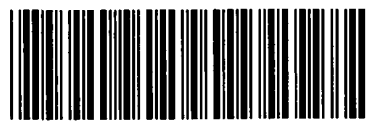


**REGISTERED COMPANY NUMBER: 07140432 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1135507**



**REPORT OF THE TRUSTEES AND  
AUDITED FINANCIAL STATEMENTS FOR THE YEAR  
ENDED 31<sup>st</sup> MARCH 2017  
FOR  
CARERS IN BEDFORDSHIRE**

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**CARERS IN BEDFORDSHIRE**

**CONTENTS OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31ST MARCH 2017**

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## CARERS IN BEDFORDSHIRE

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31<sup>st</sup> March 2017. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' (FRS 102) issued in January 2016.

#### **AIMS, OBJECTIVES AND ACTIVITIES**

The charity's mission is to identify and support unpaid carers of family and friends. We seek to enhance carers' health and well-being by offering specialist support according to their needs and wishes.

Its principal activities are to:

- *Identify and respond to the needs of unpaid family carers of any age, caring circumstance and community in Bedfordshire*
- *Disseminate information in person, by telephone, online and in printed form*
- *Coordinate carer peer groups and clubs for young carers*
- *Deliver services where carers can receive support with for the person they care for*
- *Deliver advice, advocacy and individual support for carers of all ages*
- *Deliver training to carers on subjects related to their caring role and also to develop new skills as a break from caring*
- *Undertake outreach to help identify carers including training professional staff in carers issues, and working with GP surgeries, voluntary and statutory organisations and schools, including delivering assemblies*
- *Deliver support at locations accessible to carers. We have a centre in Bedford, a Carers Lounge in Bedford Hospital, a Carers Lounge within the Luton and Dunstable Hospital and offices in Biggleswade and Leighton Buzzard.*
- *Monitor the satisfaction levels of carers we support and the impact our support is making on their caring role and wellbeing. This is done through through questionnaires, interviews and a survey conducted no less frequently than every other year*
- *Support carers to have a voice in all relevant services*
- *Generate income to develop and grow our support for carers*
- *Recruit and train volunteers to support and contribute to a range of our services*

During the 2016-17 financial year we bid for, and successfully retained, a contract to deliver carers' support across Bedford Borough and Central Bedfordshire. We also bid for a new contract to deliver dementia-specific support to people living with dementia and/or their carers in the same geographical area. This contract required CIB, where appropriate, to deliver services direct to individuals with care needs. The Board of CIB reflected extensively on whether bidding for this contract was consistent with the charity's primary focus of addressing carers' needs. The Board decided that it was consistent, as the majority of people living with dementia or memory loss who may access the service would have a carer, whose wellbeing was likely to be improved through the provision of appropriate services to the individual they care for.

The principal sources of income for CIB to carry out its charitable activities in 2016-17 were two jointly commissioned contracts for Carers Services with Central Bedfordshire Council, contributed to by, Bedford Borough Council and Bedfordshire Clinical Commissioning Group, designated project funding from Children in Need, Central Bedfordshire Council, Bedford Borough Council, Luton Borough Council and Bedfordshire Clinical Commissioning Group and various other project grants from these same organisations. Carers in Bedfordshire is grateful to these organisations and all our supporters for their ongoing support of the organisation's work for Bedfordshire's carers.

## ACHIEVEMENT AND PERFORMANCE

### Charitable activities

Carers in Bedfordshire set itself six objectives for 2015-17. The 2016-17 year represents the second year of these objectives:

**1. Increase the number of carers with access to support from Carers in Bedfordshire**

1,077 adult carers and 229 young and sibling carers registered with Carers in Bedfordshire between 1<sup>st</sup> April 2016 and 31<sup>st</sup> March 2017 bringing the total number of carers registered for support at 31<sup>st</sup> March 2017 to 7,787. During the year 2,809 adult carers and 525 young people received support from the charity.

**2. Increase involvement of Carers in Bedfordshire with a range of groups – donors of time and money, local businesses and other groups**

During the year, the number of active volunteers increased from 99 to 122 individuals, giving over 8,500 hours of time to support Bedfordshire's carers. 181 groups or individuals chose Carers in Bedfordshire as a recipient of charitable gifts. 89 local businesses supported Bedfordshire's carers via the discount card.

**3. Consistently achieve or improve against the quality standards of the services we deliver**

We undertook our second Carer Satisfaction Survey in October 2016: 93% of the 166 respondents said our services had made a difference, compared to 97% of the 188 respondents to our first survey in April 2016. 570 adults responded to the Adult Carers Survey, sent out with the Carers magazine in March 2017. The most frequently cited score out of 6 for the helpfulness of our services over the previous year was 6. In November 2016 Carers in Bedfordshire was accredited with a PQASSO level 1 quality award and accorded Centre of Excellence status by the Carers Trust.

**4. Exploit the opportunities offered by technology to enhance the methods we use to support carers, and to improve our efficiency to provide more support for carers with the services available**

During the 12 months to March 2017 we used, and improved, a client database launched on 1<sup>st</sup> April 2016. The database has allowed us to capture all our interactions with carers in one place, giving a fuller picture of the support offered. In addition, the database has improved our ability to manage the carers' grant scheme, report on activities and provide insights to funders and commissioners, and maintain client's preferences. The new Carers in Bedfordshire website launched in June 2016 has received positive reviews from users. Its sister site, [memoryinbeds.org.uk](http://memoryinbeds.org.uk), specifically for individuals living with dementia and their carers, launched in January 2017.

**5. Increase our partnership working with other organisations delivering related services**

We continued our partnerships with over 40 other organisations to support carers. In addition, we established a formal arrangement in which an East London Foundation Trust (ELFT)-employed Dementia Nurse Specialist works within CIB one day a week to support people affected by dementia and their carers through the Memory Navigation Service.

**6. Secure new sources of incremental income to sustain key services**

Voluntary income increased in 2016-17 over 2015-16 by £21.5k (185%), as the fundraising activities undertaken by the newly established Development and Engagement team started to bear fruit. Funding for additional services not previously provided by CIB came from a new contract to deliver services to individuals affected by dementia and their carers, and funding from Children in Need for three years to develop and grow a peer-mentoring scheme for young carers to improve life skills and confidence.

**Objective 1: Increase the number of carers with access to support from Carers in Bedfordshire**

Total adult carers (including bereaved carers) at 31.03.2017 = 6,455 an 8% increase over 31.03.2016 (5,971)  
Total number of young carers including sibling carers at 31.03.2017 = 1,332 a 3% increase over 31.03.2016 (1,295).

The number of young carers in Central Bedfordshire accessing support from CIB decreased from April 2016 following Central Bedfordshire Council's decision no longer to commission this support from the voluntary sector but to deliver it in-house.

Our support for carers in 2016-17 was achieved through continuation of existing services and development of new ones:

**Carers Breaks**

CIB continues to administer the Carers Breaks Fund, a Bedfordshire Clinical Commissioning Group initiative offering carers grants to improve their health and wellbeing where it has been adversely affected by their caring role. 862 awards were made to carers during 2016-17, 200 of them to young or sibling carers. The scheme has helped carers to access a break, activity or training opportunity that they may not have been able to do so otherwise. Many carers have felt that the Carers Grant has helped them realise that they do not spend enough time on themselves or that they really need a break. During the year a 'Fast Track' application process was introduced, which gives a quicker turn around period to applications for a product or service with a value of up to £120. We also introduced a requirement for grant applications for products or services with a value over £120 to include a quotation for the service or break. This was to encourage carers to focus on the break or service, rather than the amount that they are requesting, and to equip the independent grant-awarding panel with the information they need to ensure that every penny of the scheme is used wisely to further carers' wellbeing. Eligibility to apply to the grants scheme has also been extended to carers in transition, where their health or wellbeing has been adversely affected by a person with care needs either moving into permanent residential care or passing away.

*Damien is 14 and has cared for his dad, Peter, for about seven years. Peter has arthritis, diabetes, a heart condition and memory loss issues. He has three sons and is a carer himself, looking after his youngest son Aaron, who is nine years old and has a recent diagnosis of ADHD. The family learnt about the Carers Grants when they started going to the Carers Cafe. Damien loves the great outdoors, particularly canoeing. It's something different to do and makes him feel great.*

*With the support of the CIB team, Damien submitted an application for a Carers Grant, and was delighted when he was offered a grant, allowing him to buy his very own canoe second hand! Damien then got more involved with the Canoe Club, helping on Saturdays and teaching newcomers how to canoe. He even brought his canoe to the half term fun sessions run by CIB and his canoe club in October. So that one grant went a very long way! Damien said, "It's so nice to know you guys are there if I can't do it."*



*"I've only been [swimming] a couple of times and it has had a positive effect. Just knowing I can go strangely seems to make me happier. I joined with my mum so sometimes I take her for a swim. It is nice to spend time with her without feeling like a carer".*

Adult Carer

## CARERS IN BEDFORDSHIRE

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017

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*"Receiving my carers grant has made a huge difference to my ability to cope. I have had my first pamper session which has helped ease my stress levels. Now I am going to book some more sessions which I know will help me over the next few months. Thank you for awarding me the carers grant".*

Adult Carer

*"I very much appreciate the grant, I feel able to have treatments when I need them rather than at set intervals. As my husband is disabled, I sometimes feel physical strain when helping him (as well as being aware of the responsibility I carry)".*

Adult Carer

#### **Carers Cafés**

This initiative offers family carers, the people they care for and immediate family a chance to meet in venues around Bedfordshire. Cafés are held on three Saturdays a month in Biggleswade, Houghton Regis and Bedford and on three week days in Leighton Buzzard, Eaton Bray and Flitwick. Carers and their families can meet each other and offer mutual support, are offered access to a trained worker for advice and support and therapies to promote wellbeing including hairdressing, massage and foot care. For children attending the café there are dedicated services, including art, craft, games and physical activities. Transport can be arranged for the Saturday cafes so no one is excluded from the service. Average attendance for the three larger Saturday cafes is 44 and for the 3 smaller midweek cafes it is 15. In total 73 cafes were held during the year.

During the year, the Bedford Carers Café relocated to premises at Priory Methodist Church, Bedford, a move to which carers responded well for this monthly Saturday afternoon support activity.

