

Company number: 05939327
Charity Number: 1116714

Action for Carers (Surrey)

Report and financial statements
For the year ended 31 March 2019



Action for Carers (Surrey)

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For the year ended 31 March 2019

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Action for Carers (Surrey)

Reference and administrative information

For the year ended 31 March 2019

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	
David Perry	Treasurer & Co Secretary
Christopher Crook	
Leanda Hargreaves	
Henrietta Griffiths	
Nicola Walsh	
Margaret Hicks	
Zafar Iqbal	(appointed 19/09/18)

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 2019

The trustees present their report and the audited financial statements for the year ended 31 March 2019.

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 carers living or caring in Surrey, who provide regular unpaid help to adults or children who are disabled, ill, infirm, or who are otherwise in need of care. These objects are met by providing and assisting in the provision of information, advice and support or other assistance to carers. The organisation operates throughout the county of Surrey.

Vision

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

*anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

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

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

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

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, as well as advocating for improved support and services for carers within the health service. The CEO of ACS, as a key stakeholder, continues to be a member of the Carers Commissioning 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 have input into the Surrey Safeguarding Children Board.

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 Commissioning 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 in November 2018, where we worked with partners 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. For example, one consultation focused on concessionary bus travel, and in particular, the removal of the companion pass which would have had a detrimental impact on carers and those they care for. Through our campaigning, including representation at a Reference Group Hearing, the decision was reversed.

For the year ended 31 March 2019

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.

The Carer Awareness Training Team delivered 10 sessions of "Because Carers Count" multi agency awareness training sessions to 102 professional staff, and 8 sessions of "Think Carer, Think Family" to 55 staff in all sectors across Surrey, using personal testimony from carer co-facilitators.

Giving Carers a Voice service Future Plans 2019/20

- 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 establishment of a new role in the Adult Carers team replicating the Participation & Engagement Coordinator role in Surrey Young Carers to lead the Giving Carers a Voice programme.
- 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.
- ACS will continue to work with colleagues at Surrey County Council 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 carers views on a revised Surrey Carers Commissioning Strategy.
- The Young Carers service will continue to monitor the action plans from the Young Carers Strategy and to press for key partners such as Education to be more actively involved.
- ACS will continue to work with Surrey and Borders Trust on monitoring the implementation of the Triangle of Care 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 the other user-led organisations in the county, ACS will continue to press for greater and earlier involvement of carers and service users in the co-design and monitoring of services.

Adult Carer Support

Contracts to provide adult carers support grouped into four areas of Surrey were tendered for by Surrey County Council in autumn 2016, to replace the previous service of ten local carers support schemes and the ACS led Learning & Work and GP Carer Awareness projects. Having won all four areas, ACS took on the management of the county wide adult carers support service from April 2017.

The service, whilst county-wide, is underpinned by local delivery, ensuring consistency in service provision irrespective of the borough in which a carer lives. Against a difficult funding landscape for the commissioners, it has delivered cost savings of over £500,000 per year against the previous model without compromising the quality of service delivery, by offering economies of scale and better capacity and resource planning.

For the year ended 31 March 2019

The model is underpinned by NHS England's Memorandum of Understanding for Carers, and the eight principles defined in it. Our objective is to create a one-stop shop for all carer services with the aim of improving outcomes for Surrey's carers, including information, advice, guidance, signposting and advocacy. The success of the delivery 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.

All referrals come into a single point of contact (our Carers Information Centre) where they are triaged to determine the level of support required. Around 65% of initial referrals require light touch information, advice, guidance and signposting (i.e. onward referral to other services) which frees up our Carer Support Advisors based in the community to focus on the higher need cases – the remaining 35% requiring more complex intervention. These carers are referred to Senior Carers Support Advisors in the geographic area in which they live, and appropriate support is provided, often on a one-to-one basis. The number of carers facing complex issues is increasing which means that Carer Support Advisers are needing to spend more time on each carers situation. To supplement this, and recognising that around 70% of carers begin their journey in an NHS setting (the majority at crisis point in an acute hospital) we have Hospital Carer Support Advisors based in all five of Surrey's acute hospitals (East Surrey County Hospital, Epsom District Hospital, Frimley Park Hospital, St Peters Hospital and the Royal Surrey County Hospital) providing onsite support to carers, for example, around the issue of discharge of the cared for person.

