

**THIS IS THE
REALITY OF LIFE.
AND IT'S TOO
IMPORTANT FOR
US TO FAIL.**

Contents

**Annual Report 2021–22. Includes Trustees' Annual Report
and Accounts for the year ended 31 March 2022**




Nick Baird – CMG CVO
 Chair

Securing a better future: turning experience into action

The past year has felt like arriving at a crossroads for unpaid carers. During the pandemic, the number of carers has substantially increased, as has the time spent on caring responsibilities.

But at the same time, awareness of the challenges carers face has gone up and we have seen some important commitments to stronger support for them. The task now is to build on this as we – hopefully – emerge from the pandemic.

The last 12 months have been arguably as tough for carers as the first year of Covid, but in different ways. Our research has shown the additional challenges of a more hybrid, less locked down period, as support services have been taking time to get back to full provision, while carers are running on empty, with 72% telling us that they had not had any breaks from their caring roles at all, and three quarters reported being exhausted.

But we have seen positive steps too. 34% of working carers told us that their employers had been much more understanding of their challenges since the pandemic began, and many have recognised the benefits that flexible working can bring. The Government's Social Care reform proposals have included useful commitments which now need following through. And the issues that carers face are gaining greater media coverage, helping raise awareness and recognition of unpaid carers.

Under Helen Walker's leadership, and one year into our *Vision 2025* strategy, Carers UK continues to drive this agenda. We passed the significant milestone of 40,000 members this

year. With Centrica, we won the prestigious Better Society Award for best national charity partnership and are developing an exciting new partnership with Virgin Media O2. Thanks to all our donors we remain financially resilient in a challenging environment. Working together, we need to ensure that the experiences of the last two years are turned into lasting improvements to the rights of unpaid carers.



34% of working carers told us that their employers had been much more understanding of their challenges since the pandemic began

Why we will keep fighting for carers

It's hard to believe that we have just reached the second anniversary of lockdown. While the effects of the pandemic might be easing for some, millions of carers are still dealing with its continuing and changing impact.

Carers responsible for those with serious health conditions are rightly hesitant to re-join a world where new Covid variants are still affecting thousands of people a week and leaving many more with the lasting impact of long Covid. While many care services which would normally allow carers a minimum of respite are still closed, the ever present cost of living crisis is adding to daily anxiety and often less flexible working practices are returning, carers are finding themselves pulled and pushed in more directions than ever before. Meanwhile, for us, while we have re-opened our offices, learning about hybrid working is in some ways harder than the sudden move to working from home. The resilience and commitment of the staff team through these transitions has been incredible.

The first year of the pandemic stood us in good stead for the second, understanding how we needed to work, how to support staff and the ongoing and extraordinary impact of it on unpaid carers throughout the UK. It was more important than ever that we engaged with carers through our direct services as well as our research including our tenth State of Caring survey to ensure we truly heard carers and represented their experiences during the pandemic.

Our membership has continued to grow and even though we moved all our volunteering online, this also increased. We became expert at running our events virtually – including Carers Week, Carers Rights Day, the State of Caring and our AGM and Member's conferences.

As businesses return to having staff in the physical workplace, it has become even more important that we support employers and working carers to navigate the changing issues that arise, particularly as we continue to have a crisis in social care. Without this support, it is ever more challenging for people to juggle work and care.

Now, the cost of living crisis is beginning to bite. Carers were already massively financially disadvantaged, and now they face even greater insecurity and disparity in the support they receive.

The Health and Care Bill in England removed hard won rights for carers at the point of hospital discharge which I was delighted we managed to overturn, showing just how important our role as a charity is. As such this coming year we will continue our fight for equality, support and recognition of carers.



Helen Walker

Helen Walker
Chief Executive

More carers, closer to the edge

The last 12 months have again thrown everything at carers.

There are wins to celebrate, with carers becoming a priority group for Covid vaccinations, essential rights being protected in the Health and Care Bill, 27 new companies joining our Employers for Carers (EFC) community, extended hours for our Helpline, and the launch of a new Listening Support Service.

We've had successes, but the truth is things are bad and getting worse for a lot of carers. Carers' mental and physical health has been negatively impacted, as they pick up additional responsibilities due to Covid and filling in the gaps where statutory and community services are yet to reopen. The pandemic is still a threat for millions of carers who can't be sure of their safety and the person they care for while infection rates remain so high and so volatile. The cost of living crisis is making household essentials unaffordable and giving carers impossible choices such as eating or heating. Thousands of carers haven't had a break since long before the pandemic because there isn't the support, or the money to do so. The care system is disintegrating with record high staff vacancies and levels of ill health. Too many companies aren't considering carers as they return to workplaces and structures that don't offer the flexibility needed. Many carers are providing care for an extraordinary number of hours, without time or headspace to consider their own needs. Carers are so worried about accessing the support they need to keep caring, they don't know how or if they can cope.



**Thousands of carers
haven't had a break
since long before
the pandemic**





A carer's story: Hitesh

I had been looking after both my mum and dad for many years previously, but when my dad passed away in 2014, that's when it got intense. I didn't know where to look for help or information on how to cope with all this. So, I just carried on day after day, firefighting to tape it all together and make it work.

The big problem was that the stress and depression crept up slowly. That meant while I was trying to care and extend my mum's life, I'd be losing the quality of my own life. In time my whole life changed; it took up every second of my mental minutes just to keep my head above water. The first 18 months after my dad passed away, I had to do everything for my mum. We both went into depression and needed bereavement counselling as there was no support from family during this time. This was probably the toughest challenge I had in my life.

At that point I realised it was just Mum, me and the tortoise (Rocky). My mum suffers from chronic kidney disease, osteoarthritis and short-term memory loss due to dementia.

As well as having to do the cooking and cleaning, it means I have to keep an eye on her diet, ensure she's doing some exercise each day and take her to her doctor's appointments. I also have to help her navigate all the many confusions and issues that arise with dementia. I wasn't prepared for the work-life balance and mental challenges I'd be facing. From handling doctors' appointments, Mum's tantrums and short-term memory loss, to following up with the chemist for delayed medication, grocery shopping, cooking, cleaning, filling in online forms, handling financial bills, the list goes on...



I know many carers experience loneliness, as they feel they can't talk to people about their individual circumstances.”

Carers are stronger together

For most of us, caring is seldom in our plans and happens only when our circumstances change unexpectedly; through an accident, sickness or other crisis affecting someone close to us.

When coupled with a population that is living longer, often with long-term illness or disease, almost every one of us is, or will become a carer at some point in our lives. The incredible impact of Covid has raised the profile and understanding of caring, so we want to make sure the experiences of unpaid carers are understood as much as those who care professionally. Because there are over 6.5 million of us.

Carers make up 1 in 7 of the UK's paid workforce, and 1 in 3 of the NHS. They provide 96% of care for vulnerable people in Wales. They have saved the UK Government £530 million every single day during the pandemic. Pre-pandemic, every day 600 people were giving up work to care, many then having to rely on a phenomenally inadequate benefit.

As a membership organisation of over 40,000 including representation from each nation and region across the UK and with almost 60 years of direct experience, we can accurately represent the lived experience of carers and bring their voice to the people in power. Stories about years of broken sleep, getting up several times every night to change their adult child's bed linen. Working two jobs to keep the heating on 24 hours a day. Travelling to multiple medical appointments in different settings every week. Paying for additional cleaning equipment and PPE. Stuck in the house for fear of infection. Running a parent's finances because dementia has taken their cognition. This is the reality of life. And it's too important for us to fail.



At the end of March we had 42,568 members with 6,076 individuals having joined us during 2021-22





Our plan to get things done: *Vision 2025*

Carers are in every family, every community and every workforce. And every action we take together helps increase awareness of being a carer, and promotes the need for equality, support and recognition.

When carers take part in our research, when they call our Helpline or visit our forum, when celebrities like Kate Garraway, or influencers like our own Chair of Trustees, Nick Baird share their caring story, when thousands join our campaigns, and when companies work to become more carer friendly, this is when we can make life better for carers.

In April 2021, we launched *Vision 2025*, the direction of travel that will take us to our 60th anniversary. It's innovative and ambitious. It's built on insight gathered from thousands of carers across the UK. And it focuses on what will make the most difference to the most carers; Equality, Support and Recognition.

It's this direction that will enable us, for example, to secure caring as being the 10th protected characteristic. It's how we will promote the role of being an unpaid carer, reducing the time it takes carers to self-identify, getting financial, emotional and practical support to where it's needed, faster. Overseen by our values of being ambitious, attentive, achievers, and underpinned by the core requirements of generating sustainable income and demonstrating impact, *Vision 2025* empowers us to think and act in innovative and integrated ways that will help us support more carers with focussed, practical support and societal change, ensuring no one has to care alone.

Integrated thinking is built into each strategic pillar of Equality, Support and Recognition, helping us understand what's needed, plan how to effectively deliver change and capitalise on opportunities in all the different areas we work. This year, just keeping going would have been a win, but we've got continued media coverage that helps increase awareness and understanding. We've changed legislation, policy and practice towards equality and secured improvements in benefits. We've expanded direct support for millions of people, reducing loneliness, arming them with advice and guidance, and empowering them to self-identify as carers more quickly. We've increased sustainable income that strengthens our foundations for the future. We've brought even more companies into both Employers for Carers (EfC) across the UK and Carer Positive in Scotland, securing better working lives for millions of working carers.

This is all testament to the power of our community: not just carers, but our partners, supporters and staff who make us determined not to stop fighting until we can help carers overcome each of the challenges they face every day.