In January 2017, we increased the cost of treatments at all cafes to £5 for hairdressing, manicures and massage (15 minutes) and £10 for foot-care and massage (30 minutes). Foot care and hairdressing remained as popular as before; manicures have been withdrawn as there was little or no take up following this price increase. We continue to consult with carers attending the cafes to ensure that we deliver the services that most effectively meet their needs.

*"Fantastic help & support. Very good for the children. The treatments are very therapeutic".*

Café Visitor

#### **Carer groups**

CIB facilitates over 30 carer groups around the county offering carers of all ages and caring roles a chance to socialise and support each other. These groups meet at different times and places to suit carers' needs. 936 carers attended carers' groups during the year and learned about, participated in or discussed topics ranging from: lasting power of attorney; relaxation techniques; budgeting and finance; health and safety in the home; falls awareness; dementia; reminiscence; Education, Health and Care (EHC) plans; as well as general interest topics including photography, singing and craft.

#### **Identifying and supporting carers in a hospital setting**

##### **Bedford Hospital Lounge**

The Carers Lounge in Bedford Hospital continues to provide a welcoming space where carers can receive the advice, information and support they need. Now in its 5th year, the Lounge is firmly embedded in the infrastructure of Bedford Hospital, accessed not just by visiting carers, but also staff who have a caring role.

The Carers Lounge has continued to have contact with over 2,000 carers in a 12 month period both carers visiting the Lounge and carers being contacted through volunteers visiting the wards.

In 2016-17 the Carers Lounge received funding from the Carers Trust to help raise awareness of carers in transition, for example when a carer suddenly becomes a carer, when a family member is in hospital, attending A&E or out-patients with a life changing condition, when a carer is in transition to sharing care with paid carers due to a deterioration in their condition, a carer is no longer the main carer but sharing care with a

## CARERS IN BEDFORDSHIRE

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017

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residential/nursing unit, or a carer is in transition through bereavement and their caring role is ending. This was an extremely valuable project and enabled us to raise awareness within the hospital of the difficulties carers may experience while going through these transitions.

*"From the first time I walked into the carer's lounge I felt a huge burden had been lifted from my shoulders. Someone understood what was happening to me and cared about how I was coping. After my partner died you were there to help me process the feelings of hopelessness and despair when it seemed my family and his did not or could not help me."*

Bedford Carers Lounge Visitor

#### **Luton and Dunstable Hospital Lounge**

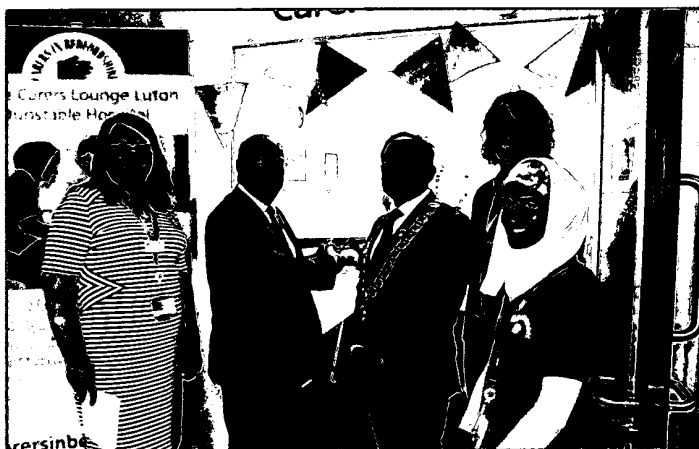
Following the formal launch of the Carers Lounge in June 2016, the Luton and Dunstable Lounge's profile has increased significantly. In the year to March 2017, over 1,000 carers have had contact with the Lounge, either through visiting the Lounge office, or encountering Lounge volunteers on the wards. Monthly information stands have been held in the main reception area, ward visits are carried out weekly, talks have been delivered to hospital teams and the Lounge has been featured both in the Hospital magazine and hospital radio.

*"We were going through quite a lot. You had someone you could quite openly speak to and have a good cry in front of. It's almost like running away from your problems for a while, and regaining your sanity."*

Luton and Dunstable Carers Lounge Visitor

*"It was just what I needed, someone to talk to. Someone who would understand me"*

Luton and Dunstable Carers Lounge Visitor



*The formal opening of the Carers' Lounge within St Mary's Wing of the Luton and Dunstable Hospital in June 2016. L-R: Alison Clarke, Deputy Chairman of Luton and Dunstable University Hospital NHS Foundation Trust; The Right Honourable Alistair Burt MP, CIB President; Cllr Tahir Khan, Luton Mayor; Helen Satterthwaite, CIB CEO; Lounge Coordinator, Saleha Khanom.*

#### **Locality based support**

##### **Support for adult carers in Bedford locality**

Specialised groups have supported carers of people with learning disabilities, mental health conditions, dementia and former carers, and peer-led groups – a Drop-In group and a Camera Cub - have enabled carers to share their knowledge and to support each other emotionally. The Carers Choir has demonstrated the value of singing for wellbeing and performed at local community events. Carers in the Bedford locality have benefitted from the generosity of the St John's Hospital Trust throughout the year, particularly supporting carer groups.

A Big Local funded project in the Kingsbrook/Cauldwell area of Bedford was extended in January 2017 to maintain the Carers Drop-In at the London Road surgery, along with follow-up support to carers who attend. This followed the success of the first phase of the project which increased the identification of carers in this area and demonstrated the impact of personalised carer support for residents.

## CARERS IN BEDFORDSHIRE

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017

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In March 2017 Bedford Borough Council ended the arrangement for CIB to undertake Carers Assessments on their behalf.

CIB volunteers have enabled a wide range of activities to be available to carers, through volunteering at groups, in cafés, in the office and through supporting carers by telephone. Volunteer review calls have enabled us to keep in touch with carers, signposting them to services and identifying where additional help may be required from a support worker.

#### ***Support for adult carers in Ivel Valley and West Mid Beds localities***

The Biggleswade office continues to be an important resource to people in the area and carers visit regularly to attend appointments and groups. The wide variety of groups we offer in the area range from peer groups for carers, where they support each other, to activity groups where carers can try something new, or revisit an old hobby. These include art, a walking group, camera club and carers choir. A highlight of Christmas activities was having the choir give their first public performance.

We have introduced Meet the Team events in West Mid Beds to raise awareness of our services. We will be developing a programme of training activities in Barton-le-Clay and Flitwick, as easy venues for carers to get to attend our services.

#### ***Support for adult carers in Chiltern Vale and Leighton Buzzard localities***

The 2016-17 year saw an increase in the number of opportunities for carers to be involved in the locality. We have eight thriving groups across the area, a walking group, three carers cafés, fortnightly IT training, relaxation therapy, counselling for carers and a comprehensive schedule of training and activities, which have been offered following requests from the carers. Monthly stands in two GP surgeries are raising our profile in the community and with GP professionals and community nurses. We have worked well with Bedfordshire Rural Communities Charity (BRCC), particularly with their project helping carers back into work. Our links with the East London Foundation Trust (ELFT), Mind BLMK and the Stroke Association have been of great benefit to carers. We have been raising awareness of our services at a number of local events including Market Stalls, Central Bedfordshire Council's Inside Out, Big Lunch and Cheering Volunteering.

#### ***Counselling for carers***

During 2016-17 CIB had six counsellors offering counselling across four venues - the Bedford, Biggleswade and Leighton Buzzard offices, and the Carers Lounge in Bedford Hospital. We continued to ensure the professional standard of the counselling is high; all therapists, assessors and external clinical supervisors are members of BACP (British Association of Counsellors and Psychotherapists) and attend mandatory monthly clinical group supervision. During this period 80 carers accessed the counselling service. From January 2017 a charge was introduced to help sustain the counselling service and carers continue to access counselling through CIB. Our counsellors do not give advice or tell carers what to do. Counselling helps to empower carers and develop their own strategies. It helps them to find what "works" for them.

*"This is no ordinary thank you card! It contains a huge THANK YOU for the hours spent listening to me. That's for genuinely listening in order to understand, not just with the intent to reply, additionally for not being at all judgemental along the way. That is a rare quality. I hope that others appreciate your time, support and kindness in the same way. The benefits of talking is often underestimated. Sometime after seeing you I felt like a great weight had been lifted from my shoulders..."*

Counselling client

#### ***Carers magazine, the Carers in Bedfordshire website, social media and media***

Relevant, timely information that carers can act upon is central to our service for carers. We send our magazine by mail to all carers who are happy to receive information by post, and receive a good response to many articles. During 2016-17 our quarterly magazine, Carers, was dispatched to over 6,100 carers per quarter, while web site hits reached over 7,500 and our reach on Facebook hit 2,000 per month.



## CARERS IN BEDFORDSHIRE

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017



Following consultation with carers, staff and volunteers, the magazine underwent a makeover with the new look launched in summer in time for Carers Week 2016. Each edition now carries regular items written by carers about their experience.

Topics this year included:

- Blue badge scheme
- Dementia services
- Benefits – attendance allowance, from DLP to PIP, debt, sources of advice
- Consultations: National carers strategy, have your say on Day Offer
- Care Quality Commission
- Young carers: flight experience, festival
- Carers story: mental health, former carer, dementia carer
- Groups: Carers choir, book club
- Talking therapies, relaxation
- Freedom Project

Our groups and training timetable outgrew the pages of the magazine and from September, was sent out by the locality as a booklet accompanying the magazine.

Our brand new website was launched during Carers Week following consultation with carers, with the aim to provide friendly, clear and accurate information which visitors can navigate easily by themselves and which works well on different devices.

*"Love the new website, it's a lot easier to work around then the existing one"*  
Carer feedback

Over subsequent months, additional features have been added and more are planned. We continue to welcome feedback on the website. Monthly hits/sessions to the website steadily increased to 2,940 in March 2017.

In January 2017 the Memory in Bedfordshire website was launched.

Our social media presence developed through 2016-17, increasing our reach and profile via Twitter and Facebook in particular. The decision was made to archive our Instagram account until it could be used and monitored more effectively. Our Twitter activity increased from 103 profile visits and no new followers in April 2016, to 380 profile visits and 13 new followers in March 2017. We were also mentioned by other Twitter

## CARERS IN BEDFORDSHIRE

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017

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users 18 times in March 2017, as opposed to just 3 times in April 2016. On Facebook, the organic reach of our posts remained more or less stable for the first half of the year, but rose to a higher average – peaking at nearly 3,000/28 days, and ending the year on a higher average than that on which it started. Social media is becoming an increasingly important tool for connecting with both those we support and those who we are encouraging to support us, sharing information about our services and publicising fundraising activities.

