

**THE CARERS CENTRE (BRISTOL & SOUTH
GLOUCESTERSHIRE)**

FINANCIAL STATEMENTS

31 MARCH 2009

**Company Registration Number 3377199
Charity Number 1063226**

THE CARERS CENTRE (BRISTOL & SOUTH GLOUCESTERSHIRE)

FINACIAL STATEMENTS

YEAR ENDED 31 MARCH 2009

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THE CARERS CENTRE (BRISTOL & SOUTH GLOUCESTERSHIRE)

REPORT OF THE TRUSTEES

YEAR ENDED 31 MARCH 2009

1. Reference and Administrative details

Status

The Princess Royal Trust Carers Centre (Bristol and South Gloucestershire), known locally as The Princess Royal Trust Carers Centre (PRTCC). Company registration number is 3377199, and charity number is 1063226.

Registered Office

The Vassall Centre, Gill Avenue, Fishponds, Bristol, BS16 2QQ.

Trustees

As set out in the Memorandum and Articles, the Board of Trustees consists of no less than three members.

The Trustees (who are directors for the purpose of company law) who served during the year and since the year-end were as follows:

Trustees on the date the report was approved were:

Pat Taylor (resigned 25 September 2009)
Robert Elford – Chair
Alan Flack - Treasurer
Enid Smith
Ann Hobbs
John Deval
Patricia Whitaker
Jacqueline Husher
David Byrne
Jeremy Leighton (appointed 25 September 2009)

Secretary

John Deval

Auditor

Burton Sweet, Chartered Accountants & Registered Auditor, Thornton House, Richmond Hill, Clifton, Bristol BS8 1AT.

Bankers

Yorkshire Bank. 3rd Floor, 1 Georges Square, Bath Street, Bristol, BS1 6BP

Chief Executive Officer

The Trustees delegate the day-to-day management of the Centre to the Chief Executive Officer, Mr Keith Sinclair.

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2. Structure, Governance and Management.

Governing Document

The Carers Centre (Bristol and South Gloucestershire) is a registered charity and a company limited by guarantee and is governed by its Memorandum and Articles of Association and the Companies Act 1985, 2006 and the Charities Act 2006. It is known locally as Princess Royal Trust Carers Centre (PRTCC), and is a member of the Princess Royal Trust for Carers Network. Whilst benefiting from access to resources and support through this membership, it retains full autonomy over local policy and procedure. The board of trustees reviewed the organisations governing document during the year, and amendments were made to the charities objects, which were approved by the Charity Commission and signed of at the AGM on 14th November 2008.

Risk Review

The Board of Trustees regularly evaluates the current major risks to the organisation and procedures for mitigating and minimising the impact of these risks now form part of a strategic action plan. Health and Safety procedures have been updated and an annual audit of Health and Safety requirements is undertaken. Internal risks are minimised by the implementation of effective internal control procedures, which ensure both appropriate authorisation of all transactions and projects and consistent quality of delivery for all operational aspects of the charity. These procedures are periodically reviewed for their continuing effectiveness.

Organisational Structure

A board of Trustees who are also the company directors, legally responsible for the organisation, governs the Carers Centre. The Trustees employ a Chief Executive to the Company who is responsible for the day-to-day management of staff and activities.

Appointment of Trustees

At the first Annual General Meeting all the trustees shall retire from office, and at every subsequent Annual General Meeting one third of the Trustees must retire from office. The Trustees to retire are those who have been in office the longest since last appointment.

A retiring member is eligible for re-election.

The Charitable company can from time to time by ordinary resolution increase or reduce the number of Trustees and determine in what rotation such increased or reduced numbers shall go out of office. The board of Trustees shall have the power at any time to appoint any person to be a Trustee.

The charitable company may, by ordinary resolution, of which special notice has been given, remove any Trustee.

Recruitment of Trustees

The Board will recruit by various methods.