Stories about years of broken sleep, getting up several times every night to change their adult child's bed linen. Working two jobs to keep the heating on 24 hours a day. This is the reality for carers and why everything we do matters.

Equality

Daily challenges

Carers tell us they feel invisible, overlooked, that they must constantly fight for basic rights.

Carers face challenges at work, as consumers and from public services, for example, where healthcare for a patient is decided without consultation, or the loss of Carer's Allowance when too many hours are worked. Even though carers are included by association in the Equality Act, simple and reasonable workplace adjustments aren't a requirement. Carers can be isolated from society, without access to any kind of community, and loneliness, anxiety and stress can impact on their mental health. And the impact of the cost of living crisis on carers, who already have many additional costs without any financial recompense, is another example of fundamental inequality happening every day.

In response, we've produced more carer evidence this year than any other to demonstrate what needs to change, with 10 research and recommendation reports addressing the Health and Care Bill in England, vaccinations for unpaid carers, managing someone else's affairs, financial support, experiences of primary care and the cost of living crisis. Alongside our flagship State of Caring research with over 8,500 respondents, this insight has fed into the development of our services, campaigns, policy calls, communications, partnerships and fundraising.



We've produced more carer evidence this year than any other, with 10 research and recommendation reports

Our flagship State of Caring research had over 8,500 respondents



Making Caring the 10th protected characteristic

With the additional stress, time and physical strain that caring can place on people who may likely be older or have less security, securing equal opportunity for carers is critical.

If caring becomes enshrined as a protected characteristic, such as age, disability or race, it could be life-changing for every carer who faces discrimination. This ambition is at the heart of our plans to ensure there is real equality and recognition for carers across society. This is a large-scale ambition, where we need to continue to increase awareness, ensuring it is on the agenda through relevant interactions with decision makers. We held a roundtable with leading experts across a range of different sectors and have started our analysis of legislation and good practice. The call for caring to become a protected characteristic gets more support every day, both from our members, partners and influential leaders, and we will all continue to push for it to become a reality.

Protecting the right to be involved

The Health and Care Bill 2021 was set to take away rights of the carer in England to be consulted when the person they were caring for was discharged from hospital and would have marked the first time that carers' rights in health and care legislation were being removed.

We've changed that course, by gathering the experiences of over 2,800 carers, detailing their lack of support, information and input into the process. We engaged with local organisations, practitioners and, of course, carers who brought their experiences to the heart of the debate. We engaged with Parliamentarians from all parties, and with a cross-party campaign spearheaded by our Vice President, Baroness Pitkeathley, Government then introduced a welcome change to the Bill to ensure that carers and patients would be involved in care arrangements before they were discharged from hospital. This also builds on three new rights elsewhere in the Bill for carers to be consulted and involved within the new NHS structures in England.



We've gathered the experiences of over 2,800 carers, detailing their lack of support





In terms of maintaining your identity and wellbeing, it's important to keep connected with your friends and family.”



A carer's story: Wyn

I first met my husband, Colin, at a New Year's Eve party when we were 18 and we have now been married for 56 years. When we met he was a motor mechanic and played in a band most evenings – I suppose I was a bit of a 'groupie'. Changing from motors to music was a natural progression for him, especially using his skills as a mechanical engineer. We set up our own hi-fi manufacturing company, employing about 10 people and exporting all over the world. We were on the up.

Then in 1990, Colin suffered a subarachnoid haemorrhage, followed by a massive stroke; we were then only 46. He stayed in hospital for almost a year and during that time, not only did I, with the help of our oldest daughter, have to decide what to do with a business, but we also had to deal with Colin's disabilities.

Our GP was fantastic at giving me support and information, especially on the Stroke Association. They in turn put me in touch with a family support worker, who guided me through the systems I had to encounter. This was to prove invaluable when he came home and in later times.

I would say to anyone, get help when it's offered. Seek out advice from carers' centres and Carers UK; they have great expertise in many areas.

Closer to Carer's Leave

We're keeping the pressure on the government to make Carer's Leave a reality as soon as possible, ensuring that the experience of carers and of good practice employers sits at the heart of this work.

The government published its response to the consultation reconfirming its manifesto commitment and to take forward legislation. And every day, we're creating more high-profile opportunities to continue to make the case for Carer's Leave. We have seen an overwhelming level of support and engagement around Carer's Leave, including ministers, employers, local authorities, NHS organisations, local carers organisations and carers. If legislation is included in the next Queen's Speech, as we hope, this would show that the government is committed to improving the lives of millions of working carers.



Every day, we're creating more high-profile opportunities to continue to make the case for Carer's Leave."

Supporting the diversity of the caring experience

Our ground breaking GP patient survey report found that more carers reported long-term health conditions or disabilities more than people who weren't caring.

It showed that LGBTQ+ carers and carers from within black, Asian, and other minority ethnic communities were more likely to report physical and mental health problems and were less likely to have these conditions recognised and understood by their healthcare professionals.

This kind of research helps us take a more intersectional approach to our work, meaning we can engage with and support carers from diverse communities more effectively. And every time we can add new evidence, knowledge and understanding of the health inequalities among marginalised or less heard groups, we can create policies and campaigns that will bring a more systematic approach to carers' health and wellbeing.

The best of best practice

Our noteworthy EfC report, ***Supporting working carers in COVID-19: Recovery and Return***, shows how some exemplar companies are defining best practices that bring equality to the workplace by responding to the needs of unpaid carers. By showcasing employers that have successfully made adjustments, including flexible working patterns, carer support groups and additional Carer's Leave, the report has given industry a practical manual and a set of clear recommendations that will get us closer to achieving equality for carers in the workforce.



Support

Carers tell us the day to day support we provide is a lifeline. We know we lift people out of their darkest place, helping them cope, adjust and continue to care.

We will continue to provide support for carers as long as there is demand. And through the toughest year we've known, we've managed to keep providing practical support, answering more than 30,000 questions via our Helpline services launching new services and moving others online. Navigating a way through the last year hasn't been easy for anyone, but as we've watched our membership grow to over 1,000, and with almost 8,000 unpaid carers posting to our forum, we see the positive difference we make every day.



We've watched our membership grow to over 40,000

When there's no one else, there's us

Isolation during lockdown has been intense for carers. We knew it was always a priority to keep our support services running and expand them where we could.

Relieving the loneliness that can be one of the toughest parts of being a carer, and making sure carers knew they had someone to talk to and somewhere to go — even virtually — where they could share their experience, has transformed lives. The incredible demand we've seen to our Helpline has called for heavy investment for us to be there for every carer who needs us, but it's now open five days a week. During the height of the pandemic and beyond, we've managed to meet increases in demand across all our contact channels, informing carers about the government advice and guidance, updating our information sometimes several times a day. Through targeted emails, our forum or via social media, with updated and expanded information on our website and Digital Resource for Carers platform, we've made sure carers across the four nations of the UK have the most up-to-date information at hand, clearly explained and specific to their region.

As a carer, it's easy to lose touch with your community, even your family. Finding the time, space and confidence to share thoughts and feelings can feel impossible. That's why we've launched a new service dedicated to making sure carers always have someone who will listen and understand. Our Listening Support Service connects carers to trained volunteers who are there

just for them, to talk through whatever's on their mind. From a quick check in, a regular catch up, or deeper emotional support, calls take place each week or fortnight for up to 30 minutes. This year, we completed the pilot, launched the service and made over 350 successful calls with carers. The service is already getting hugely positive feedback and we're seeing demand increase every day.

The advances in and accessibility of online technology, including our forum, email support service, Jointly app, Digital Resources for Carers and comprehensive online carers' information and guidance has meant that where traditional, face-to-face contact has been impossible, we've ensured that carers have been able to be informed, supported and feel connected.

Our online meetups have brought a sense of relief and renewal, enabling hundreds of unpaid carers to get together for some small degree of respite, even if it's only for an hour. Our Care for a Cuppa and MeTime services have been a connection to a different world, somewhere that carers can switch onto something new, be it a learning session, time to relax, or a place to find joy and laughter. Carers tell us that these services are a way that they can reset, recharge, and keep coping, even describing the sessions as 'lifesaving'.

Information designed to support

Getting hold of information you can trust makes all the difference when you're trying to navigate the demands of being a carer.

Over the last year, we've continued to increase and improve the resources we offer to carers, from physical activity and resilience on our wellbeing hub, new accessible films about carer guilt and Carers' Allowance, and we're now the primary destination for Covid guidance for carers, with many organisations signposting to us for the most comprehensive and up to date information.

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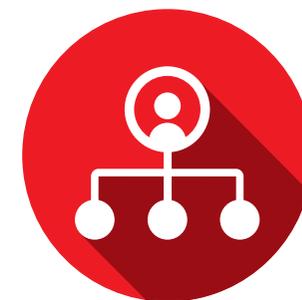
We're committed to developing further resources for carers and will work hand-in-hand with governments and professional care providers to ensure unpaid care gets the recognition and support it needs if we're to reach more carers and halve the time it takes to self-identify. In Wales, all our information is produced in both Welsh and English languages, and through our close partnerships with local authorities and the national government in Wales is helping statutory services to deliver information, advice and support to rural and marginalised communities. And we were asked by the Association of Directors of Social Services (ADSS Cymru) to help them increase carers from different ethnic communities to access social services, underlining once again our ability to influence and make real change.

Supporting companies supporting carers

The ability to hold down a paid job is taken for granted by so many of us, but for some carers it can bring the financial stability they need to carry on caring and a welcome balance to their caring responsibilities. So we're continually growing the number of employers we work with, helping them develop workplaces that recognise, respect and support every carer in their workforce.

