



TRUSTEES' ANNUAL REPORT AND ACCOUNTS
For the year ended 31 March 2017

Limited by Guarantee
Company Number: 864097
Registered Charity Number: 246329
Scotland Registered Charity Number: SCO39307

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About Carers UK

Carers UK is the national membership charity for unpaid carers. Every day, about 6,000 people become carers, looking after family or friends who are older, disabled or seriously ill. Today there are 6.5 million carers.

Our vision is of a society that respects, values and supports carers for the huge contribution they make to our families and communities. Caring is a very human act, but it can become overwhelming. It can be hard to cope with the challenges of caring while building a life of your own too.

Carers UK mission is quite simple - however caring affects you and your family, we are here. We are here with expert advice, information and support, including running the only national advice line for carers. We are tenacious campaigners, and together with our members, we strive for lasting change for carers. We connect carers so that no one has to care alone. We are committed to innovating to find new ways to reach and support carers.

Our five-year strategic priorities

We will strive for this vision by focusing on six strategic priorities:

1. Battling for greater understanding and support for carers
2. Being there for carers with information and support from the start
3. Building a network of carer positive employers
4. Growing income streams so we can increase our impact year on year
5. Being a great place to work and volunteer
6. Making the best use of technology to work effectively and to respond to changing behaviours

Our values

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

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

Five years to change the world

Caring is rarely part of our life plan, yet it can change our lives completely. However caring affects you and your family, we're here to ensure you can look after loved ones and live your own life too.

For the past half-century we have been striving for a world where carers are respected, valued and supported. We've won some important rights for carers in that time, but there's so much further still to go. Far too many carers are stretched to the limit looking after loved ones, while also having to worry about making ends meet.

This cannot go on.

We want a world where you're supported not only to cope with the challenges of looking after someone, but to build a life of your own too. A life which includes caring but is not overwhelmed by it.

This matters to all of us. At some point, we will all care for family or friends who are older, ill or disabled, or we will need that care ourselves. At that point, we will realise how important it is to make a better world for carers. For there is nothing more human than looking after loved ones, and no more pressing social issue than making that care possible.

Shaping that world means taking action now.

We have created a vision and plan inspired by the experiences, frustrations, passions and commitment of our members and supporters. We believe our plan can create a world where the right help and support is there for you, whether caring starts gradually or takes us completely by surprise.

It's a plan we can only realise by building a movement of carers, employers and supporters working together to battle for greater understanding and support for carers.

We've made a great start this year, and with your support we can create the world we all want.

David Grayson
Chairman

A movement for change

As the first year in our strategic plan, 2017 has been a year where we've continued to be ambitious in making an impact for carers, while at the same time building a solid platform to shape our work for the years ahead.

During a period of intense political change, we were able to draw on the views and experience of over 6,000 carers to influence the development of a new Carers Strategy in England and devolved policy agendas in Scotland, Wales and Northern Ireland. While further political turmoil has delayed the development of that strategy, we've seen a greater awareness of carers' issues across all political parties.

This awareness is due in part to our sustained success at getting carers' issues featured in the media. The 331 million opportunities for people in the UK to read or hear about our work ranged from hard-hitting news pieces to magazine features exploring carers' experiences. During Carers Week 2016 alone we achieved over 2,000 media articles.

Our policy and campaigning activity included providing evidence in carers' cases to the High Court and the Court of Appeal, securing important changes to injustices in benefit cap and 'bedroom tax' legislation. Over the coming year we will be looking to intensify our campaigning to turn greater awareness into concrete changes, like these, which make a difference to carers' lives.

Nothing shows the relevance of our cause more clearly than the rapid growth we are experiencing throughout our networks. Every month 1,000 new members are joining us, with many going on to take action as volunteers. We've formed new corporate partnerships this year, we've been able to invest significantly in our business forum, Employers for Carers, and develop our Digital Resource for Carers as a low-cost, high impact tool to help local authorities deliver support for carers.

All this adds up to a vibrant supportive community and movement for change that's transforming our capacity to reach carers with information and support and amplifying our calls for lasting change.

This is right at the heart of our strategy for the next five years.

