

Company number: 05939327

Charity Number: 1116714

# Action for Carers (Surrey)

Report and financial statements  
For the year ended 31 March 2020

## Action for Carers (Surrey)

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#### For the year ended 31 March 2020

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## Action for Carers (Surrey)

### Reference and administrative information

For the year ended 31 March 2020

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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	
David Perry	Treasurer & Co Secretary
Christopher Crook	Retired 6 December 2019
Leanda Hargreaves	
Henrietta Griffiths	
Nicola Walsh	
Margaret Hicks	
Zafar Iqbal	
Rhianna Williams	Appointed 6 December 2019
Simon Denison	Appointed 6 March 2020
Hollie Baker	Appointed 6 March 2020

**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

The trustees present their report and the audited financial statements for the year ended 31 March 2020.

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 all unpaid carers 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

### 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

#### **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 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 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 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. For example, in 2019 our CEO presented to over 200 worshipers at Shah Jahan Mosque in Woking.

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 66 consultation events with carers over

## Action for Carers (Surrey)

### Trustees' annual report

#### For the year ended 31 March 2020

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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.

The Carer Awareness Training Team delivered 10 sessions of "Because Carers Count" multi agency awareness training sessions to 102 professional staff, and 7 sessions of "Think Carer, Think Family" to 67 staff in all sectors across Surrey, using personal testimony from carer co-facilitators.

#### Giving Carers a Voice service Future Plans 2020/21

- 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 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 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.

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 carer's 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 (we ran 252 in the year to March 2020), support groups (of which we ran 325 in the year to March 2020) 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. Staff training includes safeguarding, benefits updates, bespoke training on Personal Independence Payment and Appeals and standardising how we work as a team. 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 1,400 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 so far to improve the service further.



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The Armed Forces co-ordinator continues to build partnerships across Surrey with Veteran and Armed Forces services, as well as working as a resource for the adult support service by training the team champions and supporting carers when needed.

Through our Giving Carers A Voice Co-ordinator we have been holding regular consultations for carers to feedback their concerns and views, the results of which are fed back directly into the provision of our events and working practice. We also held our first Adult Carer Parliament in November 2019.

This year we have delivered on our plan to sustain the higher need for support due to the increase in the complexity of issues with which carers are requiring support by employing event focussed advisors who, by coordinating the wellbeing and training activities, ensure that Carer Support Advisors have more time to offer to carers on a one to one basis. There are event advisors in place in each of the area teams, enhancing communication and support. This has also improved the quality of our communication with carers, as we now have a monthly email events bulletin.

#### Adult Carer Support Service Future Plans 2020/21

- ACS will continue to build relationships with partners to improve outcomes for carers. These partnerships are with both statutory and voluntary agencies.
- 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 carers in Surrey can benefit from the support we can offer. This is currently focussed on remote access and online work to address the issue that many carers are unable to leave the person they care for and have been unable to attend events or support groups for this reason.
- 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 are developing strategies to expand our Giving Carers A Voice programme with the successful Adult Carer Parliament being held twice a year, as well as a conference for carers. The monthly themed consultation sessions to hear from carers about our service and other issues on a wider scale will continue to be held in local venues and on a one-to-one basis if needed.

#### 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. Due to the postponement of the 20<sup>th</sup> birthday celebrations there will be a lunch and learn put on during national Backcare Awareness week in October. Professionals from across Surrey will be invited to a presentation, lunch and a chance to network.

During 2019/20 the ACS half of the Moving & Handling service supported over 410 Carers, provided home assessment, advice, information and training to 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. Unfortunately due to a lack of resources we have not been able to get out to promote our services to professionals and carer groups. In early 2020 a Moving and Handling fund was launched. The fund is intended to support Carers in purchasing equipment where provision is not available from other sources. In conjunction with the ACS young carers team a workshop was put on to educate young carers on why posture and healthy backs are important.

The team carried out a survey of carers who had experienced our service over 2019, and received hugely encouraging results, including that 100% of respondents would recommend our service. Carers also commented as follows:

"Excellent team of advisers, treated with courtesy and respect, prompt action for all our needs."

"I cannot thank Action for Carers enough for the patience they have shown me whilst explaining all the positive solutions to my handling of my husband."

"Excellent, practical service. Helped enormously. Advisor was calm and talked things through, also followed up on visit. Good personal skills. Brilliant – many thanks."

