending the school monitor standards that are set and report back to SYC Education Advisers to ensure they are maintained. Schools can display the award and certificate to highlight to students they are aware of the needs of young carers in the learning environment and have systems to identify and support them in education. During the pandemic the education team developed an online Primary school assembly resource for schools to play to students at times suitable to them. This will increase the reach and impact across the vast number of primary schools in Surrey. SYC has also just secured funding to start production of a Secondary school aged assembly video resource.

The Surrey Young Carers team continued to raise awareness of young carers' issues with staff working in statutory and other agencies, delivering awareness-raising sessions and network meetings for professionals in social care teams, health and education, promoting use of the e-learning training programme on young carers, and developing training jointly with the child & adolescent mental health teams on young carer awareness.

To supplement the core funding from our contract with Surrey County Council, SYC has fundraised for the budget for the fun and time out activities, and are hugely grateful for the many grants and donations we have received throughout the year.

This year, the Young Adult Carer (YAC) team has sought to increase referrals and raise the recognition and understanding of carers aged 18-24 across Surrey. With this aim, the team re-invigorated their approach by developing new and innovative materials and increasing their activity, to inform, identify, support and encourage referrals in all settings. A number of young adult carers codesigned and refreshed the 'Be Informed' booklet that has been in circulation for several years. This is now available on the ACS website and shows young adult carers talking about their life experiences and struggles, vlogs on key issues young adult carers face and interesting personal stories relating to their caring role.

The YAC Council continues to offer opportunities for young adult carers to have their voice heard. This function has improved dialogue between staff and young adults and communication of YAC work with the Board. Feedback from the YAC Council and questionnaires has led to focus on the need to increase provision of one-to-one support for YACs during key transition stages. YACs have been involved with a consultation around mental health with Surrey Heartlands and have fed their voice and views of carers into this important piece of work.



## **Action for Carers (Surrey)**

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#### **For the year ended 31 March 2021**

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As with all service delivery YAC support moved to online provision during the pandemic. Staff offer one-to-one sessions to address issues around the caring role and impact that Covid has had on their families. During the year, the YAC team have provided young adults with 22 (35 last year) opportunities for time out and support, attended by 160 (233 last year) young adult carers in total. The team have also worked closely with the young carer teams in the delivery 'YC Chat' zoom events, to build relationships and support a smooth transition for those 'moving up' at 18 years.

Young adult carers have been involved with an online support session delivered via Even Keel around mental health and wellbeing. The objective of the project is to give young adult carers the tools to help recognise and address issues that arise because of their caring role. By the end of the project we aim for them to understand the importance of giving themselves time out, while increasing their confidence and self-esteem.

Young carers are actively involved in our recruitment process and contribute as part of the panel when interviewing for new staff, ensuring Action for Carers Surrey remains a carer led organisation, inclusive of the voice of young carers and young adult carers. We have Junior and Senior forums across the county that ensure the wider voice of young carers is captured.

#### **Surrey Young Carers Service Future Plans 2021/22**

- Support the aims of the Young Carers Interagency Strategy for 2021–2024
- Review SYC structure and realign resources to meet the needs of the service.
- Continue to improve all areas of SYC communications, including website and database.
- Develop Angel Award across Surrey for colleges and Further Education establishments.
- Develop opportunities for sessional workers to enhance the online and 'project work' offer.
- Enhance our activities and time out offer by increasing fundraising income.

#### **Financial review**

The Action for Carers contracts with Surrey County Council to deliver services for Adult Carers Support, Surrey Young Carers, Moving & Handling and Giving Carers a Voice were extended for 2020/21 for the fourth year. As such, our income remained largely protected from the effects of the Coronavirus pandemic which affected charities who rely on fundraising events more, and we also saved costs against our budget on staffing (particularly travel costs) and events (with almost all events online rather than in-person).

Overall, ACS produced a surplus of £29,389 for 2020/21, (2019/20: deficit of £170,223). With contracts extended again up until March 2022 in part due to delays in the SCC procurement process caused by Covid, we do anticipate a deficit for 2021/22, which will lead us to approximately break-even across the now five year contract length. A procurement process for new contracts to commence in April 2022 will take place during the autumn of 2021, and we anticipate bidding for similar services to those we currently operate.

## **Action for Carers (Surrey)**

### **Trustees' annual report**

**For the year ended 31 March 2021**

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#### **Fundraising practice**

ACS does not use professional fundraisers or commercial participators. Donations received are often from unsolicited ad hoc fundraising and we have worked with community groups such as Rotary Clubs and Lions Clubs, corporate partners and individuals, as well as using occasional and appropriate Trust grant applications. During the year ACS did not receive any complaints in relation to its fundraising practice.