We will be mobilising and resourcing this movement by continuing to develop new income streams, especially through product innovation and corporate partnerships. We will be investing in our use of digital tools to reach more carers and enhance the service we can provide. And we will continue to develop our staff and volunteers, ensuring that every individual knows their role and their contribution not only in relation to the organisation but in relation to the movement as a whole.

By 2021, we want a world where we can all look after loved ones without putting our own lives on hold. If you want that too, let's work together.

Heléna Herklots
Chief Executive

Legal and Administrative Information

Our aims

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

- To alleviate the conditions of life amongst people who are caring or who have cared for elderly, sick, disabled, handicapped or otherwise infirm persons at home (“carers”) and who are in necessitous circumstances, and of dependents of carers
 - being dependents who are themselves in necessitous circumstances, and for that
 - purpose to promote the material welfare of such carers
- To relieve and alleviate, and to advance, promote, encourage and assist in the relief or alleviation of all kinds of mental and physical infirmity, sickness, disablement or handicap including mental illness attributable to caring, amongst carers and those persons for whom they are caring
- To advance education concerning caring amongst carers and the public.

Governance

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

Vice Presidents

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

Patrons

Johnnie Walker MBE
 Tiggy Walker

Trustees

Professor David Grayson CBE (Chairman) *FR/GC/R*
 Canon Geoff Almond (Vice Chair) *FR/R*
 Kate Griffiths (Vice Chair) *GC/R*
 Ian Peters (Treasurer) *FR/R*

Bill Beaugié MBE (resigned 8 December 2016)
 Catherine Bingham (retired 10 November 2016)
 Paula Bryan
 Terry Bryan *FR/TR*
 Kevin Daly (Chair of Northern Ireland Committee) *GC*
 Andrew Hensman
 Brenda Murray *GC*
 Sue Northrop (Chair of Scotland Committee)
 Paramjit Oberoi
 Vita Snowden (resigned 10 November 2016)
 Rosie Tope (Chair of Wales Committee)
 Martha Wiseman *FR*

FR Member of the Finance and Resources Committee
GC Member of the Governance and Constitution Committee
R Member of the Remuneration Committee
TR Member of the Trading Committee

Chief Executive

Heléna Herklots CBE

Company Secretary

Marie Magimay

Principal Bankers

Triodos Bank
20 Deanery Road, Bristol, BS1 5AS

Solicitors

Bates, Wells & Braithwaite
2-6 Cannon Street, London EC4M 6YH

Russell Cooke
2 Putney Hill, London, SW15 6AB

Auditor

Sayer Vincent LLP
Charity Accountants and Statutory Auditors
Invicta House, 108-114 Golden Lane, London EC1Y 0TL

Organisation Status

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

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

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

Trustees' Annual Report for the year ended 31 March 2017

The trustees present their report and audited financial statements for the year ended 31 March 2017. The financial statements comply with current statutory requirements, our Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Greater understanding

Priority 1: battling for greater understanding and support for carers

What we said we'd do:

- *Influence the Carers Strategy in England and ensure caring is on the agenda in national elections*
- *Champion and protect carers' rights in health, social care and welfare reform*

Sound research based on carers' voices

More than 6,000 carers and former carers told us what caring was like for them by responding to our annual State of Caring survey, which grounds our policy and campaigning in carers' experiences. When Government officially launched its Carers Strategy call to evidence in March 2016, we collated evidence we had gathered around positive practice; gaps and concerns for inclusion into the consultation review into our submission to influence changes to support for carers in England.

Our Carers Strategy activity in England runs in parallel to our work in Scotland, Wales and NI whose policy agendas are increasingly devolved. We worked closely with government officials and ministers to ensure that carers issues were raised at the highest levels to influence the legislation in progress in each nation.

The Wales' Social Services and Wellbeing Act came into force in April 2016 and Carers Wales launched their online 'Track the Act' survey so that carers could tell us how it's working for them. In Northern Ireland, we launched a report at the start of Carers Week 2016 which highlighted the issues about take up levels of Carers Allowance.

Carers Scotland organised the fifth Carers Parliament, bringing together carers from across Scotland to discuss issues that affect them directly with Scottish MPs. Carers Scotland secured vital commitments within the Carers (Scotland) Act 2016 including a duty on health services to inform and involve carers in hospital discharge.

We listened as our members told us how hard it was caring for someone with mental health issues and the impact it has on their own wellbeing. We will identify potential charities we can partner with so we can develop our information, advice and support in this area.