#### ***Carers Week June 2016***

Carers Week saw the formal opening of CIB's Carers' Lounge within St Mary's Wing of the Luton and Dunstable Hospital by Alistair Burt MP.

We partnered with East London Foundation Trust to launch their Commitment to Carers at the Rufus Centre, Flitwick on 8<sup>th</sup> June

We were also out and about within the community during Carers Week to promote the theme of building Carer Friendly Communities at the Corn Exchange in Bedford together, with the carers' choir, at Sainsbury's stores, Leighton Buzzard market and with stands at Bedford and Luton & Dunstable hospitals. Young carers held a Bridge walk in Bedford and carers attending groups were treated to a cream tea. Mini-taster sessions were held in Barton-le-Clay jointly with the local GP practice.

#### ***Carer training***

A programme of courses and workshops has been delivered to more than 250 carers during the year, covering a range of topics which reflect stages in the carers' 'journey': Adapting to Caring, Caring Safely, Understanding Conditions and Carer Well-being. Training resources were targeted at courses which build carer knowledge and enable them to care safely, while charges were introduced for courses which promote creative activity and provide peer support. A tailored package of evidence based training for carers, known as 5 Ways to Wellbeing, was developed and introduced into our programme, which also included: -

Relaxation and mindfulness  
Managing stress

Painting and mixed media  
Information Technology

Moving and handling  
Lasting Power of Attorney

Meet the Team workshops have enabled newly registered carers to meet staff and match their individual needs to CIB services.

*IT 1to1: "The style of teaching is excellent, allowing me to do the work after the trainer has shown me how to"*

Carer accessing IT training

*"The upbeat presentation was encouraging and informative, it was excellent and lively presenter who was both informative and positive in her presentation and has inspired me to look at my role as a carer to my husband who has Alzheimer's. I must remember not to compare how he was to how he is now. To enjoy him everyday and be thankful he is still in my life."*

Carer accessing Managing Stress training

#### ***Support for carers and individuals living with dementia or memory loss***

CIB has always offered a number of services focused on the needs of carers caring for someone living with dementia. Earlier in the year we were awarded the contract to offer a variety of services including Memory Gateways, Memory Navigation service, Memory Wellbeing groups and Memory Network. This contract started in December 2016.

**The Carers Rest** is a weekly group in Bedford for people caring for a relative with dementia to attend together with the person they care for. A programme of entertainment and information activities provides an enjoyable setting in which carers can support each other and share experiences. Volunteers serve a meal during the session and individual support is provided by a volunteer and a support worker. The group is also supported by a local Rotary Club who provide transport so we can reach isolated carers who may not otherwise attend. Over the last year the group has supported 46 individuals.

The **Dementia Befriending service** trains a team of volunteers who are then matched to a family affected by dementia. Each volunteer visits a family to get to know the person living with dementia and then spend time with them on a regular basis, reminiscing, discussing shared interests or going for a short walk, allowing the carer to have some time to themselves just to relax or to go out. The service continues to grow and in 2016-17 we trained 8 new volunteers, 26 volunteers are active and 29 families received support. The volunteers also report how satisfying they find the visits and appreciate the opportunity to share their successes and any concerns at the regular meetings with the co-ordinator.

#### **Services through the new dementia contract**

**Memory Gateway service** The Gateway acts as a one-stop introduction to help people navigate the range of services available for families affected by dementia. This service is now run in Biggleswade, Houghton Regis and Bedford and is also attended by staff from the Memory Assessment service. Topics and activities during the past year have included Telecare, falls awareness, Herbert protocol, chair-based exercises and musical activities and reminiscence. A great deal of informal discussion also takes place and people learn from each other in similar situations discussing issues important to them. Families can access the Gateway on a monthly basis or just attend if they have a particular concern or an interest in the topic being discussed that month.

**Memory Navigation service** is run by us in partnership with East London Foundation Trust (ELFT) who have provided a Dementia Nurse Specialist to work with us one day a week and help deal with more complex questions that may arise. The service is telephone based, predominantly staffed by volunteers, and provides a number for people to ring for any memory related concerns, the latest information on local services and an opportunity to book on a programme of support with Tibbs Dementia Foundation or Alzheimer's Society. The telephone line is available from 11am – 1pm each weekday. The service is for both carers and the person with dementia. People are offered the opportunity to receive a pro-active call to combat those feelings of isolation, which can result after a diagnosis of dementia.

Jill Napper was one of the first memory navigation service volunteers:



*"The sessions on the Memory Navigation Helpline give me a chance to put some of the skills I learnt in library work to good use. It's not about knowing all the answers, but knowing who else can help. The caller's situation is very often complicated because dementia is often just one of several problems. What the volunteers like me know is that the CIB support team are there to back us up and follow up enquiries. Our role is simply to put them in touch with the people who need extra help. But I've never felt I haven't helped at all when I put down the phone. There's no doubt that for most of our users the chance to talk to someone who really wants to know how they are, can make a huge difference to their day."*

**Carers Wellbeing groups** – this is a service which we run in Central Beds alongside groups run by Alzheimer's Society for people living with dementia. This service is still at an early stage and at the moment only runs in Barton le Clay.

**Memory Network** – there are plans in 2017 for this group to consider the provision of Cognitive Stimulation Therapy in partnership with ELFT and look at the pathway after a diagnosis.

***Support for Young Carers, Siblings and Young Adult Carers (aged 4-24)***

A major challenge for the Young Carers support team this year, and the young people and families that they have been supporting, was the decision by Central Bedfordshire Council to cease commissioning support for young carers up to the age of 17 from CIB with effect from 1st April 2016 and to develop its own in-house capability to support young carers. Funding continued for the support of sibling carers living in Central Bedfordshire, and for us to support young and sibling carers in Bedford Borough.

Young carers in Central Bedfordshire have remained able to access services funded to support carers of all ages, including the Carers Grants, Carers Cafés and Discount Card.

Bi-monthly clubs remained a primary service for young and sibling carers living in Bedford Borough. During the year clubs were held with the themes of communication skills, team building, sports development, inspiration and healthy eating. The Hubs, for young adult carers up to the age of 24 had the themes of sports, health food, budgeting and finances, work and training, sexual health, and mental health.

The peer mentoring project went from strength to strength, with young carers peer mentors enjoying and benefiting from the training. We held meetings with the growing number of schools who have established Peer Mentor school links, and catch-ups with the peer mentors themselves. Working together with the peer mentors, we prepared a submission to Children in Need to build on the successes and lessons learned from the pilot Peer Mentoring scheme, and were successful in achieving three-year funding, which started in January 2017.



*Peer mentor training activity. Peer mentors provide valuable support to their peers, particularly in school, by listening to concerns, offering advice and sharing experiences. This support is greatly appreciated at our young and sibling carers clubs and the mentors make a big impression. In addition they develop their own personal and professional skills.*

We have maintained a regular programme of school assemblies and drop-ins to raise awareness of young carers and to support their identification and support in school. Targeted 1-2-1 support for young carers with particular challenges remains a focus of support.

During the holidays and half-terms we undertook a range of activities to give young and sibling carers a break from caring. In 2016 this included a treasure trail, canoe trail in partnership with The Canoe Trail, scavenger hunt, cycling and a visit to an aqua park. Thanks to the generosity of a private donor, young carers were able to attend the Aladdin or Cinderella pantomimes at Christmas.

The Take Action and Support (TAS) funding from the Carers Trust ended during this year. It supported Young Adult Carers to access a range of training and learning opportunities to reduce the risk of not being in Education Employment or Training (NEET) including first aid and online courses, which included Health and Safety, manual handling of objects / and people, animal care, medication care, safeguarding vulnerable adults and fire safety.

The programme of sibling workshops continued both in Bedford Borough and Central Bedfordshire. These help siblings understand the condition their sibling is living with, and helps them to explore their feelings about this.

## CARERS IN BEDFORDSHIRE

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017

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During the year we secured funding from the Big Local Project to provide transport for Young and Sibling carers who live in the Kingsbrook/Cauldwell wards of Bedford Borough to attend our Young Carer Clubs during 2017. This will enable those whose families are unable to provide transport to attend the clubs.

To further promote support for carers at school the peer mentor coordinator worked in partnership with the Carers Trust at Mark Rutherford School to host a conference to roll out the Young Carers in Schools Award. The event was extremely successful with great engagement from schools.

During the year, we took a group of Young Carers' Festival in Southampton and supported them to enjoy a flight experience at the Shuttleworth Collection.

*"I am writing to say a huge thank you to Carers in Bedfordshire for arranging for L and C to take part in the Smiles in the Skies event last Sunday. It was a once in a lifetime experience for both of them and certainly put a smile on their faces. I understand that Carers in Bedfordshire provided over 30 children for the event, about a third of the total."*

Parent of a sibling carer

#### **Support for parent carers**

At 31st March 2017, 1,725 parent carers – carers of a child with a disability or additional needs – were registered with CIB. Our Parent Carer Support team consists of Darran Youell (Parent Carer Coordinator) and Jon Clingan (Parent Carer Support Worker), working with volunteers Laura Knowles (support worker), Nicole Platon and Lindsay Rootham (admin support). The team has established group activities to support parent carers. They also call newly registered Parent Carers to let them know what support is available to them and gauge the level of support that the Carers need.

At the Parent Carer support groups in Bedford, Biggleswade and Leighton Buzzard carers are able to access manicurists and massage therapists to give them a well-earned break. Other service providers also come along to talk to parent carers and promote the support they offer. We are now providing support at drop-in sessions in three localities; St John's Kempston, Weatherfield Academy, Dunstable and Peter Pan Children's Centre (Sure Start Cauldwell).

We have moved the Dunstable Parent Carers Support group to Leighton Buzzard in a bid to encourage more people to attend as well as 'bolting' the group onto our Carers Café giving a broader opportunity for Parent Carers to socialise with other Carers and have access to support workers. The predominant support required by Parent Carers is for advice and advocacy relating to all aspects of education including: lack of support, incorrect support, placements, transport and tribunals.