Joining our Employers for Carers (EfC) programme is a demonstrable way that companies can show their commitment to carers through creating a carer friendly workplace. The service has exceeded our expectations over the last 12 months, and we now work with 245 organisations, representing an incredible 3.7 million employees. Since 2014, Carers Scotland has been running Carer Positive, raising awareness of working carers, encouraging employers to support staff with caring responsibilities and awarding those companies leading the way in best practice. In the last year, we increased our reach to 228 organisations now accredited as Carer Positive, representing nearly 500,000 workers across Scotland.

We're also thrilled to be able to continue a second year of our contract with NHS England and Improvement to keep delivering EfC resources across the whole NHSE&I workforce of 1.2 million FTE. This is the biggest EfC contract for Carers UK and complements our provision of the Digital Resource for Carers (DRC) through Primary Care Networks and GP practices in England. Working this closely with the NHS in England is a gamechanger, with the potential to reach over 400,000 working carers in the NHSE/I workforce through EfC and to provide information and support resources to every carer identified by GPs and Primary Care Networks through DRC. This helps with direct support, and increases the recognition of carers, enabling more people to get more support more quickly, and continually strengthening our case for equality for carers.

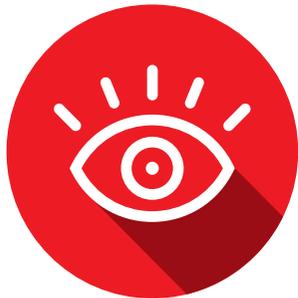


**We now work with
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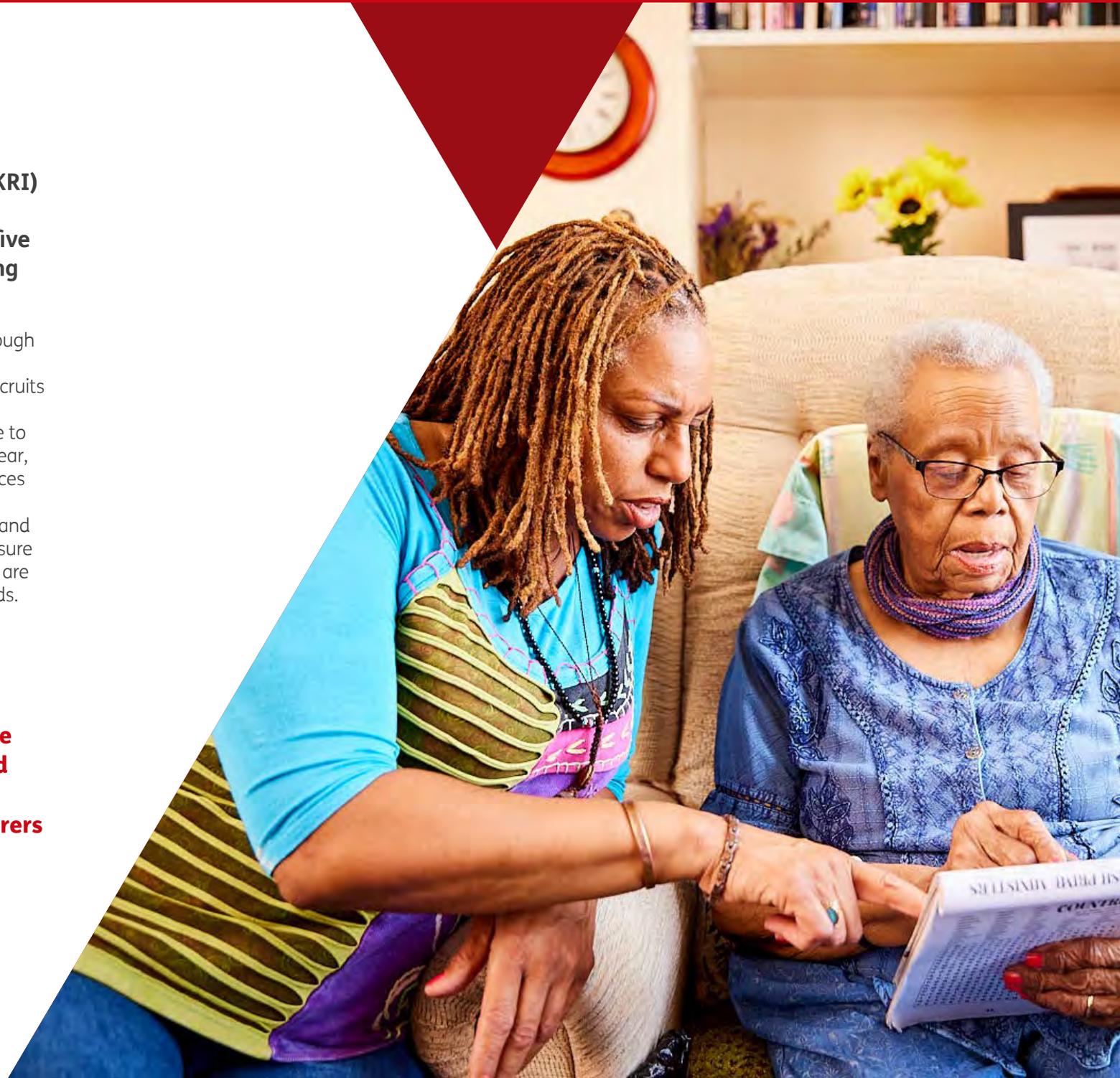
Creating consistent care

In June, UK Research and Innovation (UKRI) announced Carers UK as a consortium member in the Tribe project, one of the five Trailblazers sharing £23 million in funding from its Healthy Ageing Challenge.

Tribe uses technology to address care inequality through a digital platform that maps and predicts care 'dark patches' where home care provision is failing, and recruits and develops the skills of local people who want to provide care within the community, offering a lifeline to those needing help while delivering local jobs. This year, we worked with Skills for Care and the Telecare Services Association (TSA) on the development of a Learning and Development Framework for the Tribe platform and carried out insight work with over 1,500 carers to ensure that the content of the online learning resources we are now developing for the platform will meet their needs.



As part of the Tribe project, we carried out **insight work** with over 1,500 carers





A carer's story: Jaycee

I consider it a privilege to support my mother to be as independent as possible and enjoy a comfortable quality of life.

As well as managing her ongoing healthcare needs, providing emotional support and dealing with day-to-day household responsibilities, I love assisting her with her favourite activities: cooking, gardening and going on community outings. Even through the tough times, our connection and respect for each other has grown deeper.

Since becoming a carer, my biggest struggle has been dealing with my emotions. When I first became a carer, I experienced a huge emotional upheaval that came with the sudden change of circumstances. My way of coping was to suppress my feelings and pretend that everything was okay, when it wasn't.

I felt shame around admitting I was struggling, experiencing feelings of guilt, frustration, and resentment. But more than anything, I felt alone in my caring responsibilities and invisible to the outside world. I have since found wonderful outlets for expressing my emotions through dancing, writing poetry and sharing how I feel with other carers.

Being able to access support through organisations such as Carers UK has been a lifeline. In the past year, I have participated in over 30 Carers UK online Share and Learn sessions, ranging from craft workshops, community singing groups, mindfulness and yoga, to creative writing.



Through connecting with a positive network of support with other carers, I have gained strength in knowing that

I am not alone.”

Recognition

Looking back at the last 12 months, we're incredibly proud of what we've achieved for carers across the UK. In the midst of a situation that has stripped away many care services and support, we've managed to increase the recognition of carers with some good outcomes.

The success of our lobbying and awareness work to help get carers recognised as a priority group for the COVID-19 vaccine is a life-changing win. It demonstrated to the world at large the foundational and far reaching nature of unpaid care, and with millions of new carers registering as such with their GP, it will help them access more support.

We recognise the scale of the challenge that lies ahead and through our information and guidance, our media work, brand and communications, we'll keep raising awareness across the UK, so more people see themselves as carers and can reach out for support. Through using carer's stories, our influence and campaigns, we'll continue to amplify the voices of our members and supporters, to drive and create lasting societal change.

What a week!

Carers' Week is one of the most significant points of the year for us, recognising unpaid carers, and helping those who might not realise they are carers reach out for support.

In Carers' Week, we ran our Make Caring Visible and Valued campaign, presenting new research that showed more than a third of carers feel unable to manage their caring role, and 72% of carers have not had a break since the pandemic began. Through our Breaks or Breakdown report, we called on the government to provide £1.5 billion funding for unpaid carers' breaks, so that people providing 50 hours or more of care received financial support to take time off. We've not yet had the success we want, but carer's breaks were highlighted in the social care reform White Paper and the call is gaining momentum. Across Carer's Week, thousands of actions were completed online and hundreds of events and activities took place across the country, we discussed the challenges and future of care with politicians on all sides with our first ever online speed networking event with parliamentarians, and each party leader mentioned carers in each nation's parliament, and through our media work, created almost 120 million opportunities to see coverage about the week, in print, radio, online and broadcast TV.



Through our media work, we created almost 120 million opportunities to see coverage about the week

Through using carer's stories, our influence and campaigns, we'll continue to amplify the voices of our members and supporters, to drive and create lasting societal change.

More financial support now

The cost of living crisis is affecting all of us but carers have been experiencing financial pressure for a lot longer because of the inadequacies of carers' benefits.

