



TRUSTEES' ANNUAL REPORT AND ACCOUNTS
For the year ended 31 March 2018

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About Carers UK

Carers UK is the national membership charity for unpaid carers. Across the UK today 6.5 million people are carers, supporting a loved one who is older, disabled or seriously ill. Every day 6,000 people become carers, making an enormous contribution to society and saving the economy billions of pounds.

Our vision is of a society that respects, values and supports carers for the huge contribution they make to families and communities. Caring is such an important part of life. It's simply part of being human. Carers are holding families together, enabling loved ones to get the most out of life. But this can sometimes become overwhelming, making it hard to cope with the challenges of caring and of building a life of your own.

Carers UK's mission is quite simple - however caring affects you and your family, we are here. We are here with expert advice, information and support, including running the only national advice line for carers and their families. We are tenacious campaigners, and together with our members, we strive for lasting change for carers. We connect carers so that no one has to care or feel alone. We are committed to innovating in order to find new ways to reach and support carers, using our know-how to develop useful products and spread the message that technology can play its part in making life better for carers.

Over our history our priorities have changed according to the challenges facing carers, but what has remained constant is that carers are at the heart of Carers UK, driving our work and leading us into the future.

Our priorities up to 2021

Our priorities for 2021 reflect our vision for a better world for carers and their families. In the world we all want, carers feel valued and supported for the huge contribution we all make.

The care we provide is not taken for granted. We are focusing on six priorities to create the world we want for carers.

1. Campaigning for greater understanding and support for carers.
2. Being there for carers with information and advice.
3. Building a network of carer positive employers.
4. Growing income streams to increase our impact.
5. Being a great place to work and volunteer.
6. Making the best use of technology.

Our values

Carers are at the heart of everything we do. And, we are:

- Open and approachable
- Inclusive, respecting the diversity of each other's caring experiences
- Independent and tenacious in advocating for carers
- Expert and innovative
- Committed to working with others

Changing to face the future

It is a challenging time for charities. This is not a new thing; new challenges and new opportunities are constantly arising. What is important to me is that I can feel confident that we are set up in the right way to deal with whatever this fast-paced, ever changing sector throws at us.

One of the things that gives me this confidence, and will help us be the charity we want to be in the coming years, are the changes in governance that we implemented for 2017/18. The changes came about from the Board's review of our constitution in the light of developments in charity law and regulation. One of the key changes was to alter the process for appointing members to the Board of Trustees, to ensure the group has the right skills, diversity and experience of caring to govern Carers UK effectively.

The change has been a positive one for the charity. This year, I was delighted to welcome our first cohort of new Trustees to the team, recruited under the new structure. Our four new Trustees and one new board advisor, along with existing Trustees and advisors, have ensured a mix of skills on the board which I believe will help us to progress.

However, governance isn't just about the trustee team, the senior management team, and the staff here at Carers UK. We didn't make these changes in isolation of our membership, and I want to say thank you to our members for getting behind us to make this change at the members conference last year, where an overwhelming 87% supported the new governance proposals.

Our away day in March, right at the end of the period this report covers, really showed me how effective this new way of working is. Working together with new and longer standing board members gave me renewed passion and confidence that we are up to the task for what lies ahead.

I feel that with the support of our membership, and all those who work and volunteer at Carers UK, that we are in a better position to meet the challenges and opportunities that will arise in the coming years. The fact that we are constantly changing and growing, welcoming a growing number of members, volunteers, businesses and professionals to our networks, and new Trustees makes us stronger than ever.

David Grayson CBE

Chairman

Working together for carers

For charities both large and small, working in partnership is an essential way to deliver the lasting change we want to see. At Carers UK working in partnership is part of our DNA and enshrined in our values. As part of our vision for 2021, we set out the world we want to see; where carers feel respected, valued and supported for the contribution they make. But we can't make these huge changes alone.

This year has seen Carers UK working in a number of partnerships and collaborations, highlighting issues that affect carers and campaigning to bring about positive change for carers across the country.

Every year we team up with our charity partners to deliver Carers Week, a nationally recognised and ever-growing event which helps us to highlight the incredible contribution carers make to our society, and to encourage organisations and individuals to work together to build communities which are carer-friendly.

Aside from Carers Week, it's important for me, as chief executive, to encourage all parts of the charity to think of new and innovative ways to work with others to achieve our goals. This could be working with others on activities such as the Jo Cox Commission on Loneliness, or working with companies to find technical solutions or introduce employment policies to make life better for the 6.5 million carers in the UK. In 2017 we have grown and developed our Employers for Carers membership, across the UK as well as continued to grow Carer Positive membership in Scotland.

Being in contact with our members and supporters is equally important to me. This year I have met carers and supporters at our Member Roadshows, and carers groups around the country. I was also able to connect with carers online on our forum through my Q&A sessions. Listening to carers, hearing the stories of the highs and lows of caring, and what needs to change for carers helps me to ensure that we keep carers at the heart of what we do in the charity. It is also a source of ongoing inspiration.

Teaming up with new and existing partners and meeting with our fantastic members, volunteers and supporters is essential to the success of the charity. Without creating partnerships, nurturing friendships, and building lasting alliances, we cannot make the large scale changes we want to see for carers.

Heléna Herklots CBE

Chief Executive

Legal and Administrative Information

Our aims

The Memorandum of Association sets out our aims for public benefit. They are:

- To alleviate the conditions of life amongst people who are caring or who have cared for older, ill, disabled, or otherwise infirm persons (hereinafter called "carers") and who are in, or risk finding themselves in, necessitous circumstances, and of dependants of carers being dependants who are themselves in necessitous circumstances, and for that purpose to promote the material welfare of such carers.
- To relieve and alleviate, and to advance, promote, encourage and assist in the relief or alleviation of all kinds of mental and physical infirmity, sickness, disablement or illness including mental illness attributable to caring, amongst carers and those persons for whom they are caring.
- To advance education concerning caring amongst carers and the public.
- To promote such other exclusively charitable purposes as the Trustees in their absolute discretion from time to time determine for the benefit of carers and their families and dependants to the extent permitted by each of the laws of England and Wales, Scotland and Northern Ireland as applicable.

The Trustees confirm that they have complied with the duty in Part 1, Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit'.

Our six strategic priorities reflect this public benefit: Campaigning for greater understanding and support for carers; Being there for carers with information and advice; Building a network of carer positive employers; Growing income streams to increase our impact; Being a great place to work and volunteer; Making the best use of technology.

The range of activities undertaken during the year reflecting this public benefit is described in the Report of the Trustees.

Structure, Governance and Management

The Trustees, supported by its committees approves the overall strategy. The operational management of the charity is delegated to the Chief Executive, supported by a Senior Management Team, who makes regular reports on progress against the agreed Business Plan to the quarterly meetings of the Board.

Matters reserved specifically for Board decision include the following: strategy; annual budgets; financial reporting and controls; structure and controls; board membership and other appointments; remuneration policy; corporate governance; key organisational policies; major financial transactions; procedures for Board decisions between Board meetings.

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There are seven active sub-committees of the Board.

Finance and Resources Committee

The Committee is responsible for reviewing the annual budget and for monitoring the performance of the organisation against its annual budget and business plan. The Committee is also responsible for monitoring and reviewing policies and processes in place for the identification and management of risk, the scope and effectiveness of the external audit and the appointment of an external auditor.

Governance and Constitution Committee

The Committee is responsible for reviewing the Articles of Association, developing governance policies and overseeing the arrangements for the Annual General Meeting.

Nominations Committee

The Committee is responsible for identifying and nominating candidates for election to the Board and its sub-committees. It is tasked with ensuring that there is always a majority of Carer members. It is also responsible for supporting Board learning and development.

Remuneration Committee

The Committee sets and annually reviews the Chief Executive's remuneration. It is also responsible for approving Senior Management Team salaries. The Committee is chaired by the Treasurer, and its membership is the Honorary Officers of Carers UK. This is the Treasurer, Chairman and Vice Chair.

Nations Committees

The Scotland, Northern Ireland and Wales Committees each contribute to: the dimensions of the Carers UK strategy and corporate plan in the Nation, the work of the Nation and the preparation and implementation of the Nation work plan.

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Board of Trustees

In line with the Carers UK's aims in terms of public benefit, the charity is governed by a Board, the majority of whom are carers.

