carersUK
making life better for carers

carersuk.org

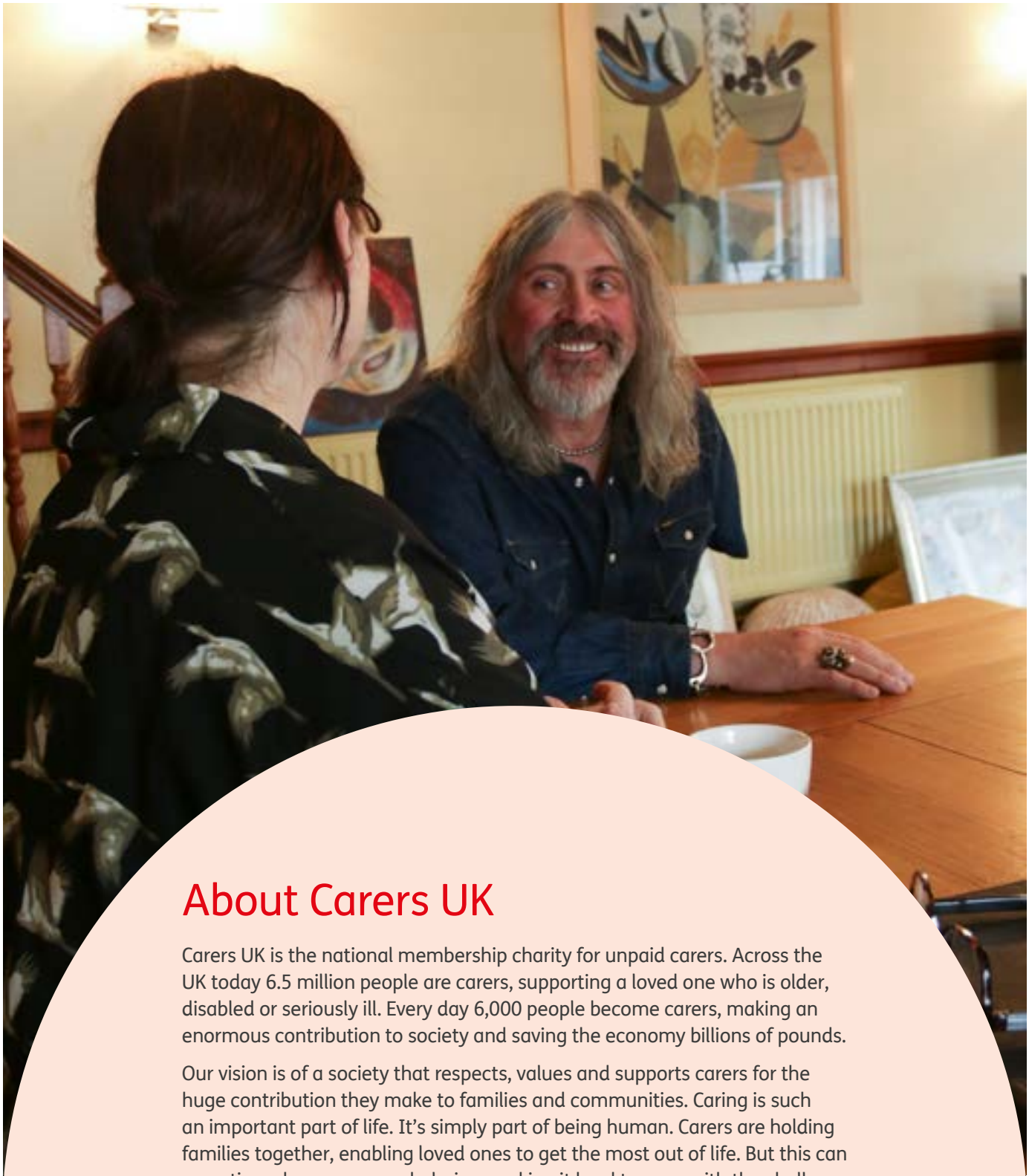
Annual Report

TRUSTEES' ANNUAL REPORT AND ACCOUNTS

2018-19

For the year ended 31 March 2019

Carers UK is a charity registered in England and Wales (246329) and in Scotland (SC039307)
and a company limited by guarantee registered in England and Wales (864097).



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 helpline 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.

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> One of the key resources that I've made use of, as a carer, is Carers UK's online forum. All you need do is sign up to access a network of other carers...

Mary's story

For Mary and her siblings, taking on caring responsibilities happened when they were very young, at an age when no-one expects their life to change so dramatically.

Mary and her twin were just 12 years old when they got the news that their mother had been sectioned. It wasn't until years later she was formally diagnosed with schizophrenia and caring for her has been part of Mary's life ever since. But although Mary has been caring for her for more than 20 years, it's only in the last 10 that she's really been aware that this is the role she has taken on.

Although her caring responsibilities have been substantial, Mary progressed through school and continued in further education, achieving a first class degree in Accountancy. She now balances unpaid caring with a full-time job as an auditor and lives with her mother. But the pressures of balancing employment and caring left less time for her to look after her own health needs. In 2014, whilst rushing for a train, she collapsed with a racing heartbeat and shortness of breath.. Returning home, she realised something was wrong, a pivotal moment for her which led to a diagnosis of pulmonary artery hypertension.

Since that time Mary has understood the importance of creating a network of support, including family and friends, and her sisters have looked after her mother in order for her to take short breaks. On Sundays she has taken up playing golf and her siblings make sure to check in at home, to give Mary some time to herself without feeling worried or guilty.

The support and information that Mary has received from Carers UK has enabled her to help balance caring with her other responsibilities – and ensure that she looks after her own physical and mental well-being. She has signed up as one of our Social Media Volunteers and has also attended events to share her experience with others, to ensure people know about the support available.

"I now realise that my caring role is something I am likely to be doing indefinitely. I decided to find what resources were available that I could make use of that would benefit not only my mum, but also myself. That's how I found Carers UK. I also discovered the forum and every now and then I go online as it's important to realise that you're not going through this alone".

We'd like to thank Mary for sharing her story with us to help inform our work on the importance of carers accessing breaks.

A period of transformation and growth at Carers UK

I am delighted to introduce the Trustees' Report and Accounts for 2018-19. This is my sixth and penultimate Annual Report as chair. This year - even more than previously - has been a time both of substantial change, but also of significant progress and positive impact.

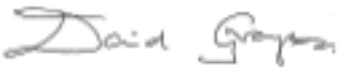
Our former Chief Executive, Heléna Herklots CBE, left Carers UK in July 2018 to take up a new role as Older People's Commissioner for Wales. Heléna, alongside the Carers UK team, played a key role in influencing Government and other stakeholders to consider the needs of carers and to instigate change accordingly. One of her final achievements was ensuring that the Carers' Action Plan was published so that the Government was required to deliver something for carers during the period of ongoing delays to the Green Paper on Social Care and in the absence of a Carers' Strategy. Heléna was a great colleague to work with, both for fellow staff members and for trustees, and was and remains a passionate advocate for carers.

At the beginning of December 2018, we welcomed our new Chief Executive, Helen Walker. In her previous roles she has exemplified strong fundraising leadership and has an extensive knowledge of the voluntary sector. Importantly, Helen was already familiar with caring and Carers UK having previously partnered with us in her previous role at TimeBank. Already, Helen is demonstrating a passion for the cause which will stimulate those we work with and help us achieve our vision. We wish Helen a long and happy tenure at Carers UK.