Surrey Young Carers in particular has received a fantastic number of grants and donations towards our activity budget during the year, and the Adult Carer Support and Moving & Handling services have received several donations towards groups and activities, as well as to provide a fund for small items of equipment and breaks for carers. The trustees and staff are very grateful for this support, totalling nearly £105,000, and particular thanks go to the following, for donations and grants of over £1,000:

Berkeley Foundation	Shanly Foundation
Berkeley Homes	Waitrose Community Matters
Farnham Rotary Club	Paul Malloy
Leatherhead Rotary Club	Jessica & Patrick Griffiths
Community Foundation for Surrey	Reigate Grammar School
Family Building Society	Reigate Rotary Club
Surrey Freemasons Provincial Charity	Markel Ltd
Mayor of Surrey Heath Borough Council	BUPA Foundation
Carers Support Spelthorne	NHS Surrey Heartlands
Carers Trust	Worplesdon Church
Bramley, Wonerh & Shamly Green Nursing Association	

Huge thanks to the many schools, societies, organisations, churches, businesses and individuals who have raised funds for SYC and the Adult Carers Support service throughout the year, and to those individuals and businesses that donated used laptops for our laptops for young carers appeal, as well as those who provided toiletries and other items for our wellbeing bags.

#### **Principal risks and uncertainties**

The trustees and senior management maintain a risk register which identifies principal risks, including for Information & Security Management Systems, with a view to mitigating those. One of the major uncertainties is around future levels of funding. All of our contracts have been extended for a further year, to cover 2021/22, but there will be a procurement process during the autumn of 2021 for new contracts beginning in April 2022, and we are reliant on the income commissioned by Surrey County Council. We believe our strong record and past performance, as well as an increased political awareness of the need to invest in preventative services, puts us in a good position for winning continued funding, but we appreciate the funding pressures our Commissioners are under. We will continue to diversify our sources of income by applying for more project based funding, and will explore options to ensure we supplement our income as our Fundraising strategy develops.

### **Coronavirus**

As with many organisations, we had to react to the COVID-19 outbreak from February 2020 and make changes to the way we deliver our services. Aligned to Government and Public Health England advice, we stopped doing one to one work and group work with carers in March 2020, and all our staff moved to working from home, spending more time on telephone work rather than face to face work. From a short-term financial point of view the impact on Action for Carers has been less severe than for many organisations, as the vast majority of our funding is from Surrey County Council contracts, which remain in place. We suffered a small fall in fundraising and donations income as events we had planned with community groups in 2020/21 were postponed, but our overall income for 2020/21 was similar to the income for 2019/20 because of the contract model, and we did not have to make any staffing reductions or reduce the level of service we provide to Surrey's carers, although we clearly had to deliver those services in a different way with the quarantine and social distancing rules in place. Even as those rules are relaxed, we anticipate the way we deliver our service won't fall back easily into the old model, as many of our carers, as well as the people they care for, will still be classed as vulnerable, and they may not want to or be able to attend events in the same way as before. The online offer has proved attractive and accessible to many carers, and we believe this type of service delivery will continue into the future, alongside some of the more traditional groups and events.

Our staff have worked hard to make these change happen, and we are conscious that dealing with intensive and difficult conversations with carers, often at crisis point, from their homes has been difficult. We thank them for their flexibility, care and expertise at this time, and have put in place additional wellbeing measures to safeguard them, such as online team meetings, social events and check in times with managers. Carers are very much on the frontline of the crisis, and we anticipate additional demands for our service as it plays out even in the longer term. During 2020/21 we provided information to carers around their rights, personal protective equipment, shopping hours and services available locally, and have been conscious that many carers and young carers are spending more time caring for their loved ones under quarantine rules, putting them under extra pressure. Some of the other services they rely on are no longer operating, or are unable to operate in the same way, and that will cause strain and anxiety for many carers. We are ensuring that carers and professionals know we are still open and there for them.

### **Reserves policy and going concern**

As detailed above, future funding remains a major potential risk, and in line with Charity Commission guidance, the trustees have considered designating reserves to cover any unplanned closure of the Charity. We have a designated fund to cover redundancy payments to staff (£240,061) and a further fund to cover liabilities such as commitments on leases and other contracts (£35,000), and believe all our commitments would be covered by these funds. We also have general, unrestricted reserves from the contracts, which would be used to mitigate the risks of unplanned closure for our beneficiaries. While this is undoubtedly a worst-case scenario for ACS, the trustees believe it is prudent to ensure those risks are covered, whilst believing that there are no short term material uncertainties relating to going concern.