- 1 Personal recommendation
- 2 Volunteers from Carers Groups
- 3 Advertising in the Carers Centre newsletter
- 4 Writing to appropriate organisations
- 5 Advertising in local press
- 6 Advertising with volunteering organisations
- 7 From the organisations membership

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Induction & Training of Trustees

After an interest has been expressed the Chief Executive will invite potential Trustees to the centre and discuss with them the activities of the Centre in more detail. They will also be shown around and introduced to key staff.

A Trustee Job Description will be provided together with an application form to indicate skills, experience and interests. If after giving it consideration they still indicate a wish to become a Trustee, they will submit an application and go through the recruitment process; they will also be given the opportunity to attend a board meeting as an observer, to get a better understanding of the role. If the individual is successful in their application they will then go through an induction process.

All new Trustees will receive:

- 1 A copy of the Governing Document to include the core values.
- 2 A copy of the most recent Annual accounts with an opportunity to discuss these with the Treasurer.
- 3 Copies of the minutes from the three previous meetings of the Board
- 4 Dates of Board meetings for the year
- 5 A list of all other Trustees with a note of their interests
- 6 Copies of the last three newsletters
- 7 Organisation Chart and brief history of the Centre
- 8 Policies of the Board affecting Trustees

At their first Board meeting the Chair will formally welcome the new member and invite them to introduce themselves identifying their main interests and skills.

About 2-3 months later the Chair will organise a feedback meeting. This helps to clear any misunderstandings and an opportunity to find out whether any specific training or support is needed.

3. Objectives and activities

Summary of Objectives

The Carers Centre's objects, as set out in the governing article are:

To support adult and young carers residing in Bristol and South Gloucestershire who are, or were carrying out a caring role for persons who are disabled, elderly or ill, by the provision of practical help, advice, assistance, service, advocacy and support.

By working to the objects as detailed above the Charity satisfies the public benefit requirement, as detailed in the Charities Act 2006 by providing practical and emotional support to carers and former carers in need, thereby improving their health, well being and overall quality of life. Further evidence on public benefit can be found throughout this report and in particular on pages 7 and 8.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Explanation of Aims

The Carers Centre aims to provide information and support for carers, raise awareness of carers' issues and involve carers in the planning and provision of services to meet their needs. It aims to improve the emotional, social, financial and practical situation of the individual carers it supports, and to work towards better support for, and understanding of, carers generally within their area.

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Objectives for Year

During this year the Carers Centre's main objectives were:

1. The provisions of a quality support service to carers
2. To finalise the restructure and appoint a Service Manager
3. To implement the membership scheme
4. Establish funding to continue existing projects and services
5. Implement the action plan within the development plan
6. Review current service delivery and use of volunteers

Strategies for achieving objectives

The Carers Centre seeks to achieve those objectives through the following strategies:

1. Through adhering to key values which are:

- The Carers Centre is carer led (in management, service delivery, policy development, focus)
- Equality
- Positive Action
- Acceptance
- Carer friendly, worker friendly
- Partnership working
- A learning organisation

2. By:

- Employing appropriately trained and supported staff, and recruiting and supporting volunteers to provide emotional practical and financial advice, information and support to carers in Bristol and South Gloucestershire.
- Working to an outreach model and in local areas, recognising the different needs of rural and urban carers.
- Ensuring that Carers Centre services are open to all carers in the area, regardless of age or situation.
- Working to an equal opportunities policy, and from disability equality perspective, which supports carers whilst recognising the rights and needs of the people they care for.

Significant Activities

The significant activities undertaken in furtherance of these objectives are:

- Provision of a CarersLine helpline
- Quarterly carers newsletter
- Individual support through carers support workers, including intensive support during the hospital discharge process, locally based support in Hartcliffe. This includes extensive provision of benefits advice, emotional and practical support, advocacy, short breaks and signposting.
- The expansion of our volunteer befriending scheme in South Glos.
- Support projects in both Bristol and South Glos to identify and support young carers, and develop multi agency strategies to recognize and support their needs.
- Taking a whole family approach to providing support to Young Carers and their families
- Provision of carer involvement mechanisms in Bristol and South Glos to support the carers voice and work in partnership with social services, Primary Care Trusts (PCT's) and other providers to develop and improve services that meet carers needs.
- Making use of small budgets to meet carers' needs more flexibly, in particular to develop, provide and pay for breaks for individual and groups of carers, and to support carers during hospital discharge or to avoid hospital admittance and re admittance.