Changes of leadership, however carefully prepared for, involve a degree of disruption and, although the team have continued to deliver strongly during this time, we are aware that this period of instability has had its effects. We enter this new year with a refreshed senior management team, whilst new trustees have joined our board, and together we will look to consolidate and build on the work of the past. The challenge of developing and growing our fundraising, campaigning for change with a strong voice and ensuring we extend the support for carers to everyone is something we are all hugely committed to. The Trustees are excited about our new three-year strategic partnership with Centrica, building on our 15 years of working closely together, as another way to help deliver this and are fully engaged with its implementation.

The external climate is extraordinary, both economically and politically, but this makes us even more focused on supporting and creating lasting change for carers. This is a time for us to look ahead, not with trepidation, but with assurance and audacity, and I am very much looking forward to this new era for Carers UK.

I want to thank all of our members, funders, volunteers, staff members and my fellow trustees for their continued commitment to making life better for carers.

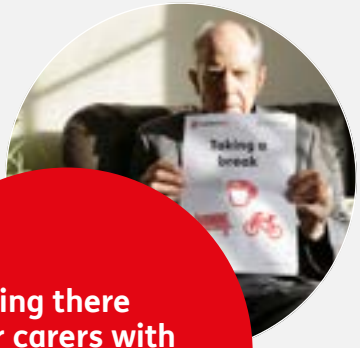


David Grayson CBE
Chairman

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 they all make. The care we provide is not taken for granted.

Campaigning for greater understanding and support for carers



Being there for carers with information and advice

Building a network of carer positive employers

We are focusing on three key priorities to help create the world we want for carers:

In support of these three strategic objectives, we have three organisational objectives:

Growing income streams to increase our impact

Being a great place to work and volunteer

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.

Together, we will create change for carers in the UK

I was delighted to join Carers UK in December 2018 as Chief Executive and to have inherited such a highly respected and ambitious organisation from my predecessor. I am humbled to have received such a warm welcome from the charity, our members and partners who have made such a difference not only to carers as individuals but also to how they are perceived by policy makers, employers, health and social care providers and by the public.

The situation in the UK is changing rapidly and I am mindful that many additional challenges are coming our way. We have a rapidly aging population, a fundamentally changing definition of family and people are continuing to work later in life – this equates to an increasing caring population all with very different caring journeys. It means that the work of Carers UK is more vital now than ever and I am determined to ensure that we stand ready to campaign for and support carers whatever their personal circumstances.

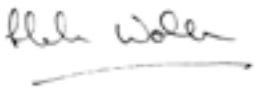
One core challenge to address is carers not identifying as such early enough and not accessing the advice, information and support that is available to them. We will continue to invest in support for carers, identifying new ways of improving how we provide information and advice making sure that we ensure this is accessible to more and more people. We have already laid the groundwork for a transformative digital programme to ensure that access to information is available 24/7.

Fundamental to our mission is to campaign together for lasting change and over many years we have built strong relationships with government, both national and local, health and social care institutions and other key influencers to make sure that the voice and needs of carers is heard and listened to. But we can't stop here. We will continue to push for lasting change and will campaign, diligently, for carers and what matters to them.

But the situation in terms of funding is equally difficult, with extraordinary pressures across the whole charity sector and, indeed, affecting us as a nation. The need for Carers UK to stabilise and then rapidly develop our fundraising is my core priority and it is excellent news that we have appointed a highly talented Director of Fundraising and Communications and invested in the team to ensure we have the skills required to build a solid financial platform, enabling us to deliver our vision for the future.

I am thrilled that our long-standing relationship with Centrica has been formalised into a three-year strategic partnership. This is a truly exciting opportunity for us to increase the public's knowledge of the issues carers face; extend our reach including to unidentified carers; and build membership of Employers for Carers and their new benchmark, Carer Confident. I genuinely believe that this partnership can help us change the landscape of caring in the UK.

Finally, what has resonated with me most since joining and spending time with all those connected with Carers UK is the sheer passion for the cause; whether our board, staff team, volunteers, members or supporters, the drive to make a difference is truly inspiring and will empower us to make the step change that we need to for the future. With caring affecting us all we are determined to be there for more carers and to galvanise even more support for the work that we do.



Helen Walker

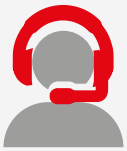
Chief Executive

Who we've been talking to this year

7,000
new individual members have joined us

with
171
people attending our members conference

We had
13,500
information and advice enquiries



There were
2.5 million
views on the help and advice section of our website

8,200
carers signed our letter calling for an increase in Carers' Allowance in England, Wales and Northern Ireland

7,397
people responded to our State of Caring survey

1,255
events were run for Carers Week 2018 and 474 pledges received

85
MPs and Peers attended our Parliamentary event during Carers Week

759
events were held across the UK for Carers Rights Day

We have
120
members of Employers for Carers reaching 1.8 million employees

10
And we celebrated EfC's 10th anniversary and launched in Wales

Whilst in Scotland
140
organisations are Carer Positive, representing 330,000 employees

PRIORITY

Growing our income streams

Growing income streams so we can increase our impact year on year

What we said we'd do:

- grow the number of clients using our EFC member resources and DRC (Digital Resource for Carers) 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.

Supporting employers and their employees

This year we have continued to promote the benefits of becoming a paid member of Employers for Carers (EfC), to both those organisations joining and to their employees, adding a further 19 member organisations. In January we held an event to celebrate EfC's 10th anniversary and to launch its new employer benchmarking scheme, Carer Confident. The event was sponsored by Centrica and through our partnership we are working together to extend support to a greater number of working carers in the UK. We also delivered a bespoke EfC scheme for Wales, whilst in Scotland we recruited more organisations to become Carer Positive.

Research is underway to inform the development of additional tools, supported by BUPA Foundation, to improve physical and emotional well-being for carers. The innovative nature of the resources that our Digital Resources for Carers (DRC) contain has seen some significant organisations subscribe including the Charity of Civil Servants, Greater Manchester Combined Authority and the Northern Health and Social Care Trust in Northern Ireland.

Carers UK and consultancy

It has been a successful year in both delivering existing consultancy contracts and developing new ones including with the Welsh TUC which enabled us to deliver a good practice toolkit for their 400,000 members. We continue to work closely with the Association for Directors of Adult Social Services (ADASS) including delivering four publications which provide guidance for professionals working with carers in Local Authorities implementing the Care Act 2014. Partnering with organisations such as BUPA Foundation and Social Care Institute for Excellence (SCIE) allows us to develop essential resources for the UK's carers. We also continue to work with the Care Quality Commission to ensure the services that carers receive from care organisations is meeting standards of quality and safety.

In partnership with Carers Trust we receive funding as part of the Health and Wellbeing Alliance. Our role has been to engage with emerging policy and practice and to reflect the views of our members and networks in order to support the development of knowledge around carers and caring.

Diversifying our income

This year was challenging for Carers UK in terms of voluntary income, as for many charities, but we commenced work on establishing priority areas which will help us counter some of these external challenges and establish strong foundations for the future. Our partnership with Centrica is ambitious in its fundraising potential and we have worked together to plan best how to engage staff to raise money for the charity.

We are also thankful to the continued support of Nutricia for their sponsorship of Carers Week amongst other activities, Specsavers for supporting our writing competition and the publication of the

fifth in our series of poetry anthologies, and Unum (a leading employee benefits provider) for supporting our financial resilience programme. We continued to benefit from NESTA's support of our volunteering programme. This was the third year of a five year funding relationship.