The number of Board members may not be less than 11 nor more than 21. Board members are appointed for a term of four years and must stand down for a minimum of a year after two consecutive terms of office. The appointment must be approved by the members at the next Annual General Meeting which shall confirm the appointment.

On joining, Board members undergo an induction programme with training being provided during the year where necessary. They receive the constitution, the current five year strategy and information about the organisation and its activities. There is an annual Board strategy day. Induction also includes meeting key staff within the charity.

Staff

During the year, the Senior Management Team comprised the Chief Executive, the Director of Business Development and Innovation, the Director of Finance and Resources, the Director of Fundraising, Communications and Engagement, the Director of Policy and Public Affairs, the Director of Scotland and Northern Ireland and the Director of Wales. The Senior Management team is responsible for the day to day running of the organisation in line with the agreed strategy, and makes recommendations to the Board.

With growing demand for our information, support and advice; a fast growing membership; and increasing impact through volunteering we reviewed the structure of the Senior Management Team and created a new department Carer Support. This department will lead our work providing support for unpaid carers and will be in place from September 2018.

Heléna Herklots, Chief Executive from February 2012 to July 2018 resigned to take up a new role as Older People's Commissioner for Wales. At the time of writing we are in the process of recruiting a successor.

Remuneration Policy

Carers UK is committed to a remuneration strategy that enables the charity to attract and retain appropriately skilled, experienced and qualified staff who can help realise our vision of a society that respects, values and supports carers. Remuneration comprises salary, pension contributions and other benefits and is periodically, but as a minimum of every three years, benchmarked against those for people in comparable roles and organisations.

Responsible Fundraising

At Carers UK our members, supporters and volunteers matter to us a great deal. They are a vital part of what we do and we could not do our work without them. We have always aspired to the very highest standards and continually work to review and strengthen our procedures to ensure these standards are always met.

We have registered with the Fundraising Regulator and we take seriously our commitment to uphold their code of conduct within our fundraising to meet best practice within the sector.

We are pleased to report that we have received no complaints from members, supporters or volunteers as a result of our fundraising activity in 2017-18. Should we receive any complaints we take them extremely seriously. This helps us to remain accountable to our members, supporters and volunteers and ultimately improve how we work because of the feedback we receive.

Maintaining data security and privacy is an absolute priority for us, not just to meet our legal obligations but to build trust with those who support our carers movement. We undertake organisational training to ensure that staff meet our expectations of best practice for data protection. Carers UK will not swap or sell data with other organisations. We respect the wishes of any member, supporter or volunteer who no longer wishes to hear from us or who prefers to receive contact through certain channels, or not receive contact from Carers UK at all.

Our fundraising team works closely with third parties to ensure they adhere to the high standards Carers UK expects. Donations from individuals are an important source of income for Carers UK. We will never take the generosity of our donors for granted.

Protecting the public

Since 2010, Carers UK has had a policy in place explicitly for the safeguarding of children and vulnerable adults. This policy was reviewed by the Board this year and it will continue to be reviewed annually. We work hard to ensure our members, supporters and volunteers are treated with respect and dignity. All staff and volunteers in direct contact with the public receive guidance on our policy and guidelines and agree to abide by these.

Principal Risks and Uncertainties

The Finance and Resources Committee has delegated authority from the Board to ensure that a review of the major risks to which the charity is exposed is conducted and that systems have been established to mitigate those risks. The Board receives a summary report quarterly and detailed report at least once a year.

Carers UK has a comprehensive risk management process in place to identify and address the major financial, operational, governance, reputational and regulatory risks which might impact on its ability to meet its objectives. Carers UK has an organisational risk register which records the major risks, the controls in place mitigate those risks and actions required, if appropriate. The Senior Management team reviews and updates the register on a quarterly basis.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and programmes and to ensure quality of delivery for all operational aspects of the services provided. A Finance Procedures Manual has been adopted as part of the charity's policies and procedures to ensure that financial control procedures are applied uniformly across the charity.

Carers UK has identified the following key risks:

- The risks across income generation in the current climate. To mitigate this risk we have developed a strategy to invest in, grow and diversify our income streams to ensure sustainability.
- Effective compliance with the Data Protection and Responsible Fundraising regulations and practices including the GDPR regulations. We will continue to review all our policies and procedures and CRM systems, the training of our staff and we will put in place a system to ensure we have taken the necessary steps to ensure compliance.
- The information security risk associated with a cyber-attack. In first half of 2018 improvements were made to the general stability and security of our IT systems to ensure secure access. Our cyber security will be reviewed annually, and action will be taken based on recommendations that arise from the review.

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Vice Presidents

Rt Hon the Baroness Bottomley of Nettlestone PC DL

Don Brereton CB

The Baroness Flather DL

Dr Hywel Francis

The Baroness Pitkeathley OBE

Dame Philippa Russell DBE

Caroline Walters OBE

Patrons

Johnnie Walker MBE

Tiggy Walker

Trustees

Professor David Grayson CBE (Chairman) *FR/GC/R*

Canon Geoff Almond (Vice Chair) *FR/R/GC*

Kate Griffiths (Vice Chair) *GC/R* (retired October 2017)

Ian Peters (Treasurer) *FR/R* (retired October 2017)

Terry Bryan (Interim Treasurer) *FR/TR/R*

Tim Anfilogoff (appointed October 2017)

Eleanor Bradley (appointed October 2017) *FR*

Lesley Bryce (appointed March 2018)

Paula Bryan

Kevin Daly (Chair of Northern Ireland Committee) *GC*

Andrew Hensman

Brenda Murray *GC* (retired March 2018)

Sue Northrup (Chair of Scotland Committee) (retired June 2017)

Paramjit Oberoi

Virginia Pulbrook (appointed October 2017) *FR*

Sivakhanthan Shanmuganathan (appointed October 2017) *TR*

Dr Rosie Tope

Martha Wiseman *FR*

FR Member of the Finance and Resources Committee

GC Member of the Governance and Constitution Committee

R Member of the Remuneration Committee

TR Member of the Trading Committee

For the purposes of the Companies Act 2006, members of the Board of Trustees, none of whom receives remuneration, are deemed directors of the company. They are nominated and elected by the members of Carers UK, or co-opted by the Board, in accordance with the requirements of the Memorandum and Articles of Association.

Carers UK**Trustees' Annual Report and Accounts for the year ended 31 March 2018****Chief Executive**

Heléna Herklots CBE

Company Secretary

Marie Magimay

Principal Bankers

Triodos Bank

20 Deanery Road, Bristol, BS1 5AS

Solicitors

Bates, Wells & Braithwaite

2-6 Cannon Street, London EC4M 6YH

Russell Cooke

2 Putney Hill, London, SW15 6AB

Auditor

Sayer Vincent LLP

Charity Accountants and Statutory Auditors

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

Organisation Status

Carers UK is a company limited by guarantee and a charity registered in England and Wales, and in Scotland, governed by its Memorandum and Articles of Association.

The company's registered office is 20 Great Dover Street, London SE1 4LX

Report of the Trustees for the year ended 31 March 2018

The Trustees present their report and audited financial statements for the year ended 31 March 2018. The financial statements comply with current statutory requirements, our 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.

Campaigning for carers

Priority 1: Battle for greater understanding and support for carers in our society

What we said we'd do:

- Partner and collaborate with relevant charities and organisations in order to extend the reach of our work and ensure visibility of caring issues in the public eye
- Influence the Carers Strategy in England and ensure caring remains on the political agenda
- Champion and protect carers' rights in health, social care and welfare reform

Working in partnership for Carers

We were pleased to be one of several major charities involved in the high-profile Jo Cox Loneliness Commission, launched in early 2017. As part of the Commission we led on highlighting the loneliness and isolation that many carers feel. This was supported by research from our annual State of Caring Survey, a video animation and cartoons, a dedicated Jo Cox prize in our annual creative writing competition and good practice examples, gathered from different stakeholders, of ways to combat loneliness. After a successful year of highlighting experiences of loneliness, the Commission published its manifesto for change, with the Carers UK's logo alongside the other charities involved. The manifesto was launched at 10 Downing Street and Carers UK was represented by our CEO and one of our volunteers, carer Jacqui Darlington, who met the Prime Minister. As a result of the Commission's work, the Government plans to implement the recommendations in the manifesto and has announced a new loneliness strategy will be led by new Minister on loneliness, Tracey Crouch MP. Carers UK is continuing to work with others to take forward the legacy of the Commission and to influence the development of the loneliness strategy to ensure carers are supported.