Campaigning together for lasting change

In November, we saw the culmination of six years' campaigning when the benefit cap exemption came into force, in which the Government went beyond the legal requirements to exempt all carers receiving Carer's Allowance.

Likewise, the year ended with the fruit of five years' campaigning to change the 'bedroom tax' rules to allow an additional room where a child or non-dependent adult requires overnight care from a non-resident carer(s) and where a couple are unable to share a bedroom due to health reasons. Both campaigns involved Carers UK providing evidence in court cases involving Carers UK members and their families.

We also campaigned successfully against Government plans to devolve responsibility for delivering the older people's disability benefit, Attendance Allowance, to local authorities in England. This included both making representations as a charity and supporting members to respond to the consultation and make their MP aware of their concerns.

These were important victories in our overall battle to protect crucial entitlements and improve carers' rights. At our Members' Conference in November, we discussed our campaign priorities for the year ahead:

- Identify and support carers in NHS and health services
- Better care services & longer breaks from caring
- Raise Carer's Allowance
- Paid care leave for those juggling paid work and caring

Leading the conversation about caring

In 2016, we published a range of briefings and reports, highlighting the needs, experiences and value of carers, which we make freely available to all and promote actively to professionals and those making policy. Our briefings and reports cover issues that are UK-wide as well as focusing on issues specific only to England, Wales, NI or Scotland.

Carers Wales' Track the Act survey and report has garnered much interest from Welsh Assembly, Local authorities, Health boards and Social Services Inspectorate. We are also part of a Wales' joint campaign highlighting the impact of the cuts and austerity on families with disabled children. Across all four nations, we are placing carers' voices and experiences right at the heart of Government policy review and implementation.

Our England-specific Care Act 2014 briefing had 3,730 downloads and our Facts about Caring had almost 3,500 downloads. We published several reports in 2016 including our State of Caring report; one in partnership with Age UK on the challenges of managing work and caring in later life; one highlighting the issue of access to emergency care and the role of carers in hospital discharge, and our written response to the Health Select Committee Inquiry on Impact of the CSR (Comprehensive Spending Review) on health and social care.

We share our expertise internationally and where appropriate we get involved with international research projects, including a four country global survey on carers with heart failure.

We focused on raising awareness of carers' issues with new ministers by holding fringe debates, kindly supported by Centrica, at the Conservative, Liberal Democrat, and Labour party conferences, on the theme of balancing work, life and caring, and at the SNP Party conference, on delivering carer positive employment.

Speaking out in the media

We continued to secure extensive media coverage throughout the year in local regional and national press, radio and TV, with a number of our members' sharing their personal caring stories to help bring to life the challenges, struggles and joy of caring whilst drawing the public's attention to the issues they face. We are very grateful to every carer who is interviewed for articles or takes part in radio interviews or faces the cameras and tells their story. Carers UK can share with the media the facts, figures and the findings of our research. It is our members whose honesty helps the audience, listener or reader get an insight into the reality of their daily lives and bring home the importance of supporting carers.

Last year we achieved a staggering media reach of 331 million opportunities for people in the UK to see, read or hear about caring and Carers UK. We had a number of highlights in the year, including features on the bedroom tax, the benefit cap and our challenge to the former Care Minister's suggestion that we have a duty to care for our parents the way that we do our children. We are also an active participant in the Jo Cox Loneliness Commission.

Carers Week 2016

Each year we lead a partnership of seven charities to run Carers Week. Keeping a Carers Week focus on building carer friendly communities, we have a powerful platform to raise awareness of caring and to celebrate the huge contribution carers make throughout the UK.

We had extensive coverage on BBC Radio with over 200 mentions or features across the week on local radio and on BBC Radio 2 which kicked the week off with an interview with our Patron, the DJ Johnnie Walker MBE, on the Graham Norton show. There were over 126 million opportunities to see, hear or read about Carers Week in the press, online, on the TV or on the radio – that includes about

2,100 media articles across the UK. There were 1,425 events registered on our Carers Week website including 152 information stands in NHS hospitals and GP surgeries.