## **Action for Carers (Surrey)**

### **Trustees' annual report**

#### **For the year ended 31 March 2021**

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The main uncertainty remains the renewal of our contracts with Surrey County Council from April 2022, and at the date of signing these accounts we will not know whether we have been successful in retendering for these. However, as noted above, we have a strong track record of delivery over many years, and are confident that we are in a good position to retain these contracts. From a going concern point of view, even if we failed to retain all of the contracts our staff employed for specific services would be transferred to a new supplier and Action for Carers would be able to continue delivering a reduced number of services, and if we failed to win any contracts we have the funds as described above to cover any liabilities. Our budget for 2021/22 anticipates a deficit in the final year of the current contracts, but we would be left with a strong balance sheet for the start of the new contract period whether or not we retain all the contracts, but ACS intend to mitigate these risks by putting our case forward for contract renewal over the procurement process, and securing the contracts. We have financial forecasts in place which anticipate this happening, and will refine these as more details of the retender process emerge, enabling us to have an early picture of what we are able to deliver from April 2022 onwards.

In total, unrestricted funds at the reporting date were £744,312 (2020: £752,488) of which £459,251 is general funds (2020: £511,424) and £285,061 is designated funds (2020: £241,064). Restricted funds at the reporting date were £61,114 (2020: £23,550).

Our reserves policy is to maintain between 2.5 and 4 months of budgeted income for the next financial year, which equates to between £578,500 and £925,600. Our free reserves of £741,326 at the year end are just over three months total income, which is in the range of 2.5 to 4 months total income the trustees consider adequate for the charity's needs and in line with our reserves policy. The change from restricted income grant funding to unrestricted contract income during the 2017/18 year has meant that most of our funds are now unrestricted. An explanation of the individual funds is provided in note 18.

#### **Plans for the future**

As noted above, our plans for 2021/22 include a strong focus on retendering for all our contracts in the autumn of 2021, with the expectation of securing those contracts to start from April 2022. We aim to continue consolidating the Adult Carers Support, Young Carers, Young Adult Carers and Moving & Handling services with the primary objective being to provide a consistent service and a one-stop shop for carers of all ages and from all communities. This will improve outcomes for carers and will be underpinned by our Giving Carers a Voice programme. Aligned to that Giving Carers a Voice programme we continually review our services to improve our offer and delivery, as well as looking to expand our reach and impact, particularly with hidden carers.

As we come out of the Coronavirus pandemic we will focus more on face to face work with carers rather than online work, but we recognise that the online offer is attractive to many carers, and the future will include a mix of online and face to face events.

## **Structure, governance and management**

The organisation is a charitable company limited by guarantee, incorporated on 19 September 2006 and registered as a charity on 9 November 2006.

The company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its articles of association.

### **Organisational Structure**

The ACS decision making body is the Board of trustees, of which all trustees are members. The Board:

- Maintains a long term overview of the organisation and all its work
- Makes strategic and major decisions about the organisations objectives, policies and procedures
- Ensures adequate resources to carry out its activities
- Takes legal responsibility for the organisation and its actions

The organisation has a sub-committee covering finance, and sub-groups for individual operational activities, risk, and quality assurance which make recommendations to the Board. A full governance review was undertaken in 2017, in line with the Charity Governance Code, which we continue to follow. In 2019 the organisation adopted a foundation model whereby the only members are trustees. This model continues to be operated and has proven to be both efficient and cost saving. Carer engagement on issues that are important to them are achieved via our Carer Parliaments and Councils and enables us to respond to these in a more focused manner with reporting at each Board Meeting. Being carer-led remains fundamental to our organisation's core values and our Board will continue to have a majority of Carer trustees.

The Chief Executive Officer is responsible for the day to day operation of the organisation, as delegated by the Board, including the development of policies and procedures, as well as overseeing the management, delivery and monitoring of all services. The managers of each service (Moving & Handling, Adult Carer Support and Surrey Young Carers) and the centralised functions of Finance, HR, Marketing & Communications, Operations and IT report to the CEO, who also has direct responsibility for the Giving Carers a Voice service. Managers contribute to the development of policies and procedures and general operational activities through monthly senior staff team meetings, and conduct regular operational meetings of their services with staff.

### **Appointment of trustees, trustee induction and training**

Trustees are recruited using a number of methods, and are appointed by current Board members taking into account their experience and relevant skills. All new trustees undergo an induction, including the issue of policies and procedures, trustee roles and responsibilities, and core training in safeguarding, data protection and equality and diversity. Dependent upon their experience and

## **Action for Carers (Surrey)**

### **Trustees' annual report**

#### **For the year ended 31 March 2021**

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knowledge, they may attend other relevant training as part of their induction and on an on-going basis for updating. All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 9 to the accounts.

#### **Related parties and relationships with other organisations**

The organisation's foremost relationship is with Surrey County Council, the main funder and lead for commissioning of carers' services in Surrey. ACS has continued to develop its relationship with the Integrated Care Systems in Surrey, who are leading the agenda for the integration of Health and Social Care in the county.