Recognising that there are many different types of carer facing diverse challenges, Senior Carer Support Advisers have been allocated as countywide lead specialists in the fields of dementia, parent carers, and carers for someone with a mental health issue. There are BAME and Armed Forces champions in each area team. Caring is not a 'one size fits all' issue (for instance, around 65% of Surrey's carers balance an occupation with their caring role) and we have adopted a blended approach to the way in which we engage with carers. This includes one-to-one meetings where the need is identified, as well as training workshops, wellbeing and time out from caring events, support groups (of which we ran 366 in the year to March 2019) and digital resources. In addition, we have a 'Keep in Touch' programme for carers whose caring role may have ended but who would still like to receive our support and quarterly newsletters.

Our model is structured to ensure a minimum of 80% of total staff time and resource is spent on frontline support, with the remaining 20% invested in management, such as team meetings, supervisions and training. We are currently supporting around 14,000 adult carers in Surrey. During the year we asked carers to complete an evaluation survey into our new service, and the results were hugely encouraging, with over 1,000 responses, of which over 90% said they would recommend our service. We will use the detailed survey responses to learn and evaluate what carers want, building on the strong results do far to improve the service further.

Adult Carer Support service Future Plans 2019/20

- ACS will continue to build relationships with partners to improve outcomes for carers. These partnerships are with both statutory and voluntary agencies.

For the year ended 31 March 2019

- As part of our commitment to local delivery, we will continue to offer local support groups, wellbeing events, time out from caring and training activities coupled with a quarterly newsletter which covers all Action for Carers activities across Surrey so carers are able to be informed about and access events wherever they are in the county.
- We will look to widen our reach by promoting the service in innovative ways, ensuring that all communities in Surrey can benefit from the support we can offer. For example, we chair a quarterly equalities steering group to improve the identification and support of hidden carers from Surrey's minority ethnic communities. Also, the recent pilot of extended hours opening of our Carers Information Centre has now resulted in carers being able to ring in for support until 6pm on 2 evenings a week.
- We look to sustain the higher need for support due to the increase in the complexity of issues with which carers are requiring support by employing two Event focused Advisors who by co-ordinating the wellbeing and training activities will ensure that Carers Support Advisors have more time to offer to carers on a 1:1 basis.
- We are developing strategies to expand our Giving Carers A Voice programme with the provision of an Adult Carer Parliament and monthly themed sessions to hear from carers about our service and also other issues on a wider scale.

Moving & Handling

The Moving and Handling service continues to operate in a successful partnership with White Lodge Centre. This upcoming year marks 20 years since the service was launched – a major milestone and one which will be marked with a celebratory event to showcase our achievements over the last two decades.

White Lodge Centre continues 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.

During 2018/19 the ACS half of the Moving & Handling service provided home assessment, advice, information and training to 350 carers; advising on safe moving and handling techniques and the use of equipment. Where identified and possible, the service provided small items of equipment on loan for immediate use by carers from the moving and handling partnership equipment store located in Epsom, in order to support the carer while awaiting equipment assessment and long term provision by health or social services. To improve this support, the team worked closely with the Surrey County Council Occupational Therapy (OT) service in Adult Social Care and NHS therapy teams. The team referred carers to statutory agencies for further assessment, including for the completion of carer assessments, and have developed and fostered relationships with social care and other providers to help improve outcomes for carers. The team has promoted the Moving & Handling service to carers in a group setting, and to groups of other professionals to raise awareness about assessing and supporting carers' needs, alongside the person they care for, in the community.

For the year ended 31 March 2019

The team carried out a survey of carers who had experienced our service over 2018, and received hugely encouraging results, including that 99% of respondents would recommend our service.