Carers Rights Day 2016

The theme was 'Missing out? Know your rights as a carer'. Using key statistics from our 2016 State of Caring survey data, we highlighted how important it is for people to know from the start that advice, information and support is available to them throughout their caring journey. Over 1,000 local groups signed up to run Carers Rights Day information events and our press activity secured 148 media articles reaching 20.1 million people. Our members got involved putting copies of the 2017 'Looking after someone' guide in GP waiting rooms, hospitals and libraries in their local communities.

Timely information

Priority 2: Being there for carers with information and support from the start

What we said we'd do:

- *Continue to diversify and expand our range of expert advice and information resources to respond to carers' needs*
- *Engage 1,500 groups in running Carers Week 2016 activities to raise awareness of caring*
- *Roll out the Digital Resource for Carers to more local authorities and employers, helping them to reach more carers with the support they need when they need it*

Our Information and Advice Services

Our Adviceline Manager describes our adviceline as a life changing service. Carers told us how we'd helped them and how critical our help and advice was for them and their family. We had significant spikes in the volume of enquiries to our Adviceline service, with April 2016 demand almost double that for the previous year.

We continued to be at full capacity on our Information and Advice services across the UK handling 19,864 enquiries over the past 12 months. Traffic to our help and advice pages continued to grow, with over 1 million unique visitors in the year. We monitored the topics that featured most by email and Adviceline, tracked the top downloads and top pages visited on the website to ensure that information on the most popular topics was up to date or wrote new materials, such as bilingual factsheets about carer assessments for Carers Wales.

We want carers to be able to get help and advice easily and when they most need it and sometimes this is best done by working in partnership with another agency like the Western Health and Social Care Trust who produced their 2016 Carers Handbook in association with Carers NI.

Listening

Our listening support volunteers were invaluable this year. As carers and former carers, they make vital use of their training to offer an empathetic ear when a carer calls our Adviceline wanting to talk or seeking support, and where appropriate, they book a follow-up call with one of our Adviceline experts.

We supplemented our written Help and Advice pages on our website, including our Nation specific webpages, with six short videos on key Help and Advice topics, like Carers' Allowance. Carers Scotland made a series of videos designed to help carers make the most of our online resources, including how to use our online forum and videos with companies talking about Carer Positive and supporting carers in the workplace. Carers Wales added three video snapshots illustrating the themes of the 2016 All-Wales Carers Assembly event.

Caring magazine

We asked our members who receive a printed copy of Caring magazine to tell us what they thought of it and whether it made them feel part of a supportive community, and the results were hugely encouraging. Almost 80% of those members who responded read Caring magazine every time and 64% said it's getting better over time. And 94% of those who responded told us that Caring magazine makes them feel part of a supportive community and 87% said that the Caring magazine makes them feel part of a movement for change. We asked our members what top three feelings they associated with Caring magazine, they said belonging, sadness and relief. They wanted to see more relevant help and information articles, more issue-based features and more about policy and campaigning.

Overall, the results implied that the majority of responders are satisfied and happy with the Caring magazine.

Our 'Ask the expert' feature in Caring Magazine continued to be very popular and we shared each quarterly feature on our social media for our members and supporters to comment on and share further with their own networks.

Reaching many more carers locally

We launched our subscription product, the Digital Resource for Carers, designed for local authorities, clinical commissioning groups and businesses. It brings together, on a single platform, a number of our digital products and online resources. It is designed to help organisations provide comprehensive information and support for carers alongside their own local resources and services.

We promoted the product across England and highlighted the statutory duties on information and advice, prevention and wellbeing enshrined in the Care Act 2014 and Children and Families Act 2014 and how use of the resource could help meet those duties. Next year, we will look to extend its take-up across NI, Scotland and Wales as their legislative framework and implementation come into force.

Positive employers

Priority 3: Building a network of carer positive employers

What we said we'd do:

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

Supporting carers in their workplace

Our business forum, Employers for Carers, continued to grow. We have 130 members with a reach of over a million employees. New members joining last year included the Financial Ombudsman, AXA, Skills for Care, and Stoke on Trent City Council. We submitted a full response to the Government's Fuller Working Lives strategy and continued to lead the UK's employment policy debate.

The quarterly Employers for Carers networking events continued to be very well attended and the annual research focused on the impact of end of life care and the transition to residential care for carers in employment; how best to support those coping with these issues alongside their paid work, and highlighted the issues that might arise when the end of life caring is prolonged or swift and unexpected.