Our engagement with the Welsh, Northern Irish and Scottish governments resulted in Carers Wales, Carers Northern Ireland, and Carers Scotland receiving grant funding which enables us to deliver vital, nation specific work for the benefit of carers in these locations.

The fundraising team continued to talk with organisations around the UK about the vital needs of carers and how donations from them could help make significant improvements to their lives. This has resulted in grants from the Pears Foundation, Marie Louise von Motesiczky Charitable Trust, Steel Charitable Trust, CHK Charities and the ZVN Rangoonwala Foundation.

We were very pleased to work with BAPS Shri Swaminarayan Mandir, one of the largest and most active Hindu organisations in the country. This relationship helped raise over £20,000 including through their annual 10K event and meant that we were able to produce and distribute our *Looking after someone* guides in Gujarati. We'd also like to thank those supporters who took part in challenge events this year with a special mention for participants in the Prudential Ride 100 who raised almost £16,500 in 2018.

Ensuring best fundraising practice

Our membership of the Fundraising Regulator scheme sets expectations for good practice in our fundraising activities and we had no recorded complaints regarding our fundraising during this period. Additionally, we delivered a significant project to ensure the organisation was compliant with the new General Data Protection Regulation (GDPR) across our internal processes and systems but also as to how third parties handle data on our behalf.

We sincerely believe that showing support for Carers UK should be an outstanding experience and so we have worked to ensure that this is delivered at all touch points including how we communicate with, acknowledge and thank our amazing supporters, without whom we wouldn't be able to continue to improve the lives of carers in the UK.

What will we do for 2019/20:

Good financial health

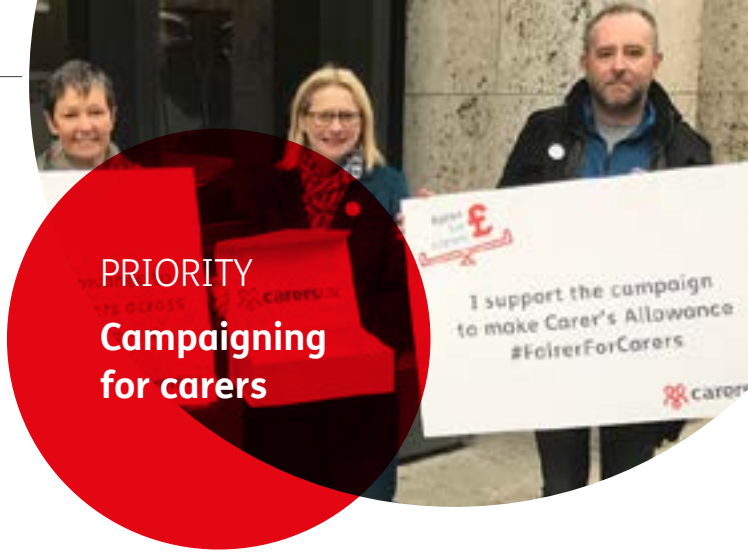
Invest in, diversify and grow our income streams

- we will ensure we have a high performing team in place
- we shall invest in our legacy strategy in order to ensure the long-term health of the organisation
- we will deliver outstanding supporter stewardship ensuring all of our donors, regardless of size of donation, experience the same high-quality communication with us
- we will create and develop a mid-level donor scheme
- we will increase opportunities to raise money for Carers UK through a wide variety of events and community fundraising activities. This will include providing more opportunities for carers and the people they care for to do together – diversifying our engagement with the carers community including those from different faith groups
- we will deepen our relationships with corporate clients including, although not limited to, members of Employers for Carers and diversify our offer to include a range of commercial opportunities such as sponsorship, advertising and employee fundraising
- we will broaden our appeal to a wider range of Trusts and Foundations including increasing applications within the nations
- we will ensure readiness to respond to short and long-term opportunities from government and other statutory bodies as they arise. We will continue to build our reputation so that we are the 'go to' charity regarding unpaid caring in the UK.

"Carers perform an incredibly important and honourable service. We at BAPS are guided and inspired by Mahant Swami Maharaj to care for and serve our families, friends and members of society. We are delighted to have an opportunity to help others who share our spirit of service, and to further the noble work of Carers UK."

Dr Mayank Shah

Battle for greater understanding and support for carers in our society



PRIORITY
Campaigning for carers

What we said we'd do:

- 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.

Our year in the media

2018/2019 was an outstanding year for Carers UK in getting our voice heard across the UK with our campaigns, events, comments and carers' stories being picked up across national and local media. With a media reach of 440 million across the year, including network television, BBC and commercial radio, daily national newspapers and periodicals, this was by far the greatest coverage we have achieved and helped increase knowledge amongst the population on caring issues. The launch of our *Juggling work and unpaid care* report alone had an audience reach of 158 million and gained interest across many sectors and within Government.

In June we celebrated Carers Week with seven other charities joining us under the theme of 'Getting Healthy and Connected' which saw a media reach of 104.5 million generated from activity connected to the week. 664 people wrote to their MP via our use of the Engaging Networks platform, asking that they attend our Carers Week Parliamentary speed networking event, which resulted in MPs and Peers attending including Caroline Dinenage, Minister of State for Care and five other Ministers. There was also a debate held in the House of Lords.

Campaigning together for lasting change

Carers UK continues its work in campaigning against the inequalities faced by carers and to fight for meaningful change that will demonstrably improve their lives. As part of our Fairer for Carers campaign we collected signatories to our letter to Government asking for an increase to Carers' Allowance in England, Wales and Northern Ireland to bring in-line with the increased rate in Scotland. In January the letter, was delivered to the Work and Pensions Secretary; if acted upon it will improve the financial situation for 750,000 carers.

Our interactions with senior parliamentarians across all nations continued with one-on-one meetings, roundtables, events and presence at party conferences, presence on advisory groups including the Northern Ireland Carers Panel and the Welsh Government Ministerial Advisory Group on Carers, demonstrating Carers UK's ability to influence the political agenda, including on the NHS Long Term Plan and the Carers' Action Plan. The All Party Parliamentary Group on Carers committed to doing more on topics including care leave, whilst Scotland's First Minister outlined their commitment to carers.

We launched Employers for Carers in Wales, continued with Track the Act and held the Carers Wales policy conference which attracted over 100 delegates. In Scotland we held a successful sixth Carers Parliament in October with almost 200 attendees and the event was captured on film and distributed online, whilst in Northern Ireland an event was held in Stormont during Carers Week and we were proud to release our report in partnership with Marie Curie; *Lost Retirement: The impact on older people of caring for someone with a terminal illness*.

We continue with the Fairer for Carers campaign and have started work on our new Give us a Break campaign including Freedom of Information requests to local authorities regarding local access to funding for breaks.

During 2018/19, we asked all the Local Health Boards in Wales to provide information on how they are supporting carers through their services and to give examples of how they had improved delivery to support the needs of carers. This information was included in our Track the Act briefing, which monitors delivery of the Social Services and Wellbeing (Wales) Act.

In Scotland nine NHS boards have signed up to the Carer Positive award scheme, showing the commitment to supporting staff who are also unpaid carers. Meanwhile across the UK we continue to work cross organisationally on the NHS Commitment to Carers, including around the Patient Survey. Our work with NHS England in developing the NHS Plan now focusses on the next five to ten years of the plan with our Chief Executive appointed to the NHS Assembly which monitors how the plan is implemented.