Carers also commented as follows:

“Action for Carers Surrey apply a great deal of common sense to handling, which is refreshing”

“Your advisors were a lifeline – excellent advice and supply of useful equipment. Would not be managing without them”

“The genuine concern to ensure that all our needs were identified and a solution found for each”

Moving & Handling Service Future Plans 2019/20

- The county-wide service will continue to look at alternative ways to provide carers with advice on safe moving and handling techniques, including training sessions and developing our training materials and paperwork to ensure they reflect the needs of the carers we see. This will also 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 moving and handling equipment available.
- 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.
- The team will continue to develop a closer relationship with colleagues delivering the adult carer support service. This will include doing joint work and presentations to larger social care and NHS teams to increase staff awareness of carers needs and we will continue to reach out to carers directly in a group setting as before. This will include engaging with carers from harder to reach groups such as BAME and traveller communities where opportunities arise.
- We will identify young carers where required and with the necessary consent, refer these young people to our young carers service for specialist support.
- 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 Moving and Handling Service manager will raise with our colleagues at Surrey County Council about our Advisors having access to the community equipment store. The entire team is qualified to assess for and prescribe equipment, but without access to the equipment store, we cannot directly provide equipment on a long term basis. We currently have to refer in to the local occupational therapy department in order for them to assess and then order what is required. If our advisors could do this, in some situations, it would drastically speed up the provision of equipment to certain families, improving outcomes and lowering the moving and handling risks they face more quickly. This proposal has been raised to SCC in the past with no success in taking it forward, but this year the team will try again as we feel we have a good case to put forward, one which includes reducing pressure on the over stretched Occupational Therapy teams in adult social care and NHS.

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 and transition process with Adult Carers Support.

We continued to see a year on year increase in our caseload for the young carers service, with 917 (2018: 759) newly referred young carers, while our Young Adult Carer service (aged 18-24) has received 96 (2018: 99) new referrals, which were welcomed to the service. Our growing client base consists of 2,300 young carers and over 240 young adult carers. 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. Having a whole family approach when identifying need has been essential to minimise the impact on their health and the wellbeing of the family unit. Our four Children & Young People Coordinator roles that support the lower green tier are now embedded in the structure of the service and offer monthly drop-in club nights. Through promotion and closer engagement with the families and young carers in this tier, the attendance has increased month on month at the drop-in sessions.

This year, the team delivered 214 time-out opportunities (2018: 163), with 2,276 young carers attending. These included Young Carers' Forums and Strategy Meetings, enabling young carers to have their voices heard to influence key support in their lives. SYC staff ran localised groups, welcome activities, theatre trips, and issue-based workshops in partnership with other stakeholders. Also on offer for young carers were "under 8's" activities; monthly drop-in sessions and transition support, targeted at year 6 primary pupils moving into secondary school and year 10 students looking at future options. SYC ran a workshop at Surrey University for 16-18 year-olds around aspirations and future learning and work options. Young carers in this age group continue to meet termly, be informed of issues moving into adulthood and socialise over an evening meal. All these activities require complex transport arrangements to enable young carers to attend, arranged by the SYC Specialist Transport Coordinator to provide a more effective relationship with local transport providers and to streamline bookings.

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2019

We are now in the second phase of our work in schools. Following on from the People Like Us performances, Surrey Young Carers have developed the Angel Award, which is presented to schools who demonstrate they are young carer friendly in their practice. In collaboration with young carers, a set criteria checklist was developed that schools have to meet and maintain to receive the certificate and award. Young carers attending the school monitor the 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. There are 31 schools working towards the award and three schools who have achieved the Angel Award.

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 to 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. In partnership with NHS and specialist agencies, young carers have co-designed a GP registration leaflet, a substance misuse film and are in the process of developing an end of life leaflet aimed at young carers.

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.

In March 2019, Surrey Young Carers hosted a workshop for 100 young carers aged 8-12 and 12-18 titled Your Life, Your Choice. Our aim was to raise awareness with young carers around their particular vulnerabilities to criminal gangs, exploitation and on-line grooming in relation to their caring role and family circumstances. Expert facilitators in this field, Dean Coady OBE and Liz Stanton MBE, helped us host the event at Police Headquarters, Mount Browne in Guildford, with fun lunchtime activities provided by Chelsea Football Club.

Surrey Young Carers has been working with Catalyst drug and alcohol team to provide a series of workshops to young carers supporting parents with a substance misuse issue. Over the sessions the young carers have developed a film about their experiences and where to go for help. This will be played for the first time at G Live in Guildford with the young carers and their families invited. This resource will be available on-line for anyone experiencing drug misuse in the family context.