The first meeting of the All Party Parliamentary Group for Carers following the 2016 election was co-chaired by Rt Hon Alistair Burt MP. Held jointly with the APPG on Older People, the meeting focused on employment. Age UK presented and shared their joint research with Carers UK and our business forum, Employers for Carers. We highlighted the need for paid care leave.

Carers NI and Carers Wales ran several sessions for businesses, health trusts and public sector organisations across the year, to raise the awareness amongst professionals and service providers about carers, their needs, issues and challenges. Carers NI ran a session on Carers and Work at the NI Public Service Alliance's Disability Forum and worked on a resource for union members who are carers.

Our Employers for Carers team worked with Carers Scotland's Carer Positive team to deliver three contracts funded by the Department of Health to roll out better support for carers to either enter or remain in work.

Something extra for Scotland

Carers Scotland continued to run the 'Carer Positive' initiative on behalf of the Scottish Government, encouraging employers to create a supportive working environment. The initiative continued to grow with 68 new organisations starting on their carer positive journey this year, including UK Health

Enterprises, Inverclyde Carers Centre, University of St Andrews and Highlands and Islands Enterprise. We ran an event at Scottish Parliament, sponsored by Scottish Gas, to celebrate those organisations who had achieved their Engaged, Established and Exemplary certificates.

E-learning and other resources

We continued to promote e-learning as an effective platform for individuals to use and for organisations to promote to their workforce. We developed new e-learning courses for managers including 'Supporting carers in our workplace' and 'induction for working carers'. We produced a series of toolkits to better support HR professionals, managers and carers' networks, including the bereavement toolkit and promoting a carers network toolkit.

Growing income

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

What we said we'd do:

- *Work in partnership with individuals, trusts and companies to raise invaluable funds for Carers UK*

Thank you

We would like to thank everyone who has helped make our work possible this year. Carers UK relies on donations to provide and develop our services and to help reach and support more carers. We are grateful that each year, people, partners, companies and charitable trusts support us with their donations, time and support. With our partners, we continue to reach further into local communities, offering events, services and products designed for carers so that however caring affects them and their families, we can be there to help. And, we couldn't do that without you.

Fundraising

Our 50th Anniversary year was significant in helping raise our profile with potential funding partners. At the end of 2015, we won a prestigious Charity of the Year partnership with the private bank Coutts & Co, a strong partnership which continued through to December 2016. Over a 15-month period; their staff baked cakes, dropped cash into collection tins, rode bicycles, strode up hills, held quiz nights and took part in challenges including a 24h music marathon to raise an impressive £135,000 for Carers UK. We want to thank everyone at Coutts & Co who tirelessly fundraised for us across the year. Furthermore, we are delighted to still be working with them through our Employers for Carers business forum, supporting them as the company looks at how they support carers working at the bank.

We launched 'Pop the Kettle on' and worked with volunteers and companies to get our members and supporters baking, talking about caring and collecting donations in aid of Carers UK. Across the UK, our members and supporters gamely 'popped the kettle on', ran races, rode bicycles and climbed mountains to raise money to support our work. Many of our volunteers gave talks within their local communities or shook tins outside supermarkets during Carers Week 2016.

Partnerships

In June, we were the charity beneficiary for the third National Carers Awards. At a gala dinner, sponsored by Lloyds Pharmacy with ITV News and The Sun as their media partners, six carers from across the UK were presented with their winners awards by Charlene White, ITV News Anchor. Each carer had an extraordinary story to tell and we were proud to be part of a national celebration of the contribution carers make. However, we know that there are 6.5million carers, with their own extraordinary story whose contributions are not always seen, acknowledged or celebrated. This is why we continue to strive for a society that values, respects and supports all carers.

We were delighted that a number of our positive partnerships continued this year with Nutricia and the Lockwood Charitable Foundation supporting Carers Week 2016 and Carers Rights Day 2016. Sainsbury's also supported Carers Week 2016 and many stores across the UK hosted Carers Week information stands in store or had bucket collections in the store car park.