#### Moving & Handling Service Future Plans 2020/21

- The county-wide service will continue to look at alternative ways to provide carers with advice on safe moving and handling techniques, including group 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 again start to attend professional meetings and carer groups to provide education and promote our services.
- 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. This will include engaging with carers from harder to reach groups such as BAME and traveller communities where opportunities arise.

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#### For the year ended 31 March 2020

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- 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 more workshop sessions for them as appropriate.
- 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 currently has trial access to Millbrook community equipment service to prescribe equipment to Carers in the East of Surrey. This trial is ongoing and although there has been an interruption due to COVID-19, we are hopeful this will be extended once lockdown has finished. The purpose of being able to access equipment in this way is to drastically speed up the provision of equipment to certain families, improving outcomes and lowering the moving and handling risks they face more quickly. It also reduces 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 with and the transition process to Adult Carers Support.

We continued to see a year on year increase in our caseload for the young carers service, with 805 (2019: 917) newly referred young carers, while our Young Adult Carer service (aged 18–24) has received 132 (2019: 96) new referrals, which were welcomed to the service. Caseloads remained consistent throughout the year, with an average of 2,272 young carers and 267 young adult carers being supported by our teams. 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 the health and the wellbeing of the family unit. Due to the success of the four Children & Young People Coordinator roles we have increased the number of drop in sessions and made them more accessible to all tiers, in more boroughs across the county. Through promotion and closer engagement with the families and young carers the attendance continues to increase at the drop-in sessions.

This year, the team delivered 278 time-out opportunities (2019: 214), with 2,269 (2019: 2,276) young carers attending. These included Young Carers' Forums and Strategy Meetings and a professionals conference to refresh the Young Carer and Young Adult Carer strategy, enabling young carers to have their voices heard to influence key support in their lives. SYC staff ran localised issue based groups in partnership with other stakeholders, welcome activities, theatre trips, and 1:2:1 support sessions. Also on offer for young carers were "under 8's" activities; 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 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.

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 27 schools and a further 41 are 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 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.

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. 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 online support specifically 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.

On 30 October, Surrey Young Carers hosted the Making it Real 2019 conference at Dorking Halls to refresh the strategy for young carers and young adult carers living in Surrey. Guest speakers

Mary Lewis, cabinet member for children and families and David Munro, Surrey Police and Crime Commissioner delivered informative and inspiring speeches. However, it was the 27 young carers and young adult carers that stole the show and made the event such a success. Not only did they chair the conference, tell their story, scribe and answer questions from professionals, they also encouraged professionals to make pledges of support, which was captured in a photo booth. This was a huge achievement for all involved and we can't thank the young people enough for all their hard work and commitment. All the information gathered from the event has informed and updated the 2020–2023 strategy that will be monitored via action plan with professionals at the quarterly strategy meetings chaired by Surrey Young Carers. This was launched across Surrey on 30 January 2020, which coincided with Young Carers Awareness Day.

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. Work has included the creation of an 'off the shelf' tutorial pack, focussing on awareness raising to enable identification and support of YACs within colleges as well as providing onward referrals to the YAC team. We have also developed a YAC e-bulletin for professionals, and a YAC postcard with contact details, distributed to ACS staff and other professionals to hand out where a YAC is identified within their day to day work. We're also planning a YAC conference in partnership with the University of Surrey for 2021.

Importantly, ACS has consulted with young adults to improve approaches to their involvement and 'voice' as well as enhance the YAC offer. The YAC Council has been refreshed, improving dialogue between staff and young adults and communication of YAC work with the Board, while YACs have joined the Young Carer Strategy group, and were involved in the planning and delivery of the YC Strategy conference and relaunch. 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.

During the year, the YAC team have provided young adults with 35 opportunities for time out and support, attended by 233 young adult carers in total. The team have also worked closely with the young carer teams in the delivery 'YC Chat' events, to build relationships and support a smooth transition for those 'moving up' at 18 years.

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 2020/21

- Support the aims of the Young Carers Interagency Strategy for 2020–2023, and monitor action plans as required.
- Review SYC structure and realign resources to meet the needs of the service.

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- 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 volunteers and 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

Our contracts with Surrey County Council to deliver services for Adult Carers Support, Surrey Young Carers, Moving & Handling and Giving Carers a Voice have continued, and so this year 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 96 during this year and spent funds redeveloping our website.