*"Feeling really refreshed and I wanted to say a big thank you for all your support. You were there when it truly mattered and gave me the push I needed to sort myself out".*

Parent Carer

*"Can't thank you enough for helping me fill out the form. Very very helpful. Carers in Bedfordshire is a massive help to me and Sam. I definitely don't know what would happen without your help and support".*

Parent Carer

*"Thank you for your e-mail of 14.6.16. This is just the information I have been trying to get for a long time so I wish I had known about you and your service before now!"*

Parent Carer

***Objective 2: Increase involvement of Carers in Bedfordshire with a range of groups – donors of time and money, local businesses and other groups***

***Carers Discount Card***

Made possible through the support of Central Bedfordshire Council and Bedfordshire Clinical Commissioning Group, the Discount Card was established last year to help unpaid family carers in Central Bedfordshire save money and as a small thank you in recognition of the hard work involved in being a carer.

This year Bedford Borough joined the scheme and by the end of the year, 750 people had signed up for a Carers Discount Card, entitling them to various discounts at 89 businesses throughout Bedford and Central Bedfordshire. All the discounts were listed by type of business on the new website and applications for a card or to join the scheme were encouraged online. Fusion Lifestyle signed up all the Bedford leisure centres and offered a generous 20% discount.

*"Love the scheme; it's a great idea if the right stores/shops are involved."*

*"It's nice to know that carers are being appreciated as it's often the case that the carers needs are always at the bottom of the list on everyday things."*

*"The card has been a help and has prompted us to go for a meal together which is of benefit to both Carer and Cared for."*

*"Brilliant idea but as yet not been of use to me. Many thanks for getting it started"*

***Gifts of time and money***

CIB is very fortunate to be chosen by many who give us gifts of time and money. The number of volunteers regularly giving their time towards the work of CIB increased from 99 in March 2016 to 122 in March 2017 giving over 8,500 hours of support during the year.

In 2016-17, 181 groups or individuals chose CIB as a recipient of charitable gifts. Many carers receiving our services were generous in choosing to support us but we were also the beneficiary of in-memory gifts, chosen as 'charity of the year' by companies and groups, such as Rotary Clubs, Churches, the Ampthill Singers and North Herts Homes (Sandy). A number of schools chose us as their beneficiary charity and retailers collected for us with our collecting tins. We continue to have a strong relationship with local Sainsbury's stores who allow us to have bucket collections and displays. We would also like to especially thank the Members of CIB, many of whom have chosen to support CIB through a regular gift, allowing the charity to plan for the future with more confidence.

In 2016-17 we received more offers of voluntary help than ever, handling 99 enquiries and inducting 50 new volunteers. Around 35% of volunteers are carers, who want to "give back". The new intake of volunteers are proving very valuable and we are pleased to have retained a very high percentage of established volunteers.

*"I feel that by volunteering for the Grant Panel I am giving something back for the time CIB have spent helping me on my journey through Dads care. I have also made some great friends on this journey."*

Carers Grant Panel volunteer

We introduced some new roles including the memory navigation and reception/admin volunteer roles and continued to work closely with the volunteer centres in the county to recruit to these and other opportunities.

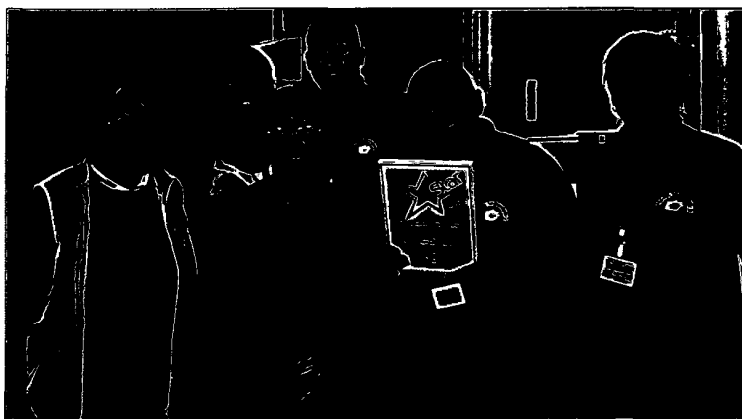
We were delighted that the contribution of CIB volunteers has been recognised this year by official awards. Bill Simpkins won the Marsh Award for Carers for this region for his unstinting work at the weekly Monday coffee morning group and Bob Izzard who runs the carers camera club was highly commended at the Cheering Volunteering awards. Pauline Cappell won the Pride in Bedfordshire Care in the Community award, her dementia befriending for CIB being one role on a long list of voluntary commitments. Our Biggleswade café

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volunteers were recognised for their hard work by Aragon Housing Association with a Star of Aragon certificate for Best Community Project.



*Star of Aragon award for Best Community Project:*

*L-R: Janina Kruszweska, Laura Knowles, Pat Jones, Mark Pittwood, Mike Butcher, Lorraine Young*

This year we celebrated Volunteers Week with a trip to Jordan's Mill. From the New Year, we started sending a birthday card to each volunteer as an opportunity to thank them personally for all their support. Volunteers were also invited to a festive get together and a New Year's lunch. Volunteers attended the "Somewhere in England" production to celebrate the Harpur Trust 450th anniversary in Bedford.

Volunteers are sent a monthly volunteers' bulletin giving an update on the highlights and challenges facing the charity, and showcase the work of a different volunteer each edition. We also hold a couple of Volunteer Forums a year which are generally well received:

*"I liked the relaxed atmosphere and the amount of info given out – not too much but enough to be of use in my role."*

Volunteer who attended the October 2016 Volunteer Forum

Volunteers have joined staff at training sessions such as mental health first aid and safeguarding. We have promoted the Recovery College, dementia conference and workshops, first aid at work and hate crime reporting. Several volunteers have participated alongside staff and carers at our sessions looking at improving our communications and our fundraising messages.

Some volunteers have used their time with us as a stepping-stone to employment. One person, who went on to gain employment in accounts, said, "I'm so grateful I could get some experience at Carers in Beds. I felt more confident after volunteering, you really helped me!"

#### **Objective 3: Consistently achieve or improve against the quality standards of the services we deliver**

Carer Satisfaction Cards have now become a regular mechanism for us to elicit feedback from carers, and were distributed to carers at groups, cafés and other activities in April and October 2016. 93% of the 166 respondents to the October survey said our services had made a difference, compared to 97% of the 188 respondents to the April survey. 86% said they would recommend us to family and friends.

*"I am now a former carer, but over the years the support I have received from CIB has and still is brilliant. I have only praise for all the staff and would like to use this survey to thank them"*

Feedback from carer on a Satisfaction Card

570 adults responded to the Adult Carers Survey, sent out with the Carers magazine in March 2017. The most frequently cited score out of 6 for the helpfulness of our services over the previous year was 6. Also of note

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was the increase in helpfulness, assessed by responding carers of the Carers magazine and information pack. Carers also rated highly the support from a support worker and the support/activity groups.

*"It is very uplifting to read the magazine and to have the knowledge that there is a number to ring if I need to"*

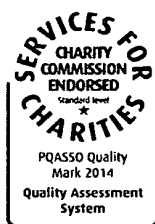
*"The services I have used have been so helpful to me and those I care for. The counselling and relaxation services ensured I have navigated some tough times successfully"*

*"Carers booklet is informative, and the Carers Lounge in Bedford is a Godsend, as are the staff. A vital service, which must be kept going"*

*"I attend the Biggleswade Art Group. I find it a great relaxation, sociable, supportive, among great people in a similar situation who can empathize. The tutor is also understanding of our needs"*

*"Staff were very very helpful & gave detailed information & cared for what you told them"*  
Feedback from carers from Adult Survey

Our Carer Experience and Quality Officer, Roger Claxton, co-facilitated a session at the Volunteer Forum, seeking feedback from volunteers on their experience of being recruited, training and giving their time as a volunteer to CIB.



Following a long preparation process, and a two day site visit, in November 2016 Carers in Bedfordshire was awarded the PQASSO Quality Mark level 1 along with the extra Charity Commission endorsement. The assessors considered that Carers in Bedfordshire met all the requirements of PQASSO level 1 in all quality areas and had

made significant progress beyond this in certain areas compared to when we were last accredited in 2013. Those areas were Governance, in which they praised the development of an effective and engaged Board operating at a strategic level, Leadership and Management, User Centred Service, Managing Money and Working with Others. At the same time the assessors identified some areas for improvement, which we have been working on as we develop and prepare for Level 2 in three years' time. Following assessment by the Carers Trust, we were also accredited as a Carers Trust Centre of Excellence.

CIB was shortlisted for the Charity Governance Awards 2016, an award that recognises the role of Boards in improving charity governance and impact.

22 staff were trained in Mental Health First Aid (MHFA). This made CIB the first organisation in Bedfordshire to adopt a whole-staff approach to this key tool in identifying and supporting mental health wellbeing.

Consistent with CIB's continuous improvement mind-set, we implemented significant improvements to our systems of recording issues, compliments and complaints raised by users of our services, and how we record and learn from real or potential breaches of policy or best practice.

#### **Objective 4: Exploit the opportunities offered by technology to enhance the methods we use to support carers, and to improve our efficiency to provide more support for carers with the services available**

During the 12 months to March 2017, we used, and improved, our new client database. The database has allowed us to capture all our interactions with carers in one place, giving a fuller picture of the support offered. In addition, the database has improved our ability to manage the carers' grant scheme, report on activities and provide insights to funders and commissioners, and maintain client's preferences. The new CIB website



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launched in June 2016 and has received positive reviews from users. Its sister site, [memoryinbeds.org.uk](http://memoryinbeds.org.uk), specifically for individuals living with dementia and their carers, launched in January 2017.