We won a 12-month contract from the Department of Health to inform and set up a national carers passport scheme with Carers Trust as co-delivery partners. The Social Care Institute for Excellence

(SCIE) will assist with promoting the scheme to local authorities later in 2017. We know that those carers with access to local passport schemes greatly value the recognition and access to services the schemes offer. This project will inform a national framework for carers' passport schemes. It will offer guidance for local areas in how to set up a scheme and guidance for carers on how to raise awareness about these schemes with local decision makers. The project will be launched late in 2017.

Earning an income

We passionately believe in the power of technology and its capacity to help carers manage an often tricky caring situation. We launched our Digital Resource for Carers which brings together a number of our digital products and online resources in one place. The Digital Resource for Carers, offered on an annual subscription basis, is designed for local authorities, clinical commissioning groups and businesses and will help them to better provide comprehensive information and support for carers. We know how important it is for carers to have solutions at their fingertips.

We secured a 12-month grant from the Bupa UK Foundation. Through this grant, we will be inviting 1,000 carers to use the Digital Resource and try each of the products and online resources it holds and to tell us if and how it helped them take better care of themselves. We will have the results at the end of 2017. We continued investing in improvements to Jointly, our care coordination app and worked with a leading industry partner so that the app can connect to a trusted medication dispenser.

Working and volunteering

Priority 5: Being a great place to work and volunteer

What we said we'd do:

- *Achieve PQASSO Level 2 and embed ongoing improvement through reviewing and renewing organisational policies and practice, and learning and development*
- *Recruit 8,000 new members and 235 new volunteers*
- *Mobilise our employer and volunteering networks to reach carers early*

Thank you

We're grateful for the passion, energy and commitment of our staff, trustees and members who have helped to create a growing supportive community and each play their part in a UK-wide movement for change. This year, our members told their stories, shared their experiences and shaped and inspired our campaigning work. They have come together to support each other and continue to help raise the profile of caring in every corner of the UK – alongside their day to day caring responsibilities. Our staff and trustees keep us true to our values; ensuring that carers are at the heart of all we do. Their determination, resourcefulness and creativity are amongst our most valuable assets.

Structural change

Like many charities, 2016-17 was a period of structural change. We knew that times ahead were going to be tough for many charities, including Carers UK. We made the difficult decision to restructure, reducing the number of posts and integrating areas of work so that we will be more efficient and cost-effective, and work better across every team to deliver support to carers.

Quality mark

We would like to commend our staff for their hard work and dedication in helping us secure PQASSO Level 2 award this year. A complex process which involved looking at every aspect of our work and governance, we were awarded PQASSO Level 2. PQASSO is a quality mark that sets out what organisations need to have in place in order to ensure sound governance practices, financial and risk management procedures and a robust system for measuring their outcomes with continuous improvement inherent in the mark.

Growing numbers of members and volunteers

Our membership numbers continued to grow at a rate of approximately 800-1,000 individuals each month, reaching 35,000 in March 2017. As we look ahead as part of our five-year plans for 2016-2021, we secured five-year funding from Nesta through the Big Lottery Fund's Accelerating Ideas programme to help us continue to grow our volunteering activities UK-wide. We will work with our

members to help us reach out to the growing number of older carers and those caring for older people living in their communities or working alongside them in the workplace, connecting them to Carers UK and to local services for support, advice and information.

Our Insight Volunteer role continued to be very popular. We worked with this group over the year and sought their views as experts by experience on what their issues are and specifically what might help them better manage their caring responsibilities or better care for their own health and wellbeing.

Express yourself

We published our third creative writing anthology, titled “I belong here”, featuring poems and short stories that explore how caring for someone can be painful at times and yet it can also feel very natural. A record 740 entries were received and we continue to be moved by the honesty and quality of every entry. To celebrate our fantastic anthologies, in a local pub, we invited contributors from the past three years to come and read their poem or short story. It was a truly remarkable event, warm, truthful and a celebration of the ups and downs of caring from carers, whose personal stories may have been very different, but whose experiences of caring resonated with everyone who attended.

Remuneration Policy

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

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

Technology

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

What we said we’d do:

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

Getting better at digital

Getting the right support and information at the right time is critical for helping carers to better manage their caring responsibilities and to find ways to ensure that they also have a life of their own. In looking ahead to 2021 as part of our five year business planning, we worked on our digital strategy.