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 2019/20

- Support the aims of the Young Carers Interagency Strategy for 2019/20, and refresh action plans as required

For the year ended 31 March 2019

- Review SYC management structure and realign resources to meet the needs of the service
- Continue to improve all areas of SYC communications, including website and database
- Roll out the Angel Award across Surrey Schools
- Develop opportunities for sessional workers to enhance the offer of the service
- Enhance our activities and time out offer by increasing fundraising income
- Increase awareness and referrals to the YAC team

Financial review

Having won the bid for the county wide Adult Carer Support contract to start in April 2017, and retaining our Surrey Young Carers, Moving & Handling and Giving Carers a Voice work on contracts rather than on grants from August 2017, Action for Carers (Surrey) has had a year of consolidating those services and improving the integration of them all under one organisation throughout 2018/19. Adding the Adult Carer Support contract radically changed the size of the organisation, with turnover increasing from £1.9m in 2016/17 to over £2.6m in 2017/18, and staff numbers increasing from 54 to 81. 2018/19 has seen income at very similar levels to the previous year, but with increased costs as we increased our staffing levels up to an average 92 during this year. Embedding staff transferred from previous providers and recruiting new staff has been challenging, and we have worked hard to ensure our internal infrastructure supports the new structure of the organisation, with the end goal being to enable us to provide a one-stop shop for carers services in Surrey, to all ages and communities.

Overall, ACS produced a surplus of £60,673 for 2018/19, (2017/18: £333,117) This surplus is expected to reduce across the remainder of the contract, and we anticipate a deficit for 2019/20 as we use some of the surpluses built up to date.

With contracts extended in the Adult Carer Support service to March 2020 and for the remaining services to July 2020, we are financially secure in the short term. However, we are aware of the funding pressures that Surrey County Council, who commission our services, are under, and recognise that we cannot assume the same levels of funding for the longer term. In February 2019 we appointed our first ever Fundraising Manager, who is tasked with building a strategy to increase and diversify our income in the longer term to ensure we are sustainable.

In the short term, Surrey Young Carers in particular has received a fantastic number of grants and donations towards our activity budget during the year. The Trustees and staff are very grateful for this support, totalling over £59,000, and particular thanks go to the following, for donations of over £1,000:

Family Building Society	Stihl Ltd
Bramley & Wonersh Nursing Association	Kate & Martin Dove
David Williamson Trust	Markel Ltd
Camberley ex-Round Table 41 Club	Thames Ditton & Esher Golf Club
St Dunstans Church, Woking	Berkeley Homes
Community Foundation for Surrey	

For the year ended 31 March 2019

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.

Fundraising practice

As above, ACS does not use professional fundraisers or commercial participators, and to date donations received are mostly from unsolicited ad hoc fundraising and occasional grant applications. During the year ACS did not receive any complaints in relation to its fundraising practice. A fundraising policy will be developed over the next year.

Principal risks and uncertainties

The trustees and senior management maintain a risk register which identifies principal risks, (including a separate risk register for Information & Security Management Systems) with a view to mitigating those. One of the major uncertainties is around future levels of funding, and we were pleased to be moving onto minimum two-year contracts for our services from 2017/18, which gives us a higher level of certainty than the previous grants system. These contracts have been extended for a further year during 2018/19, but we are still very reliant on the income commissioned by Surrey County Council, and national and local political uncertainty means we have to be aware of the risks that those contracts are not guarantees of future income. 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. As mentioned above, we will continue to diversify our sources of income by applying for more project based funding, and will explore options to ensure a more balanced spread of income as the new Fundraising Manager becomes embedded within ACS.

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 (£163,414) 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 material uncertainties relating to going concern.

In total, unrestricted funds at the reporting date were £930,317 (2018: £797,341) of which £721,903 is general funds (2018: £614,224) and £208,414 is designated funds (2018: £183,117). Restricted funds at the reporting date were £15,944 (2018: £88,247). Our free reserves of £923,748 are just over four months total income, which the trustees consider adequate for the charity's needs. 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

Our plans for 2019/20 will focus on the continued consolidation of the services now under our remit (Adult Carers Support, Young Carers/Young Adult Carers and Moving & Handling) 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 our 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.

We also recognise the period of significant transformational change the organisation has been through, and will continue to build resilience in our operational infrastructure to support the delivery, for example, by creating the new roles of Fundraising Manager and IT Manager within ACS.