ACS is an affiliated Network Partner of Carers Trust, which means it is part of the wider Trust network but still retains its status as an independent charity. ACS has access to specialist information and advice on service provision, a range of resource materials, partnership opportunities with affiliated organisations, grants and other services for carers, research reports and good practise guidance, and national strategic influencing on key issues for carers, which contributes to the Giving Carers a Voice service. ACS is also affiliated to Carers UK, giving further opportunity for strategic influencing and contribution to consultations nationally.

#### **Remuneration policy for key management personnel**

ACS follows National Joint Council (NJC) pay scales, which are used in Local Governments across the country, to determine remuneration for staff at all levels, including the Chief Executive Officer and other members of the senior management team. Further details on the total payments to the senior management team are included in note 9.

#### **Funds held as custodian trustee on behalf of others**

Action for Carers (Surrey) continues to access direct payments from SCC allocated funds administered by Surrey Independent Living Council, which awards payments of up to £300 per person for young carers, based on identified need. In addition, we have accessed grants from Carers Trust for adult carers through our Adult Carer Support service. In many cases these grants are paid to ACS, who pass the funds on to the individual or to another organisation such as a provider of training or activity. The balance in funds held by ACS on behalf of individual carers and young carers at the year-end date was £3,897 (2020: £1,369).

#### **Statement of responsibilities of the trustees**

The trustees (who are also directors of Action for Carers (Surrey) for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming

## Action for Carers (Surrey)

### Trustees' annual report

For the year ended 31 March 2021

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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
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice 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 charity will continue in operation

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the 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
- 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.

Members (Trustees) of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2021 was 12 (2020: 389).

#### Auditor

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and have expressed their willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees on 10 September 2021 and signed on their behalf by



Patricia Adams  
Chair

## Independent auditor's report

### To the members of

### Action for Carers (Surrey)

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## Opinion

We have audited the financial statements of Action for Carers (Surrey) (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 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
- 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 Action for Carers (Surrey)'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.



## **Independent auditor's report**

**To the members of**

**Action for Carers (Surrey)**

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### **Other Information**

The other information comprises the information included in the trustees' annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

### **Opinions on other matters prescribed by the Companies Act 2006**

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

- The information given in the trustees' 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 the 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 in relation to which 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 directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of

## Independent auditor's report

### To the members of

#### Action for Carers (Surrey)

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company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

### Auditor's responsibilities for the audit of the financial statements

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 are set out below.

### Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

## Independent auditor's report

To the members of

### Action for Carers (Surrey)

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- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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 is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://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 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.

Noelia Serrano (Senior statutory auditor)

27 September 2021

for and on behalf of Sayer Vincent LLP, Statutory Auditor

Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

# Action for Carers (Surrey)

## Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2021

	Note	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
<b>Income from:</b>							
Donations	2	38,000	104,650	142,650	34,000	106,976	140,976
Charitable activities							
Giving Carers A Voice	3	122,104	-	122,104	142,120	15,000	157,120
Moving & Handling	3	278,800	-	278,800	272,000	5,000	277,000
Surrey Young Carers	3	1,048,575	6,400	1,054,975	1,023,000	7,500	1,030,500
Carers Support	3	1,170,550	-	1,170,550	1,142,000	-	1,142,000
Investments	4	3,912	-	3,912	2,545	-	2,545
<b>Total income</b>		<b>2,661,941</b>	<b>111,050</b>	<b>2,772,991</b>	<b>2,615,665</b>	<b>134,476</b>	<b>2,750,141</b>
<b>Expenditure on:</b>							
Raising funds	5	29,220	-	29,220	30,246	-	30,246
Charitable activities							
Giving Carers A Voice	5	137,089	-	137,089	161,356	33,700	195,056
Moving & Handling	5	304,198	1,762	305,960	321,507	161	321,668
Surrey Young Carers	5	1,058,112	31,458	1,089,570	1,104,947	69,377	1,174,324
Carers Support	5	1,141,499	40,266	1,181,765	1,175,438	23,632	1,199,070
<b>Total expenditure</b>		<b>2,670,118</b>	<b>73,486</b>	<b>2,743,604</b>	<b>2,793,494</b>	<b>126,870</b>	<b>2,920,364</b>
<b>Net income / (expenditure) for the year and net movements in funds</b>	7	<b>(8,177)</b>	<b>37,564</b>	<b>29,387</b>	<b>(177,829)</b>	<b>7,606</b>	<b>(170,223)</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward		752,488	23,550	776,038	930,317	15,944	946,261
<b>Total funds carried forward</b>		<b>744,311</b>	<b>61,114</b>	<b>805,425</b>	<b>752,488</b>	<b>23,550</b>	<b>776,038</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17 to the financial statements.