To recognise the financial and practical strain of the pandemic on carers, Carers Scotland successfully campaigned for an extra payment of Carers Allowance Supplement, giving more than 91,000 carers a double payment in December 2021 of £462.80. In Wales we secured a £500 payment to all unpaid carers in receipt of Carers Allowance, the first payment of this kind in Wales. In the UK we continued to press for many changes and secured a rise in the earnings limit for Carer's Allowance from £128 to £132 which will make a difference but doesn't go far enough. However, with the current cost of living crisis, for unpaid carers, choices between heating and eating, increasing debt, and cutting back on household essentials are an everyday reality. Our cost of living crisis campaign is putting even more pressure on the government to recognise that unpaid carers need appropriate consideration and support, and to increase Carer's Allowance and other benefits in line with inflation, extend the Warm Home Discount scheme and increase the Carer's Allowance earnings limit to at least equal to 16 hours work at the National Living Wage. Our campaign has received overwhelming support from our supporters and carers across the UK, and the recent letter we wrote to Rt Hon Rishi Sunak MP, the Chancellor of the Exchequer, was signed by 77 other organisations and we have plans to press ahead in the coming year to get change.



Carers Scotland successfully campaigned to give more than 91,000 carers a double payment in December 2021 of £462.80





That was the beginning of my caring journey, although it took two to three years to realise I was a carer.”



A carer's story: Barbara

In August 2011, our family was on a beach playing quoits and other games when my 28-year-old daughter complained of unbearable pain down one side.

That was the beginning of my caring journey, although it took two to three years to realise I was a carer.

It can be a natural instinct to become a carer for members of your family, as you are doing what anyone in your situation would do. This is how carers may not see themselves as carers. After a couple of years of being told by the surgeons that Tamsyn was 'fine', we knew she was far from this.

She had suffered a brain injury, following a complication with her neurosurgery that wasn't addressed at the time it was found.

Later, following several major brain operations, it became clear that my daughter and granddaughter, who was just a toddler, would need extra help. We tried agencies and au pairs, but none of this worked for us and my daughter's unique needs.

I decided to give up my consultancy and charity work to care for them full-time. Previously I had worked in the corporate world, developing and implementing positive health programmes.



Click to be counted

Our #CountCarersIn campaign, encouraged people to officially recognise themselves as carers during the 2021 Census in England and Wales, ensuring government decisions involving health, care, services and benefits are made in full sight of the true extent of unpaid care. When it's published the data will provide an accurate platform to the extent of caring, give us the evidence to strengthen our policy recommendations and future campaigns, and ensure we can make a difference. We ran the same campaign in Scotland for the Census they delayed by a year to March 2022.



**At the end of March 2022
we had 984 volunteers
144 volunteers were
recruited during 2021–22**

Support through recognition

The picture of caring across the UK is as diverse as our population. People in Wales, for example, are more likely to be a carer — and at a younger age — than any other nation in the UK.

Our Carer Aware campaign with Carers Trust Wales is helping health and social care workers identify unpaid carers, helping them recognise their carer status, and access information and support that can make life better. With every conversation, our campaign is helping social care workers to better recognise and understand carers and caring.

We need carers to recognise their role so that they can understand their individual situation and can be provided with information, support and forge connections. Increasing recognition will only happen over time, but with every new member, every new person who uses our services, every social media interaction, every new company who joins EfC, and every piece of press coverage, that recognition grows, and with it, the power to make change.

Income and fundraising

Despite everything that's happened over the last 12 months, we've continued to strengthen our financial position.

Hard work, dedication, passionate people and heightened awareness have created some extraordinary results as we continue to grow, year-on-year.



Despite everything that's happened over the last 12 months, we've continued to strengthen our financial position.

Keeping all our eggs in different baskets

Key to our future stability is minimising our risk by focussing on multi-year funding and keeping our income streams diverse. This has been crucial in riding out some of the major barriers the pandemic lockdown threw up, for example, having to stop all multi-participant challenge and community events, which are such a cornerstone of traditional fundraising, alongside a rise in voluntary fundraising income, we saw earned income from our digital products and services increase, along with an increase in funding for the nations.

Statutory funding

Our funding from the Welsh Government, secured until March 2025, has enabled us to deliver practical support to more carers. We have been innovative in our approach, and ensured we continued working with others to deliver through collaboration.

The Scottish Government's ongoing funding of Carers Scotland allows us to continue to support and deliver for more carers every year.

We are grateful to both governments for their support, and championing of unpaid carers, and look forward to doing even more in the coming months and years.

Sport England's three-year grant of £362,506 aims to increase physical activity, decrease loneliness and improve the overall wellbeing of carers in England. Our research found that carers are more likely to be inactive and more likely to be lonely, and the Carers Active funding will support the delivery of our Carers Active online hub, full of accessible and encouraging content to help carers set goals, get active and track their success.

Partnerships

Corporate partnerships are an integral part of our fundraising portfolio. Direct financial support, workforce engagement and unique opportunities to raise awareness through working with large brands help all the areas of work across recognition, support and achieving equality for carers.

Centrica

In December we celebrated the conclusion of our three year strategic partnership with Centrica. Working together with Centrica's 27,000 employees, we've increased their understanding of unpaid carers and helped them provide more support for carers in their workplace and customer base.

Together, we have worked on ground-breaking research reports with recommendations to improve carer health and wellbeing in the workplace. Centrica also contributed to the Government's Care's Leave Consultation.

Centrica's additional funding, employee fundraising and corporate donations, meant we could make practical, immediate changes, including extending our Helpline hours.

Our work together saw Centrica be recognised as having the Best Partnership with a National Charity at the Better Society Awards in December 2021. The strength of our partnership has helped us secure more high-profile relationships, for example our new five-year partnership with Virgin Media O2.

Virgin Media O2

We're now fully immersed in the first year of a five year, £2 million strategic partnership with Virgin Media O2, where we're tackling loneliness and isolation of unpaid carers by connecting one million carers by 2025 and halving the time it takes a person to identify as an unpaid carer.

Virgin Media O2 have run major campaigns this year to increase recognition. Carers Week 2021 saw a brand new social media campaign and tv takeover that featured real carers telling their stories, helping more people understand and potentially see themselves as carers for the first time. For Christmas, 15,000 people took part in a free Virgin Media film giveaway, with a campaign film featuring carers. We worked together on a campaign for the Scottish Census in March 2022.

Carers Week 2021 saw a brand new social media campaign and tv takeover that featured real carers telling their stories, helping more people understand and potentially see themselves as carers for the first time.



**As a carer, it's easy to lose touch
with your community, even your family.
Finding the time, space and confidence
to share thoughts and feelings can
feel impossible.**



With our ageing population and more people having to take on caring responsibilities for friends and family members, there is a fast-growing need for employers to support staff who are caring.

600 people give up work to care for someone every day. We know the impact this has on their physical, mental and financial health which is why we are working to help keep more carers aged 50 plus in work for longer.”

Helen Walker,
Chief Executive of Carers UK

Regina Blitz

Our partnership with Regina Blitz and on-pack promotion saw the Carers UK brand visible in supermarkets across the UK helping us raise awareness and promote recognition.

Barclays LifeSkills

We've continued our partnership with Barclays LifeSkills, designed to enable more carers 50 and over to remain in work for longer.

The ongoing support of Barclays LifeSkills is enabling Carers UK to increase practical and emotional support for unpaid carers when they need it most and helping those who want to stay in work for longer do so. As headline supporter of Carers Rights Day they provided a speaker for our online panel event, 'Supporting Carers at Work'.

With innovative events such as Barclays LifeSkills mentors for Carers UK staff, and content for our Share and Learn sessions, our relationship continues to reach more people in more ways, all helping make life better for carers.

Trusts

Trusts play a key role in sustaining our impact, bringing in well over £1 million in the last 12 months.



Over £1 million
brought in by trusts
over the last 12 months

Marie-Louise von Motesiczky Charitable Trust

Providing £300,000 towards the Listening Support Service over three years, this funding has helped us bring the service to life, and ensure it remains fit for the future, as we see demand grow every day.

We have supported over 400 carers already, and in our most recent user survey, nearly 73% of people using the services said they now felt less anxious and lonely. This is the real impact we're here to make and have been able to make with the generous support of Marie-Louise von Motesiczky Charitable Trust.

The COVID-19 Support Fund

The funding received through The COVID-19 Support Fund, created by the insurance and long-term savings industry, supports Making Carers Count.