#### **Objective 5: Increase our partnership working with other organisations delivering related services**

We continued our partnership with over 40 other organisations to support carers. Our partners include but are not limited to:

|   |                    |                                     |                           |
|---|--------------------|-------------------------------------|---------------------------|
| The Avenue  | Age UK             | Headway                             | Headstart                 |
| FACES   | Stroke Association | Mencap                              | the Alzheimer's Society   |
| MIND BLMK   | PEPS               | Parent Carer Forum                  | Hospice from Home         |
| Pension Service   | St Johns Ambulance | JobCentre Plus                      | Tibbs Dementia Foundation |
| Parkinsons UK   | MS Centre          | Pohwer                              | Horizon Health            |
| Macmillan   | District Nursing   | Onecall                             | CAMHS                     |
| Inner Wheel   | Aragon Housing     | Carers Trust                        | Carers UK                 |
| Dementia Action Alliance                                | Soundhoppers       | Higgins Museum                      | BPHA                      |
| Beds Rural Communities Charity                          |                    | Motor Neurone Disease Society       |                           |
| Bedford Borough and Central Bedfordshire Councils       |                    |                                     |                           |
| Bedford Clinical Commissioning Group ("BCCG")           |                    |                                     |                           |
| Healthwatch Bedford Borough and Central Bedfordshire    |                    |                                     |                           |
| Money Advice at St Andrews                              |                    | Autism Bedfordshire                 |                           |
| Citizens Advice Bureau Bedford and Biggleswade branches |                    | Rotary Clubs                        |                           |
| Lions Clubs   |                    | East London Foundation Trust (ELFT) |                           |
| University of Bedfordshire                              |                    | Disability Resource Centre (DRC)    |                           |
| Volunteer Centres                                       |                    | The Canoe Trail                     |                           |
| St John's Hospice, Moggerhanger                         |                    | Smartahealth                        |                           |

On award of a new contract to deliver dementia-focused support across Bedfordshire, we established a formal arrangement in which an ELFT-employed Dementia Nurse Specialist works within CIB one day a week to support people affected by dementia and their carers through the Memory Navigation Service. Together with Tibbs Dementia Foundation and the Alzheimer's Society, CIB with ELFT are working to deliver effective support to families in Bedfordshire affected by memory loss and dementia at every stage of the dementia journey.



*Claire Day is a Dementia Mental Health Nurse specialist, employed by the East London Foundation Trust, who works at CIB one day a week to offer advice, support, sign-posting to individuals receiving support through our Memory Navigation Service. She also sometimes attends the Bedford Memory Gateway.*

*Claire applied for the job of working within the Memory in Beds team because she firmly believes that a more integrated service for those with dementia or their carers is beneficial. "I think this is a fantastic opportunity for me to use my skills and experience and to promote joint working between the trust and the three charities. I am looking forward to helping carers and those living with dementia navigate their way to support through this brilliant service."*

#### **Objective 6: Secure new sources of incremental income to sustain key services**

Voluntary income increased in 2016-17 over 2015-16 by £21.5k (185%), as the fundraising activities undertaken by the newly established Development and Engagement team started to bear fruit. CIB successfully retained the contract to deliver carers services for three years to September 2019, and secured a new contract to deliver services to individuals affected by dementia and their carers for three years to November 2019,. We also secured funding from Children in Need to develop and grow a peer mentoring scheme for young carers to promote life skills and grow confidence and self-esteem, BIG Local and St John's Hospital to enhance support for carers living in Bedford

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*Some of the Carers in Bedfordshire runners getting ready for the 7for7in7 half marathon event including (L-R) Helen Satterthwaite, Richard Morley, Sharon Rogers, Jenny Harris, Ellie Maher, Shelley Hobbs*

One of the keys to our fundraising success in 2016-2017 was being chosen by local businessman Nick Kier to be one of the beneficiary charities for his 7for7in7 half marathon challenge, which took place in October 2016. 27 individuals including staff, volunteers and supporters took part and raised over £11,000, smashing our target and our expectations. We remain hugely grateful to Nick for choosing Carers in Bedfordshire to be a recipient charity of this amazing challenge.



This year has also seen a huge increase in the number of Carers in Bedfordshire collecting tubs distributed in the local community. A team of community ambassadors has volunteered to look after our tubs and to raise our profile at stalls at community events.

A number of organisations were very generous in raising money for us over the Christmas period including St Andrew's Church, Biggleswade, and Opus 81 who donated funds to us from one of their concerts.

We launched our home box scheme, encouraging supporters of Carers in Bedfordshire to collect small change to make a big difference to the lives of carers living in Bedfordshire.

During the 2016-17 financial year, as well as stepping up our fundraising, we made the difficult decision to start charging for some services in order to sustain the range of services available to carers, at a time when incoming resources to the charity did not keep pace with the rising demand for services. We continue to be committed to ensuring our core services - information, advice, one-to-one support, advocacy and essential training - will always be free to all carers. Charges were introduced for services we wanted to keep available, but were also available from other organisations, such as IT training, art, photography and leisure courses, counselling, relaxation support, and holiday activities.

This was not a decision taken lightly and was communicated to all registered carers in September 2016. Eligible carers could apply for a Carers Grant towards services CIB charges for, in the same way they could apply for a grant towards a product or service provided elsewhere.

We would particularly like to thank everyone who has supported Carers in Bedfordshire financially this year, allowing us to secure and develop our services and support for Bedfordshire's carers.

## FINANCIAL REVIEW

In the year to 31<sup>st</sup> March 2017, income was achieved as analysed in the statement of financial activities on page 26. This was £1,125,976, an increase of £20,481 (1.85%) compared to the £1,105,495 achieved in 2015-16.

Unspent funds are held in reserves of £355,645 as at 31 March 2017 that enable our activities to continue smoothly into 2017-18.

The 2016-17 year saw CIB successfully making the transition through a period of uncertainty. The Board defined a plan to navigate the organisation through a number of major changes as existing funding streams came to an end. The Big Lottery funding ended just before the start of the 2016-17 financial year; this had contributed to the costs of our Biggleswade office and our welfare and benefits advice service. Central Bedfordshire Council chose no longer to commission CIB to deliver support to young carers living in their part of the county. Further uncertainty arose when the tendering process for carers services was postponed to the summer of 2016. While CIB's existing contract was extended from April to September, there was a reduction in the total funding available and uncertainty over whether we would re-secure the contract from October 2016. Thanks to a healthy level of reserves from previous years and tight cost control, the Board was able to approve a deficit budget for the 2016-17 year that enabled the organisation to retain its core operating capacity during the period to September 2016 in anticipation of successfully bidding for contracts, as well as securing additional funds. In practice the organisation won all the work for which it bid during the 2016 tendering process, securing a new contract for dementia services as well as for carer support services, and was successful in winning a new three-year grant from Children in Need and a number of additional small grants. We also benefited from an increase in donations from generous supporters, as our fundraising and awareness campaigns started to bear fruit.

### Investment powers and policy

In accordance with the Memorandum and Articles of Association, the Board may invest any money that the charitable company does not immediately need in any investments, securities or properties. The Board has recognised that through careful cash flow planning and monitoring, the level of working funds required can be determined and other surplus funds invested for longer periods of time to achieve higher rates of interest.

## FUTURE PLANS

March 2017 sees the end of the 2015-2017 period for which the last set of objectives were set. Building on our successful delivery of these, and responding to the changing environment in which CIB currently operates, the Board has approved the following objectives for 2017-19:

- CIB delivers consistent and effective support to all carers and clients who present for support, appropriate to their identified needs, within resources available
- Performance/delivery obligations are achieved or exceeded, evidenced and clearly reported while delivering value for money
- Quality standards in all areas of CIB's areas of activity maintained
- Develop, sustain and grow multiple income streams to sustain key services and develop new ones
- Deliver improved service and operational efficiency through technology
- Achieve or deliver a better outcome against annual budget for income and expenditure
- CIB facilitates or delivers new/extended services for clients to meet unmet need.
- Increase voice/participation of client groups in the delivery of services for them and the individuals they care for, including but not limited to CIB services
- Sustain an engaged, trained, motivated and informed staff and volunteer workforce, operating as an integrated team within CIB and with partners

The following factors have been key in the Board's setting of these objectives:

**Consistent increase in demand for support from Carers in Bedfordshire from Bedfordshire's carers.** Demand is not only increasing in volume, i.e. the numbers of carers presenting with support needs, but also in complexity. A growing number of carers turn to us with complex issues to contend with including but not limited to: mental health issues, challenges with statutory services, education, housing and benefits. We are constantly reviewing our service design to ensure we continue to give a personalised response tailored to each individual's needs whilst sustaining high service quality and managing ever increasing pressures on financial and other resources.

**Pressures on income, both from contracting bodies due to funding constraints, and public concerns about charity governance.** Income to CIB from all sources is not increasing in proportion to increases in demand for our services. The statutory bodies who have contracted with CIB to deliver services are experiencing pressures to reduce their expenditure, demand on funding bodies is increasing as charities seek to sustain their services, and public trust in charities has taken a hit following the Kids Company affair and the suicide of Olive Cooke. CIB is committed to ensure our users have a wide range of services available to choose from that meet their needs, to ensure the maximum amount of charitable income is used to sustain frontline services, and to the highest standards of fundraising practice. A key objective over the next two year period, and beyond, is to develop a range of income streams to sustain services in the short, immediate and longer term.

**Continuing to exploit the potential of technology** to deliver improvements in services, and efficiency in how they are delivered. We have already experienced significant benefits from investing in a more powerful database and overhauling our websites. We remain committed to maximising the opportunities for both users of our services and the organisation through technology, including ongoing digital developments and a review of our telephony and Information Technology systems.

**Meeting unmet need through partnerships.** Caring and dementia affect all communities and all areas of life. It is only through working in partnership that CIB can influence sustainable improvements in wellbeing for affected families in Bedfordshire. 2016-17 was a very strong year for the charity's partnership working. We are committed to continuing to develop partnerships as a force for positive change, and we are excited about a new project – one of many we hope – facilitating partnership meetings on behalf of Central Bedfordshire Council to better address carers' needs. Driven by carers themselves, the first of these meetings, held in April 2017, was on the ever-tricky topic of transport.

**Commitment to, and nurture of our workforce, both staff and volunteers.** Carers in Bedfordshire's workforce is the foundation of our service. Feedback from carers consistently rates the personalised support, empathy and knowledge of our staff as key in making a difference to them. The staff and volunteer team have weathered many challenges together and the organisation is committed to their continual professional development through training and education, flexible and family friendly working policies, and fair and equitable reward.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing Document**

The Charity is controlled by its governing document, the Articles of Association, and constitutes a limited company, limited by guarantee as defined by the Companies Act 2006. It is registered as a charity with the Charity Commission. The Articles of Association were updated and adopted by the members at the Annual General Meeting held on 25 November 2016.