What will we do for 2019/20:

Policy and public affairs

Strive to keep Carers UK at the top of the policy agenda

- we will maintain pressure on Government to deliver on the promises in the Carers' Action Plan
- we will focus on campaigning for carers breaks, our Fairer for Carers campaign to have equitable carers allowance across the nations and for 5-10 days statutory paid care leave
- we will lead on and expand Carers Week through partnerships to maximise impact
- we will increase response and diversity to our State of Caring survey and distribute results widely launching at the State of Caring conference, to influence relevant changes to policy and carers' rights
- we will 'Track the Act' in Wales and hold the Welsh Government accountable to its documented policy
- we will deliver a successful Scottish Carers' Parliament in conjunction with carers and carers organisations across Scotland.

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

PRIORITY

Advice and information

What we said we'd do:

- 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.

Providing expert support and information

When carers are in need of support, the ability to email a question or pick up the phone and talk to an expert can make all the difference. With the importance of this paramount to delivering our objectives we recruited a new role of Director of Carer Support and expanded the team. This year we handled almost 13,500 information and advice enquiries across these channels with approximately 61% of enquiries via telephone. As well as via phone and email, many carers, both members and non-members find support in our online forum which can be accessed 24/7. This year we have launched some online Question and Answer sessions through the forum which provides another way for people to get information on a range of topics of interest to carers.

Our ability to provide expert information and advice via our digital channels continues to grow in strength, with a 25% increase in traffic to the help and support section of the website. We have been tracking and analysing how users come to the website and what they do when they visit the support section to help inform how we can further improve the experience of accessing information, whether on desktop, tablet or mobile, for our future digital development.

Funding from Social Care Institute for Excellence (SCIE) has allowed us to start work on a series of videos and other online materials to help carers understand the importance of having breaks, how to access support in accessing breaks and how to deal with any feelings of guilt or anxiety. We are also in the early stages of researching content for digital e-learning resources to support physical and emotional well-being which have been supported by BUPA. On Carers Rights Day in November we launched our *Thinking Ahead* tool which includes content on the cost of care and support, the impact of caring on work, impact on household expenditure and managing money, savings and debt – this resource was supported by the Money Advisory Service. Our new Learning for Living e-tool is currently in development.

Carers Wales was commissioned by NHS Wales and Social Care Wales to write the content for a new carer awareness e-learning module to improve knowledge of health and care staff in Wales, which was launched in November 2018.

Offline we launched several new titles included leaflets on nutrition as part of working in partnership with Nutricia, to help improve understanding about nutrition and care. Other new items included *When caring ends* produced in Wales and *Your rights in work* and the Carer's emergency card, both produced in Northern Ireland.

What will we do for 2019/20:

Information, advice and support

Increase and improve our provision of support to carers

- we will deliver the new website which will transform the way we support carers 24 hours a day wherever they may be, embedding rich content such as videos to bring carers stories to life
- we will increase our capacity to support more carers through our helpline including email advice
- we will increase the number of listening support volunteers
- we will increase our membership to over 30,000 and refresh our membership offer to better support carers and be more reflective of their different experiences.
- we will run our annual membership conference with at least 140 members attending to share their experience and learn from one another.

PRIORITY

Positive employers

Building a network of carer positive employers

What we said we'd do:

- 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.

Reaching more carers in the workplace

This year we continued to grow membership of Employers for Carers with new members joining including ASDA, Mercedes Benz Cars UK LTD and 11 Local Authorities in Yorkshire & Humber, the first time a collective number of local authorities within a region have joined. We were also proud to launch the scheme in Wales with the DVLA being their inaugural member whilst in Scotland the Carer Positive scheme continues to increase members including the new Social Security Scotland Agency and NHS Lanarkshire. In Northern Ireland the Northern Health & Social Care Trust was the first organisation to buy the full digital package including EfC umbrella membership which gives their staff and all local SMEs access to the EfC learning resources as well as package of support for individual carers. As part of membership there are many ways in which we engage with the organisations and their employees, whether through attendance at events, running lunch and learn sessions or during Carers Week and on Carers Rights Day. Carer Positive also exhibited at the Institute of Directors' Annual Conference in Scotland.

Our Digital Resource for Carers brings together a number of specially designed digital products and online resources, including our Jointly app, to help organisations provide comprehensive information for carers and deliver quality support services that will help them manage caring responsibilities alongside work and family life and had 58 subscribers at year end.

This year we developed and launched our Carer Confident scheme (including encouraging organisations in Scotland to apply via Carer Positive). This new benchmarking scheme assists employers to build a supportive and inclusive workplace for staff who are, or will become, carers and to make the most of the talents that carers can bring to the workplace. Carer Confident also seeks to recognise employers who achieve this, and to inspire others to follow suit. These employers recognise the importance of retaining valued members of staff, reducing absence and unnecessary recruitment costs, and increasing staff resilience, engagement and productivity. We produced a range of materials to support organisations in their application and look forward to awarding the first Carer Confident marks in 2019.

What we will do for 2019/20:

Carers and work

Growing our EfC programme across sectors to improve carers lives in the workplace and increase income through membership fees

- we will work towards doubling the membership over the next three years
- we will co-write with Centrica's CEO a letter to the top 100 employers encouraging membership of EfC and to increase recognition of carers in the workplace
- we will roll-out the Carer Confident benchmark scheme, ensuring organisations are supported to improve conditions for their working carers.

Being a great place to work and volunteer

PRIORITY

Working and volunteering

What we said we'd do:

- 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.

Creating a good experience for our members, volunteers and staff

For charities and membership organisations across Europe, the requirements of establishing that all personal data held was up to date, accurate and had evidence that people had actively opted in to being communicated with meant that there were universal reductions in the amount of people who could be verified as contactable. However, carers in the UK continued to join us in significant numbers with almost 7,000 new members joining this year. With the adjustments made under the GDPR project we had a membership of 22,015 at March 31 2019. We ensured that the joining process for new members was compliant with the new regulations and produced a new offline form to mirror the online data collection.

The GDPR compliance project afforded us the opportunity to establish with our volunteers the types of opportunities that they were interested in and ensure that we keep them informed and engaged. We established a programme of regular email communications for each group – whether they wish to engage in our social media campaigns, use their experience of caring to inform our development of new products, share their stories with the media or more. We reviewed our induction programme for new volunteers and replaced our volunteering hub with a closed Facebook group, which has increased engagement.

In Wales a successful lottery bid has led to the establishment of our Reach, Connect and Support project which has increased our reach to carers through attendance at events, professionals being informed on caring issues and through carers resources disseminated. And in Northern Ireland, the Health and Social Care Board used 16 volunteers to host information stands in local hospitals.

In March Centrica and Carers UK held a workshop to help develop a flagship volunteering programme that aims to engage 1,500 of Centrica's staff in volunteering activities.

We set up a staff forum to act as an internal informal resource, both informally representing employee suggestions, and formally reviewing working practices such as the induction programme, environmental policies and creating a workplace buddy scheme for new joiners.

There is currently no statutory requirement for employers to provide paid care leave, but Carers UK believes that there should be. Carers UK's policy was updated to reflect our leadership in this area so that full-time employees have a right to up to ten days paid care leave a year. For part-time employees this is pro-rata and all employees are eligible, regardless of length of service.