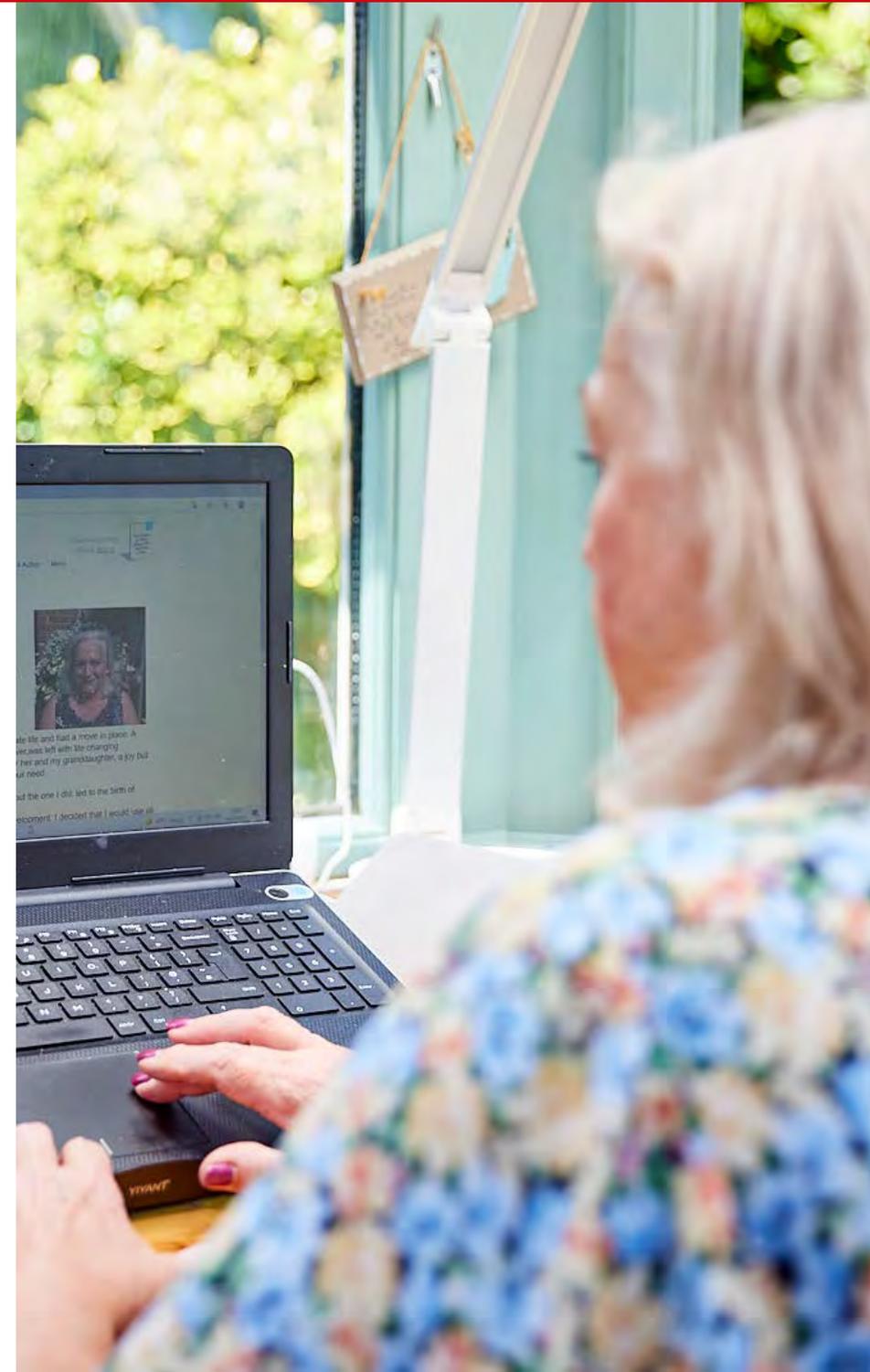
This project in partnership with Carers Trust, aims to increase the availability and improve access to support for unpaid carers who have been particularly affected by the COVID-19 pandemic. We received over £1.3 million for the three year project, the funding will focus on underrepresented groups including BAME carers, LGBTQ+ carers, carers aged 75+ who are digitally excluded, carers of faith and young carers. In our first year, and despite restrictions, we were able to hold over 300 online meet up sessions, directly supporting 886 carers in England and Wales. We have also increased engagement with our Forum and created expert steering groups for BAME carers and LGBTQ+ carers. We understand how hard it can be to engage with the diversity of communities and individual situations and that's why we'll keep creating ever more engaging sessions for harder to reach carers.



In our first year, and despite restrictions, we were able to hold over 300 online meet up sessions.

Pears Foundation

We would also like to thank Pears Foundation for the long standing commitment to support unpaid carers through an unrestricted grant, providing the flexibility to respond to the ever-changing issues faced by unpaid carers.





Every day is another opportunity to change the world for carers

On every level — personal, professional and policy — we can see the change we're making. Laws changed through the influence our community can leverage.

Lives changed through the support we can offer. Perceptions changed through the awareness we raise. We've said it's not enough. We've said there's a long way to go. And now, looking forward, we will be relentless in our mission to bring equality in all aspects of a carer's life, to keep connecting carers so one has to care alone and halve the time it takes for carers to recognise themselves as carers and get the support they need. With our *Vision 2025*, we can lead the way to a brighter future for carers, acting as a supporter, influencer and catalyst for fundamental change. We will bring together each element that has a part to play in creating a new, post-pandemic world built on equality, recognition and support for carers. A life that is better for carers.

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.

We'd like to extend a very special thank you to the following:

- Artemis Charitable Foundation
- Barclays LifeSkills
- Bupa Foundation
- Centrica
- Charles S French Charitable Trust
- John Coates Charitable Trust
- The Will of Elaine Margaret Cousins
- Duchy Health Charity Limited
- John Ellerman Foundation
- Eveson Charitable Trust
- Mrs Sharon Flower
- Garfield Weston Foundation
- Mrs H R Greene Charitable Settlement
- Mr Jeffrey Hayes
- John James Bristol Foundation
- Marie-Louise von Motesiczky Charitable Trust
- Nutricia
- The Will of John Kenneth Olivant
- Pears Foundation
- PepsiCo UK and Ireland
- The Will of Betty Isobel Rainsford
- Regina Blitz
- The Will of Megan Audrey Roberts
- Miss Rowena Rudkin
- Mr David Schiff
- Smart Energy GB
- Sport England
- The Barratt Developments PLC Charitable Foundation
- The Basil Samuel Charitable Trust
- The Clare Milne Trust
- The Covid-19 Support Fund
- The Department of Health and Social Care through the Health and Wellbeing Alliance
- The Dulverton Trust
- The Grace Trust
- The Helen Roll Charity
- The Joseph and Lilian Sully Foundation
- The Masonic Charitable Foundation
- The Mickel Fund
- The Miss Margaret Butters Reekie Charitable Trust
- The National Lottery Community Fund - Awards for All England
- The National Lottery Community Fund - Awards for All Scotland
- The Patricia Routledge Foundation
- The Robertson Trust
- The Steel Charitable Trust
- Virgin Media O2



Financials

Report of the Trustees

For the year
ended **31**
March 2022

The Trustees present their report and audited financial statements for the year ended 31 March 2022. 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.

Public benefit and how our activities deliver it

We have a duty to have due regard to the Charity Commission’s public benefit guidance, under Section 17 of the Charities Act 2011. We are confident that we meet those public benefit requirements having taken Charity Commission guidance into consideration. **Our vision is a society that recognises, values and supports carers.** We believe we meet the public benefit requirements through the range of activities we undertake, including through our free confidential National helpline, our email advice service and our listening support services for carers. We also provide advice to employers and professionals who are committed to supporting carers and we work in partnership with other organisations that come into contact with carers to ensure that they support carers in the best possible way. We host a forum and run on-line meet-ups, providing carers with peer support, knowledge and resilience to keep themselves informed, healthy and well. And we campaign to make life better for carers across the UK.

Structure, Governance and Management

The Trustees, supported by their committees, approve the overall strategy. The operational management of the charity is delegated to the Chief Executive, supported by a Senior Management Team, who make 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 four sub-committees and three Nation 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 appointment 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 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.

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 2021–22. We have not worked with professional fundraisers or commercial participators in the year. 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.

During 2020–21, we did not have any third parties fundraising directly with the public on our behalf.

Carers UK has policies in place explicitly for the protection of vulnerable people. 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. All staff are trained 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.

Governance Review

As we continue to grow it is important that the governance structures continue to be fit for purpose for the next stages. We continuously review our governance and operations to best prepare for the future.

Financial Risk Management

Carers UK had a good year in 2021–22 achieving an operating surplus of £215.5k.

To maintain financial sustainability and deliver sufficient income to meet ongoing financial commitments and deliver our strategic goals we have robust internal financial controls and policies in place.

Our strategy is to invest, grow and diversify our multi-year income streams.

The Finance and Resources Committee regularly review our financial performance and risks. This is monitored through the use of key financial and performance indicators which are reported at each meeting. A phased budget and quarterly re-forecasting enables the senior management team and managers to link financial performance with resources and activity.

Plans for the future

2025 will be Carers UK's 60th year. To make sure of our continued success we will build on the learnings of this year and from the last five decades. We will maximise all opportunities that this presents to us; embracing new ways of working by continuing to evolve our support for carers and to invest in and grow newly identified income streams so that we can make a greater difference than ever before to the lives of carers. For more on our *Vision 2025* – Our plan to get things done, please see page 8.

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 to 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 2021–22 we have continued to make improvements to the general stability and security of our IT systems to ensure secure access. Our cyber security will be reviewed annually, and action will be taken based on recommendations that arise from the review.

- The challenge to recruit and retain high caliber staff is mirrored across all sectors. We have continued to review our recruitment and induction processes to ensure that it continues to remain effective and consistent across the organisation. We have benchmarked our compensation and benefits package. We have reviewed our staff support and review framework. We undertake regular staff surveys and feedback. We continue to review our policies, procedures and guidance.

COVID-19 continues to have an impact on our assessment of risks.

Financial and scenario planning is in place to respond to any changes to Government guidance and income forecast.

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 President**

Rt Hon the Baroness Bottomley of Nettlestone PC DL
 Don Brereton CB
 The Baroness Flather DL
 Ian Peters
 The Baroness Pitkeathley OBE
 Dame Philippa Russell DBE
 Caroline Walters OBE

Patrons

Johnnie Walker MBE
 Tiggy Walker

Trustees

Nick Baird CMG CVO (Chair) *FR/GCM/N/R*
 Virginia Pulbrook (Vice Chair) *FR/R*
 Eleanor Bradley (Treasurer) *FR/R*

Tim Anfilogoff
 Dr Helen Brown *FR*
 Paula Bryan *GCM*
 Margaret Dangoor *GCM*
 Beverley Harden
 Colin Harper (Chair Northern Ireland Committee)
 Flora Martin MBE (Chair of Scotland Committee)
 Sivakhanthan Shanmuganathan
 Dr Rosie Tope *N*
 Martha Wiseman *FR/GCM*

Special advisor to the Board

Jeff Hayes *FR*

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

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 approved 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

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

Investment manager

Rathbone Investment Management
 8 Finsbury Circus London, EC2M 7AZ

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 2021–2022

We are pleased to report that 2022 was a successful year in terms of income raised and progress made in the first year of our Vision 2025 plan. For the year ending March 2022 Carers UK achieved a total income of £4.9m against total expenditure of £4.7m giving an operating surplus of £235k (£257k after unrealised gains on investments).