Action for Carers (Surrey)

Balance sheet

Company no. 5939327

As at 31 March 2021

	Note	£	2021 £	£	2020 £
<b>Fixed assets:</b>					
Tangible assets	12		2,986		4,778
			<u>2,986</u>		<u>4,778</u>
<b>Current assets:</b>					
Debtors	13	32,912		21,649	
Short term deposits		202,679		200,000	
Cash at bank and in hand		692,724		664,128	
		<u>928,315</u>		<u>885,777</u>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	14	125,876		114,517	
				<u>114,517</u>	
<b>Net current assets</b>			<u>802,439</u>		<u>771,260</u>
<b>Total net assets</b>	16		<u><u>805,425</u></u>		<u><u>776,038</u></u>
<b>The funds of the charity:</b>	17				
Restricted income funds			61,114		23,550
<b>Unrestricted income funds:</b>					
Designated funds		285,061		241,064	
General funds		459,250		511,424	
		<u>744,311</u>		<u>752,488</u>	
<b>Total unrestricted funds</b>			<u>744,311</u>		<u>752,488</u>
<b>Total charity funds</b>			<u><u>805,425</u></u>		<u><u>776,038</u></u>

Approved by the trustees on

and signed on their behalf by



Patricia Adams  
Chair

  
David Perry  
Treasurer

Date: 10 September 2021

# **Action for Carers (Surrey)**

## **Statement of cash flows**

**For the year ended 31 March 2021**

	Note	2021	2020
		£	£
Net income/(expenditure) for the reporting period (as per the statement of financial activities)		29,387	(170,223)
Depreciation charges		1,792	1,791
Interest received		(3,912)	(2,545)
(Increase) in debtors		(11,263)	(1,438)
Increase/(decrease) in creditors		11,359	(39,985)
<b>Net cash provided by /(used in) operating activities</b>		<b>27,363</b>	<b>(212,400)</b>
<b>Cash flows from investing activities:</b>			
Interest received		3,912	2,545
Transfer to short term deposits		(2,679)	(200,000)
<b>Net cash provided by/(used in) investing activities</b>		<b>1,233</b>	<b>(197,455)</b>
<b>Change in cash and cash equivalents in the year</b>		<b>28,596</b>	<b>(409,855)</b>
Cash and cash equivalents at the beginning of the year		664,128	1,073,983
<b>Cash and cash equivalents at the end of the year</b>		<b>692,724</b>	<b>664,128</b>

**1 Accounting policies**

**a) Statutory information**

Action for Carers (Surrey) is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address is Astolat, Coniers Way, Burpham, Guildford, Surrey, GU4 7HL.

**b) Basis of preparation**

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 (FRS 102) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

**c) Public benefit entity**

The charitable company meets the definition of a public benefit entity under FRS 102.

**d) Going concern**

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Contracts for all of our services have been extended to March 2022. Whilst we are reliant on Surrey County Council funding we believe we are in a good position to maintain those income sources. Our track record of delivery over the contract to date suggests we would be in a good position to retain the contracts when they come up for retendering in the autumn of 2021. We consider that whether or not the funding is further extended the going concern assumption is appropriate.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**e) Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants or contracts, whether 'capital' or 'revenue', is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income generated from the supply of services is included in the statement of financial activities in the period in which the supply is made.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

**f) Donations of gifts, services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**g) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

**h) Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are contract income, donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**1 Accounting policies (continued)**

**i) Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of delivering specific projects to further the purposes of the charity and their associated support costs, as described in the trustees' annual report.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

**j) Allocation of support costs**

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

Support costs include the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Both support costs and governance costs are apportioned based on an estimate of staff time of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

**k) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**l) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £2,500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The useful lives are as follows:

- Photocopier 5 years
- Computer Equipment 3-5 years

**m) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**n) Short term deposits**

Short term deposits includes cash balances that are invested in accounts with a maturity date of between 3 and 12 months.

**o) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**p) Creditors and provisions**

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 amount after allowing for any trade discounts due.

**q) Pensions**

Action for Carers (Surrey) has an auto-enrolment staff pension scheme, paying 3% of gross salaries into the scheme on behalf of eligible employees. The costs are charged to the statement of financial activities for the period to which they relate. The charity has no liability under the scheme other than payments of these contributions.



## Action for Carers (Surrey)

### Notes to the financial statements

For the year ended 31 March 2021

#### 2 Income from donations

	Unrestricted £	Restricted £	2021 total Total £	Unrestricted £	Restricted £	2020 Total £
Gifts	-	104,650	104,650	-	106,976	106,976
Donated services	38,000	-	38,000	34,000	-	34,000
	<u>38,000</u>	<u>104,650</u>	<u>142,650</u>	<u>34,000</u>	<u>106,976</u>	<u>140,976</u>

Donated service includes £38,000 from Surrey County Council, which represents the estimated current annual market rent for the Guildford office. An equivalent amount has been included in resources expended during the year.