Another partnership for change we were involved in this year was the Carer Passport scheme. A Carer Passport is a record which identifies a carer and sets out an offer of support, services or other benefits in response. Leading on a bid with Carers Trust, we secured a significant contract from the Department of Health, to develop toolkit resources for carers, to be used locally in a variety of settings. After extensive consultation with professionals, carers and other stakeholders, the tool was launched at the Association of Directors of Adult Social Services (ADASS) national conference in October 2017 with the Minister. The toolkit has generated interest amongst health organisations, employers, local authorities, community based organisations and other countries around the world are looking at our work.

The 'Tell Us' partnership with the Care Quality Commission (CQC), which encourages people to share their experience of health and social care, continued throughout 2017/18. Our contribution has been held up as exemplary and we are being asked to share our success with other Tell Us partners. We teamed up with the CQC to produce a jointly branded leaflet which gathered feedback from carers through our advice and information services, local networks, membership, and volunteer network, and our contract has now been renewed until December 2018.

Action for carers

It was a frustrating year awaiting the publication of the Carer's Action Plan and Social Care Green Paper, which had still not materialised by the end of the financial year 2017/18. Following the unscheduled election in May 2017, we pressed new Ministers for a commitment to continue the work started by the previous Government on a cross Government Carers Strategy.

We worked hard in the background to influence ministers, civil servants and other officials to urge the Government to set out its plans as soon as possible to improve support for carers. For our Carers Rights Day Parliamentary Reception in November we secured an announcement by the Minister for Care promising the Government would publish a cross Government action plan with measures to improve support for carers in the short to medium term. This was later achieved when the Carers Action Plan was published in June 2018, just before Carers Week.

State of Caring

The State of Caring report, launched in July 2017, provided strong evidence yet again of the impact caring can have and the struggle that carers and their families are facing to get enough support. More than 7,000 people completed the survey. Securing such large numbers of respondents gives us a unique and powerful tool to confidently represent carers view and experiences to politicians, service providers and the media. Our lead media story focussed on the numbers of carers going without a break from their caring role and the barriers carers experience in trying to get some time away from caring. The report was widely covered in the media, including on the front page of the i newspaper.

Building Carer Friendly Communities

The 2017 theme for Carers Week was "Building Carer Friendly Communities" with over 1,300 local events run during the week. Evaluation of media coverage showed an increased reach of 128 million; 8 million higher than last year. Evaluation from local groups was also largely positive, and the supporter charities provided constructive feedback, which will be built into the 2018 campaign

Carers Rights Day

This year 744 organisations signed up to do activities for Carers Rights Day on the 24th November, and each nation held an event to celebrate and mark the day with a range of activities. We published new research based on public polling revealing the extent to which family, friends, and colleagues underestimated the number of carers in their social and professional circles. Our media story for Carers Rights Day reached an audience of 9,042,036 with 96 pieces of media coverage, with the bulk of this coverage centred on our research.

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Carers Wales launched messages about their State of Caring report alongside Carers UK polling work and secured widespread broadcast coverage across BBC, ITV and SC4 channels. Scotland also had broadcast coverage, and in Northern Ireland, Sinn Fein appointed a spokesperson for Carers (a first for a NI political party). In Scotland, the Annual Summit took place on Carers Rights Day, simultaneously launching the State of Caring in Scotland 2017 Report.

The Carers Rights Day Parliamentary reception in Westminster was held with support from Sainsbury's and hosted by Mims Davies MP. It provided the opportunity for carers, Parliamentarians, EfC members, funders and representatives of the social care sector to come together to focus on reaching carers.

The year in the media

It's been a successful year for Carers UK in the media, with 2017 being our biggest year yet in terms of total media reach. One of the impacts of being in the spotlight was that we were featured in the Third Sector top charity brands index for the first time ever, as the highest new entry to the list at 65th.

We continued to secure broad media coverage throughout the year, in both regional and national press, radio and TV, and we achieved a media reach of 385 million. A number of highlights in the year, including features on ITV Good Morning Britain, BBC Songs of Praise, BBC Online, i newspaper, Daily Express, Daily Mail, Woman & Home, My Weekly, BBC Breakfast Wales, Good Morning Scotland, and the Belfast Telegraph and news programmes.

What will we do for 2018/19

- Increase our coverage in local and national news, to increase visibility, raise awareness and increase public knowledge of caring issues
- Campaign and influence government on issues including: increasing Carer's Allowance and improving the rules around qualifying for the benefit; the need for a right to paid care leave for working carers; increasing respite and breaks for carers
- Help to identify and support carers in health services, and raise awareness of their needs

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Advice and information

Priority 2: Being there for carers with information and advice, right from the start

What we said we'd do:

- Review and improve the functionality and reach of our Advice and Information service to meet the increasing demands and complexities of carers' issues
- Publish a revised directory of local support for carers
- Revitalise our digital offering for carers

Increased demand for information, support and advice

Carers UK's advice and information services have been in great demand in 2017/18. We responded to over 21,600 information and advice queries across the organisation and our help and support section of the Carers UK website had over 2 million unique page views.

We've seen an increase in demand for our information, support and advice, with a rise in the number of emails from carers looking for support. To be able to concentrate on responding within our staffing resources, we managed access to our helpline by reducing the hours that we were available. We increased the amount of technical advice resource to respond to emails so that carers received the vital help that they needed in a timely way.

Building a future-proof, sustainable information, support and advice service

This year we conducted a major review of our advice and information services as part of our plan to realise our 2021 vision. The review highlighted the need to change our approach to meet rising demand from carers for our expertise and support.

We proposed changes to our advice and information service which will help us to meet these challenges, agreed by the Board of Trustees in March 2018. The proposal will develop a Carers Information, Support and Advice service consisting of two tiers, where all calls and emails are answered by a team trained to provide information and emotional support. They will identify any callers or emails needing advice, and triage to the advice team (tier two) to answer.

This year we reviewed and improved our online local directory, an essential tool for carers needing specific help locally. The content was rationalised and systemised, as well as improving local authority links to help carers cut through the information maze to get more directly and quickly to the core information that they need.

Digital Tools for carers

Our commitment to finding new and innovative ways to get information and advice to carers continued in 2017/18, and we now have around 30 organisations subscribing to the Digital Resource for Carers (DRC). New information resources for carers on technology-enabled care and support were launched in April 2017 and are available on the Carers UK website, and have also been added to the DRC. The Money Advice Service financial capability tool was added to the DRC in January 2018 as part of the piloting process, and will be added permanently in Summer 2018. The Learning for Living e-learning programme, which recognises the skills gained through caring, is now in development.

We have had significant success in signing up local authority umbrella members of Employers for Carers (EfC) for subscription to the DRC, to enable them to roll it out through their own workforces, through health partners and through small employers in their localities. EfC resources have been reviewed and updated, and will be migrated to a new digital platform ready for roll out in Spring 2018. A new e-learning resource for young adult carers has been finalised and will be added to the DRC in the coming months.

What will we do for 2018/19

- Bring the new information, support and advice service into operation and monitor and evaluate the impact of the new service
- Continue to expand the online offering for carers, and step up promotion of these services through online and offline channels

Positive employers

Priority 3: Building a network of carer positive employers

What we said we'd do:

- Develop a powerful movement of progressive employers committed to providing carer positive workplaces
- Mobilise our employer and volunteering networks to reach carers early
- Bring together all our employer services into a single integrated approach for maximum impact

Supporting carers in their workplace

In 2017/18 we continued to be the leading force in employment support, advice and policy making for both working carers and those who employ them. Our employer membership service, Employers for Carers, has continued to grow, with a reach of over 1.3 million employees. New members joining this year included DWF LLP, Norton Rose Fulbright, the Northern Health and Social Care Trust (our Northern Ireland member), Ofcom, the Royal Surgical Aid Society, and Santander.

Following a Department of Health contract last year to help extend the reach of our support for employers and working carers, we have had considerable success in engaging local authority members as umbrella members. This allows them to roll out our resources both within their own workplace and to health partners and small and medium size businesses in their locality. The contract also enabled us to scope and develop an employer benchmarking scheme which is currently being piloted within Employers for Carers, with a view to a scheme being launched on a self-sustaining basis following the pilot.