What we will do for 2019/20:

Staff and volunteers

Ensure that Carers UK is a great place to work at or volunteer for

- we will train our managers to support all staff and ensure employee well-being
- we will review and evaluate the organisational benefits package
- we will increase external volunteering opportunities for staff and establish ways to bring best practice back to the organisation
- we will ensure staff feel informed and inspired by improving the experience of core meetings and our staff conference
- we will re-engage with our founding members and celebrate our extraordinary history and achievements with them, as we look to learn from their experience

PRIORITY
Technology

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

What we said we'd do:

- 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.

Digital transformation

At Carers UK we understand that digital is at the heart of how we communicate with our audiences and that we need to ensure that everyone engaging with us through digital channels receives a positive experience, but also that our systems to deliver this are robust and secure. We have launched our digital strategy and among the first deliverables was a new digital platform for Employers for Carers which included migrating all Digital Resource for Carers products across to this platform. We also assessed our core website and subsidiary sites, leading to us commencing a major programme of work to develop sites that better deliver against current requirements and are future-proofed, to allow us to create a richer digital experience in the future.

As part of this digital transformation programme, developing our website has involved a phased approach to this work including requirements gathering, tendering for a digital partner and launching the first stage of discovery for the project. At all times the users of the site have been involved to ensure that what we deliver is informed by their requirements and how they interact with our website; we are exceptionally grateful to all carers, professionals, staff and others who have given their time and lent us their experience and, in particular, to our insight and innovation volunteers. This programme of work has been made possible by funding from Centrica.

We have continued to utilise our social media channels to increase the reach and engagement with information vital to carers, professionals, the media and policy makers. Our team in Wales have targets agreed with the Welsh Government as part of funding which have been exceeded this year.

This year we reviewed our IT function and implemented improved support across all offices. Carers UK moved to an outsourced support arrangement in April 2018 having had internal IT support for many years. We worked with our contractor to identify priorities for upgrade and improvement. Our aim has been to keep ahead of risk and likely points of failure as well as identifying cost effective ways of doing more with less. In the year we upgraded our internet connection and installed a new central firewall. In the Nations we upgraded our wireless networks and replaced all desktops and screens. We also improved our anti-spam functionality and reviewed processes in place to protect against cyber-crime.

What will we do for 2019/20:

Technology

Enable effective systems and processes for both now and the future

- we will make the best use of technology to ensure we work effectively and are able to respond to the changing behaviours of all who engage with us
- we will ensure that systems are in place that allow for flexibility, accessibility including for the national offices and for those working remotely
- we will regularly review all technology and systems to ensure robust security is in place to minimise any risks to the organisation, its supporters and all data held.

Joining forces to help improve the lives of unpaid carers in the UK

carersUK | centrica

A three year strategic partnership

Centrica and Carers UK have worked together over the last fifteen years to support carers in the workplace but this year we announced a new three year strategic partnership which aims to increase awareness and understanding of the issues faced by carers across the UK and to help more carers access the support they need. This is a tremendous opportunity to engage with Centrica's staff and their significant customer base, but also to showcase them as a carer-friendly employer and encourage other employers to introduce policies and behaviours to support carers in their workforce. Centrica and Carers UK will also collaborate to develop new technology and services that can help improve the day-to-day lives of carers.

The partnership aims to raise £1 million over the next three years and will see staff up and down the country taking part in fundraising and volunteering activities to support the cause.

What will we do for 2019/20:

Centrica and Carers UK

Invest in and deliver the significant strategic partnership with Centrica, use the leverage of reaching out to more carers in ways we couldn't do alone to support them and influence business to become more carer friendly

- we will launch a major public awareness campaign engaging Centrica staff and customers in carers issues
- we will develop a comprehensive volunteer programme for Centrica to engage with carers issues inside and outside of the workplace
- we will support Centrica to engage with staff across all of their sites to reach their stated fundraising target of £1m over the three-year partnership.

HIVE Link is a smart home device that helps families look after their loved ones from wherever they are. As part of our long history of working with Centrica we worked with their HIVE brand on development of the product and launched it in December, promoting it to those who had asked to hear about innovative technology products with Centrica using their channels to spread the word even more widely.

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, statutory funders 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.

Report of the Trustees

for the year ended 31 March 2019

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

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 for 2018 / 2019 reflected 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.

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, Constitution and Membership Committee

The Committee is responsible for reviewing the Articles of Association, developing governance policies, overseeing the arrangements for the Annual General Meeting and having strategic oversight of Carers UK membership.

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 Nations, the work of the Nations and the preparation and implementation of the Nations work plan.

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 Carer Support, the Director of Finance and Resources, the Director of Fundraising and Communications, 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.

Helen Walker joined Carers UK as Chief Executive in December 2018.

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 are 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 2018-19. 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 adults at risk. This year the policy was subject to a fundamental internal review with all new staff having been trained, and existing staff refreshed, in its meaning and application. The policy has been circulated to all staff who have signed an acknowledgement that they have read and understood it and know how to escalate a safeguarding issue.

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 charity's dependence on voluntary income and in particular significant major gifts to fund running costs. 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 2018/19 we have continued to make improvements to the general stability and security of our IT systems to ensure secure access. Our cyber security is reviewed annually, and action taken based on recommendations that arise from that review.

These risks are subject to ongoing monitoring by the Senior Management team. Carers UK also has a strategic business plan with aims, objectives and key performance indicators that are monitored monthly by the senior management team and also by the Board to ensure the effective delivery of the plan and the management of risk.

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/GCM/N/R***
Virginia Pulbrook (Vice Chair) ***FR/R***
(appointed October 2018)
Canon Geoff Almond (Vice Chair) ***FR/R***
(retired October 2018)
Terry Bryan (Interim Treasurer) ***FR/TR/R***
Eleanor Bradley (Treasurer elect) ***FR/R***
Tim Anfilogoff
Dr Helen Brown (appointed October 2018)
Lesley Bryce (resigned July 2018)
Paula Bryan ***GCM***
Kevin Daly (Chair of Northern Ireland Committee) ***GCM***
Margaret Dangoor (appointed October 2018) ***GCM***
Beverley Harden (appointed October 2018)
Andrew Hensman
Flora Martin MBE (Scotland Committee)(appointed October 2018)
Paramjit Oberoi ***GCM***
Sivakhanthan Shanmuganathan ***TR***
Dr Rosie Tope ***N***
Martha Wiseman ***FR/GCM***

Special advisors to the Board

Jeff Hayes ***FR***
Tara Macleod ***TR***

FR *Member of the Finance and Resources Committee*
GCM *Member of the Governance, Constitution and Membership Committee*
N *Nominations Committee*
R *Member of the Remuneration Committee*
TR *Member of the Trading Board*

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.

Chief Executive

Helen Walker (appointed December 2018)

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.

Financial review 2018–2019

For the year ending 31 March 2019 Carers UK achieved a total income of £2.5m against total expenditure of £3.2m giving a deficit of £691k

INCOME

Unrestricted income decreased from £2.3m in 2018 to £1.4m in 2019. This varies significantly year to year depending on the level of legacies and the decrease is due to the lower level of legacies in 2019 compared to 2018.

Donations and legacies were £879k in the year. Fundraising Events fell by £20k to £98k; Corporate income increased by £56k to £198k. The overall cost of fundraising increased by 15% (£50k) to £384k. Donations and legacies decreased by £952k to £879k due to the £1m Lampard Watt bequest recognised in 2018.

Incoming resources from charitable activities, received primarily from grants, statutory funding, consultancy and subscriptions, increased by £147k (10%) to £1.6m. This was mainly due to an increase in consultancy and subscriptions to our Digital Resource for Carers and Employers for Carers membership.