### **Recruitment and appointment of Directors**

The Directors of the company, also charity Trustees for the purposes of charity law and under the company's articles, revised as at 25 November 2016, are known collectively as the Board.

Under the requirements of the Articles of Association, the Board consists of not fewer than four and no more

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than 14 persons. The members of the Board are initially appointed by the Board to fill a vacancy and at the following Annual General Meeting (AGM), appointed directors offer themselves for election. Thereafter at the third annual general meeting after their last election a Trustee director must retire. They are eligible for re-election for two further terms and may not serve more than nine years in office.

In order to manage the transition to this new system for resignation and re-election of Trustee directors, account shall not be taken of any time served by the Trustee director before 25 November 2016 when calculating the timing of the 3 year retirement and re-election.

Sue Lowe, Tim Napper, Keith Lee were appointed by resolution of the Directors during the year and will present themselves for election at the 2017 AGM. At this meeting Anne Grant will retire as Chair and Emma Wilkinson will take on this position.

During the year Anne Grant and Graham Mills did act as Chairman and Treasurer respectively.

#### **Induction and training of new Directors**

All new Directors are required to provide two satisfactory references and are subject to an enhanced DBS check. All new Directors undergo an induction programme to brief them on their obligations and are supplied with an induction pack, which includes written information about:

- The obligations of Directors and a Trustee Code of Conduct
- The Articles of Association
- The most recent Annual Report and Accounts
- Operational performance reports

Directors are encouraged to attend appropriate external training events to support them in their role.

#### **Organisational structure**

Carers in Bedfordshire (CIB) is governed by a Board which meets bi-monthly and is responsible for the strategic direction and policy of the organisation, ensuring that it is solvent, operating in a professional manner and delivering the outcomes for which it has been set up. The Board met on 6 occasions during the year. At 31 March 2017, the Board comprised 12 trustee directors from a variety of backgrounds relevant to the work of the charity.

The Board has one sub-committee, the Finance and Risk Committee. This must consist of not less than 4 Directors appointed by the main board of directors with an appropriate mix of financial and business skills. This group has met 8 times during this financial year.

The Chief Executive Officer (CEO) is appointed by the Board to manage the day-to-day operations of the charity. To facilitate effective operations, the CEO has delegated authority, within terms of delegation approved by the Board, for operational matters including finance, employment and service delivery. A Leads team of seven, each overseeing the work of a small team, are responsible for day-to-day operational management, supervision and training of the staff team; ensuring they develop their skills and good working practices. The staffing level for the year was an average of 28 full time equivalent employees and there were 32 individuals employed on a full or part time basis by Carers in Bedfordshire at 31 March 2017.

#### **Related parties**

The charity is a Network Partner of Carers Trust and affiliated to Carers UK. In so far as it is complementary to the charity's objectives, the charity is guided by national and local policy. At the national level it is steered by the government's National Carers' Strategy and relevant National Service Frameworks for a range of illnesses and disabilities. The charity supports the work of Bedford Borough Council, Central Bedfordshire Council, Luton Borough Council and Bedfordshire Clinical Commissioning Group Carers' Strategies and monitors the outcomes of these strategies using feedback from its membership. The Chief Executive Officer and staff are represented on key local partnerships to deliver the relevant strategies in Bedfordshire.

#### **Membership**

The types of membership were consolidated into one at the Annual General Meeting held in November 2016.

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The maximum number of full members is 200. Each member of the Charity undertakes that, if the Charity is wound up while they are a member, or within one year after they cease to be a member, they will contribute a sum not exceeding £1 to the assets of the Charity for:

- payment of the debts and liabilities of the Charity contracted before they cease to be a member; and
- payment of the costs, charges and expenses of winding up

Honorary Life members are full members but are exempt from subscription charges if set. The Board may establish other classes of associate membership with such description and with such rights and obligations (including without limitation the obligation to pay a subscription) as the Board thinks fit, and may admit and remove such associate members in accordance with Regulations made by the Board, provided that an associate member shall not be a full member of the Charity for the purposes of the Articles or the Act.

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for different members or categories of members. At present no membership subscription is set.

Members are entitled to attend the annual general meeting of the Charity but only Full Members may vote. During the year ending 31 March 2017 in accordance with the Articles of Association, the level of membership fees were set as zero by the Board in order to remove barriers to membership.

Every carer registered with CIB will have access to most of the charity's services.

As at 31 March 2017 there were 42 full members including one honorary life member and 7,787 registered carers. As at 31 March 2016 there were 51 full members including 1 honorary life member, no associate members and 7,266 registered carers.

#### **Governance**

The skills, experience and expertise of the Directors assure the robust governance of the Charity. Directors have experience in strategic management, systems, clinical management of the health service, human resources, finance, project management, risk assessment, education, training, facilities management and an in depth understanding of carers' issues. 75% of the board have had or still have personal experience of caring.

Procedures are in place to ensure compliance with health and safety and safeguarding practice of staff, volunteers and visitors to the premises.

The Board is aware of its responsibility to ensure that the charity acts through sustainable means and is responsible for minimising its impact on the environment.

#### **Risk management**

The Board maintains a risk register which is reviewed at each board meeting. It acts as a central repository for all significant strategic risks identified by the organisation and, for each risk, includes information such as risk probability, impact, mitigation and risk owner. The risk register is discussed in more detail at each meeting of the Finance and Risk Committee before each Board meeting.

#### **Public benefit**

The Board of Directors has regard to the requirement to demonstrate the public benefit of the charity's activity as defined in section 4 of the Charities Act 2006.

Most of the charity's services have been offered free of charge to all carers. For some services, carers are asked for a contribution towards its cost of provision.

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The estimated value of unpaid caring in the United Kingdom is £132 billion per annum (source - Carers UK 2015). Accordingly, the charity's services are designed to enable those who wish to continue caring to do so; to be informed and enabled to access support and to have a voice; to have a life outside of caring, with equal opportunity to access work, leisure and education. Support is continued even if the individual with care needs is admitted to residential care or if they pass away.

#### **Reserves policy**

The Board of Directors has regard to managing its level of reserves effectively. As a not-for-profit organisation it has developed and adopted a policy on reserves, which establishes a level of reserves that is right for the charity.

Reserves are held in three categories for future activity:

- Restricted – where the funder restricts the activities or projects the funds can be used for
- Designated – where CIB determines the activities or projects necessary to achieve certain outcomes or objectives
- Unrestricted – that are held to manage uncertainty and CIB's capacity to manage unforeseen financial difficulties and short-term changes in circumstances.

CIB will target a minimum of one month's salary costs of all staff on all projects and three months central organisational costs and a maximum of 150% of this in unrestricted reserves. Based on these financial statements the minimum equates to £93,587 and the maximum £140,380. These limits are reviewed on an annual basis.

## **CARERS IN BEDFORDSHIRE**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

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#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Company number**

07140432 (England and Wales)

##### **Registered Charity number**

1135507

##### **Registered office**

Carers in Bedfordshire  
Suite K Sandland Court  
Pilgrim Centre, Brickhill Drive  
Bedford  
Bedfordshire  
MK41 7PZ

##### **Trustees**

Dr A Grant (retired by rotation and re-elected by the members 25<sup>th</sup> November 2016)

W Douglas

J Rose (retired by rotation and re-elected by the members 25<sup>th</sup> November 2016)

E Wilkinson

G Mills

B Wootton

S Peacey

M Frampton (retired by rotation and re-elected by the members 25<sup>th</sup> November 2016)

L Shane (appointed 18th November 2015 and elected by members 25<sup>th</sup> November 2016, resigned 19<sup>th</sup> January 2017)

M Cooper (appointed 3rd February 2016 and elected by members 25<sup>th</sup> November 2016)

S Lowe Appointed 27th July 2017

T Napper Appointed 27th July 2017

K Lee Appointed 27th July 2017

##### **Company Secretary**

Paul Smith FCA

##### **Auditors**

Keens Shay Keens Limited  
Chartered Accountants & Registered Auditors  
2nd Floor Exchange Building  
16 St Cuthberts Street  
Bedford  
Bedfordshire, MK40 3JG

##### **Bankers**

Barclays Bank plc  
111 High Street  
Bedford, MK40 1N



**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017**

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**STATEMENT OF TRUSTEES RESPONSIBILITIES**

The trustees (who are also the directors of CIB 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 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 those financial statements, the trustees are required to

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charity Statement Of Recommended Practice (SORP);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's 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.

**AUDITORS**

The auditors, Keens Shay Keens Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

**ON BEHALF OF THE BOARD:**

DR A GRANT

  
.....

Dr A Grant - Chair

Date: 14 September 2017

## **REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF CARERS IN BEDFORDSHIRE**

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We have audited the financial statements of Carers in Bedfordshire for the year ended 31<sup>st</sup> March 2017 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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.

### **Respective responsibilities of trustees and auditors**

As explained more fully in the Statement of Trustees' Responsibilities, 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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

### **Scope of the audit of the financial statements**

A description of the scope of an audit of financial statements is provided on the APB's website at [www.frc.org.uk/auditscopeukprivate](http://www.frc.org.uk/auditscopeukprivate).

### **Opinion on financial statements**

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31<sup>st</sup> March 2017 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Opinion on other matter prescribed by the companies Act 2006**

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

**REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF  
CARERS IN BEDFORDSHIRE**

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**Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Trustees.