Our Employers for Carers networking events have continued to be very lively and well attended. Event themes have included supporting line managers, promoting and sustaining workplace carers' networks, and using opportunities such as Carers Week and Carers Rights Day to raise awareness in the workplace. Throughout the year we participated in a range of external events and roundtables to highlight the support needs of working age carers and, alongside Carers UK, several Employers for Carers members gave evidence to the Work and Pensions Select Committee Inquiry on Employment support for carers.

Employers for Carers

102 EfC members

1,345,668 employees working for EfC organisations

142 SMEs/19 umbrella organisations

Digital Resource for Carers

35 DRC clients

2,758 individual registrations

Carers Wales continues to engage with volunteers across Wales as 'Workplace Champions' to promote support to carers in the workplace. We support them to bring carers together for advice and to access relevant information, as well as encouraging their employers to be carer-friendly. The benefits of having 'carer friendly' workplace policies are well documented. It is proven to reduce absenteeism, improve productivity, improve staff retention and reduce training and re-training costs for employers, and reduce stresses for carers.

During the year, Carers Wales was awarded a grant of £33,000 from the Welsh Government to carry out a 'scoping' exercise on the benefits and practicalities of developing an 'Employer Carer Friendly' award scheme in Wales. Its intended purpose was to recognise employers who are proactive in the development and implementation of 'carer friendly' policies and/or good working practices. A major part of this 'scoping' exercise was to engage with employers and carers to find their views on an 'award' scheme in Wales. Carers Wales have been allocated Welsh government funds for 2018/19 to develop a Wales Hub of Employers for Carers.

The Carer Positive accreditation scheme in Scotland, supported and funded by the Scottish government and delivered by Carers Scotland, continues to grow. 106 employers employing over 300,000 people are now participating. Following a debate in the Scottish parliament on the benefits of supporting working carers, 11 MSPs including 4 Ministers are now accredited as Carer Positive employers with more in the pipeline. The volunteering role of 'workplace champion' has been popular in both Scotland and Northern Ireland, increasing the opportunity to share vital information for carers through employers' internal communication channels. Despite an unexpected cut in core funding from the Scottish government, the core grant and funding for Carer Positive still demonstrates a commitment and recognition of the importance of supporting organisations working with carers in Scotland.

The Northern Health & Social Trust became the first Northern Ireland based employer to join the EfC network, having also subscribed to the Digital Resource for carers. Funding from the Department of Health and Social Care in Northern Ireland has been maintained at the same level as previous years; We were pleased to secure a three year strategic grant from the Triangle Trust to support our work in Northern Ireland.

What we will do for 2018/19

- We will continue to grow membership of our Employers for Carers forum, building carer-friendly workplaces that support carers to juggle work and care
- We will roll out our Digital Resource for Carers through employers as an employee benefit, reaching more working carers with information and support
- We will launch and roll out an employer benchmarking scheme to help grow best practice on support for working carers

Growing income

Priority 4: Growing income streams so we can increase our impact year on year

What we said we'd do:

- Work in partnership with individuals, trusts and companies to raise invaluable funds for Carers UK
- Review our income generation to identify areas for growth of existing activities, and the potential for new activities
- Implement a change programme to market and deliver our digital products and services more effectively
- Increase our regular unrestricted income, as % of overall income, and in addition maintain proportion of multi-year funding at a minimum of 45%
- Develop and implement an investment strategy for legacy funds

Fundraising for Carers UK

A major highlight of the year was our Patrons' Great Wall of China Trek. Tiggy and Johnnie Walker climbed great heights as part of a team of 13 intrepid trekkers, successfully completing the 5-day challenge and raising an astonishing £64,877 for Carers UK.

Elsewhere during the year, a team from recruitment firm Broadgate Search completed the gruelling Bear Grylls Survival Race to raise £700; Toyota raised more than £1,300 with a Pop the Kettle On event during Carers Week; and in December, Carers UK was chosen to be a beneficiary of "Classic Carols with Alan Titchmarsh" at the Royal Albert Hall. Alan's call to action to support Carers UK saw the audience respond with donations totalling £9,000 through the retiring collection.

We also held several fundraising events of our own, including "Care for a Laugh" at the Comedy Store in June which featured well-known comedians including Adam Buxton, and "Get Your Quiz On" in February, together raising more than £5,000.

Once again this year, we were fortunate to benefit from a number of legacies, and remain grateful to everyone who chooses to leave us a life-changing gift in their will. As previously mentioned in our 2016-17 Trustees Annual Report, this year saw the second instalment from the very generous Lampard Watt bequest. We are deeply grateful to Rosemary Lillian Watt MBE, one of our inaugural members who cared for her parents, for choosing to leave us this wonderful gift in her will.

Working with our corporate partners

This year we enjoyed partnerships with companies including Nutricia AMN, Specsavers and Sainsbury's. Our partners helped us to carry out a range of activities including Carers Week and Carers Rights Day; our Creative Writing and Photography Exhibition; and to create and share new online and print resources for carers on a range of topics. We held a Business Breakfast during Carers Week at the offices of new EfC member Norton Rose Fulbright in order to highlight how putting carers at the heart of your business can pay significant dividends.

Our ongoing partnerships with charitable trusts and foundations remain as vital as ever. Thanks to the support of the Marie-Louise von Motesiczky Charitable Trust, we were able to support carers to access respite care and support. Marie-Louise (1906-1996) was an influential artist who also cared for her ageing mother, and through some of her art tried to capture the charm which remained as her mother's condition deteriorated. We were also delighted to enter into several new funding partnerships, including a generous two years of unrestricted funding with the Pears Foundation and the ZVM Rangoonwala Foundation.

We would also like to recognise the support of long-standing funders including NESTA, Esmée Fairbairn Foundation and the Lockwood Charitable Foundation. Carers Wales were given a three year sustainable social services third sector grant from the Welsh Government in 2016, totalling £670,557, the second instalment of this was received in April 2017.

A final highlight of the year was a new programme of work funded by the Money Advice Service to develop "Thinking Ahead" - a prototype digital financial resource to encourage working age carers to think ahead to the potential costs of caring.

Enhancing our offer for business

In 2017/2018 we worked to consolidate the roll out of the Digital Resource for Carers to local authorities on a subscription basis, supporting them in their Care Act duty to make information and advice available to their whole local population. It also worked to engage more local authorities as umbrella members of Employers for Carers, again on a subscription basis, enabling them to extend the benefits of EfC and the DRC to SMEs and health partners in their locality. This sales integration of our digital resources offer is part of a strategy to enhance our product offer, to diversify our income and to increase the amount we earn from selling digital products and services. We also grew our membership of Employers for Carers, and started marketing the Digital Resource for Carers to new and existing members, extending the support they can offer their staff with caring responsibilities and also growing our income. We delivered a number of consultancy projects within the year and also secured a multi-year contract, and increased our income from these activities.

What will we do for 2018/19

- Grow the number of clients using our EFC member resources and DRC and develop new resources to add to our digital offers
- Deliver existing consultancy contracts and identify new ones, using our expertise to support external partners while diversifying our income
- Increase and diversify earned and voluntary income and deliver funded projects and programmes
- Ensure consistent supporter services and compliance with regulations across all teams

Working and volunteering

Priority 5: Being a great place to work and volunteer

What we said we'd do:

- Review and renew organisational policies, practices, and learning and development
- Recruit 8,000 new members and 235 new volunteers
- Mobilise our employer and volunteering networks to reach carers early

Thank you

We're very grateful for the passion, energy and commitment of the members and volunteers who make up our growing supportive community and play their part in a UK-wide movement for change. This year, our members told their stories, shared their experiences and shaped and inspired our campaigning work. Alongside their day to day caring responsibilities, our members and volunteers support each other and continue to help raise the profile of caring in every corner of the UK. Our staff and Trustees strive to achieve our vision of a society which respects, values and supports carers, keeping us true to our values and ensuring that carers are at the heart of all we do.

A growing membership of carers

2017-18 has seen continued growth in Carers UK's membership, with over 500 new members joining each month. Over the course of the year 7,000 new members joined Carers UK, many of whom also got involved in our activities. At the very successful AGM and Members Conference held in October, around 50% of the attendees were attending a Carers UK event for the first time. We continue to engage with our members in a number of different ways, through Caring magazine, through our members emails, online on our social channels and at face to face events. During the year we continued our series of Members' Roadshow events, meeting and listening to our members in Bournemouth, Brighton and Truro. The Carers UK Forum continues to be a thriving and supportive online community, with around 500 members visiting the Forum each month and over 200 adding a post; enviable statistics in the world of online communities.