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 decision making body for ACS 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 sub committees covering finance, 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.

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

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2019

functions of Finance, HR, Marketing & Communications and Operations 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 all policies and procedures, trustee roles and responsibilities, and, dependent upon their experience and knowledge, are expected to attend 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 ICSs 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 £500 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

For the year ended 31 March 2019

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 £7,065 (2018: £5,523).

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 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 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 2019 was 392 (2018: 425). The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Action for Carers (Surrey)

Trustees' annual report

For the year ended 31 March 2019

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 13 September 2019 and signed on their behalf by

Patricia Adams
Chair

Independent auditor's report

To the members of

Action for Carers (Surrey)

Opinion

We have audited the financial statements of Action for Carers (Surrey) (the 'charitable company') for the year ended 31 March 2019 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 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 2019 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

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

Conclusions relating to going concern

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

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

Independent auditor's report

To the members of

Action for Carers (Surrey)

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. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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
- 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 including the strategic 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 trustees 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.

Independent auditor's report

To the members of

Action for Carers (Surrey)

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if

Independent auditor's report

To the members of

Action for Carers (Surrey)

such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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.

Helen Elliott (Senior statutory auditor)
30 September 2019
for and on behalf of Sayer Vincent LLP, Statutory Auditor
Invicta House, 108–114 Golden Lane, LONDON, EC1Y 0TL

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

For the year ended 31 March 2019

	Note	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Income from:							
Donations	2	34,231	59,731	93,962	25,845	58,183	84,028
Charitable activities							
Giving Carers A Voice	3	119,723	3,500	123,223	75,664	59,164	134,828
Moving & Handling	3	272,439	–	272,439	181,333	33,283	214,616
Surrey Young Carers	3	1,023,000	15,700	1,038,700	682,000	384,167	1,066,167
Carers Support	3	1,142,000	–	1,142,000	1,142,000	–	1,142,000
Other trading activities	4	350	30	380	8,044	–	8,044
Investments	5	2,202	–	2,202	1,475	–	1,475
Total income		2,593,945	78,961	2,672,906	2,116,361	534,797	2,651,158
Expenditure on:							
Charitable activities							
Giving Carers A Voice	6	136,342	17,759	154,101	5,230	112,164	117,394
Moving & Handling	6	293,488	–	293,488	172,775	35,433	208,208
Surrey Young Carers	6	988,740	133,505	1,122,245	531,795	615,016	1,146,811
Carers Support	6	1,042,399	–	1,042,399	821,474	24,154	845,628
Total expenditure		2,460,969	151,264	2,612,233	1,531,274	786,767	2,318,041
Net income / (expenditure) for the year and net movements in funds	8	132,976	(72,303)	60,673	585,087	(251,970)	333,117
Reconciliation of funds:							
Total funds brought forward		797,341	88,247	885,588	212,254	340,217	552,471
Total funds carried forward		930,317	15,944	946,261	797,341	88,247	885,588

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 18 to the financial statements.

Balance sheet

Company no. 5939327

As at 31 March 2019

	Note		2019 £		2018 £
Fixed assets:					
Tangible assets	13		<u>6,569</u>		<u>8,361</u>
			<u>6,569</u>		<u>8,361</u>
Current assets:					
Debtors	14	20,211		13,933	
Cash at bank and in hand		<u>1,073,983</u>		<u>1,008,669</u>	
		<u>1,094,194</u>		<u>1,022,602</u>	
Liabilities:					
Creditors: amounts falling due within one year	15	<u>154,502</u>		<u>145,375</u>	
Net current assets			<u>939,692</u>		<u>877,227</u>
Total net assets	17		<u><u>946,261</u></u>		<u><u>885,588</u></u>
The funds of the charity:	18				
Restricted income funds			<u>15,944</u>		<u>88,247</u>
Unrestricted income funds:					
Designated funds		<u>208,414</u>		<u>183,117</u>	
General funds		<u>721,903</u>		<u>614,224</u>	
Total unrestricted funds			<u>930,317</u>		<u>797,341</u>
Total charity funds			<u><u>946,261</u></u>		<u><u>885,588</u></u>