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- The management of a rural project in South Gloucestershire to identify and support isolated rural carers, and highlight their needs.
- GP Liaison work to develop and sustain an information and advice service based in GP practices in South Glos to help identify carers, provide support and signpost them to other services as appropriate
- Carers Assisted Self Assessment to provide advice, information and support around completing an online carers self assessment.
- The provision of advice, information and support specifically to parent carers of disabled children or with a life limiting condition.

Contribution by Volunteers

In addition to paid staff and unpaid trustees, the Centre has been supported by volunteers who carry out the following roles; supporting carers by providing a sitting service to the person with support needs, and enabling the carer to take a break, distributing information, administration, newsletter distribution, as mentors for Young Carers, or organising activities and fun events. In addition many carers give up their time for free to improve things for all carers by getting involved in policy and planning work. Our volunteers provided a sitting service in South Glos for 2,016 hours, using the average hourly rate for similar services, this is providing added value of around £22,000 per year.

4. Achievements and Performance

Performance against objectives

1. The Provision of a quality service to carers:

- 1,951 telephone calls, emails or personal callers to the CarersLine, of which 351 were Carers Emergency Card applications.
- 438 were from new carer contacts in addition to Carers Emergency Card callers. This is an increase of 35% from last year
- 1,238 calls from Carers wishing to book for an event or to relay a message to a Carer Support Officer.
- In summary CarersLine staff responded to **3,292 incoming calls**.

The breaks service continued to be very popular and a **total of 125** breaks were provided during the year slightly less than the same period last year. Less parent carers and carers for adults with learning difficulties accessed the service, as break funding and support for these groups was met through other Carers Centre projects.

In South Glos the Break for Carers Scheme also enables carers to take a break through volunteers who befriend the person they care for. During the year 904 sits, an increase of 115 on last year, totalling 2,016 hours were provided to Carers.

Since its launch in January 2007 there are now 1,888 carers registered for an Emergency Card.

New funding was also obtained during the year to develop the following services:

- Primary Care Carers Development
- Carers training and support programmes in Bristol and South Glos
- BME Carer Development Work in South Glos
- Mainstream funding for Parent Carer Support in Bristol
- Improve Parent Carer involvement and participation in Bristol and South Glos

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2. To finalise the restructure and appoint a Service Manager

The Service Manager, Grace Wiltshire was appointed in May 2008 and she has made a significant contribution to the success of the organisation this year

3. Implement the membership scheme

The membership scheme is now established with 40 members recruited and the plan for next year is to hold a members meeting on an annual basis. We will be writing to members asking them what they want from such an event. Promotional work and publicity for this is ongoing.

4. Establish funding to continue existing projects and services

The organisation has had a number of successes in obtaining additional funding and securing alternative funding for projects due to end, as detailed earlier in this report.

5. Implement the action plan within the development plan

This is an ongoing process and the development plan has been reviewed at team away days and progress is monitored regularly at trustee board meetings.

6. Review current service delivery and use of volunteers

A trustee board and staff team away day was held during the year to discuss the issue around capacity and service delivery and as result funding opportunities are being explored to appoint a volunteer coordinator.

Fundraising Activities

No material fundraising activities were undertaken during this year, other than the 100 plus club, and the main increases in income were generated through separate project funding and increased funding by statutory partners.

Investments

The charity does not hold any material investments.

5. Financial review

Reserves

The organisation now produces its budgets using a full cost recovery model whereby the overheads / running costs are allocated across all the organisations budget heads / income sources.

The Trustees will endeavour to maintain a minimum reserve that equates to:

- 4 to 6 months expenses
- less 6 months contribution from our main partners*
- plus £100,000 closure cost

* Under the compact agreement are main partners are required to give us 6 months notice of SLA termination.