EXPENDITURE

Overall, our total resources expended for the year were £3.2m, £123k higher compared to last year (2018: £3.1m).

During the year we spent a total of £2.8m on charitable activities. We increased unrestricted expenditure on charitable activities by £166k (11%) to £1.7m. Restricted expenditure decreased by £94k (8%) to £1.1m, mainly due to the following: some cuts to grants and expenditure received in previous years was spent down in 2018. However, the overall spending on charitable activities is £72k higher compared to last year.

Fundraising costs were £50k higher than last year at £384k (2018: £334k). The higher costs are due to the high agency fees for the interim Director of Fundraising and Communications. Our overall fundraising return was £2.30 for each £1 spent (2018: £2.50 for each £1 spent *without the Lampard Watt bequest*).

We have been able to commit 88%* (2018: 89%) of expenditure to our core work of making life better for carers. *Charitable expenditure is 88% (2018: 89%) of total resources expended excluding other resources expended.

Cashflow

There was a cash outflow during the year due to an increase in debtors.

Reserves

At the end of 2018/2019 our reserves were £3,109,167 split as follows:

Restricted Funds, income received for specific programmes	£185,030
Designated Funds*	£2,160,117
General Funds, unrestricted funds	£764,020

*Designated funds of £2,160,117 comprise:

Loan repayment fund	£718,963
Net book value of the GDS office	£1,441,154

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 £764,020 which was above the 'working capital requirement' of £267,873 and above the 'amount required to fund an unexpected shortfall in income' of £515,415.

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:

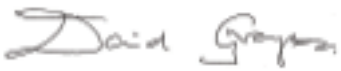
- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.
- The Trustees 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.

Auditors

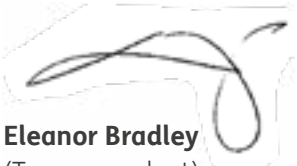
Sayer Vincent LLP were appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

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 03 July 2019 and signed on their behalf by:



Prof David Grayson, CBE
(Chairman)



Eleanor Bradley
(Treasurer-elect)

Independent Auditor's report

We have audited the financial statements of Carers UK (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2019 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 2019 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.

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.

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 Charites 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
- 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

Judith Miller
(Senior Statutory Auditor)

Date 22 August 2019

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

Consolidated statement of financial activities

(incorporating an income and expenditure account)
For the year ended 31 March 2019

	Notes	Unrestricted Funds	Restricted Funds	Total 2019	Unrestricted Funds	Restricted Funds	Total 2018
		£	£	£	£	£	£
Income from:							
Donations & Legacies	2	**802,493**	**76,923**	**879,416**	1,769,030	62,952	1,831,982
Charitable Activities	3						
Giving Carers a stronger voice		244,919	288,886	**533,805**	206,689	277,325	484,014
Providing Carers with Support		232,488	482,753	**715,241**	127,300	446,704	574,004
Education, Influence and Training		135,408	231,583	**366,991**	175,609	235,162	410,771
Total Charitable Activities		**612,815**	**1,003,222**	**1,616,037**	509,598	959,191	1,468,789
Investments		4,257	-	**4,257**	1,297	-	1,297
Publication Sales		3,732	8,875	**12,607**	21,487	1,356	22,843
Misc Income		10,624	-	**10,624**	8,672	20	8,692
Trading Activities	10	179	-	**179**	768	-	768
		18,792	**8,875**	**27,667**	32,224	1,376	33,600
Total income		**1,434,100**	**1,089,020**	**2,523,120**	2,310,852	1,023,519	3,334,371
Expenditure on:	5						
Raising funds							
Fundraising costs		384,007		**384,007**	333,607	-	333,607
Trading Activities	10	1,400		**1,400**	820	-	820
Charitable Activities							
Giving Carers a stronger voice		480,390	331,732	**812,122**	413,242	344,835	758,077
Providing Carers with Support		596,690	472,358	**1,069,048**	596,824	540,601	1,137,425
Education, Influence and Training		599,173	348,726	**947,899**	500,058	361,664	861,722
Total Charitable Activities		**1,676,253**	**1,152,816**	**2,829,069**	1,510,124	1,247,100	2,757,224
Total Expenditure		**2,061,660**	**1,152,816**	**3,214,476**	1,844,551	1,247,100	3,091,651
Net income / (expenditure) for the year before transfers	6	**(627,560)**	**(63,796)**	**(691,356)**	466,301	(223,581)	242,720
Unrealised (Losses) on Investments	9b	(606)	-	**(606)**	-	-	-
Transfers between Funds		(106,013)	106,013	**-**	(96,147)	96,147	-
Net Movements in Funds Reconciliation of funds	15	**(734,179)**	**42,217**	**(691,962)**	370,154	(127,434)	242,720
Total funds brought forward		3,658,316	142,813	**3,801,129**	3,288,161	270,247	3,558,408
Total funds carried forward		**2,924,137**	**185,030**	**3,109,167**	3,658,315	142,813	3,801,128

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.

Consolidated balance sheet

Company number: 00864097

As at 31 March 2019

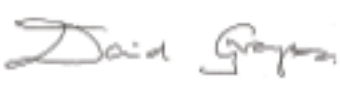
	Notes	The Group 2019	The Group 2018	The Charity 2019	The Charity 2018
		£	£	**£**	£
Fixed assets					
Tangible fixed assets	**9a**	**1,442,710**	1,511,597	**1,442,710**	1,511,597
Investments	**9b**	**399,394**	-	**399,394**	-
		1,842,104	1,511,597	**1,842,104**	1,511,597
Current assets					
Debtors	**12**	**577,562**	332,204	**577,562**	334,433
Cash on Deposit: Head Office		**607,306**	604,101	**607,306**	604,101
Cash at bank and in hand: Head Office		**1,290,957**	2,519,548	**1,290,957**	2,519,548
		2,475,825	3,455,853	**2,475,825**	3,458,082
Current liabilities					
Creditors:					
amounts falling due within one year	**13a**	**(535,752)**	(447,358)	**(537,981)**	(447,358)
Net current assets		**1,940,073**	3,008,495	**1,937,844**	3,010,724
Creditors:					
amounts falling due after one year	**13b**	**(673,010)**	(718,963)	**(673,010)**	(718,963)
Total Net Assets	**14**	**3,109,167**	3,801,128	**3,106,938**	3,803,358
Funds	**15**				
Restricted funds		**185,030**	142,813	**185,030**	142,813
Designated funds		**2,160,117**	2,682,346	**2,160,117**	2,682,346
General funds		**764,020**	975,969	**761,791**	978,199
Total funds		**3,109,167**	3,801,128	**3,106,938**	3,803,358

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.

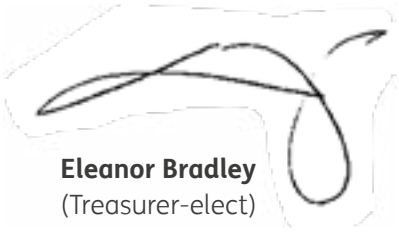
The financial statements have been prepared in accordance with the special provisions applicable to companies subject to the small companies regime.

Approved by the Board of Trustees on 03 July 2019

and signed on its behalf by:



Prof David Grayson, CBE
(Chairman)



Eleanor Bradley
(Treasurer-elect)

The attached notes form part of these financial statements.