A million minutes and more

We recruited 842 people to undertake volunteering activities with Carers UK this year; this figure includes 350 people who agreed to undertake one-off volunteering activities as part of ITV's '1 Million Minutes' campaign. Launched in November, the campaign encouraged members of the public to pledge '1 million minutes' of their time to a handful of leading charity partners to help combat loneliness.

Supported by the Big Lottery Fund's Accelerating Ideas fund, our National Volunteering Programme continues to mobilise people with caring experience to use their time, skills and networks to reach carers at an early stage in their caring journeys. It has a particular focus on supporting older carers and those caring for older people. During the year our volunteers reached over 22,000 carers and connected them with information, support and advice provided by Carers UK and local services. Our Local Awareness volunteers distributed over 9,000 leaflets and other resources in their communities, helping to reach many carers who would not have otherwise been aware of the support provided by Carers UK. Our Listening Support volunteers provided emotional support on the phone to over 1,000 carers and a new team of Social Media volunteers helped to raise the profile of Carers UK by reaching over 9,000 people with their posts on Facebook and Twitter. Workplace Champion volunteers, one of our fastest growing roles, have been reaching out to their colleagues in many organisations around the country.

We have tried new ways to engage with our volunteers this year as well, including setting up a volunteer Facebook group in March, following the closure of our underused Volunteer Hub website.

Around the UK, Carers NI's volunteer programme has grown rapidly to reach 128 volunteers, including 24 employee volunteers from Lloyds Banking Group. Employee volunteers have also been making a difference at Scottish Power and in January 2018 our new Big Lottery funded project began in Wales.

Creative Writing meets Photography for the first time

Carers UK's fourth creative writing competition once again provided insightful and moving perspectives on the diversity of the caring experience. We received over 500 poems and stories, many of which addressed the theme for 2017: "This was not in the plan", to reflect the unexpected joys and difficulties that arise from our caring roles. As part of our collaboration with the Jo Cox Commission on Loneliness, we also awarded The Jo Cox Poetry Prize for the poem which best addressed the issue of loneliness, and at our celebration event in November, Rachel Reeves MP presented the award to the winner. We also received around 150 entries from members and the general public to our first photography competition on the theme of "This is caring".

What will we do for 2018/19

- Revise our membership application and renewal process to ensure compliance with GDPR (General Data Protection Regulation)
- Deliver improvements to our offering to staff by implementing a new Carers Policy and induction process
- Reconfigure our Volunteering Programme model to improve engagement with our volunteers and provide members with more opportunities to get involved

Technology

Priority 6: Making the best use of technology to work effectively and respond to changing behaviours

What we said we'd do:

- Improve our digital capability so the answers are available for everyone who needs them
- Develop Jointly and connect it to more platforms and devices
- Work with industry partners to develop and roll out new products and services which can support carers and their loved ones
- Work towards a five-year digital strategy with a step change in the reach and targeting of our services

Improving our digital capabilities

We are developing our digital capabilities over the lifetime of our five year vision. In this year we looked at how to make the right investment in our digital future, including investment in a Customer Relationship Management system (CRM) and specialist consultancy support. Work began in early 2018 to develop a timescale for the discovery, design and development phases of a new website. This includes audience & supporter journey development, costing and support to write the technical specification. This will be taken forward over the next year.

Developing our Digital Resources

We launched our connected product with Pivotell in late 2017 whereby users of the **Jointly** app can receive and store alert messages from their Pivotell Advance GSM dispenser in one central place. We continued to develop and market our Digital Resource for Carers (DRC) platform. As of 31 March 2018 the resource had over 3,257 individual users who can access the resource through 35 service providers and employers who have subscribed to the DRC, including 4 employers who made the DRC platform available as an employee benefit.

What will we do for 2018/19

- Launch the Carers UK Digital strategy
- Embark on a large scale digital development and website redevelopment programme
- Plan improvements to our resilience, system availability and security

Thank you

Once again, we would like to extend our sincere thanks to the many people who have empowered us to carry out our charitable work this year.

Without donations from individuals, companies, charitable trusts and other partners, of both money and time, we would not have been able to reach, connect and support carers – no matter where they are in the UK. Thank you all for your outstanding support.

Financial review 2017-2018

For the year ending March 2018 Carers UK achieved a total income of £3.3m against total expenditure of £3.0m giving a surplus of £243k.

Income

Unrestricted income decreased from £3.5m in 2017 to £2.3m in 2018. This can vary significantly year to year depending on the level of legacies and the decrease is due to the lower level of legacies in 2018 compared to 2017.

Donations and legacies were £1.8m in the year. Fundraising Events grew by £81k to £118k in part due to the China Trek; Corporate income fell by £50k to £141k. The overall cost of fundraising remained broadly the same. Donations and legacies decreased by £1.3m to £1.8m due to the £2m Lampard Watt bequest recognised in 2017. We received the remaining £1m legacy cash in 2018.

Incoming resources from charitable activities, received primarily from local authorities and Government, decreased by £356k (20%) to £1.5m. This was mainly due to: £277k decrease in consultancy income due to the one-off Department of Health contract in 2017; £171k decrease in grant income due to several multi-year grants ending and cuts to statutory funding.

Expenditure

Overall, our total resources expended for the year were £3.092m, £20k lower compared to last year (2017: £3.112m).

During the year we spent a total of £2.7m on charitable activities. We increased unrestricted expenditure on charitable activities by £209k (14%) to £1.5m. Restricted expenditure decreased by £224k (15%), mainly due to the following: cuts to statutory funding and some multi-year funding ending. The overall spending on charitable activities is £15k lower compared to last year due to these reasons.

Fundraising costs remained broadly the same £334k (2017: £339k).

We have been able to commit 82%* (2017: 89%) of expenditure to our core work of making life better for carers. *Charitable expenditure is 82% (2017: 89%) of total resources expended excluding other resources expended.

Cashflow

There was a cash inflow during the year due to Lampard Watt bequest and a decrease in debtors also because of the bequest.

Carers UK
Trustees' Annual Report and Accounts for the year ended 31 March 2018

Reserves

At the end of 2017/2018 our reserves were £3,801,128, split as follows:

Restricted Funds, income received for specific programmes	£142,812
Designated Funds*	£2,682,346
General Funds, unrestricted funds	£975,970

*Designated funds of £2,682,346 comprise:

Reserve policy fund	£410,118
Loan repayment fund	£763,671
Net book value of the GDS office	£1,508,557

Risks and reserves

The Board of Trustees has identified the major risks to which the charity is exposed and has put in place systems and procedures to manage those risks. The key risks facing the charity, in common with many other charities in the current economic environment, relate to income generation. We have developed plans to diversify our sources of income in order to manage this risk.

The Finance and Resources Committee reviews the risk register at its quarterly meeting and makes recommendations to the Board. In recognition of the changing nature of our funding, the Trustees have approved a Reserves Policy which states that:

“Unrestricted liquid funds should be held at a minimum of the greater of:

a) The working capital requirement of a month’s total budgeted expenditure, or

b) The amount required to fund an unexpected shortfall in income, set at three months unfunded expenditure, where unfunded expenditure is that which is neither funded by restricted funds or by fee income.

In the event of unrestricted liquid funds falling to within 125% of the minimum figure the Finance and Resources Committee should be notified and they will then meet to determine appropriate action.”

At the end of the year our ‘unrestricted liquid funds’ were £975,970 which was above the ‘working capital requirement’ of £257,368 and above the ‘amount required to fund an unexpected shortfall in income’ of £461,138.

Statement of Trustees' responsibilities

The Trustees (who are also directors of Carers UK for the purposes of company law) are responsible for preparing the report of the Trustees' 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 adequate 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 Statement of Recommended Practice (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; and
- 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 proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the
- Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).
- 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 auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are 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.