Using current figures this gives us a range (four to six months) of £99,894 to £222,015 which we are currently within (free reserves at the year end are £108,011).

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Principle Funding Sources

Of a budget of more than £700,000, local authorities (South Glos and Bristol) were the main contributors, for both adults and children's services. A contribution to core costs was made by Bristol and South Glos PCT's, The Parenting Fund, PRT Trailblazers. Several vital though small pots of funding were accessed through the Princess Royal Trust for Carers, in particular for young carer's activities.

A number of small flexible budgets are held which staff use to commission other services and support for carers (e.g. support through hospital discharge, short breaks).

Expenditure has supported achievement of the budget through the employment of staff and maintenance of premises and office functions, the provision and dissemination of information, and the provision of groups, events, breaks and young people's activities. Some expenditure through small budgets has been to meet the needs of individual carers.

Investment policy

- Our current aim is to invest in deposit based investments mainly with instant access but also up to 12 months tie in.
- Our aim is to make all of our funds earn the maximum amount of interest whilst maintaining a positive cash flow in our bank account.
- Our aim is to earn more interest than the RPI measured annually on April 1st.

6. Plans for future periods

- Identify funding to appoint a volunteer coordinator
- Increase current membership
- Review current website and promotional materials
- Review current infrastructure and support systems i.e. policies procedures, human resources, case management, databases etc
- Explore opportunities for obtaining own premises

Trustees

The Trustees, who are directors for the purpose of company law, who served during the year and up to the date of this report, are set out on page 1.

Responsibilities of the Trustees

The Trustees are responsible for preparing the Annual Report and the Financial Statements in accordance with applicable law and regulations.

The Trustees are required to prepare Financial Statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The Financial Statements are required by law to give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources of the charity for that period. In preparing these Financial Statements, the Trustees are required to:

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- select suitable accounting policies and then apply them consistently;
- make judgments and estimates that are reasonable and prudent;
- prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the Financial Statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

The directors who held office at the date of approval of this trustees' report confirm that, so far as they are each aware, there is no relevant audit information of which the Charity's auditors are unaware; and each trustee has taken all the steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

Auditors

Burton Sweet were re-appointed as the Charity's auditors during the year and have expressed their willingness to continue in that capacity.

This report and the financial statements have been prepared in accordance with the Companies Act 1985, the charitable Company's Memorandum and Articles of Association and the Statement of Recommended Practice "Accounting and Reporting by Charities".

Registered office:

The Vassall Centre
Gill Avenue
Fishponds
Bristol
BS16 2QQ

Signed by order of the
Trustees

R Elford
Chair

Approved by the Trustees on

THE CARERS CENTRE (BRISTOL & SOUTH GLOUCESTERSHIRE)

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES

YEAR ENDED 31 MARCH 2009

We have audited the financial statements of The Carers Centre (Bristol & South Gloucestershire) for the year ended 31 March 2009 which comprise Statement of Financial Activities, the Balance Sheet and the related notes. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the charity's members, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the charity'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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

The trustees' (who are also the directors of The Carers Centre (Bristol & South Gloucestershire) for the purposes of company law) responsibilities for preparing the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you whether in our opinion the information given in the Trustees' Report is consistent with the financial statements.

In addition we report to you if, in our opinion, the charity has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding trustees' remuneration and other transactions is not disclosed.

We read the Trustees' Report and consider the implications for our report if we become aware of any apparent misstatements within it.

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

THE CARERS CENTRE (BRISTOL & SOUTH GLOUCESTERSHIRE)
INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES
YEAR ENDED 31 MARCH 2009

Opinion

In our opinion:

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the state of the charity's affairs as at 31 March 2009 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- the financial statements have been properly prepared in accordance with the Companies Act 1985, and
- the information given in the Trustees' Report is consistent with the financial statements.

Thornton House
Richmond Hill
Clifton
Bristol BS8 1AT

Burton Sweet
Chartered Accountants & Registered Auditor

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