We considered how to reach more carers whilst ensuring we provide the best possible services online for those who already know and use our online services. Being clear about who we want to reach, what we want to offer online and how they want to use our services is critical so that any investment made – time, people and financial resources - is appropriate and effective. We completed the scoping work this year and our 2017-18 digital plans will use this information to shape and inform what we do next year.

Using technology to support caring

Our commitment to promoting technology to carers and their families drove a lot of our partnership work this year.

We know that medication management is a cause for concern for carers. Working with industry leaders, we looked at how our care coordination app 'Jointly' could be adapted to support better medication management and entered into our first device connection – with a Pivotell medication dispenser – which will be ready to launch in mid-2017.

Through funding from the Department of Health, and in partnership with Digital Health and Care Alliance (DHACA), we commissioned a short film illustrating how technology could help ease the stress of caring and improved the information about technology on our website to help carers consider the many ways that technology could be used. Throughout the year, we worked with a number of partners, advising them on how to promote and develop technology solutions to meet carers' needs. We will continue to increase awareness of technology in the coming year, helping carers better understand the benefits of technology enabled care and support, what is available and how to get it.

Financial Review 2016-2017

For the year ending March 2017 Carers UK achieved a total income of £5m against total expenditure of £3.1m giving a surplus of £1.9m.

Unrestricted income increased from £1.3m in 2016 to £3.5m in 2017. Of this increase, £2m is from the very generous Lampard Watt bequest notification. During the year we spent a total of £2.8m on charitable activities. We decreased unrestricted expenditure on charitable activities by £126k (9%) due to a decrease in our operational costs following the 2015/16 organisational review and restructure to enable us to deliver our new five-year strategic plan.

Restricted expenditure decreased by £471k (24%), mainly due to the following: we decided not to retender to provide advice and support services under contract to Islington council; and we had two non-recurring costs in 2015/16 - we paid out restricted funds to the remaining local branches and the NI Atlantic Philanthropies programme funding ended. The overall spending on charitable activities was £597k (18%) lower compared to last year due to these reasons.

Donations and legacies were £3m in the year. Fundraising events fell by £81k to £37k; corporate income remained broadly the same. The overall cost of fundraising decreased by £39k (10%). Donations and legacies increased by £2.08m to £3.09m this was due to the £2m bequest mentioned above. We did not receive this legacy cash in 2016/17 so there is no expenditure against it in the year.

Incoming resources from charitable activities, received primarily from local authorities and Government, decreased by £80k (4%) to £1.8m. This was mainly due to: £97k decrease in contract income; £112k decrease in grant income. However, this was offset by income from consultancy, Employers for Carers, donations, miscellaneous and sponsorship which increased by £166k (41%) from £402k to £568k.

Overall, our total resources expended for the year were £3.1m, £722k (19%) lower compared to last year (2016: £3.8m), due to our decreased levels of expenditure on restricted funds that were spent down in the previous year, 2016.

We have been able to commit 89%* (2016: 88%) of expenditure to our core work of making life better for carers. *Charitable expenditure is 89% (2016: 88%) of total resources expended excluding other resources.

Going concern

Although we ended the year in a negative cash position, since the year-end we have secured £800k in loan financing to ensure cash-flow. We have also now received interim receipts from an accrued legacy. All this taken together with our tight credit control procedures mean cash-flow is under control and no longer in a negative position. Therefore the trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

Reserves

At the end of 2016/2017 our reserves were £3,558,408, split as follows:

Restricted Funds, income received for specific programmes	£270,247
Designated Funds*	£2,986,079
General Funds, unrestricted funds	£302,082

*Designated funds of £2,986,079 comprise:

Reserve policy fund (3 month's unfunded expenditure)	£410,118
Loan repayment fund	£1,000,000
Net book value of the GDS office	£1,575,961

Risks and reserves

The Board of Trustees has identified the major risks to which the charity is exposed and has put in place systems and procedures to manage those risks. The key risks facing the charity, in common

with many other charities in the current economic environment, relate to income generation. We have developed plans to diversify our sources of income in order to manage this risk.

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

*“Unrestricted liquid funds should be held at a minimum of the greater of:
a) The working capital requirement of a month’s total budgeted expenditure, or
b) The amount required to fund an unexpected shortfall in income, set at three months unfunded expenditure, where unfunded expenditure is that which is neither funded by restricted funds or by fee income.*

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

At the end of the year our ‘unrestricted liquid funds’ were £302,082 which was above the ‘working capital requirement’ of £259,360 and below the ‘amount required to fund an unexpected shortfall in income’ of £410,118.