Carers UK

Trustees' Annual Report and Accounts for the year ended 31 March 2018

Auditors

Sayer Vincent LLP were appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

The report of the Trustees has been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the Trustees on 4 July 2018 and signed on their behalf by:

Professor David Grayson, CBE
(Chairman)

Terry Bryan
(Interim Treasurer)

Independent auditor's report to the members of Carers UK

Opinion

We have audited the financial statements of Carers UK (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2018 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheets, the consolidated statement of cash flows and the 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 group's and of the parent charitable company's affairs as at 31 March 2018 and of the group's 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 and the Charities Act 2011

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 group 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 group's or the parent 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 Carers UK

Other information

The Trustees are responsible for the 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. 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 group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' annual report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and Charities Act 2011 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- The parent charitable company 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 Carers UK

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities set out in the Trustees' annual report, the Trustees (who are also the directors of the parent 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 group's and the parent 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 group or the parent 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

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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 group's internal control
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees

Independent auditor's report to the members of Carers UK

- 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 group's or the parent charitable company'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 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 group or the parent charitable company 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
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

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 and section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. 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.

Judith Miller (Senior Statutory Auditor)

Date

For and on behalf of Sayer Vincent LLP, Statutory Auditor
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006

CARERS UK
Consolidated statement of financial activities (incorporating an income and expenditure account)
For the year ended 31 March 2018

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2018 £	Total 2017 £
Income from:					
Donations & Legacies	3	1,769,030	62,952	1,831,982	3,094,272
Charitable Activities:	4				
Giving Carers a stronger voice		206,689	277,325	484,014	552,797
Providing Carers with Support		127,300	446,704	574,004	810,169
Education, Influence and Training		175,609	235,162	410,771	461,907
Total Charitable Activities		509,598	959,191	1,468,789	1,824,873
Trading activities	10	768	-	768	2,390
Investments		1,297	-	1,297	6
Publication Sales		21,487	1,356	22,843	19,039
Misc Income		8,672	20	8,692	21,543
Total income		2,310,852	1,023,519	3,334,371	4,962,123
Expenditure on:					
Raising funds:					
Fundraising costs	5	333,607	-	333,607	338,603
Trading Activities	10	820	-	820	704
Charitable Activities:	5				
Giving Carers a stronger voice		413,242	344,835	758,077	708,953
Providing Carers with Support		596,824	540,601	1,137,425	1,104,605
Education, Influence and Training		500,058	361,664	861,722	958,736
Total Charitable Activities		1,510,124	1,247,100	2,757,224	2,772,294
Total expenditure		1,844,551	1,247,100	3,091,651	3,111,601
Net income / (expenditure)					
for the year	6	466,301	(223,581)	242,720	1,850,522
Transfers between Funds		(96,147)	96,147	-	-
Net Movement in Funds	15	370,154	(127,434)	242,720	1,850,522
Reconciliation of funds					
Total funds brought forward		3,288,161	270,247	3,558,408	1,707,886
Total funds carried forward		3,658,315	142,813	3,801,128	3,558,408

All of the above results are derived from continuing activities. There were no other recognised gains and losses other than those stated above. Movements in funds are disclosed in Note 15 to the financial statements.

CARERS UK
Consolidated charitable company
Balance Sheet as at 31 March 2018

	Notes	Group		Charity	
		2018	2017	2018	2017
		£	£	£	£
Fixed assets					
Tangible fixed assets	9	<u>1,511,597</u>	<u>1,582,147</u>	<u>1,511,597</u>	<u>1,582,147</u>
Current assets					
Debtors	12	332,204	2,771,858	334,433	2,770,658
Cash on Deposit:					
Head Office & UK Branches		604,101	3,878	604,101	3,878
Cash at bank and in hand:					
Head Office		<u>2,519,548</u>	<u>(227,232)</u>	<u>2,519,548</u>	<u>(227,458)</u>
		<u>3,455,853</u>	<u>2,548,504</u>	<u>3,458,082</u>	<u>2,547,078</u>
Current Liabilities					
Creditors:					
amounts falling due within one year	13a	<u>(447,358)</u>	<u>(572,243)</u>	<u>(447,358)</u>	<u>(572,503)</u>
Net current assets		<u>3,008,495</u>	<u>1,976,261</u>	<u>3,010,724</u>	<u>1,974,575</u>
Creditors:					
amounts falling due after one year	13b	<u>(718,963)</u>	<u>-</u>	<u>(718,963)</u>	<u>-</u>
Total Net Assets	14	<u><u>3,801,128</u></u>	<u><u>3,558,408</u></u>	<u><u>3,803,358</u></u>	<u><u>3,556,721</u></u>
Funds	15				
Restricted		142,812	270,247	142,813	270,247
Designated Funds		2,682,346	2,986,079	2,682,346	2,986,079
General		<u>975,970</u>	<u>302,082</u>	<u>978,199</u>	<u>300,395</u>
Total funds		<u><u>3,801,128</u></u>	<u><u>3,558,408</u></u>	<u><u>3,803,358</u></u>	<u><u>3,556,721</u></u>

Carers UK is a company limited by guarantee in England and Wales (864097) and a charity registered in England and Wales (246329), and in Scotland (SCO39307), registered office is 20 Great Dover Street, London SE1 4LX.

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

Approved by the Board of Trustees on **4 July 2018**
and signed on its behalf by:

Prof David Grayson, CBE
(Chairman)

Terry Bryan
(Interim Treasurer)

The attached notes form part of these financial statements.

CARERS UK
Consolidated cash flow statement
For the year ended 31 March 2018

	Notes	2018 £	2017 £
Cashflows from operating activities:			
Net cash provided by / (used in) operating activities	(i)	2,626,742	(280,001)
Cash flows from investing activities:			
Investment Income		1,297	6
Cash flows from financing activities:			
Cash inflows from new borrowing		800,000	-
Repayments of borrowing		(81,037)	-
		718,963	-
Change in cash and cash equivalents in the year		3,347,002	(279,995)
Cash and cash equivalents at the beginning of the year		(223,353)	56,642
Cash and cash equivalents at the end of the year	(ii)	3,123,649	(223,353)

Notes to Cash Flow Statement

Note (i) Reconciliation of net income / (expenditure) to net cash flow from operating activities	2018 £	2017 £
Net income / (expenditure) for the year	242,720	1,850,522
Investment income	(1,297)	(6)
Depreciation charges	70,550	70,550
(Increase)/Decrease in debtors	2,439,654	(2,441,307)
Increase/(Decrease) in creditors	(124,885)	240,240
Net cash (outflow) from operating activities	2,626,742	(280,001)

Note (ii) Analysis of change in net funds

	At 1-04-17 £	Cash Flows £	At 31-3-18 £
Cash in Hand, at Bank	(223,353)	3,347,002	3,123,649
	(223,353)	3,347,002	3,123,649

1 Accounting policies

Statutory Information

Carers UK Limited is a charitable company limited by guarantee and is incorporated in the United Kingdom. The registered office address is 20 Great Dover Street London SE1 4LX.

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 (FRS102) (September 2015) 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.

Reporting period

The financial statements cover the year to 31 March 2018.

Public benefit entity

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

Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. Key judgements that the charitable company has made which have a significant effect on the accounts include estimating the liability from multi-year grant commitments. 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.

Recognition of 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, whether 'capital' grants or 'revenue' grants, 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 received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

1 Accounting policies

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. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

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.

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.

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Recognition of expenditure

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:

- Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services and undertaking activities to further the purposes of the charity and their associated support costs.

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

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include office costs, finance, personnel, payroll and governance costs which support the Trusts programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 5.

Operating leases

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

1 Accounting policies

Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £10,000. 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 depreciation rates in use are as follows:

Leasehold property	2% and 5%
Fixtures and fittings	20%
Computer equipment	20%

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.

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.

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.

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Pensions

The charity contributes to a stakeholder pension scheme on behalf of its staff, and the cost is recognised as incurred. This is a defined contribution scheme.

Taxation status

As a charity Carers UK Limited is exempt from taxation of income and gains falling within Section 505 of the Taxes Act 1988 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent these are applied charitably. No tax charge has arisen in the year.