Overall, ACS produced a deficit of £170,223 for 2018/19, (2018/19: surplus of £60,673). This is in line with the budget for the year, and we anticipate a further deficit for 2020/21 as we use the surplus built up in the early years of the four year contracts, which were at a flat income level. Overall, we anticipate breaking even across the four year contracts.

With contracts extended in the Adult Carer Support service to March 2021 and for the remaining services to July 2021, and the possibility of further extensions due to the COVID-19 pause in the Surrey County Council procurement process, we are financially secure in the short term. However, we are aware of the funding pressures that SCC, 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.

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, 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 for carers. The trustees and staff are very grateful for this support, totalling nearly £107,000, and particular thanks go to the following, for donations of over £1,000:

Family Building Society  
David Williamson Trust  
Camberley ex-Round Table 41 Club  
Our Lady of Lourdes Church  
Community Foundation for Surrey  
Henrietta Griffiths  
International Golf Charity  
Miss G. M. Marriage Trust  
Carers Trust

Waitrose Community Matters scheme  
Markel Ltd  
Thames Ditton & Esher Golf Club  
Berkeley Homes  
Berkeley Foundation  
Ian & Jenny Paterson  
Malcolm Huse & Gypsy Grips Ltd  
Paul Malloy  
The Really Useful Group

### **Trustees' annual report**

**For the year ended 31 March 2020**

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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. 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.

#### **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 during 2019/20, and we expect to be invited to retender for these contracts in early 2021, 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 we supplement our income as our Fundraising strategy develops.

#### **Coronavirus**

As with many organisations, we have 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 is less severe than for many organisations, as the vast majority of our funding is from Surrey County Council contracts, which remain in place. Whilst we will suffer a short term fall in fundraising and donations income as events we had planned with community groups in the first half of 2020/21 have been postponed, we remain confident that our overall income for 2020/21 will be similar to the income for 2019/20 because of the contract model, and have not had to make any staffing reductions or reduce the level of service we provide to Surrey's carers, although we are clearly having to deliver those services in a different way whilst the quarantine and social distancing rules are in place. Even once 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. We have been holding more online groups and meetings, using available technology to increase our reach and impact, including a huge effort on our website to make information easily accessible to carers, and believe this type of service delivery will continue into the future, alongside some of the more traditional groups and events.

### Trustees' annual report

For the year ended 31 March 2020

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Our staff have worked hard to make this 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. We have provided information to carers around their rights, personal protective equipment, shopping hours and services available locally, and are 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 (£196,064) 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 £752,488 (2019: £930,317) of which £511,424 is general funds (2019: £721,903) and £241,064 is designated funds (£2019: £208,414). Restricted funds at the reporting date were £23,550 (2019: £15,944). Our free reserves of £747,710 are just over three 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

As well as working through the Coronavirus issues described above, our plans for 2020/21 will focus on preparation for the re tender of all our contracts in Spring 2021 and the continued consolidation of 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 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.



## 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 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.

A review of the model of governance was conducted in 2019 to address concerns that the membership was not engaging in the company law aspect of the organisation (e.g. not attending AGMs etc.). It was proposed to move from the "Association" model of governance to a "Foundation" model. Under a foundation model the only members would be the trustees. This model would be more efficient as well as saving costs associated with AGMs which would no longer be required. A resolution to adopt new revised Articles was proposed to the membership and passed on 6 December 2019 together with a further resolution to transfer existing members who were not trustees to "Supporter" status in order that they could continue to receive relevant carer information should they so wish. In addition a new Adult Carers Parliament/Council has been set up (alongside the existing Young Carers Forum and Young Adult Carers Council) to ensure continued engagement with carers of all ages. 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

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

### **Trustees' annual report**

#### **For the year ended 31 March 2020**

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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 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 £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 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 £1,369 (2019: £7,065).

**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 and supporters 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 2020 was 389 (2019: 392). Following the change to the Foundation model as described above, the twelve trustees are now the only members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity. Previous members are now supporters, and have this potential £1 liability only up to 6 December 2020.

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

### **Trustees' annual report**

**For the year ended 31 March 2020**

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#### **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 3 September 2020 and signed on their behalf by

Patricia Adams  
Chair

## Opinion

We have audited the financial statements of Action for Carers (Surrey) (the 'charitable company') for the year ended 31 March 2020 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 2020 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.