Approved by the trustees on 13 September 2019 and signed on their behalf by

Patricia Adams
ChairDavid Perry
Treasurer

Statement of cash flows

For the year ended 31 March 2019

	Note	2019 £	2018 £
Net income for the reporting period (as per the statement of financial activities)		60,673	333,117
Depreciation charges		1,792	597
Interest received		(2,202)	(1,475)
Decrease/(Increase) in debtors		(6,278)	4,013
Increase/(decrease) in creditors		9,127	(69,085)
		—————	—————
Net cash provided by operating activities		63,112	267,167
Cash flows from investing activities:			
Interest received		2,202	1,475
Purchase of fixed assets		-	(8,958)
		—————	—————
Net cash provided by/(used in) investing activities		2,202	(7,483)
Change in cash and cash equivalents in the year		65,314	259,684
Cash and cash equivalents at the beginning of the year		1,008,669	748,985
Cash and cash equivalents at the end of the year		1,073,983	1,008,669

Notes to the financial statements

For the year ended 31 March 2019

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) (effective 1 January 2015) – (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.

Our contract for Adult Carers Support services has been extended to March 2020, and may be extended for a further year, while our contracts for Surrey Young Carers, Moving & Handling and Giving Carers a Voice have been extended to July 2020, and again may be extended for a further year. 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.

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.

Notes to the financial statements

For the year ended 31 March 2019

1 Accounting policies (continued)

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.

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) 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.

o) 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.

p) Pensions

Action for Carers (Surrey) has an auto-enrolment staff pension scheme, paying 2% of gross salaries into the scheme on behalf of eligible employees (rising to 3% from April 2019). The costs are charged to the statement of financial activities for the period to which they relate. The company has no liability under the scheme other than payments of these contributions.

Notes to the financial statements

For the year ended 31 March 2019

2 Income from donations

	Unrestricted £	Restricted £	2019 total Total £	Unrestricted £	Restricted £	2018 Total £
Gifts	231	59,731	59,962	—	58,183	58,183
Donated services	34,000	—	34,000	25,845	—	25,845
	34,231	59,731	93,962	25,845	58,183	84,028

Donated service includes £34,000 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 £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Giving Carers A Voice						
Surrey County Council – grants	—	3,500	3,500	—	51,500	51,500
Surrey County Council – contract income	113,500	—	113,500	75,664	—	75,664
Surrey County Council – Other	6,223	—	6,223	—	7,664	7,664
Sub-total for Giving Carers A Voice	119,723	3,500	123,223	75,664	59,164	134,828
Moving & Handling						
Surrey County Council – grants	—	—	—	—	32,967	32,967
Surrey County Council – contract income	272,000	—	272,000	181,333	—	181,333
Other income	439	—	439	—	316	316
Sub-total for Moving & Handling	272,439	—	272,439	181,333	33,283	214,616
Surrey Young Carers						
Surrey County Council – grants	—	11,700	11,700	—	341,000	341,000
Surrey County Council – contract income	1,023,000	—	1,023,000	682,000	—	682,000
Military Carers Project – grants	—	—	—	—	34,950	34,950
Other income	—	4,000	4,000	—	8,217	8,217
Sub-total for Surrey Young Carers	1,023,000	15,700	1,038,700	682,000	384,167	1,066,167
Adult Carers Support						
Surrey County Council – contract income	1,142,000	—	1,142,000	1,142,000	—	1,142,000
Other income	—	—	—	—	—	—
Sub-total for Carers Support	1,142,000	—	1,142,000	1,142,000	—	1,142,000
Total income from charitable activities	2,557,162	19,200	2,576,362	2,080,997	476,614	2,557,611

The main grants from Surrey County Council are project specific and were converted to contracts during 2017/18 – please refer to the trustees' annual report for details of the work carried out by individual projects.