2 Detailed comparatives for the Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total 2017 £
Income from:			
Donations & Legacies	2,880,749	213,523	3,094,272
Charitable Activities:			
Giving Carers a stronger voice	241,496	311,301	552,797
Providing Carers with Support	198,725	611,444	810,169
Education, Influence and Training	187,601	274,306	461,907
Total charitable activities	627,822	1,197,051	1,824,873
Trading activities	2,390	-	2,390
Investments	6	-	6
Publication Sales	13,514	5,525	19,039
Misc Income	21,543	-	21,543
Total income	3,546,024	1,416,099	4,962,123
Expenditure on:			
Raising funds:			
Fundraising costs	338,603	-	338,603
Trading Activities	704	-	704
Charitable Activities:			
Giving Carers a stronger voice	326,547	382,406	708,953
Providing Carers with Support	518,843	585,762	1,104,605
Education, Influence and Training	455,776	502,960	958,736
Total Charitable Activities	1,301,166	1,471,128	2,772,294
Total expenditure	1,640,473	1,471,128	3,111,601
Net income / (expenditure) for the year	1,905,551	(55,029)	1,850,522
Transfers between Funds	(2,479)	2,479	-
Net Movement in Funds	1,903,072	(52,550)	1,850,522
Reconciliation of funds			
Total funds brought forward	1,385,089	322,797	1,707,886
Total funds carried forward	3,288,161	270,247	3,558,408

Carers UK Limited
Notes to the financial statements
For the year ended 31 March 2018

3	Income from donations and legacies	Unrestricted £	Restricted £	2018 £	2017 £
	Donations and Gifts inc. Membership	105,930	360	106,290	101,085
	Funding for DH Strategic Partners Programme (a)	-	59,998	59,998	195,000
	Legacies	1,115,690	-	1,115,690	2,394,998
	Corporates	139,080	2,516	141,596	191,426
	Trusts	182,932	-	182,932	70,764
	Fundraising Events	118,088	78	118,166	37,263
	Tax reclaims	19,737	-	19,737	14,507
	Payroll Giving	87,573	-	87,573	89,229
		1,769,030	62,952	1,831,982	3,094,272

(a) Relates to a grant receivable from Department of Health (DH) as part of the £59,998 Strategic Partners Programme shared equally between Carers Trust and Carers UK.

4 **Income from charitable activities**

	Grants &				2018	2017
	Contracted Services £	Trust - See Note 4a £	Training & Conferences £	Donations & Misc. £	£	£
Giving Carers a stronger voice	52,568	275,907	39,299	116,241	484,015	552,797
Provide Carers with Support	56,104	414,598	15,224	88,077	574,003	810,169
Education, Influence & Training	29,796	227,563	66,850	86,562	410,771	461,907
	138,468	918,068	121,373	290,880	1,468,789	1,824,873

4a Grants and donations receivable

The Grants and Donations listed below were expended in accordance with the terms specified in each individual grant. Certain grants were made under an Act of Parliament and have been annotated as follows:-

Charitable Activities	2018	2017
	Restricted	Restricted
	£	£
Advice & Information		
The 29th May 1961 Charitable Trust	-	10,000
The John Ellerman Foundation	-	35,845
Communications, Campaign, Media & Public Affairs		
The Lockwood Charitable Foundation	-	65,000
The Esmee Fairbairn Foundation	76,070	75,019
Other grants< £10000	-	8,225
Technology & Innovation		
Money Advice Centre - What Works Fund	112,255	17,651
Marie-Louise von Motesiczky Charitable Trust	-	52,300
Other grants< £10000	5,000	3,060
BUPA UK Foundation	-	51,750
Carers UK Volunteer Programme		
Nesta	110,000	160,133
Other Grants		
Other grants< £10,000	-	7,000
Nation offices:		
Scotland: Work in Scotland		
Core Grant	140,000	180,000
Carer Positive	52,000	46,000
Carers Parliament	-	31,874
Trusts< £15,000	20,000	10,750
Wales: Work in Wales		
Welsh Government Sustainable Social Services Grant	224,313	235,987
Wales: Employers Award Scoping Project		
Welsh Government	33,269	-
Other grants< £10,000	6,500	2,500
Wales - Volunteer Programme		
Waterloo Foundation	9,000	18,000
Big Lottery	15,502	-
Trusts< £15000	-	2,100
N.Ireland: Work in N.Ireland		
DHSSPS (N.I): Core Grant	31,607	31,607
Northern Health and Social Care Trust	39,552	39,552
Big Lottery	-	4,991
The Triangle Trust: Core Grant	35,000	-
Other grants< £10,000	8,000	-
Total grants received for charitable activities	918,068	1,089,344

Carers UK Limited
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5 Expenditure

	Cost of Fundraising £	Giving Carers a stronger voice £	Provide Carers with Support £	Education, Influence and Training £	Governance Costs £	Support Costs £	2018 Total £	2017 Total £
Staff Costs (Note 7)	202,876	434,639	657,743	403,428	-	217,816	1,916,502	2,023,532
Fundraising costs	130,731	-	-	-	-	-	130,731	156,014
Finance	-	-	-	-	-	104,927	104,927	118,913
Information Technology	-	-	-	-	-	65,165	65,165	53,687
General Administration	-	-	-	-	-	132,718	132,718	139,860
AGM & Trustees travel	-	-	-	-	23,486	-	23,486	26,620
Audit Fees	-	-	-	-	12,000	-	12,000	14,250
Depreciation	-	21,165	21,165	28,220	-	-	70,550	70,550
Direct costs	820	135,100	291,214	208,438	-	-	635,572	508,175
Total	334,427	590,904	970,122	640,086	35,486	520,626	3,091,651	3,111,601
Support Costs - allocated by staff time apportionment	-	156,861	151,701	212,064	-	(520,626)	-	-
Governance Costs	-	10,311	15,604	9,571	(35,486)	-	-	-
Total resources expended	334,427	758,076	1,137,427	861,721	-	-	3,091,651	3,111,601

5(a) Grants awarded

	2018 £	2017 £
Department of Health (DH): Strategic Partners Programme	29,999	97,500
Total	29,999	97,500

Note: Grants of £29,999 to Carers Trust as part of the £59,998 DH Strategic Partners Programme given to both charities which includes Carers UK.

6 Net income/ (expenditure) for the year:

	2018	2017
	£	£
This is stated after charging /(crediting):		
Depreciation	70,550	70,550
Trustees' remuneration	-	-
Trustees' travel, subsistence and care expenses	23,486	6,561
Auditors' remuneration	12,000	14,250
Over provision in 2017	(1,300)	-
Operating lease rentals	1,261	800
	10	9
Number of Trustees whose expenses were reimbursed		

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

	2018	2017
	£	£
Salaries and Allowances	1,667,856	1,732,423
Social Security Costs	166,488	174,067
Pension Costs	82,158	83,075
Redundancy costs	-	33,967
	1,916,502	2,023,532
Total emoluments paid to staff were:	1,750,015	1,849,465

The average weekly number of employees (based on head count) during the year was as follows:

	2018	2017
	No.	No.
Charitable	39	41
Support	7	7
Fundraising	5	5
	51	53

	2018	2017
Number of employees' earning over £60,000		
£70,001 - £80,000	1	-
£60,001 - £70,000	3	1

The total employee benefits including pension contributions and employer's national insurance of the key management personnel were £127,437 (2017: £116,439).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2017: £nil).

No charity trustee received payment for professional or other services supplied to the charity (2017: £nil).

8 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiary Carers UK Trading Ltd gift aids available profits to the charity. There was no corporation tax charge for the year (2017: £Nil)

9 Tangible fixed assets

	Long Leasehold Building £	Leasehold Improvements £	Office/Gen Equipment £	Total £
Cost				
At the start of the year	1,361,012	803,651	15,732	2,180,395
Additions	-	-	-	-
At the end of the year	1,361,012	803,651	15,732	2,180,395
Accumulated depreciation				
At the start of the year	238,230	350,472	9,546	598,248
Charge for year	27,221	40,183	3,146	70,550
At the end of the year	265,451	390,655	12,692	668,798
Net book value				
At 31 March 2018	1,095,561	412,996	3,040	1,511,597
At 31 March 2017	1,122,782	453,179	6,186	1,582,147

10 Subsidiary Undertaking

The charitable company owns the whole of the issued ordinary share capital of Carers UK Trading limited, a company registered in England. The subsidiary is used for non-primary purpose trading activities. All activities have been consolidated on a line by line basis in the statement of financial activities. Available profits are gift aided to the charitable company. The subsidiary is exempt from audit by virtue of S479a of Companies Act 2006. A summary of the results of the subsidiary is shown below:

	2018 £	2017 £
Turnover	768	2,390
Gross profit	768	2,390
Administrative expenses	(820)	(704)
Profit / (loss) for financial year	(52)	1,686
The aggregate of the assets, liabilities and funds was:		
Assets	-	1,426
Liabilities	(2,229)	(3,602)
Funds	(2,229)	(2,176)