#### 3 Income from charitable activities

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
<b>Giving Carers A Voice</b>						
Surrey County Council – grants	3,075	-	3,075	-	15,000	15,000
Surrey County Council – contract income	113,500	-	113,500	113,500	-	113,500
Surrey County Council – Other	5,529	-	5,529	28,620	-	28,620
Sub-total for Giving Carers A Voice	<u>122,104</u>	<u>-</u>	<u>122,104</u>	<u>142,120</u>	<u>15,000</u>	<u>157,120</u>
<b>Moving &amp; Handling</b>						
Surrey County Council – grants	6,800	-	6,800	-	5,000	5,000
Surrey County Council – contract income	272,000	-	272,000	272,000	-	272,000
Other income	-	-	-	-	-	-
Sub-total for Moving & Handling	<u>278,800</u>	<u>-</u>	<u>278,800</u>	<u>272,000</u>	<u>5,000</u>	<u>277,000</u>
<b>Surrey Young Carers</b>						
Surrey County Council – grants	25,575	6,400	31,975	-	7,500	7,500
Surrey County Council – contract income	1,023,000	-	1,023,000	1,023,000	-	1,023,000
Other income	-	-	-	-	-	-
Sub-total for Surrey Young Carers	<u>1,048,575</u>	<u>6,400</u>	<u>1,054,975</u>	<u>1,023,000</u>	<u>7,500</u>	<u>1,030,500</u>
<b>Adult Carers Support</b>						
Surrey County Council – contract income	1,142,000	-	1,142,000	1,142,000	-	1,142,000
Surrey County Council – grants	28,550	-	28,550	-	-	-
Sub-total for Carers Support	<u>1,170,550</u>	<u>-</u>	<u>1,170,550</u>	<u>1,142,000</u>	<u>-</u>	<u>1,142,000</u>
Total income from charitable activities	<u>2,620,029</u>	<u>6,400</u>	<u>2,626,429</u>	<u>2,579,120</u>	<u>27,500</u>	<u>2,606,620</u>

#### 4 Income from investments

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Bank interest	3,912	-	3,912	2,545	-	2,545
	<u>3,912</u>	<u>-</u>	<u>3,912</u>	<u>2,545</u>	<u>-</u>	<u>2,545</u>

Action for Carers (Surrey)

Notes to the financial statements

For the year ended 31 March 2021

5a Analysis of expenditure (current year)

	Charitable activities							2021 Total £
	Cost of raising funds £	Giving Carers A Voice £	Moving & Handling £	Surrey Young Carers £	Carers Support £	Governance costs £	Support costs £	
Staff costs (Note 8)	24,767	86,703	122,799	808,420	914,270	13,054	230,695	2,200,708
Office Costs	1,000	10,300	9,354	62,937	66,142	-	42,088	191,821
Premises	-	4,894	4,824	29,399	19,617	-	15,602	74,336
Direct Activity Costs	-	16,990	130,000	36,833	10,215	-	-	194,038
Publicity & Promotion	-	2,000	175	12,893	26,652	-	6,124	47,844
Equipment & Furniture	-	-	884	6,359	3,623	-	7,677	18,543
AGM & Executive Meetings	-	-	-	-	-	-	-	-
Trustee expenses and training	-	-	-	-	-	10	-	10
Auditor's remuneration	-	-	-	-	-	9,020	-	9,020
Grants Payable (Note 7)	-	-	1,762	3,952	1,570	-	-	7,284
	25,767	120,887	269,798	960,793	1,042,089	22,084	302,186	2,743,604
Support costs	3,218	15,099	33,699	120,007	130,163	-	(302,186)	-
Governance costs	235	1,103	2,463	8,770	9,513	(22,084)	-	-
<b>Total expenditure 2021</b>	<b>29,220</b>	<b>137,089</b>	<b>305,960</b>	<b>1,089,570</b>	<b>1,181,765</b>	<b>-</b>	<b>-</b>	<b>2,743,604</b>

## Action for Carers (Surrey)

### Notes to the financial statements

For the year ended 31 March 2021

#### 5b Analysis of expenditure (Prior year)

	Charitable activities							2021 Total £
	Cost of raising funds £	Giving Carers A Voice £	Moving & Handling £	Surrey Young Carers £	Carers Support £	Governance costs £	Support costs £	
Staff costs (Note 8)	24,863	76,992	135,214	822,959	895,273	13,222	212,159	2,180,682
Office Costs	1,000	13,100	8,076	57,037	60,584	6,330	57,932	204,059
Premises	-	5,331	5,257	33,320	25,731	-	19,578	89,217
Direct Activity Costs	4,383	56,941	130,000	89,200	35,595	-	-	316,119
Publicity & Promotion	-	2,000	591	14,229	18,950	-	48,581	84,351
Equipment & Furniture	-	-	-	2,903	4,507	-	7,861	15,271
AGM & Executive Meetings	-	-	-	-	-	979	-	979
Trustee expenses and training	-	-	-	-	-	3,661	-	3,661
Auditor's remuneration	-	-	-	-	-	10,369	-	10,369
Grants Payable (Note 7)	-	15,000	161	-	495	-	-	15,656
	30,246	169,364	279,299	1,019,648	1,041,135	34,561	346,111	2,920,364
Support costs	-	23,359	38,522	140,633	143,597	-	(346,111)	-
Governance costs	-	2,333	3,847	14,043	14,338	(34,561)	-	-
Total expenditure 2020	30,246	195,056	321,668	1,174,324	1,199,070	-	-	2,920,364