Consolidated cash flow statement

For the year ended 31 March 2019

	Notes	2019	2018
		£	£
Cash Flows from operating activities:			
Net cash provided by / (used in) operating activities	(i)	**(829,643)**	2,626,742
Cash Flows from investing activities		**4,257**	1,297
Investment income			
Purchase of Investments		**(400,000)**	-
		(395,743)	1,297
Cash Flows from financing activities			
Cash inflows from new borrowings		**-**	800,000
Repayments of borrowings		**-**	(81,037)
		-	718,963
Change in cash and cash equivalents in the year		**(1,225,386)**	3,347,002
Cash and cash equivalents at the beginning of the year		**3,123,649**	(223,353)
Cash and cash equivalents at the end of the year	(ii)	**1,898,263**	3,123,649

Notes to Cash Flow Statement:

Note (i) Reconciliation of net income / (expenditure)	**2019**	**2018**
	£	£
Net income/(expenditure) for the year	**(691,962)**	242,720
Investment income	**(4,257)**	(1,297)
Depreciation charges	**68,887**	70,550
Unrealised loss on investment	**606**	-
(Increase)/Decrease in debtors	**(245,358)**	2,439,654
Increase/(Decrease) in creditors	**42,441**	(124,885)
Net cash (outflow) from operating activities	**(829,643)**	2,626,742

Note (ii) Analysis of change in net funds	**As at 1 April 2018**	**Cash Flows**	**As at 31 March 2019**
Cash in Hand, at Bank	3,123,649	(1,225,386)	**1,898,263**
	3,123,649	(1,225,386)	**1,898,263**

Notes to the financial statements

For the year ended 31 March 2019

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 2019.

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 a treated as a contingent asset and disclosed if material.

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.

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 Income from donations and legacies

	Unrestricted	Restricted	2019	Unrestricted	Restricted	2018
	£	£	£	£	£	£
Donations and Gifts inc. Membership	84,687	8,328	**93,015**	105,930	360	106,290
Funding for DH Strategic Partners Programme	-	59,999	**59,999**	-	59,998	59,998
Legacies	125,298	-	**125,298**	1,115,690	-	1,115,690
Corporates	195,970	1,744	**197,714**	139,080	2,516	141,596
Trusts	194,566	-	**194,566**	182,932	-	182,932
Fundraising Events	92,376	6,201	**98,577**	118,088	78	118,166
Tax reclaims	12,946	651	**13,597**	19,737	-	19,737
Payroll Giving	96,650	-	**96,650**	87,573	-	87,573
	802,493	**76,923**	**879,416**	1,769,030	62,952	1,831,982

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

3 Income from charitable activities

Income from charitable activities (current year)	Contracted Services	Grants & Trust - See Note 4	Training & Conferences	Donations & Misc.	2019	2018
	£	£	£	£	£	£
Giving Carers a stronger voice	34,000	252,459	11,871	235,474	**533,805**	484,015
Provide Carers with Support	33,000	442,941	13,050	226,249	**715,241**	574,003
Education, Influence and Training	33,000	194,339	6,980	132,672	**366,991**	410,771
	100,000	**889,739**	**31,902**	594,395	**1,616,037**	1,468,789

Income from charitable activities (prior year)	Contracted Services	Grants & Trust -	Training & Conferences	Donations & Misc.	2018	2017
	£	£	£	£	£	£
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 and 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

4 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		2019 Restricted £	2018 Restricted £
Communications, Campaign, Media & Public Afffairs	The Esmee Fairbairn Foundation	-	76,070
Technology & Innovation	Money Advice Centre – What Works Fund	**46,300**	112,255
	Marie-Louise von Motesiczky Charitable Trust	**72,649**	-
	Other grants< £10,000	**9,000**	5,000
	BUPA UK Foundation	**13,800**	-
Carers UK Volunteer Programme	Nesta	**50,000**	110,000
Nation offices:			
Scotland: Work in Scotland	Core Grant	**135,000**	140,000
	Carer Positive	**80,584**	52,000
	Carers Parliament	**20,882**	-
	Trusts< £15,000	**21,000**	20,000
Wales: Work in Wales	Welsh Government Sustainable Social Services Grant	**210,257**	224,313
Wales: Employers Award Scoping Project	Welsh Government	-	33,269
Wales: EFC Hub Project	Welsh Government	**45,000**	-
	Other grants< £10,000	**2,500**	6,500
Wales: Volunteer Programme	Waterloo Foundation	-	9,000
	Big Lottery	**69,609**	15,502
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
	The Triangle Trust: Core Grant	**25,000**	35,000
	Other grants< £10,000	**17,000**	8,000
Total grants received for charitable activities		**889,740**	918,068

5 Total resources expended: current year

	Costs of raising funds	Giving Carers a stronger voice	Provide Carers with Support	Education, Influence and Training	Governance Costs	Support Costs	2019	2018
	£	£	£	£	£	£	£	£
Staff Costs (Note 7)	201,309	498,887	598,772	477,710	-	233,112	**2,009,790**	1,916,502
Fundraising costs	182,698	-	-	-	-	-	**182,698**	130,731
Finance	-	-	-	-	-	118,616	**118,616**	104,927
Information Technology	-	-	-	-	-	35,144	**35,144**	65,165
General Administration	-	-	-	-	-	156,324	**156,324**	132,718
AGM and Trustees travel	-	-	-	-	12,115	-	**12,115**	23,486
Audit Fees	-	-	-	-	12,000	-	**12,000**	12,000
Depreciation	-	20,666	20,666	27,555	-	-	**68,887**	70,550
Direct costs	1,400	121,250	282,307	213,944	-	-	**618,901**	635,572
Total	**385,407**	**640,803**	**901,745**	**719,209**	**24,115**	**543,196**	**3,214,476**	3,091,651
Support Costs: allocated by staff time	-	163,682	158,136	221,378	-	(543,196)	**-**	-
Governance Costs	-	7,637	9,166	7,312	(24,115)	-	**-**	-
Total resources expended	**385,407**	**812,123**	**1,069,047**	**947,899**	-	-	**3,214,476**	3,091,651

Total resources expended: prior year

	Costs of raising funds	Giving Carers a stronge voice	Provide Carers with Support	Education, Influence and Training	Governance Costs	Support Costs	2018	2017
	£	£	£	£	£	£	£	£
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 and 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	-	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

Grants awarded

	2019	2018
	£	£
Department of Health (DH): Strategic Partners Programme	**29,999**	29,999
Total	**29,999**	29,999

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

This is stated after charging / (crediting):	2019 £	2018 £
Depreciation	**68,887**	70,550
Trustees' remuneration	**-**	-
Trustees' travel, subsistence and care expenses	**5,976**	10,710
Auditors' remuneration	**11,300**	12,000
Over provision in prior year	**-**	(1,300)
Operating lease rentals	**1,261**	1,261
Number of Trustees whose expenses were reimbursed	**9**	10

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

	2019 £	2018 £
Salaries and Allowances	**1,747,354**	1,667,856
Social Security Costs	**175,261**	166,488
Pension Costs	**84,127**	82,158
Redundancy costs	**3,048**	-
	2,009,790	1,916,502
Total emoluments paid to staff were:	**1,834,529**	1,750,015

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

	2019 No.	2018 No.
Charitable	**39**	39
Support	**8**	7
Fundraising	**5**	5
Total emoluments paid to staff were:	**52**	51

Number of employees' earning over £60,000

	2019 No.	2018 No.
£70,001 – £80,000	–	1
£60,001 – £70,000	**3**	3

The total employee benefits including pension contributions and employer's national insurance of the key management personnel were £105,159 (2018: £127,437).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2018: £nil).