*Keens Shay Keens*

Michael Grange BA FCA (Senior Statutory Auditor)  
for and on behalf of Keens Shay Keens Limited  
Chartered Accountants &  
Registered Auditors  
2nd Floor Exchange Building  
16 St Cuthberts Street  
Bedford  
Bedfordshire  
MK40 3JG

Date: 12/10/17

## CARERS IN BEDFORDSHIRE

### STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2017

|  |       |                            |                          |                          | Year Ended<br>31.3.17 | Year Ended<br>31.3.16 |
|--|-------|----------------------------|--------------------------|--------------------------|-----------------------|-----------------------|
|  | Notes | Unrestricted<br>Funds<br>£ | Designated<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total                 | Total                 |
| <b>Income from:</b>                    |       |                            |                          |                          |                       |                       |
| Donations, legacies and other income   | 2     | 21,320                     | 10,784                   | 938                      | 33,042                | 11,568                |
| Recognition of capital deferred grants | 3     | 7,183                      | -                        | -                        | 7,183                 | 4,423                 |
| Investments                            | 4     | 1,927                      | -                        | -                        | 1,927                 | 3,134                 |
| Charitable activities                  |       | 10,119                     | 704,653                  | 369,052                  | 1,083,824             | 1,086,370             |
| <b>TOTAL INCOME</b>                    |       | <b>40,549</b>              | <b>715,437</b>           | <b>369,990</b>           | <b>1,125,976</b>      | <b>1,105,495</b>      |
| <b>Expenditure on:</b>                 |       |                            |                          |                          |                       |                       |
| Charitable activities                  |       | 50,083                     | 832,058                  | 363,673                  | 1,245,814             | 1,370,114             |
| <b>TOTAL EXPENDITURE</b>               |       | <b>50,083</b>              | <b>832,058</b>           | <b>363,673</b>           | <b>1,245,814</b>      | <b>1,370,114</b>      |
| <b>NET INCOME/(EXPENDITURE)</b>        |       | <b>(9,534)</b>             | <b>(116,621)</b>         | <b>6,317</b>             | <b>(119,838)</b>      | <b>(264,619)</b>      |
| Total funds brought forward            |       | 110,984                    | 324,658                  | 39,841                   | 475,483               | 740,102               |
| <b>TOTAL FUNDS CARRIED FORWARD</b>     |       | <b>101,450</b>             | <b>208,037</b>           | <b>46,158</b>            | <b>355,645</b>        | <b>475,483</b>        |

All transactions during the year are derived from continuing activities.

**CARERS IN BEDFORDSHIRE****BALANCE SHEET  
AT 31ST MARCH 2017**

Company Number: 07140432 (England and Wales)

|  | Notes | Unrestricted and<br>designated funds<br>£ | Restricted<br>funds<br>£ | 2017<br>Total<br>funds<br>£ | 2016<br>Total<br>Funds<br>£ |
|--|-------|---|--------------------------|-----------------------------|-----------------------------|
| <b>FIXED ASSETS</b>                              |       |   |                          |                             |                             |
| Tangible assets                                  | 8     | 9,438                                     | 2,579                    | 12,017                      | 20,801                      |
| <b>CURRENT ASSETS</b>                            |       |   |                          |                             |                             |
| Debtors  | 9     | 26,047                                    | 55                       | 26,102                      | 17,997                      |
| Cash at bank and in hand                         |       | <u>317,518</u>                            | <u>131,143</u>           | <u>448,661</u>              | <u>596,307</u>              |
|  |       | <b>343,565</b>                            | <b>131,198</b>           | <b>474,763</b>              | <b>614,304</b>              |
| <b>CREDITORS</b>                                 |       |   |                          |                             |                             |
| Amounts falling due within one year              | 10    | 43,516                                    | 87,619                   | 131,135                     | 159,622                     |
| <b>NET CURRENT ASSETS</b>                        |       | <u>300,049</u>                            | <u>43,579</u>            | <u>343,628</u>              | <u>454,682</u>              |
| <b>TOTAL ASSETS LESS CURRENT<br/>LIABILITIES</b> |       | <b>309,487</b>                            | <b>46,158</b>            | <b>355,645</b>              | <b>475,483</b>              |
| <b>NET ASSETS</b>                                |       | <u><b>309,487</b></u>                     | <u><b>46,158</b></u>     | <u><b>355,645</b></u>       | <u><b>475,483</b></u>       |
| <b>FUNDS</b>                                     | 15    |   |                          |                             |                             |
| Unrestricted funds                               |       |   |                          | 101,450                     | 110,984                     |
| Designated funds                                 |       |   |                          | 208,037                     | 324,658                     |
| Restricted funds                                 |       |   |                          | <u>46,158</u>               | <u>39,841</u>               |
| <b>TOTAL FUNDS</b>                               |       |   |                          | <u><b>355,645</b></u>       | <u><b>475,483</b></u>       |

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

The financial statements were approved by the Board of Trustees on 14 September 2017 and were signed on its behalf by:

DR A GRANT



Dr A Grant -Chair

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**CARERS IN BEDFORDSHIRE****STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2017**

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|   | <b>Total Funds<br/>2016/17</b> | <b>2015/16</b> |
|---|--------------------------------|----------------|
| <b>Cash Flows from operating activities</b>       |                                |                |
| Net Cash flows provided from operating activities | <b>(147,646)</b>               | (245,862)      |
| <b>Cash Flows from investing activities</b>       |                                |                |
| Purchase of fixed assets                          | -                              | (14,334)       |
| Change in cash in the year                        | <b>(147,646)</b>               | (260,196)      |
| Cash at the beginning of the year                 | <b>596,307</b>                 | 856,503        |
| Cash at the end of the year                       | <b>448,661</b>                 | 596,307        |

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**RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES**

|  |                  |           |
|--|------------------|-----------|
| Net incoming/(outgoing) resources for the year, as per the Statement of Financial Activities | <b>(119,838)</b> | (264,619) |
| <b>Adjustments for</b>   |                  |           |
| Depreciation charge  | <b>8,784</b>     | 7,655     |
| (Increase)decrease in debtors  | <b>(8,105)</b>   | 2,835     |
| Increase(decrease) in creditors  | <b>(28,487)</b>  | 8,267     |
| Net Cash flows provided from operating activities  | <b>(147,646)</b> | (245,862) |

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**1. ACCOUNTING POLICIES**

**Basis of accounting**

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 (FRS102) (effective 1 January 2016) and the Companies Act 2006.

The company meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The Trustees consider there are no material uncertainties about the Charity's ability to continue as a going concern. The review of the financial position, reserves levels and future plans gives Trustees confidence that the charity remains a going concern for the foreseeable future.

**Income**

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable
- The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from charitable activities are accounted for when earned.

**Expenditure**

Expenditure is recognised on an accruals basis. Expenditure includes attributable VAT, which cannot be recovered, and is reported as part of the expenditure to which it relates. Charitable expenditure comprises of those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Allocation and apportionment of costs**

Costs that can attribute to a specific activity or reserve are directly allocated within the Statement of Financial Activities.

Allocations of overheads to individual funds are based on a budget which is set at the commencement of each contract period.

## CARERS IN BEDFORDSHIRE

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2017

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#### 1. ACCOUNTING POLICIES – continued

##### **Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

|                    |               |
|--------------------|---------------|
| Motor vehicles     | - 25% on cost |
| Computer equipment | - 25% on cost |

Fixed assets are stated at cost less accumulated depreciation. Minor additions of less than £400 are not capitalised.

##### **Taxation**

The charity is exempt from corporation tax on its charitable activities.

##### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds can be used in accordance with the charitable objectives under contracted services or specific programmes designated by the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

#### 2. DONATIONS, LEGACIES AND OTHER INCOME

|                                     | <b>Year Ended<br/>31.3.17</b> | Year Ended<br>31.3.16 |
|-------------------------------------|-------------------------------|-----------------------|
|                                     | £                             | £                     |
| Membership income                   | 50                            | 930                   |
| Donations, fundraising and legacies | <b>32,992</b>                 | 10,638                |
|                                     | <b>33,042</b>                 | 11,568                |

The types of membership were consolidated into one at the Annual General Meeting held in November 2016.

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for different members or categories of members. At present no membership subscription is set.

#### 3. GRANTS RECEIVED FOR CAPITAL EXPENDITURE

Grants have been received to assist the purchase of fixed assets. These are shown in the balance sheet as Deferred Capital Grant Received in note 11. This balance is written back to the Income and Expenditure account in line with the assets' depreciable life.



## CARERS IN BEDFORDSHIRE

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2017

#### 4. INVESTMENT INCOME

|                          | Year Ended<br>31.3.17 | Year Ended<br>31.3.16 |
|--------------------------|-----------------------|-----------------------|
|                          | £                     | £                     |
| Bank interest receivable | 1,927                 | 3,134                 |

#### 5. NET INCOME

These are stated after charging:

|                             | Year Ended<br>31.3.17 | Year Ended<br>31.3.16 |
|-----------------------------|-----------------------|-----------------------|
|                             | £                     | £                     |
| Auditors' remuneration      | 3,973                 | 3,752                 |
| Depreciation - owned assets | 8,783                 | 7,655                 |

#### 6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2017, nor for the period ended 31st March 2016

##### Trustees' Expenses

Some trustees received reimbursement for travel expenses incurred on behalf of the charity totalling £298 (2016 – £299) but the trustees gave this back to the charity as a donation.

#### 7. STAFF COSTS

|                             | Year Ended<br>31.3.17 | Year Ended<br>31.3.16 |
|-----------------------------|-----------------------|-----------------------|
|                             | £                     | £                     |
| Wages and salaries          | 656,100               | 716,119               |
| Social security costs       | 48,112                | 54,721                |
| Other pension costs         | 557                   | 1,455                 |
| Total Staff costs           | 704,769               | 772,295               |
| Training and DBS checks     | 4,082                 | 7,653                 |
| Total Human Resources costs | 708,851               | 779,948               |

The average monthly number of employees during the year was 28 (2016: 31)

No employees' emoluments exceeded £60,000 during the current or prior period.

##### Key management remuneration

The total employee benefits of the key management personnel, identified members of the Carers in Bedfordshire Leadership Team and other employees having authority and responsibility for planning, directing and controlling the activities of the charity were £67,857 (2016: £65,769).