INCOME

Total income for the year increased by £448k. Restricted income increased by £780k to £2.5m. Unrestricted income decreased from £2.8m in 2021 to £2.4m in 2022.

Donations and legacies were £1.6m in the year a decrease of £500k from 2021. Within this trust income decreased by £135k to £397k; donations and gifts decreased by £54k to £102k; and fundraising events decreased by £260k to £92k.

Incoming resources from charitable activities, received primarily from grants, statutory funding, consultancy and subscriptions, increased by £952k (40%) to £3.3m. This was mainly due to an increase in grants, contracts and subscriptions to our Digital Resource for Carers and Employers for Carers membership.

EXPENDITURE

Overall, our total resources expended for the year were £4.7m, £664k higher compared to last year (2021: £4m). During the year we spent a total of £4.2m on charitable activities. We increased unrestricted expenditure on charitable activities by £263k (14%) to £2.2m. Restricted expenditure increased by £286k (16%) to £2m, mainly due to an increase in delivering grants and contracts. The overall spending on charitable activities is £549k higher compared to last year due to these reasons.

The overall cost of fundraising increased by 33% (£115k) to £467k. Our overall fundraising return (including grants and donations) was £8.19* for each £1 spent (2021: £9.98 for each £1 spent).

*In 2022 in keeping with our multi-year income strategy we also secured £2m in income for future years which is not included in this fundraising return calculation.

We have been able to commit 90%* (2021: 91%) of expenditure to our core work of making life better for carers.

*Charitable expenditure is 90% (2021:91%) of total resources expended excluding other resources expended.

Cashflow

There was a cash inflow during the year.

Reserves

Carers UK holds three different kinds of reserves funds: restricted funds, designated funds and general funds. At the end of 2021–2022 our total reserves were £4,295,658.

Our general funds decreased by 13% to £1.455m. General funds are funds that are easily realisable and exclude restricted and designated funds. Carers UK reserves policy is to maintain a level of general reserves that will enable us to maintain and support the continuity of our programme of support to carers and provide sufficient working capital in the event of an unexpected loss of income or increase in expenditure. To mitigate any income risk due to the impact of inflation, cost of living and fuel crises the Board have agreed that we should hold the general reserves fund to six months forward expenditure. At 31 March 2022 the general reserve fund decreased to £1.455m. This is equivalent to 5.24 months of 2022 budgeted unrestricted expenditure of £3.331m. We are going to work towards holding six months reserves which will give us the confidence to meet the challenges of the years ahead as we continue to operate with a high level of uncertainty around what fundraising activity will be possible over the next year or two.

During the year the trustees re-assessed their approach to designated funds. The property designated fund reflects the balance sheet value of the property and is shown net of the loan secured against the property. A new fund of £1.154m has been

established this year to ring-fence funds specifically for the development of future projects.

Our restricted reserves are funds received for undertaking an activity specified by the donor or funder when making the gift. This increased by 137% to £1.024m.

Investment policy

Investments are held to complement and support the reserves policy, requiring funds to be available at short notice to deal with a significant and sudden fall in income. The main investment objective is to protect capital and to invest in liquid assets. It is also intended to be a long-term investment and as a result we are not overly concerned by the in-year reduction. During the year the Board reviewed our investment policy and agreed that surplus funds should continue to be invested in charity ethical pooled funds due to the current economic uncertainty. On 31 March 2022 the investment in pooled funds was valued at £700,593 representing an increase of 47% (£222,516) in the year. Details can be found in Note 9b.

Going concern review

The Board and Senior Management team carry out an annual review of the charity's financial position and performance as part of our budget setting process. We have assessed projected future income, expenditure and cash flows over the period to 31 March 2024, and analysed the strength of the charity's reserves, liquid assets and its ability to withstand a material fall in income. We have considered the stability and diversity of various income streams in making this assessment, particularly in light of the impact of inflation, cost of living and fuel crises. We are also actively working to secure new income sources in 2022–23 to fund planned activities into the next couple of years.

In summary:

- All income streams are risk assessed, and likelihood is tested against prior year performance and amounts secured to date for the following three financial years. Restricted income is only included in the budget when contracts are signed or are near certain to be renewed.
- Expenditure is reviewed annually and a regular review of the top ten suppliers is undertaken.
- We have budgeted to achieve a small surplus in 2022–23 on unrestricted income and expenditure. This will allow us to work towards building six months of unrestricted reserves and enable us to continue to meet our commitments to carers with confidence.
- We will continue to ensure that restricted expenditure is only committed when funding is approved.
- All budgeted restricted income is fully identified.
- Budgets and forecasts are actively monitored monthly by the senior management team. There is detailed scrutiny by the Finance and Resources Committee and reports to the Board of financial position every quarter.
- Cash flow and secured income analysis form a part of the monthly management accounts which are reviewed by both the charity's Senior Management Team and the Finance and Resources Committee ahead of it going to the Board.
- Our programme of work is approved by the Board at the start of the financial year. Any new activity is subject to a detailed review and is only undertaken if fully funded.
- Our business model can be easily scaled up or down subject to funding being secured or renewed.

We have carefully considered the impact of the health crises and we are still confident there are no material uncertainties in the next 12 months.

We have concluded that there is a reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Therefore, we have continued to adopt the going concern basis in preparing the financial statements.

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. Approved by the Trustees on 13 July 2022 and signed on their behalf by:



Nick Baird
(Chair)



Eleanor Bradley
(Treasurer)

Independent Auditor's report

We have audited the financial statements of Carers UK (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended)

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Carers UK's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the trustees' annual report, including the strategic report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' annual report, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report, including the strategic report, has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report, including the strategic report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

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

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1) (c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

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

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 44(1) (c) of the Charities and Trustee Investment (Scotland) Act 2005. 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.



Jonathan Orchard
(Senior Statutory Auditor)

Date: 26 July 2022

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



Statement of financial activities

(Incorporating an Income and Expenditure Account)
For the year ended 31 March 2022

	Notes	Unrestricted Funds	Restricted Funds	2022	Unrestricted Funds	Restricted Funds	2021
		£	£	£	£	£	£
Income from:							
Donations & Legacies	2	1,417,457	142,564	1,560,021	1,957,173	103,327	2,060,500
Charitable Activities	3						
Equality		393,938	713,924	1,107,862	320,173	526,508	846,681
Support		389,880	988,498	1,378,378	301,380	637,843	939,223
Recognition		207,664	660,483	868,147	157,524	459,406	616,930
Total Charitable Activities		991,482	2,362,905	3,354,387	779,077	1,623,757	2,402,834
Investments		1,901	-	1,901	2,371	-	2,371
Publication Sales		-	1,829	1,829	40	386	426
Misc Income		16,851	-	16,851	20,584	-	20,584
		18,752	1,829	20,581	22,995	386	23,381
Total income		2,427,691	2,507,298	4,934,989	2,759,245	1,727,470	4,486,715
Expenditure on:	5						
Raising funds:							
Fundraising costs		467,120	-	467,120	352,486	-	352,486
Charitable Activities							
Giving Carers a stronger voice		633,146	634,244	1,267,390	565,128	571,331	1,136,459
Providing Carers with Support		820,899	845,625	1,666,524	730,112	631,350	1,361,462
Education, Influence and Training		757,515	541,528	1,299,043	653,021	532,819	1,185,840
Total Charitable Activities		2,211,560	2,021,397	4,232,957	1,948,261	1,735,500	3,683,761
Total Expenditure		2,678,680	2,021,397	4,700,077	2,300,747	1,735,500	4,036,247
Net incoming/(outgoing) resources before transfers	6	(250,989)	485,901	234,912	458,498	(8,030)	450,468
Unrealised Gains/(Losses) on Investments	9b	22,516	-	22,516	113,418	-	113,418
Transfers between Funds		(106,233)	106,233	-	(139,215)	139,215	-
Net Movements in Funds for the year	13a	(334,706)	592,134	257,428	432,701	131,185	563,886
Reconciliation of funds							
Total funds brought forward		3,605,976	432,254	4,038,230	3,173,275	301,069	3,474,344
Total funds carried forward		3,271,270	1,024,388	4,295,658	3,605,976	432,254	4,038,230

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 13 to the financial statements.

Balance sheet

Company number: 00864097
As at 31 March 2022

	Notes	2022	2021
		£	£
Fixed assets			
Tangible fixed assets	9a	1,249,542	1,321,057
Investments	9b	700,593	478,077
Total fixed assets		1,950,135	1,799,134
Current assets			
Debtors	10	955,583	621,736
Cash at bank and in hand		5,010,999	3,921,923
Total current assets		5,966,582	4,543,659
Current Liabilities			
Creditors: amounts falling due within one year	11a	(3,093,728)	(1,727,333)
Net current assets		2,872,854	2,816,326
Creditors: amounts falling due after one year	11b	(527,331)	(577,230)
Net Assets less current liabilities less Creditors falling due after one year		2,345,523	2,239,096
Total Net Assets		4,295,658	4,038,230
Funds			
Restricted	13	1,024,388	432,254
Designated Funds		1,816,175	1,932,126
General		1,455,095	1,673,850
Total funds		4,295,658	4,038,230

Approved by the Board of Trustees on 13 July 2022 and signed on its behalf by:



Nick Baird CMG CVO
(Chair)



Eleanor Bradley
(Treasurer)

The notes on pages 42 to 54 form part of these financial statements.