4 Income from other trading activities

	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Consultancy services & sale of resources	350	30	380	—	—	—
Fundraising dinner April 2017	—	—	—	8,044	—	8,044
	350	30	380	8,044	—	8,044

5 Income from investments

	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Bank interest	2,202	—	2,202	1,475	—	1,475
	2,202	—	2,202	1,475	—	1,475

Notes to the financial statements

For the year ended 31 March 2019

6 Analysis of expenditure (current year)

	Charitable activities						
	Giving Carers A Voice £	Moving & Handling £	Surrey Young Carers £	Carers Support £	Governance costs £	Support costs £	2019 Total £
Staff costs (Note 9)	67,058	122,020	789,953	802,049	13,382	170,691	1,965,153
Office Costs	10,450	6,508	51,626	53,327	2,815	41,717	166,443
Premises	4,647	4,716	37,690	22,953	–	4,234	74,240
Direct Activity Costs	54,994	130,000	105,061	27,074	–	–	317,129
Publicity & Promotion	2,000	1,315	22,714	23,478	–	4,950	54,457
Equipment & Furniture	–	451	5,560	12,372	–	4,875	23,258
AGM & Executive Meetings	–	–	–	–	568	–	568
Trustee expenses and training	–	–	–	–	1,101	–	1,101
Auditor's remuneration	–	–	–	–	9,137	–	9,137
Grants Payable (Note 7)	–	–	747	–	–	–	747
	139,149	265,010	1,013,351	941,253	27,003	226,467	2,612,233
Support costs	13,359	25,444	97,293	90,371	–	(226,467)	–
Governance costs	1,593	3,034	11,601	10,775	(27,003)	–	–
Total expenditure 2019	154,101	293,488	1,122,245	1,042,399	–	–	2,612,233

Notes to the financial statements

For the year ended 31 March 2019

6b Analysis of expenditure (Prior year)

	Charitable activities						
	Giving Carers A Voice £	Moving & Handling £	Surrey Young Carers £	Carers Support £	Governance costs £	Support costs £	2018 Total £
Staff costs (Note 9)	40,575	96,432	766,478	626,130	13,954	193,178	1,736,747
Office Costs	15,958	9,157	50,862	55,275	–	37,526	168,778
Premises	4,034	4,228	27,970	15,229	–	32,078	83,539
Direct Activity Costs	41,658	86,667	140,181	8,878	–	–	277,384
Publicity & Promotion	352	241	12,025	11,442	–	–	24,060
Equipment & Furniture	–	2,523	3,866	5,060	–	3,120	14,569
AGM & Executive Meetings	–	–	–	–	787	–	787
Trustee expenses and training	–	–	–	–	2,129	–	2,129
Auditor's remuneration	–	–	–	–	9,051	–	9,051
Grants Payable (Note 7)	–	–	997	–	–	–	997
	102,577	199,248	1,002,379	722,014	25,921	265,902	2,318,041
Support costs	13,544	6,607	131,575	114,176	–	(265,902)	–
Governance costs	1,273	2,353	12,857	9,438	(25,921)	–	–
Total expenditure 2018	117,394	208,208	1,146,811	845,628	–	–	2,318,041

Notes to the financial statements

For the year ended 31 March 2019

7 Grant making to individuals

	2019 £	2018 £
Cost		
Young Carers – Social & Educational	747	997

Total for the year	747	997
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The Surrey Young Carers service has used donated funds to provide grants to specific individuals based on identified need. All grants are approved by the individual service manager.

8 Net incoming resources for the year

This is stated after charging

	2019 £	2018 £
Depreciation	1,792	597
Auditor's remuneration (excluding VAT):		
Audit	7,600	7,400

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

Staff costs were as follows:

	2019 £	2018 £
Salaries and wages	1,688,389	1,452,112
Social security costs	134,081	117,574
Employer's contribution to defined contribution pension schemes	32,604	17,033
Other staff costs	110,079	150,028

	1,965,153	1,736,747
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No employee earned more than £60,000 during the year (2018: nil).

The total employee benefits including employers' NIC and pension contributions of the key management personnel were £319,611 (2018: £300,651).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2018: £nil). No charity trustee received payment for professional or other services supplied to the charity (2018: nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £1,101 (2018: £2,128) incurred by 6 (2018: 6) members relating to attendance at meetings of the trustees and training courses for trustees.

Notes to the financial statements

For the year ended 31 March 2019

10 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:

	2019 No.	2018 No.	2019 No. (FTE)	2018 No. (FTE)
Giving Carers A Voice	3.2	2.0	2.5	1.4
Moving & Handling	6.5	4.7	3.5	2.9
Surrey Young Carers	43.4	41.0	22.8	20.9
Carers Support	34.4	29.0	26.9	21.8
Support	4.2	4.2	3.6	3.6
	91.7	80.9	59.3	50.6

11 Related party transactions

There are no related party transactions in 2018/19 (2017/18: none) other than those disclosed in note 9.