No charity trustee received payment for professional or other services supplied to the charity (2018: £nil).

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 (2018: £nil)

9 Tangible fixed assets

	Leasehold Building	Leasehold Improvements	Office/Gen Equipment	Total
	£	£	£	£
Cost				
At 1 April 2018	1,361,012	803,651	15,732	2,180,395
Additions	-	-	-	-
At 31 March 2019	**1,361,012**	**803,651**	**15,732**	**2,180,395**
Depreciation				
At 1 April 2018	265,451	390,655	12,692	668,798
Charge for year	27,220	40,183	1,484	68,887
At 31 March 2019	**292,671**	**430,838**	**14,176**	**737,685**
Net book value				
At 31 March 2019	**1,068,341**	**372,813**	**1,556**	**1,442,710**
At 31 March 2018	1,095,561	412,996	3,040	1,511,597

Investments

	The Group		The Charity	
	2019	2018	2019	2018
	£	£	£	£
Market value at the start of the year	-	-	-	-
Additions at historic cost	**400,000**	-	**400,000**	-
Unrealised (loss) / gains	**(606)**	-	**(606)**	-
Market value at the end of the year	**399,394**	-	**399,394**	-
Historical cost at the year end	**400,000**		**400,000**	

All of the investment is held in UK Unit Trust Management units or cash.

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:

	2019	2018
	£	£
Turnover	**179**	768
Administrative expenses	**(1,400)**	(820)
Profit / (loss) for financial year	**(1,221)**	(52)
The aggregate of the assets, liabilities and funds was:		
Assets	**-**	-
Liabilities	**(3,451)**	(2,229)
Funds	**(3,451)**	(2,229)

11 Parent Subsidiary

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

	2019	2018
	£	£
Gross Income	**2,522,941**	3,333,603
Results for the year	**(658,549)**	242,772

12 Debtors

	The Group		The Charity	
	2019	2018	2019	2018
	£	£	**£**	£
Trade debtors	**451,015**	213,502	**451,015**	213,502
Other debtors	**9,794**	10,310	**9,794**	12,539
Prepayments	**25,522**	11,652	**25,522**	11,652
Accrued income	**91,231**	96,740	**91,231**	96,740
	577,562	332,204	**577,562**	334,433

13 Creditors: amounts due within one year

	The Group		The Charity	
	2019	2018	2019	2018
	£	£	£	£
Trade creditors	**19,380**	9,273	**19,380**	9,273
Bank loans	**45,953**	62,449	**45,953**	62,449
Other creditors	**1,552**	66,132	**3,781**	66,132
Other Taxes & Social Security	**156,262**	80,607	**156,262**	80,607
Accruals and deferred income	**312,606**	228,897	**312,606**	228,897
	535,752	447,358	**537,981**	447,358

Deferred income	The Group		The Charity	
	2019	2018	2019	2018
	£	£	£	£
Balance at the beginning of the year	**62,080**	20,380	**(62,080)**	20,380
Amount released to income in the	**(62,080)**	(20,380)	**(62,080)**	(20,380)
Amount deferred in the year	**194,195**	62,080	**194,195**	62,080
Balance at the end of the year	**194,195**	62,080	**194,195**	62,080

Deferred income comprises of income received for the State of Caring 2019 event and sponsorship for Carers Week, both of which occur after the year end.

Creditors: amounts falling due after one year

	The Group		The Charity	
	2019	2018	2019	2018
	£	£	£	£
Loan payable due after one year and less than five years	**249,686**	191,632	**249,686**	191,632
Loan payable due after five years	**423,324**	527,331	**423,324**	527,331
	673,010	718,963	**673,010**	718,963

Bank loan totalling £718,963 (2018: £800,000) 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	-	1,441,154	1,556	1,442,710
Net current assests	185,030	1,391,973	762,464	2,339,467
Long term liabilities	-	(673,010)	-	(673,010)
Net assets at the end of the year	**185,030**	**2,160,117**	**764,020**	**3,109,167**

Analysis of group net assets between funds: prior 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	142,813	2,682,346	975,970	3,801,128

15 Movements in funds: current year

	As at 1 April 2018	Income	Expenditure	Transfers between Funds	As at 1 March 2019
	£	£	£	£	£
Restricted funds					
Information & Technology	-	72,649	72,649	-	-
Carers Strategy	-	59,999	59,999	-	-
Innovation incl BDI database	-	46,300	46,300	-	-
Primary Care Navigator	10,345	-	-	-	10,345
Centrica	-	100,000	44,685	-	55,315
Accelerating Ideas Volunteering	11,058	50,000	98,830	37,772	-
Nation Offices:					
Northern Ireland	-	137,374	161,287	23,913	-
Scotland	1,070	273,243	318,641	44,328	-
Wales	96,567	349,455	350,425	-	95,597
Legacy Funds					
West Sussex Carers Fund	23,773	-	-	-	23,773
Total Restricted funds	**142,813**	**1,089,020**	**1,152,816**	**106,013**	**185,030**
Unrestricted funds					
Designated Funds				-	
Reserve policy fund	410,118	-	-	(410,118)	-
Loan repayment fund	763,671	-	-	(44,708)	718,963
Office fund	1,508,557	-	67,403	-	1,441,154
Total Designated Funds	**2,682,346**	**-**	**67,403**	**(454,826)**	**2,160,117**
General Funds	**975,970**	**1,434,100**	**1,994,863**	**348,813**	**764,020**
Total Unrestricted Funds	**3,658,316**	**1,434,100**	**2,062,266**	**(106,013)**	**2,924,137**
Total Funds	**3,801,129**	**2,523,120**	**3,215,082**	**-**	**3,109,167**

Movements in funds: prior year

	As at 1 April 2017	Income	Expenditure	Transfers between Funds	As at 1 March 2018
	£	£	£	£	£
Restricted funds					
Advice & Information	15,000	-	15,000		-
Carers Ambassdor 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	975,969
Trf to Office Funds	-	-	-	-	-
General Funds	302,082	2,310,852	1,777,147	140,182	975,969
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

(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 the 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 adviceline 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 boroughts of Westminster, Kensington & Chelsea and Hammersmith & Fulham.
Centrica	To enter into a mutually beneficial strategic partnership to improve the lives of Carers across the UK, as part of which funds and awareness are raised for Carers UK Ltd.
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 Government and others in support of our work in Scotland.
Northern Ireland	Funding from the Northern Irish Assembly, Health Boards andTrusts 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:

	2019	2018
	£	£
Less than 1 year	1,261	1,261
	1,261	1,261

17 Related party transactions

There are no related party transactions to disclose for 2019 (2018: 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 FRS102 not to disclose related party transactions with and between wholly-owned subsidiaries.

Across the UK today 6.5 million people are carers - supporting a loved one who is older, disabled or seriously ill.

Caring will touch each and every one of us in our lifetime, whether we become a carer or need care ourselves. Whilst caring can be a rewarding experience, it can also impact on a person's health, finances and relationships.

Carers UK is here to listen, to give carers expert information and tailored advice. We champion the rights of carers and support them in finding new ways to manage at home, at work, or in their community.

We're here to make life better for carers.

Carers UK

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Carers UK is a charity registered in England and Wales (246329) and in Scotland (SC039307) and a company limited by guarantee registered in England and Wales (864097). Registered office 20 Great Dover Street, London SE1 4LX.