## Action for Carers (Surrey)

### Notes to the financial statements

#### For the year ended 31 March 2021

##### 6 Grant making to individuals

	2021 £	2020 £
<b>Cost</b>		
Carers UK – Digital Resources	–	15,000
Adult carers – Moving & Handling equipment fund	1,762	161
Adult carers – other grants	1,570	495
Young Carers – Social & Educational	3,952	–
<b>Total for the year</b>	<b>7,284</b>	<b>15,656</b>

The Surrey Young Carers service, the Moving & Handling service, and the Adult Carer Support service have used donated funds to provide grants to specific individuals based on identified need. All grants are approved by the individual service manager.

##### 7 Net income/(expenditure) for the year

This is stated after charging

	2021 £	2020 £
Depreciation	1,792	1,791
Auditor's remuneration (excluding VAT): Audit	8,000	7,850

##### 8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2021 £	2020 £
Salaries and wages	1,937,993	1,867,716
Social security costs	161,616	150,407
Employer's contribution to defined contribution pension schemes	56,001	53,791
Other staff costs	45,098	108,768
<b>Total</b>	<b>2,200,708</b>	<b>2,180,682</b>

One employee earned between £60,000 and £70,000 during the year (2020: one). No employee was paid over £70,000 in the year (2020: nil).

The total employee benefits including employers' NIC and pension contributions of the key management personnel were £390,204 (2020: £374,289).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020: £nil). No charity trustee received payment for professional or other services supplied to the charity (2020: nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £10 (2020: £3,661) incurred by 1 (2020: 9) members relating to attendance at meetings of the trustees and training courses for trustees.

## Action for Carers (Surrey)

### Notes to the financial statements

#### For the year ended 31 March 2021

#### 9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year and the Full Time equivalents were as follows:

	2021 No.	2020 No.	2021 No. (FTE)	2020 No. (FTE)
Giving Carers A Voice	4.0	4.0	2.8	2.6
Moving & Handling	6.3	7.0	3.9	4.2
Surrey Young Carers	36.3	41.2	23.8	23.1
Carers Support	39.5	37.8	31.5	29.8
Support	6.0	5.9	4.9	4.9
	<b>92.1</b>	<b>95.9</b>	<b>66.9</b>	<b>64.6</b>

#### 10 Related party transactions

During 2019/20 one trustee organised a fundraising event for ACS and raised £1,200 for the charity. No such donations were raised in 2020/21

#### 11 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

#### 12 Tangible fixed assets

	Photocopier & computer equipment £	Total £
<b>Cost or valuation</b>		
At the start of the year	24,008	24,008
At the end of the year	24,008	24,008
<b>Depreciation</b>		
At the start of the year	19,230	19,230
Charge for the year	1,792	1,792
At the end of the year	21,022	21,022
<b>Net book value</b>		
At the end of the year	2,986	2,986
At the start of the year	4,778	4,778

All of the above assets are used for charitable purposes.

# Action for Carers (Surrey)

## Notes to the financial statements

For the year ended 31 March 2021

### 13 Debtors

	2021 £	2020 £
Trade debtors	14	-
Prepayments	32,898	21,649
	<b>32,912</b>	<b>21,649</b>

### 14 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	24,951	21,047
Taxation and social security	53,922	51,415
Accruals	47,003	42,055
	<b>125,876</b>	<b>114,517</b>

### 15 Funds held on behalf of others

Action for Carers (Surrey) continues to access direct payments from SCC allocated funds administered by Surrey Independent Living Council, which awards payments of up to £300 per person for young carers, based on identified need. In addition, we have accessed funds from Carers Trust to provide grants for adult carers through our Adult Carer Support service. In many cases these grants are paid to ACS, who pass the funds on to the individual or to another organisation such as a provider of training or activity. The balance in funds held by ACS on behalf of individual carers and young carers at the year-end date was £3,897 (2020: £1,369).

In accordance with the Charities SORP FRS 102, these transactions are considered to represent conduit funding and, as such, are not included in the charity's statement of financial activities. Equally, amounts still to be disbursed by the charity at the year end are not included in the balance sheet.