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

Statement of cash flows

For the year ended 31 March 2022

	2022	2021
	£	£
Reconciliation of operating surplus to net cash outflow from operating activities		
Net incoming/(outgoings) resources before revaluations	257,428	563,886
Investment income	(1,901)	(2,371)
Depreciation charges	71,515	71,766
Unrealised (gains)/loss on investment	(22,516)	(113,418)
(Increase)/Decrease in debtors	(333,847)	822,526
Increase/(Decrease) in creditors	1,365,043	694,044
Net cash (outflow) from operating activities	1,335,722	2,036,433
Cash Flows from investing activities		
Investment income	1,901	2,371
Cash Flows from Capital Expenditure		
Purchase of fixed assets	(200,000)	-
	(200,000)	-
Cash Flows from financing activities		
Repayments of borrowings	(48,547)	(47,232)
	(48,547)	(47,232)
Change in cash and cash equivalents in the year	1,089,076	1,991,572
Cash and cash equivalents brought forward	3,921,923	1,930,351
Cash and liquid resources as at 31 March	5,010,999	3,921,923

Notes to the financial statements

1 Accounting policies

a) 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.

b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) 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.

The charitable company owns the whole of the issued ordinary share capital of Carers UK Trading limited, a company registered in England. The subsidiary remained dormant throughout the financial year. The financial statements are therefore not consolidated

c) Reporting period

The financial statements cover the year to 31 March 2022.

d) Public benefit entity

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

e) 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.

Due to the current Covid 19 pandemic the trustees have exercised even more caution with regard to the charity and consideration is given to the effects of outside elements on the charitable company's core activities. The close relationships which the company has with its funders has enabled the trustees to place reliance on the future funding requirements continuing to be met and therefore consider that the charitable company can continue as a going concern.

f) 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.

Corporate subscriptions are received for the Employers for Carers scheme. The subscriptions provide employers access to resources throughout the subscription period, which is usually one year. Our accounting policy is to recognise the subscription income as the benefits are provided. The estimate for accounting purposes is to recognise the subscription income at the point of initial subscription or renewal, as this is when most of the services are provided.

The charity receives a number of legacies and maintains a pipeline of notifications. The charity uses a portfolio approach to estimate the monetary value of the income that may be received from legacies to which entitlement is established and probate is granted. Receipt of a legacy is only considered probable when the amount can be measured reliably. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

g) 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.

h) 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.

i) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the 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.

j) 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, exhibitions and other educational activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

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

k) 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.

l) 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:

The depreciation rates in use are as follows:

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

m) Debtors

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

n) Cash at bank and in hand

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

o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

p) 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.

q) 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.

r) 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 Voluntary income

	2022			2021		
	Unrestricted Funds	Restricted Funds		Unrestricted Funds	Restricted Funds	
	£	£	£	£	£	£
Donations and Gifts inc. Membership	101,269	1,200	102,469	155,408	1,253	156,661
DHSC Health & Wellbeing Alliance (a)	-	96,999	96,999	-	82,540	82,540
Legacies	114,743	41,292	156,035	253,064	3,000	256,064
Corporates	556,298	1,480	557,778	556,392	5,542	561,934
Trusts	396,704	-	396,704	531,783	-	531,783
Fundraising Events	90,536	1,593	92,129	339,069	10,992	350,061
Tax reclaims	41,047	-	41,047	25,297	-	25,297
Payroll Giving	116,860	-	116,860	96,160	-	96,160
	1,417,457	142,564	1,560,021	1,957,173	103,327	2,060,500

(a) Relates to a grant receivable from Department of Health (DH) as part of the Health & Wellbeing Alliance shared between Carers Trust and Carers UK.

3 Income resources from charitable activities

Incoming resources from charitable activities (current year)				2022	2021
	Grants & Trust - See Note 4	Training & Conferences	Subscriptions & Consultancy		
	£	£	£	£	£
Equality	686,890	21,980	398,992	1,107,862	846,682
Support	954,880	24,664	398,834	1,378,378	939,223
Recognition	643,670	13,311	211,166	868,147	616,929
	2,285,440	59,955	1,008,992	3,354,387	2,402,834

Incoming resources from charitable activities (prior year)				2021	2020
	Grants & Trust - See Note 4	Training & Conferences	Subscriptions & Consultancy		
	£	£	£	£	£
Equality	455,654	1,779	389,249	846,682	706,970
Support	580,562	5,361	353,300	939,223	894,998
Recognition	421,865	4,783	190,281	616,929	501,530
	1,458,081	11,923	932,830	2,402,834	2,103,498

4 Grants and Donations Receivable

The Grants and Donations listed below were expended in accordance with the terms specified in each individual grant.

	2022	2021
	£	£
The Dulverton Trust	-	35,000
Sport England	-	41,756
Pears Foundation	50,000	-
Marie-Louise von Motesiczky Charitable Trust	100,000	100,000
Tribe	144,301	-
Virgin Media O2	500,470	-
John Ellerman Foundation	33,000	-
Nesta	-	35,000
Barclays	273,310	168,262
Garfield Weston Foundation	25,000	30,000
National Lottery Community Fund	-	95,123
Masonic Charitable Foundation	48,204	-
Scottish Government	282,916	266,337
The Robertson Trust	18,000	18,000
Other Scotland Trusts< £15000	-	39,166
Welsh Government Sustainable Social Services Grant	308,400	344,623
Other Wales grants< £10000	-	3,950
Carers Trust Wales	96,897	168,090
Big Lottery (now called The National Lottery Community Fund)	-	47,706
DHSSPS (N.I): Core Grant	31,607	39,508
Other NI grants< £10000	-	25,560
Other Nationwide grants< £25,000	373,335	-
TOTAL GRANTS RECEIVED FOR CHARITABLE ACTIVITIES	2,285,440	1,458,081

5 Total resources expended

Total resources expended (current year)	Cost of Fundraising costs	Equality	Support	Recognition	Governance Costs	Support Costs	2022	2021
	£	£	£	£	£	£	£	£
Staff Costs (Note 7)	250,102	815,155	1,031,489	770,601	-	204,893	3,072,240	2,732,538
Fundraising costs	217,018	-	-	-	-	-	217,018	90,775
Finance	-	-	-	-	-	156,199	156,199	191,796
Information Technology	-	-	-	-	-	109,076	109,076	95,753
General Administration	-	-	-	-	-	163,025	163,025	134,815
AGM and Trustees travel	-	-	-	-	23,090	-	23,090	22,826
Audit Fees	-	-	-	-	11,500	-	11,500	11,500
Depreciation	-	21,455	21,455	28,605	-	-	71,515	71,766
Direct costs	-	229,366	414,581	232,467	-	-	876,414	684,478
Total	467,120	1,065,976	1,467,525	1,031,673	34,590	633,193	4,700,077	4,036,247
Support Costs - allocated by staff time apportionment	-	190,650	185,340	257,203	-	(633,193)	-	-
Governance Costs	-	10,764	13,659	10,167	(34,590)	-	-	-
Total resources expended	467,120	1,267,390	1,666,524	1,299,043	-	-	4,700,077	4,036,247

Total resources expended (prior year)	Cost of Fundraising costs	Equality	Support	Recognition	Governance Costs	Support Costs	2022	2021
	£	£	£	£	£	£	£	£
Staff Costs (Note 7)	261,711	719,690	820,340	705,020	-	225,777	2,732,538	2,455,962
Fundraising costs	90,775	-	-	-	-	-	90,775	103,087
Finance	-	-	-	-	-	191,796	191,796	69,787
Information Technology	-	-	-	-	-	95,753	95,753	28,086
General Administration	-	-	-	-	-	134,815	134,815	148,738
AGM and Trustees travel	-	-	-	-	22,826	-	22,826	23,501
Audit Fees	-	-	-	-	11,500	-	11,500	11,500
Depreciation	-	21,530	21,530	28,706	-	-	71,766	70,450
Direct costs	-	189,034	317,318	178,126	-	-	684,478	694,306
Total	352,486	930,254	1,159,188	911,852	34,326	648,141	4,036,247	3,605,417
Support Costs - allocated by staff time apportionment	-	195,127	189,877	263,137	-	(648,141)	-	-
Governance Costs	-	11,077	12,397	10,852	(34,326)	-	-	-
Total resources expended	352,486	1,136,459	1,361,462	1,185,841	-	-	4,036,247	3,605,417

Grants Awarded	2022	2021
	£	£
Department of Health (DH): Strategic Partners Programme	56,375	65,315
Total	56,375	65,315

6 Net Incoming resources for the year:

	2022	2021
	£	£
This is stated after charging/(crediting):		
Depreciation	71,515	71,766
Auditors' remuneration	11,500	11,500
Number of Trustees whose expenses were reimbursed	-	-

7 Staff costs and numbers

	2022	2021
	£	£
Salaries and Allowances	2,620,192	2,341,279
Social Security Costs	262,565	235,592
Pension Costs	156,228	140,785
Redundancy costs	33,255	14,882
	3,072,240	2,732,538
Total emoluments paid to staff were:	2,809,675	2,496,946
The average weekly number of employees (based on head count) during the year was as follows:	2022	2021
	No.	No.
Charitable	59	51
Support	8	8
Fundraising	7	7
	74	66
Number of employees' earning over £60,000	2022	2021
£90,001 - £100,000	1	0
£80,001 - £90,000	0	1
£70,001 - £80,000	2	2
£60,001 - £70,000	3	3

The total employee benefits including pension contributions and employer's national insurance of the key management personnel were £658,837 (2021: £643,568).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2021: £nil).