## 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.

## 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)

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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)

23 September 2020

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 2020

	Note	Unrestricted £	Restricted £	2020 Total £	Unrestricted £	Restricted £	2019 Total £
<b>Income from:</b>							
Donations	2	34,000	106,976	<b>140,976</b>	34,231	59,731	<b>93,962</b>
Charitable activities							
Giving Carers A Voice	3	142,120	15,000	<b>157,120</b>	119,723	3,500	<b>123,223</b>
Moving & Handling	3	272,000	5,000	<b>277,000</b>	272,439	–	<b>272,439</b>
Surrey Young Carers	3	1,023,000	7,500	<b>1,030,500</b>	1,023,000	15,700	<b>1,038,700</b>
Carers Support	3	1,142,000	–	<b>1,142,000</b>	1,142,000	–	<b>1,142,000</b>
Other trading activities	4	–	–	<b>–</b>	350	30	<b>380</b>
Investments	5	2,545	–	<b>2,545</b>	2,202	–	<b>2,202</b>
<b>Total income</b>		<b>2,615,665</b>	<b>134,476</b>	<b>2,750,141</b>	<b>2,593,945</b>	<b>78,961</b>	<b>2,672,906</b>
<b>Expenditure on:</b>							
Raising funds	6	30,246	–	<b>30,246</b>	–	–	<b>–</b>
Charitable activities							
Giving Carers A Voice	6	161,356	33,700	<b>195,056</b>	136,342	17,759	<b>154,101</b>
Moving & Handling	6	321,507	161	<b>321,668</b>	293,488	–	<b>293,488</b>
Surrey Young Carers	6	1,104,947	69,377	<b>1,174,324</b>	988,740	133,505	<b>1,122,245</b>
Carers Support	6	1,175,438	23,632	<b>1,199,070</b>	1,042,399	–	<b>1,042,399</b>
<b>Total expenditure</b>		<b>2,793,494</b>	<b>126,870</b>	<b>2,920,364</b>	<b>2,460,969</b>	<b>151,264</b>	<b>2,612,233</b>
<b>Net income / (expenditure) for the year and net movements in funds</b>	8	<b>(177,829)</b>	<b>7,606</b>	<b>(170,223)</b>	<b>132,976</b>	<b>(72,303)</b>	<b>60,673</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward		930,317	15,944	<b>946,261</b>	797,341	88,247	<b>885,588</b>
<b>Total funds carried forward</b>		<b>752,488</b>	<b>23,550</b>	<b>776,038</b>	<b>930,317</b>	<b>15,944</b>	<b>946,261</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 18 to the financial statements.

# Action for Carers (Surrey)

## Balance sheet

Company no. 5939327

As at 31 March 2020

	Note	£	2020 £	£	2019 £
<b>Fixed assets:</b>					
Tangible assets	13		<b>4,778</b>		6,569
			<b>4,778</b>		6,569
<b>Current assets:</b>					
Debtors	14	21,649		20,211	
Short term deposits		200,000		–	
Cash at bank and in hand		664,128		1,073,983	
		<b>885,777</b>		1,094,194	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	15	114,517		154,502	
<b>Net current assets</b>			<b>771,260</b>		939,692
<b>Total net assets</b>	17		<b>776,038</b>		946,261
<b>The funds of the charity:</b>	18				
Restricted income funds			23,550		15,944
Unrestricted income funds:					
Designated funds		241,064		208,414	
General funds		511,424		721,903	
Total unrestricted funds			<b>752,488</b>		930,317
<b>Total charity funds</b>			<b>776,038</b>		946,261

Approved by the trustees on 3 September 2020 and signed on their behalf by

Patricia Adams  
Chair

David Perry  
Treasurer

Action for Carers (Surrey)

Statement of cash flows

For the year ended 31 March 2020

	Note	2020 £	2019 £
<b>Net income/(expenditure) for the reporting period (as per the statement of financial activities)</b>		<b>(170,223)</b>	<b>60,673</b>
Depreciation charges		1,791	1,792
Interest received		(2,545)	(2,202)
(Increase) in debtors		(1,438)	(6,278)
(Decrease)/Increase in creditors		(39,985)	9,127
<b>Net cash (used in)/provided by operating activities</b>		<b>(212,400)</b>	<b>63,112</b>
<b>Cash flows from investing activities:</b>			
Interest received		2,545	2,202
Transfer to short term deposits		(200,000)	-
<b>Net cash (used in)/provided by investing activities</b>		<b>(197,455)</b>	<b>2,202</b>
<b>Change in cash and cash equivalents in the year</b>		<b>(409,855)</b>	<b>65,314</b>
Cash and cash equivalents at the beginning of the year		1,073,983	1,008,669
<b>Cash and cash equivalents at the end of the year</b>		<b>664,128</b>	<b>1,073,983</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.