### 16a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	2,986	-	-	2,986
Net current assets	456,264	285,061	61,114	802,439
<b>Net assets at the end of the year</b>	<b>459,250</b>	<b>285,061</b>	<b>61,114</b>	<b>805,425</b>

# Action for Carers (Surrey)

## Notes to the financial statements

For the year ended 31 March 2021

### 16b Analysis of net assets between funds (previous year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	4,778	-	-	4,778
Net current assets	506,646	241,064	23,550	771,260
<b>Net assets at the end of the year</b>	<b>511,424</b>	<b>241,064</b>	<b>23,550</b>	<b>776,038</b>

### 17a Movements in funds (current year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
<b>Restricted funds:</b>					
Moving & Handling	6,003	-	(1,762)	-	4,241
Surrey Young Carers	17,547	70,784	(31,458)	-	56,873
Carers Support	-	40,266	(40,266)	-	-
<b>Total restricted funds</b>	<b>23,550</b>	<b>111,050</b>	<b>(73,486)</b>	<b>-</b>	<b>61,114</b>
<b>Unrestricted funds:</b>					
Designated funds:					
Redundancy fund	196,064	-	-	43,997	240,061
Premises	10,000	-	-	-	10,000
Commitments	35,000	-	-	-	35,000
<b>Total designated funds</b>	<b>241,064</b>	<b>-</b>	<b>-</b>	<b>43,997</b>	<b>285,061</b>
<b>General funds</b>	<b>511,424</b>	<b>2,661,941</b>	<b>(2,670,118)</b>	<b>(43,997)</b>	<b>459,250</b>
<b>Total unrestricted funds</b>	<b>752,488</b>	<b>2,661,941</b>	<b>(2,670,118)</b>	<b>-</b>	<b>744,311</b>
<b>Total funds</b>	<b>776,038</b>	<b>2,772,991</b>	<b>(2,743,604)</b>	<b>-</b>	<b>805,425</b>

## Action for Carers (Surrey)

### Notes to the financial statements

For the year ended 31 March 2021

#### 17b Movements in funds (previous year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
<b>Restricted funds:</b>					
Giving Carers A Voice	-	33,700	(33,700)	-	-
Moving & Handling	-	6,164	(161)	-	6,003
Surrey Young Carers	15,944	70,980	(69,377)	-	17,547
Carers Support	-	23,632	(23,632)	-	-
<b>Total restricted funds</b>	<b>15,944</b>	<b>134,476</b>	<b>(126,870)</b>	<b>-</b>	<b>23,550</b>
<b>Unrestricted funds:</b>					
Designated funds:					
Redundancy fund	163,414	-	-	32,650	196,064
Premises	10,000	-	-	-	10,000
Commitments	35,000	-	-	-	35,000
<b>Total designated funds</b>	<b>208,414</b>	<b>-</b>	<b>-</b>	<b>32,650</b>	<b>241,064</b>
<b>General funds</b>	<b>721,903</b>	<b>2,615,665</b>	<b>(2,793,494)</b>	<b>(32,650)</b>	<b>511,424</b>
<b>Total unrestricted funds</b>	<b>930,317</b>	<b>2,615,665</b>	<b>(2,793,494)</b>	<b>-</b>	<b>752,488</b>
<b>Total funds</b>	<b>946,261</b>	<b>2,750,141</b>	<b>(2,920,364)</b>	<b>-</b>	<b>776,038</b>

#### Transfers between funds

Included in the transfers above is an amount of £43,997 which has been transferred from the general fund to increase the balance on our designated redundancy fund to cover the additional liabilities in respect of the staff in the event of having to make redundancies.

#### Purposes of restricted funds

##### Giving Carers A Voice

To share information with carers and obtain informed views from carers in order to influence policy making and service provision, both locally and nationally. To provide training for professionals so that the workforce is better informed, leading to better services for carers. To promote carers rights by a wide variety of methods, for instance, conferences and workshops, a carers world radio website, and awareness raising training led by carers.



**17 Movements in funds (continued)**

**Moving & Handling**

To offer information, advice, training and support to carers who experience moving and handling as part of their caring role, and to raise awareness of back care issues with health and social care professionals.

**Surrey Young Carers**

To support young carers under the age of 18 to achieve their full potential. To provide advocacy, funding and support, and activities that give time out from caring. To raise awareness of young carers with health, social care and education professionals, and to apply for grants on behalf of individuals.

**Carers Support**

To provide adult carers support across the county, including information, advice, guidance and signposting. In addition, to provide local groups, workshops and training to support adult carers in their caring role.

**Purposes of designated funds**

**Redundancy fund**

To provide for payment of redundancy in the event of our funding ceasing on all projects.

**Premises**

To provide for the costs of moving offices, and for any dilapidation and redecorating costs in existing offices at the end of a lease.

**Commitments**

To set aside costs of fulfilling obligations under leases and contracts in the event of our funding ceasing.

**18 Legal status of the charity**

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.