No charity trustee received payment for professional or other services supplied to the charity (2021: £nil).

8 Taxation

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

9 a) Tangible fixed assets

	Long Leasehold Building	Leasehold Improvements	Office/Gen Equipment	Total
Cost	£	£	£	£
At 1 April 2021	1,361,012	803,651	36,295	2,200,958
Additions	-	-	-	-
At 31 March 2022	1,361,012	803,651	36,295	2,200,958
Accumulated depreciation				
At 1 April 2021	347,111	511,204	21,586	879,901
Charge for year	27,220	40,183	4,112	71,515
At 31 March 2022	374,331	551,387	25,698	951,416
Net book value				
At 31 March 2022	986,681	252,264	10,597	1,249,542
At 31 March 2021	1,013,901	292,447	14,709	1,321,057

10 Debtors

	2022	2021
	£	£
Trade debtors	845,280	460,780
Prepayments	5,000	6,000
Accrued income	105,303	154,956
	955,583	621,736

b) Investments

	2022	2021
	£	£
Market value at the start of the year	478,077	364,659
Additions at historic cost	200,000	-
Disposal proceeds	-	-
Unrealised (loss)/gains	22,516	113,418
Market value at the end of the year	700,593	478,077
Historical cost at the year end	600,000	400,000

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

11 Creditors

Amounts due within one year	2022	2021
	£	£
Trade creditors incl other creditors	120,800	16,729
Bank loans	49,900	48,548
Other Taxes & Social Security	174,800	156,197
Accruals and deferred income	2,748,228	1,505,859
	3,093,728	1,727,333

Amounts falling due after one year	2022	2021
	£	£
Loan payable due after one year and less than five years	271,134	263,788
Loan payable due after five years	256,197	313,442
	527,331	577,230

Bank loan totalling £577,230 (2021: £625,778) 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. The loan commenced in March 2017 and the term of loan is 15 years at a minimum rate of 2.75% per annum.

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

Deferred income	2022	2021
	£	£
Balance at the beginning of the year	1,417,788	572,887
Amount released to income in the year	(554,677)	(572,887)
Amount deferred in the year	1,802,000	1,417,788
Balance at the end of the year	2,665,111	1,417,788

Deferred income comprises of income received for Covid 19 support relating to future periods and sponsorship for Carers Week, which occurs after the year end.

12 Analysis of net assets between funds

Analysis of net assets between funds: current year	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	1,238,945	10,597	1,249,542
Investments	-	-	700,593	700,593
Net current assets	1,024,388	1,104,561	724,505	2,853,454
Long term liabilities	-	(527,331)	-	(527,331)
Net assets at the end of the year	1,024,388	1,816,175	1,435,695	4,276,258

Analysis of net assets between funds: prior year	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	1,306,348	14,709	1,321,057
Investments	-	-	478,077	478,077
Net current assets	432,254	1,203,008	1,181,064	2,816,326
Long term liabilities	-	(577,230)	-	(577,230)
Net assets at the end of the year	432,254	1,932,126	1,673,850	4,038,230

13 Movements in funds

Movements in funds: current year	As at 1 April 2021	Incoming Resources	Resources expended	Transfers between Funds	As at 31 March 2022
	£	£	£	£	£
Restricted funds:					
Information & Advice	-	33,000	22,000	-	11,000
DHSC Health & Wellbeing Alliance	-	96,999	96,999	-	-
The Covid-19 Support Fund	-	453,727	202,730	-	250,997
Sport England	-	-	9,917	-	(9,917)
Primary Care Navigator	10,345	-	-	-	10,345
Membership & Volunteering	82,540	-	82,540	-	-
Marie-Louise von Motesiczky Charitable Trust	-	100,000	55,666	-	44,334
Barclays	128,813	273,310	130,693	-	271,430
Tribe	-	144,300	203,380	59,080	-
Virgin Media O2	6,943	500,470	162,519	-	344,894
Nation Offices:					
Northern Ireland	-	93,527	122,472	28,945	-
Scotland	3,173	346,240	367,621	18,208	-
Wales	176,667	465,725	564,860	-	77,532
Legacy Funds:					
West Sussex Carers Fund	23,773	-	-	-	23,773
Total Restricted funds	432,254	2,507,298	2,021,397	106,233	1,024,388

Unrestricted funds	As at 1 April 2021	Incoming Resources	Resources expended	Transfers between Funds	As at 31 March 2022
	£	£	£	£	£
Designated Funds					
Future projects funding	-	-	-	1,154,460	1,154,460
Loan liability	625,778	-	-	(1,203,008)	-577,230
Office fund	1,306,348	-	67,403	-	1,238,945
Property fund	1,932,126	-	67,403	(48,548)	1,816,175
General Funds	1,673,850	2,450,207	2,611,277	(57,685)	1,455,095
Total General Funds	1,673,850	2,430,807	2,611,277	(57,685)	1,455,095
Total Unrestricted Funds	3,605,976	2,430,807	2,678,680	(106,233)	3,251,870
Total Funds	4,038,230	4,938,105	4,700,077	-	4,276,258

Movements in funds: prior year	As at 1 April 2020	Incoming Resources	Resources expended	Transfers between Funds	As at 31 March 2021
	£	£	£	£	£
Restricted funds:					
Information & Technology	-	100,000	100,000	-	-
Information & Advice	-	45,000	45,000	-	-
DHSC Health & Wellbeing Alliance	-	82,540	82,540	-	-
Communications, Campaigns, Media & Public Affairs	-	135,322	135,322	-	-
Sport England	34,600	41,756	79,574	3,218	-
Primary Care Navigator	10,345	-	-	-	10,345
Centrica	26,309	-	26,309	-	-
Membership & Volunteering	-	20,000	17,930	80,470	82,540
Barclays	130,303	168,262	169,752	-	128,813
National Lottery Community Fund	-	95,123	95,123	-	-
Virgin Media O2	-	6,999	56	-	6,943
Nation Offices:					
Northern Ireland	-	78,909	134,436	55,527	-
Scotland	-	358,695	355,522	-	3,173
Wales	75,739	594,864	493,936	-	176,667
Legacy Funds:					
West Sussex Carers Fund	23,773	-	-	-	23,773
Total Restricted funds	301,069	1,727,470	1,735,500	139,215	432,254

Unrestricted funds	As at 1 April 2020	Incoming Resources	Resources expended	Transfers between Funds	As at 31 March 2021
	£	£	£	£	£
Designated Funds					
Loan repayment fund	673,010	-	-	(47,232)	625,778
Office fund	1,373,751	-	67,403	-	1,306,348
Total Designated Funds	2,046,761	-	67,403	(47,232)	1,932,126
General funds	1,129,965	3,012,212	2,329,112	(139,215)	1,673,850
Trf to Office Funds	-	-	-	-	-
Total General funds	1,129,965	3,012,212	2,329,112	(139,215)	1,673,850
Total Unrestricted Funds	3,176,726	3,012,212	2,396,515	(186,447)	3,605,976
Total Funds	3,477,795	4,739,682	4,132,015	-	4,038,230

Description of funds

(a) Designated Funds

Office Fund	This represents the net book value of the leasehold and improvements to the building at 20 Great Dover Street, London, SE1 4LX.
Property fund	This fund reflects the balance sheet value of the London property and is shown net of the loan secured against the property.
Loan	This represents the amount owed on the loan.
Future project funding	A new fund established this year to ring-fence funds specifically for the development of future projects.

(b) Restricted Funds

Information and Technology	Funding to assist in the development of software and databases to support carers and develop stronger links.
Information and Advice	Funding to support the Helpline team donated by Garfield Weston and Barclays Bank.
DHSC Health & Wellbeing Alliance	DHSC Health & Wellbeing Alliance - Support from the Department of Health, Health and Wellbeing Alliance 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.
Barclays	Funding to assist in the development of programmes designed to assist commercial organisations in helping carers within their workforces.
Tribe	Funding to support the Healthy Ageing Trailblazers project.
Primary Care Navigator project	Contract to improve identification and support of carers within the primary care system within the boroughs of Westminster, Kensington & Chelsea and Hammersmith & Fulham.
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.
Sport England	Funding to support a project to enable carers to access the benefits of physical activities. This is awarded in arrears which can lead to a negative fund position at a given point in time.
Marie-Louise von Motesiczky Charitable Trust	To establish a new volunteer listening support service for carers.
The Covid-19 Support Fund	Funding to help Carers UK continue to deliver it's programmes of help and support to Carers during the pandemic.
Virgin Media O2	Funding to help develop and expand Carers UK support and advice systems to all parts of the UK.
Nation Offices:	This relates to funds held in respect of offices based in Northern Ireland, Wales and Scotland.
Wales	Funding from the Welsh Government 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 and Trusts in support of our work in Northern Ireland.
Branches: West Sussex Carers Fund	A legacy left for the benefit of carers in West Sussex.

14 Related Party Transactions

There are no related party transactions to disclose for 2022 (2021: none).
There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

To build a society that recognises, values and supports carers and to create a system that works, carers' voices, opinions and experiences must be heard, listened to and acted on.



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.

Publication code UK4078_0722. © Carers UK, July 2022

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.

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