Our contract for Adult Carers Support services has been extended to July 2021, and may be extended for a further two months, while our contracts for Surrey Young Carers, Moving & Handling and Giving Carers a Voice have been extended to July 2021, and again may be extended. 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, which seems likely to be in the Spring 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.

## Notes to the financial statements

For the year ended 31 March 2020

## 2 Income from donations

	Unrestricted £	Restricted £	2020 total Total £	Unrestricted £	Restricted £	2019 Total £
Gifts	–	106,976	106,976	231	59,731	59,731
Donated services	34,000	–	34,000	34,000	–	34,000
	<u>34,000</u>	<u>106,976</u>	<u>140,976</u>	<u>34,231</u>	<u>59,731</u>	<u>93,731</u>

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 £	2020 Total £	Unrestricted £	Restricted £	2019 Total £
<b>Giving Carers A Voice</b>						
Surrey County Council – grants	–	15,000	15,000	–	3,500	3,500
Surrey County Council – contract income	113,500	–	113,500	113,500	–	113,500
Surrey County Council – Other	28,620	–	28,620	6,223	–	6,223
Sub-total for Giving Carers A Voice	<u>142,120</u>	<u>15,000</u>	<u>157,120</u>	<u>119,723</u>	<u>3,500</u>	<u>123,223</u>
<b>Moving &amp; Handling</b>						
Surrey County Council – grants	–	5,000	5,000	–	–	–
Surrey County Council – contract income	272,000	–	272,000	272,000	–	272,000
Other income	–	–	–	439	–	439
Sub-total for Moving & Handling	<u>272,000</u>	<u>5,000</u>	<u>277,000</u>	<u>272,439</u>	<u>–</u>	<u>272,439</u>
<b>Surrey Young Carers</b>						
Surrey County Council – grants	–	7,500	7,500	–	11,700	11,700
Surrey County Council – contract income	1,023,000	–	1,023,000	1,023,000	–	1,023,000
Other income	–	–	–	–	4,000	4,000
Sub-total for Surrey Young Carers	<u>1,023,000</u>	<u>7,500</u>	<u>1,030,500</u>	<u>1,023,000</u>	<u>15,700</u>	<u>1,038,700</u>
<b>Adult Carers Support</b>						
Surrey County Council – contract income	1,142,000	–	1,142,000	1,142,000	–	1,142,000
Sub-total for Carers Support	<u>1,142,000</u>	<u>–</u>	<u>1,142,000</u>	<u>1,142,000</u>	<u>–</u>	<u>1,142,000</u>
Total income from charitable activities	<u>2,579,120</u>	<u>27,500</u>	<u>2,606,620</u>	<u>2,557,162</u>	<u>19,200</u>	<u>2,576,362</u>

## 4 Income from other trading activities

	Unrestricted £	Restricted £	2020 Total £	Unrestricted £	Restricted £	2019 Total £
Consultancy services & sale of resources	–	–	–	350	30	380
	<u>–</u>	<u>–</u>	<u>–</u>	<u>350</u>	<u>30</u>	<u>380</u>

## 5 Income from investments

	Unrestricted £	Restricted £	2020 Total £	Unrestricted £	Restricted £	2019 Total £
Bank interest	2,545	–	2,545	2,202	–	2,202
	<u>2,545</u>	<u>–</u>	<u>2,545</u>	<u>2,202</u>	<u>–</u>	<u>2,202</u>

# Action for Carers (Surrey)

## Notes to the financial statements

For the year ended 31 March 2020

### 6 Analysis of expenditure (current year)

	Cost of raising funds £	Giving Carers A Voice £	Charitable activities		Carers Support £	Governance costs £	Support costs £	2020 Total £
			Moving & Handling £	Surrey Young Carers £				
Staff costs (Note 9)	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)	–	–
<b>Total expenditure 2020</b>	<b>30,246</b>	<b>195,056</b>	<b>321,668</b>	<b>1,174,324</b>	<b>1,199,070</b>	<b>–</b>	<b>–</b>	<b>2,920,364</b>

# Action for Carers (Surrey)

## Notes to the financial statements

For the year ended 31 March 2020

### 6b Analysis of expenditure (Prior year)

	Giving Carers A Voice £	Charitable activities 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 2020

7 Grant making to individuals

	2020 £	2019 £
<b>Cost</b>		
Carers UK – Digital Resources	15,000	–
Adult carers – Moving & Handling equipment fund	161	–
Adult carers – other grants	495	–
Young Carers – Social & Educational	–	747
<b>Total for the year</b>	<b>15,656</b>	<b>747</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.