**CARERS IN BEDFORDSHIRE****NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31ST MARCH 2017****8. TANGIBLE FIXED ASSETS**

|                       | Motor<br>vehicles<br>£ | Computer<br>equipment<br>£ | Totals<br>£ |
|-----------------------|------------------------|----------------------------|-------------|
| <b>COST</b>           |                        |                            |             |
| At 1st April 2016     | 8,206                  | 48,305                     | 56,511      |
| Additions             | -                      | -                          | -           |
| At 31st March 2017    | 8,206                  | 48,305                     | 56,511      |
| <b>DEPRECIATION</b>   |                        |                            |             |
| At 1st April 2016     | 8,206                  | 27,504                     | 35,710      |
| Charge for year       | -                      | 8,784                      | 8,783       |
| At 31st March 2017    | 8,206                  | 36,288                     | 44,493      |
| <b>NET BOOK VALUE</b> |                        |                            |             |
| At 31st March 2017    | -                      | 12,017                     | 12,018      |
| At 31st March 2016    | -                      | 20,801                     | 20,801      |

**9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|               | 2017<br>£     | 2016<br>£     |
|---------------|---------------|---------------|
| Trade debtors | 7,126         | 1,081         |
| Prepayments   | 17,463        | 16,299        |
| Other debtors | 1,513         | 617           |
|               | <u>26,102</u> | <u>17,997</u> |

**10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                       | 2017<br>£      | 2016<br>£      |
|---------------------------------------|----------------|----------------|
| Trade creditors                       | 24,826         | 28,051         |
| Taxation and social security          | 10,410         | 15,411         |
| Carers breaks awarded not yet claimed | 69,101         | 78,342         |
| Deferred small grants income          | 15,939         | 21,344         |
| Deferred capital grant received       | 2,579          | 9,762          |
| Other creditors and accruals          | 8,280          | 6,712          |
|                                       | <u>131,135</u> | <u>159,622</u> |

**11. RELATED PARTY DISCLOSURES**

There were no related party transactions in the year to 31 March 2017 (2016: £nil).

**12. TRANSITION TO FRS 102**

These are the first financial statements that comply with FRS 102. The company transitioned to FRS 102 on 1<sup>st</sup> April 2015.

No transitional adjustments were required in funds, profit or net incoming resources in the year.

## CARERS IN BEDFORDSHIRE

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2017

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#### 13. CAPITAL

The company has no share capital. The types of membership were consolidated into one at the Annual General Meeting held in November 2016.

The maximum number of full members is 200. Each member of the Charity undertakes that, if the Charity is wound up while they are a member, or within one year after they cease to be a member, they will contribute a sum not exceeding £1 to the assets of the Charity for:

- payment of the debts and liabilities of the Charity contracted before they cease to be a member; and
- payment of the costs, charges and expenses of winding up

Honorary Life members are full members but are exempt from subscription charges if set..

All members must pay the subscriptions (if any) that the Board decides from time to time. The Board may fix differing rates for subscriptions for different members or categories of members. At present no membership subscription is set.. Full Members and Honorary Life Members have full voting rights at the AGM. There were 41 (2016: 50) full members and 1 honorary life member as at 31 March 2017 (2016: None).

#### 14. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid

|                            | 2017          | 2016          |
|----------------------------|---------------|---------------|
|                            | £             | £             |
| Expiring:                  |               |               |
| Within one year            | 31,753        | 4,350         |
| Between one and five years | -             | 55,813        |
|                            | <u>31,753</u> | <u>60,163</u> |

# CARERS IN BEDFORDSHIRE

## NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2017

### 15. MOVEMENT IN FUNDS

|   | 01/04/2016     | Incoming<br>Resources | Resources<br>expended | Surplus/<br>(deficit) for<br>year | Transfers | 31/03/2017     |
|---|----------------|-----------------------|-----------------------|-----------------------------------|-----------|----------------|
| <b>RESTRICTED FUNDS</b>                           |                |                       |                       |                                   |           |                |
| Bedford Carers Lounge- BBC                        | 39             | 45,257                | 44,199                | 1,058                             | -         | 1,097          |
| Bedford Carers Lounge- Carers Trust               | -              | 3,466                 | 3,466                 | -                                 | -         | -              |
| Bedford Carers Support - Big Local                | 5,346          | 2,995                 | 6,463                 | (3,468)                           | -         | 1,878          |
| Carers Grants                                     | 10,000         | 220,000               | 205,682               | 14,318                            | -         | 24,318         |
| Bedford Carers Support - St John's Hospital Trust | 5,000          | 4,885                 | 4,482                 | 403                               | -         | 5,403          |
| Luton and Dunstable Carers Lounge - CBC and LBC   | 1,224          | 50,500                | 51,228                | (728)                             | -         | 496            |
| Support Groups                                    | 735            | 1,592                 | 1,498                 | 94                                | -         | 829            |
| Young carer peer mentoring - Children in Need     | -              | 11,236                | 8,521                 | 2,715                             | -         | 2,715          |
| Volunteering                                      | 14,031         | 30,059                | 34,668                | (4,609)                           | -         | 9,422          |
| Youth Innovation Fund                             | 3,466          | -                     | 3,466                 | (3,466)                           | -         | 0              |
| <b>Sub total</b>                                  | <b>39,841</b>  | <b>369,990</b>        | <b>363,673</b>        | <b>6,317</b>                      | <b>-</b>  | <b>46,158</b>  |
| <b>DESIGNATED FUNDS</b>                           |                |                       |                       |                                   |           |                |
| <b>External designation</b>                       |                |                       |                       |                                   |           |                |
| Carers Café                                       | 4,818          | 81,742                | 86,560                | (4,818)                           | -         | -              |
| Carers discount card and on line support          | 17,626         | 10,000                | 11,769                | (1,769)                           | -         | 15,857         |
| 5 ways to well being                              | 47,823         | -                     | 20,519                | (20,519)                          | -         | 27,304         |
| Support to carers in minority communities         | 21,936         | -                     | 21,936                | (21,936)                          | -         | 0              |
| Carers Outreach                                   | 6,876          | -                     | -                     | -                                 | (6,876)   | -              |
| Emergency Support                                 | 6,736          | -                     | -                     | -                                 | (6,736)   | -              |
| Carer support (dementia)                          | 58             | 44,482                | 44,540                | (58)                              | -         | -              |
| Carer support (all carer types)                   | 12,402         | 469,207               | 497,398               | (28,191)                          | 15,789    | -              |
| Allotment project                                 | 2,177          | -                     | -                     | -                                 | (2,177)   | -              |
| Dementia Services                                 | -              | 63,683                | 40,205                | 23,478                            | -         | 23,478         |
| Sibling support                                   | 12,942         | 46,323                | 53,239                | (6,916)                           | -         | 6,026          |
| Other funds                                       | 679            | -                     | 679                   | (679)                             | -         | -              |
|   | <b>134,073</b> | <b>715,437</b>        | <b>776,845</b>        | <b>(61,408)</b>                   | <b>-</b>  | <b>72,665</b>  |
| <b>Internal designation</b>                       |                |                       |                       |                                   |           |                |
| Legacy  | 190,585        | -                     | 55,213                | (55,213)                          | -         | 135,372        |
|   | <b>190,585</b> | <b>-</b>              | <b>55,213</b>         | <b>(55,213)</b>                   | <b>-</b>  | <b>135,372</b> |
| <b>Sub total</b>                                  | <b>324,658</b> | <b>715,437</b>        | <b>832,058</b>        | <b>(116,621)</b>                  | <b>-</b>  | <b>208,037</b> |
| <b>UNRESTRICTED FUNDS</b>                         | <b>110,984</b> | <b>40,549</b>         | <b>50,083</b>         | <b>(9,534)</b>                    | <b>-</b>  | <b>101,450</b> |
| <b>Grand Total</b>                                | <b>475,483</b> | <b>1,125,976</b>      | <b>1,245,814</b>      | <b>(119,838)</b>                  | <b>-</b>  | <b>355,645</b> |

## CARERS IN BEDFORDSHIRE

### NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31ST MARCH 2016

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#### 15. MOVEMENT IN FUNDS – continued

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| <b>Bedford Carers Lounge- BBC</b>                        | Funding received from Bedford Borough Council to open and run a Carers Advice and Information Centre within Bedford Hospital (South Wing)  |
| <b>Bedford Carers Lounge- Carers Trust</b>               | Funding received from the Carers Trust to assist in the running a Carers Advice and Information Centre within Bedford Hospital (South Wing)  |
| <b>Bedford Carers Support - Big Local</b>                | We are funded by BIG Local to enhance support for carers living in Bedford's Kingsbrook and Cauldwell wards  |
| <b>Carers Grants</b>                                     | Funding received under contract to allow the award of grants direct to carers whose mental and physical wellbeing has been adversely affected by their caring role   |
| <b>Bedford Carers Support - St John's Hospital Trust</b> | We are funded by the St John's Hospital Trust to enhance support groups in Bedford   |
| <b>Luton and Dunstable Carers Lounge - CBC and LBC</b>   | Funding received from Central Bedfordshire Council and Luton Borough Council to open and run a Carers Advice and Information Centre within The Luton & Dunstable Hospital  |
| <b>Support Groups</b>                                    | Some support groups are self funded by contributions from participants   |
| <b>Young carer peer mentoring - Children in Need</b>     | Funding received from Children in Need to match that from Bedford Borough Council within the carer support contract to identify and support young carers as peer mentors to support others, in school and other contexts |
| <b>Volunteering</b>                                      | Bedford Borough Council have provided funding to employ a Volunteer Coordinator to identify and support the development of volunteering  |
| <b>Youth Innovation Fund</b>                             | We received funding to deliver a programme of activities to encourage more Young Adult Carers to engage with support   |
| <b>Carers Café</b>                                       | Weekend and weekday café service for carers, individuals with care needs and extended family   |
| <b>Carers discount card and on line support</b>          | Funding received to establish and deliver a carers discount card to reward carers for their services, and to develop targeted online information   |
| <b>5 ways to well being</b>                              | Funds held for identified activities to promote carers' physical and emotional well being  |
| <b>Support to carers in minority communities</b>         | The BCCG provided funding for activities to encourage the support of Black, Asian and Minority Ethnic (BAME) carers  |
| <b>Carer support (dementia)</b>                          | A range of services including identifying and coordinating a team of volunteer dementia  |

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|  | befrienders, and running a weekly group for carers and people with dementia in Bedford, the Carers Rest.   |
| <b>Carer support (all carer types)</b> | We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BCCG acting together to offer carers support services on their behalf  |
| <b>Allotment project</b>               | The Norah Mavis Campbell Trust Fund provided funding to start a carers allotment that also provided opportunities to train volunteers  |
| <b>Dementia Services</b>               | We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BCCG acting together to offer support services to people affected by memory loss or dementia and their carers on their behalf                |
| <b>Sibling support</b>                 | We are funded under contract by Central Bedfordshire Council, Bedford Borough Council and the BCCG acting together to offer support services to young people caring for, and/or affected by the illness or disability of a sibling.        |
| <b>Legacy</b>                          | Legacies are received from individuals who gift monies to Carers in Bedfordshire in their wills. The Board of Trustees then determine how these funds can be effectively spent and allocate specific amounts to projects within this fund. |

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