Carers UK Limited
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For the year ended 31 March 2018

11 Parent charity

The parent charity's gross income and the results for the year are disclosed as follows:

	2018	2017
	£	£
Gross Income	3,333,603	4,959,733
Results for the year	242,772	1,848,836

12 Debtors

	The Group		The Charity	
	2018	2017	2018	2017
	£	£	£	£
Other debtors	223,812	455,416	226,041	454,216
Prepayments	11,652	8,613	11,652	8,613
Accrued income	96,740	2,307,829	96,740	2,307,829
	332,204	2,771,858	334,433	2,770,658

13a Creditors: amounts due within one year

	The Group		The Charity	
	2018	2017	2018	2017
	£	£	£	£
Other creditors	137,854	254,608	137,854	254,868
Other Taxes & Social Security	80,607	184,000	80,607	184,000
Accruals and deferred income	228,897	133,635	228,897	133,635
	447,358	572,243	447,358	572,503

Deferred income

	The Group		The Charity	
	2018	2017	2018	2017
	£	£	£	£
Balance at the beginning of the year	20,380	26,515	20,380	26,515
Amount released to income in the year	(20,380)	(26,515)	(20,380)	(26,515)
Amount deferred in the year	62,080	20,380	62,080	20,380
Balance at the end of the year	62,080	20,380	62,080	20,380

Deferred income comprises of income received for the State of Caring 2018 event and sponsorship for Carers Week, both of which occur after the year end.

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13b Creditors: amounts falling due after one year

	The Group		The Charity	
	2018	2017	2018	2017
	£	£	£	£
Bank loan: due after one year & less than five years	191,632	-	191,632	-
Bank loan: due after more than five years	527,331	-	527,331	-
	<u>718,963</u>	<u>-</u>	<u>718,963</u>	<u>-</u>

Bank loan totalling £800k (2017: £nil) is secured by fixed charge over part of the charity's property and is also secured by a floating charge over the charity's assets. Term of loan is 15 years.

No discounting has been applied to the present value of the loan as the effect of this would be immaterial.

14 Analysis of group net assets between funds: current year

	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	1,508,557	3,040	1,511,597
Net current assests	142,813	1,892,752	972,930	3,008,495
Long term liabilities	-	(718,963)	-	(718,963)
Net assets at the end of the year	<u>142,813</u>	<u>2,682,346</u>	<u>975,970</u>	<u>3,801,128</u>

Analysis of group net assets between funds: prior year

	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	1,575,961	6,186	1,582,147
Net current assests	270,247	1,410,118	295,896	1,976,261
Long term liabilities	-	-	-	-
Net assets at the end of the prior year	<u>270,247</u>	<u>2,986,079</u>	<u>302,082</u>	<u>3,558,408</u>

Carers UK Limited
Notes to the financial statements
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15 Movements in funds:

- current year

	As at 01/04/17	Income	Expenditure	Transfers between Funds	As at 31/03/18
	£	£	£	£	£
Restricted funds:					
Advice & Information	15,000	-	15,000		-
Carers Ambassador GP Training	-	-	-		-
Carers Strategy	-	59,998	59,998		-
Communications, Campaigns, Media & Public Affairs	-	76,070	76,070		-
Innovation	-	112,255	112,255		-
Primary Care Navigator	10,345	-	-		10,345
Kensington & Chelsea	58,794	33,333	92,127		-
Accelerating Ideas Volunteering	63,644	110,052	162,638		11,058
Carers UK Volunteering Programme	-	-	-		-
Nation Offices:					
Northern Ireland	-	118,747	139,502	20,755	-
Scotland	9,686	222,033	306,041	75,392	1,070
Wales	89,005	291,031	283,469		96,567
Legacy Funds:					
West Sussex Carers Fund	23,773	-	-		23,773
Total Restricted funds	270,247	1,023,519	1,247,100	96,147	142,813
Unrestricted funds:					
Designated Funds:					
Reserve policy fund	410,118	-	-	-	410,118
Loan repayment fund	1,000,000	-	-	(236,329)	763,671
Office fund	1,575,961	-	67,404	-	1,508,557
Total Designated Funds	2,986,079	-	67,404	(236,329)	2,682,346
General funds	302,082	2,310,852	1,777,147	140,182	975,970
Total Unrestricted Funds	3,288,161	2,310,852	1,844,551	(96,147)	3,658,315
Total Funds	3,558,408	3,334,371	3,091,651	-	3,801,128

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15 Movements in funds (continued):
- prior year

	As at 01/04/16 £	Income £	Expenditure £	Transfers between Funds £	As at 31/03/17 £
Restricted funds					
Advice & Information	30,000	45,845	60,845	-	15,000
Carer Ambasssador GP Training	-	-	-	-	-
Carers Strategy	-	195,000	195,000	-	-
Communications, Campaigns, Media & Public Affairs	-	140,019	140,019	-	-
Innovation	-	121,701	121,701	-	-
Primary Care Navigator	10,345	-	-	-	10,345
Kensington & Chelsea	49,255	102,153	92,614	-	58,794
Accelerating Ideas Volunteering	-	160,133	96,489	-	63,644
Carers UK Volunteering Programme	123,286	7,000	79,730	(50,556)	-
Nation Offices:					
Northern Ireland	1	83,072	136,108	53,035	-
Scotland	14,845	295,550	300,709	-	9,686
Wales	71,292	265,626	247,913	-	89,005
Legacy Funds:					
West Sussex Carers Fund	23,773	-	-	-	23,773
Total Restricted funds	322,797	1,416,099	1,471,128	2,479	270,247
Unrestricted funds:					
Designated Funds:					
Reserve policy fund	-	-	-	410,118	410,118
Loan repayment fund	-	-	-	1,000,000	1,000,000
Office fund	1,267,526	-	-	308,435	1,575,961
Total Designated Funds	1,267,526	-	-	1,718,553	2,986,079
General Funds	117,563	3,546,024	1,640,473	(1,721,032)	302,082
Total Unrestricted Funds	1,385,089	3,546,024	1,640,473	(2,479)	3,288,161
Total Funds	1,707,886	4,962,123	3,111,601	-	3,558,408

15 Movements in funds (continued):

Description of funds

(a) Designated Funds

Office Fund	This represents the net book value of the leasehold and improvements to the building at 20 Great Dover Street, London, SE1 4LX
Loan repayment fund	This represents amount to repay loan commitments
Reserve policy fund	Relates to amount needed to in part meet reserves policy

(b) Restricted Funds

Advice and Information	Funding to support the advice line team donated by The Doris Pacey Charitable Foundation
Carers Strategy	Support from the Department of Health Carers Strategy Fund for Carers UK and Carers Trust
Communications, Campaigns, Media & Public Affairs	Funding to support the advice and advocacy work undertaken by Carers UK Limited to promote carers rights.
Innovation	Funding to assist in the development of programmes designed to assist commercial organisations in helping carers within their workforces.
Kensington & Chelsea	Contract to provide services in Kensington & Chelsea, funded by the London Borough of Kensington & Chelsea
Primary Care Navigator project	Contract to improve identification and support of carers within the primary care system within the boroughs of Westminster, Kensington & Chelsea and Hammersmith & Fulham
Carers Accelerating Ideas Volunteering Programme	To establish a new, integrated country-wide social action programme to enable carers and former carers to volunteer time to support carers. Funding for England and Wales only

Nation Offices: This relates to funds held in respect of offices based in Northern Ireland, Wales and Scotland.

Wales Funding from the Welsh Assembly and others in support of our work in Wales

Scotland Funding from the Scottish Parliament and others in support of our work in Scotland

Northern Ireland Funding from the Northern Irish Assembly, Health Boards and Trusts in support of our work in Northern Ireland

Branches:

West Sussex Carers Fund A legacy left for the benefit of carers in West Sussex

16 Operating lease commitments

The charity had annual commitments at the year end under operating leases relating to its Nation and Area offices expiring as follows:

	2018	2017
	£	£
Less than 1 year	1,261	800
	<u>1,261</u>	<u>800</u>

17 Related party transactions

There are no related party transactions to disclose for 2018 (2017: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

Advantage has been taken of exemptions under FRS 102 not to disclose related party transactions with and between wholly-owned subsidiaries.