8 Net (outgoing)/incoming resources for the year

This is stated after charging

	2020 £	2019 £
Depreciation	1,791	1,792
Auditor's remuneration (excluding VAT):		
Audit	7,850	7,600

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

Staff costs were as follows:

	2020 £	2019 £
Salaries and wages	1,867,716	1,688,389
Social security costs	150,407	134,081
Employer's contribution to defined contribution pension schemes	53,791	32,604
Other staff costs	108,768	110,079
<b>Total</b>	<b>2,180,682</b>	<b>1,965,153</b>

One employee earned between £60,000 and £70,000 during the year (2019: nil). No employee was paid over £70,000 in the year (2019: nil).

The total employee benefits including employers' NIC and pension contributions of the key management personnel were £374,289 (2019: £319,611).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2019: £nil). No charity trustee received payment for professional or other services supplied to the charity (2019: nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £3,661 (2019: £1,101) incurred by 9 (2019: 6) members relating to attendance at meetings of the trustees and training courses for trustees.

**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:

	2020 No.	2019 No.	2020 No. (FTE)	2019 No. (FTE)
Giving Carers A Voice	4.0	3.2	2.6	2.5
Moving & Handling	7.0	6.5	4.2	3.5
Surrey Young Carers	41.2	43.4	23.1	22.8
Carers Support	37.8	34.4	29.8	26.9
Support	5.9	4.2	4.9	3.6
	<b>95.9</b>	<b>91.7</b>	<b>64.6</b>	<b>59.3</b>

**11 Related party transactions**

During the year one trustee organised a fundraising event for ACS, and raised £1,100 for the charity. No such donations were raised in 2018/19. There are no further related party transactions in 2019/20 (2018/19: 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 £
<b>Cost or valuation</b>		
At the start of the year	24,008	24,008
Disposals – written off equipment	–	–
At the end of the year	24,008	24,008
<b>Depreciation</b>		
At the start of the year	17,439	17,439
Charge for the year	1,791	1,791
Disposals – written off equipment	–	–
At the end of the year	19,230	19,230
<b>Net book value</b>		
<b>At the end of the year</b>	4,778	4,778
At the start of the year	6,569	6,569

All of the above assets are used for charitable purposes.

**14 Debtors**

	2020 £	2019 £
Trade debtors	–	1,819
Prepayments	21,649	18,392
	<b>21,649</b>	<b>20,211</b>

**15 Creditors: amounts falling due within one year**

	2020 £	2019 £
Trade creditors	21,047	41,556
Taxation and social security	51,415	41,248
Accruals	42,055	49,198
Deferred income	–	22,500
	<b>114,517</b>	<b>154,502</b>

**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 £1,369 (2019: £7,065).

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	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>

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

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

## 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 £
<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>

## 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 £
<b>Restricted funds:</b>					
Giving Carers A Voice	14,259	3,500	(17,759)	–	–
Surrey Young Carers	73,988	75,461	(133,505)	–	15,944
<b>Total restricted funds</b>	<b>88,247</b>	<b>78,961</b>	<b>(151,264)</b>	<b>–</b>	<b>15,944</b>
<b>Unrestricted funds:</b>					
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
<b>Total designated funds</b>	<b>183,117</b>	<b>–</b>	<b>(2,998)</b>	<b>28,295</b>	<b>208,414</b>
<b>General funds</b>	<b>614,224</b>	<b>2,593,945</b>	<b>(2,457,971)</b>	<b>(28,295)</b>	<b>721,903</b>
<b>Total unrestricted funds</b>	<b>797,341</b>	<b>2,593,945</b>	<b>(2,460,969)</b>	<b>–</b>	<b>930,317</b>
<b>Total funds</b>	<b>885,588</b>	<b>2,672,906</b>	<b>(2,612,233)</b>	<b>–</b>	<b>946,261</b>

**Transfers between funds**

Included in the transfers above is an amount of £32,650 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.

**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.

**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.

**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.