12 Taxation

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

13 Tangible fixed assets

	Photocopier & computer equipment £	Total £
Cost or valuation		
At the start of the year	27,008	27,008
Disposals – written off equipment	(3,000)	(3,000)
At the end of the year	24,008	24,008
Depreciation		
At the start of the year	18,647	18,647
Charge for the year	1,792	1,792
Disposals – written off equipment	(3,000)	(3,000)
At the end of the year	17,439	17,439
Net book value		
At the end of the year	6,569	6,569
At the start of the year	8,361	8,361

All of the above assets are used for charitable purposes.

Notes to the financial statements

For the year ended 31 March 2019

14 Debtors

	2019 £	2018 £
Trade debtors	1,819	-
Prepayments	<u>18,392</u>	13,933
	20,211	13,933

15 Creditors: amounts falling due within one year

	2019 £	2018 £
Trade creditors	41,556	44,976
Taxation and social security	<u>41,248</u>	34,526
Accruals	49,198	58,373
Deferred income	<u>22,500</u>	7,500
	154,502	145,375

16 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 £500 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 £7,065 (2018: £5,523).

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.

17a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	6,569	-	-	6,569
Net current assets	<u>715,334</u>	208,414	15,944	<u>939,692</u>
Net assets at the end of the year	721,903	208,414	15,944	946,261

17b Analysis of net assets between funds (previous year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	8,361	-	-	8,361
Net current assets	<u>605,863</u>	183,117	88,247	<u>877,227</u>
Net assets at the end of the year	614,224	183,117	88,247	885,588

Notes to the financial statements

For the year ended 31 March 2019

18a Movements in funds (current year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Giving Carers A Voice	14,259	3,500	(17,759)	–	–
Surrey Young Carers	73,988	75,461	(133,505)	–	15,944
Total restricted funds	88,247	78,961	(151,264)	–	15,944
Unrestricted funds:					
Designated funds:					
Redundancy fund	145,119	–	–	18,295	163,414
Website design	2,998	–	(2,998)	–	–
Premises	–	–	–	10,000	10,000
Commitments	35,000	–	–	–	35,000
Change	–	–	–	–	–
Total designated funds	183,117	–	(2,998)	28,295	208,414
General funds	614,224	2,593,945	(2,457,971)	(28,295)	721,903
Total unrestricted funds	797,341	2,593,945	(2,460,969)	–	930,317
Total funds	885,588	2,672,906	(2,612,233)	–	946,261

Notes to the financial statements

For the year ended 31 March 2019

18b Movements in funds (previous year)

	At the start of the year	Incoming resources & gains	Outgoing resources & losses	Transfers	At the end of the year
	£	£	£	£	£
Restricted funds:					
Giving Carers A Voice	61,381	65,042	(112,164)	–	14,259
Moving & Handling	1,505	33,928	(35,433)	–	–
Surrey Young Carers	259,531	429,473	(615,016)	–	73,988
Carers Support	17,800	6,354	(24,154)	–	–
Total restricted funds	340,217	534,797	(786,767)	–	88,247
Unrestricted funds:					
Designated funds:					
Redundancy fund	126,517	–	–	18,602	145,119
Website design	2,998	–	–	–	2,998
Premises	10,000	–	(10,000)	–	–
Commitments	35,000	–	–	–	35,000
Change	19,316	–	(19,316)	–	–
Total designated funds	193,831	–	(29,316)	18,602	183,117
General funds	18,423	2,116,361	(1,501,958)	(18,602)	614,224
Total unrestricted funds	212,254	2,116,361	(1,531,274)	–	797,341
Total funds	552,471	2,651,158	(2,318,041)	–	885,588

Transfers between funds

Included in the transfers above is an amount of £18,295 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.

Notes to the financial statements

For the year ended 31 March 2019

18 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.

Website design

To provide funds to redesign and develop the ACS and Surrey Young Carers websites.

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.

Change

To provide for the costs of increasing the size of the organisation by taking on the Adult Carer Support project, including the transfer of staff from original providers and upgrading the IT and management infrastructure and internal controls.

19 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.