We expect the reserves policy to be comfortably achieved once the Lampard Watt Bequest is received.

Statement of Trustees' responsibilities

The Trustees (who are also directors of Carers UK for the purposes of company law) are responsible for preparing the report of the trustees' and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare adequate financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities Statement of Recommended Practice (SORP);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.
- The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).
- They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.
- The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Auditors

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

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

Approved by the Trustees on **29 June 2017** and signed on their behalf by:

Professor David Grayson, CBE
Chairman

Ian Peters
Treasurer

Independent auditor's report to the members of Carers UK

Opinion

We have audited the financial statements of Carers UK (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2017 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheets, the consolidated statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2017 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report.

We are independent of the group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- The trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- The trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or the parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

- Adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- The parent charitable company financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 144 of the Charities Act 2011 and regulations made under section 154 of that Act.

Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

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

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report

that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the group's internal control
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the group's or the parent charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the group or the parent charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Judith Miller
Senior Statutory Auditor

29 June 2017

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

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

Consolidated Charitable Company
Statement of financial activities (incorporating an Income and Expenditure Account)
for the year ended 31 March 2017

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2017 £	Total 2016 £
INCOMING RESOURCES					
Donations & Legacies	3	2,880,749	213,523	3,094,272	1,014,221
Investments		6	-	6	227
Publication Sales		13,514	5,525	19,039	19,826
Misc. Income		21,543	-	21,543	21,509
Trading activities		2,390	-	2,390	8,103
Total Generated Funds		37,453	5,525	42,978	49,665
Incoming resources from Charitable Activities					
Giving Carers a stronger voice	4	241,496	311,301	552,797	521,762
Providing Carers with Support		198,725	611,444	810,169	897,434
Education, Influence and Training		187,601	274,306	461,907	486,061
Total Income from Charitable Activities		627,822	1,197,051	1,824,873	1,905,257
Total incoming resources		3,546,024	1,416,099	4,962,123	2,969,143
RESOURCES EXPENDED					
Cost of raising funds:	5				
Fundraising costs		338,603	-	338,603	377,535
Trading Activities	10	704	-	704	207
Charitable Activities					
Giving Carers a stronger voice		326,547	382,406	708,953	808,759
Providing Carers with Support		518,843	585,762	1,104,605	1,374,000
Education, Influence and Training		455,776	502,960	958,736	1,186,510
Total Charitable Activities		1,301,166	1,471,128	2,772,294	3,369,269
Other Expenditure		-	-	-	86,586
Total Resources Expended		1,640,473	1,471,128	3,111,601	3,833,597
Net incoming/(outgoing) resources before transfers	6	1,905,551	(55,029)	1,850,522	(864,454)
Unrealised (Losses) on Investments	10	-	-	-	(5,800)
Transfers between Funds		(2,479)	2,479	-	-
Net Movements in Funds for the year	16	1,903,072	(52,550)	1,850,522	(870,254)
Reconciliation of funds					
Total funds brought forward		1,385,089	322,797	1,707,886	2,578,140
Total funds carried forward		3,288,161	270,247	3,558,408	1,707,886

All of the above results are derived from continuing activities. There were no other recognised gains and losses other than those stated above. Movements in funds are disclosed in Note 16 to the financial statements.

Balance Sheet as at 31 March 2017

	Notes	The Group		The Charity	
		2017	2016	2017	2016
		£	£	£	£
Fixed assets					
Tangible fixed assets	9	1,582,147	1,652,697	1,582,147	1,652,697
		1,582,147	1,652,697	1,582,147	1,652,697
Current assets					
Debtors	12	2,771,858	330,551	2,770,658	330,551
Cash on Deposit: Head Office & UK Branches		3,878	3,872	3,878	3,872
Cash at bank and in hand: Head Office		(227,232)	52,770	(227,458)	47,465
Total Current Assets		2,548,504	387,193	2,547,078	381,888
Current Liabilities					
Creditors: amounts falling due within one year	13	(572,244)	(313,921)	(572,503)	(304,753)
Net Current Assets		1,976,261	73,272	1,974,574	77,135
Creditors: amounts falling due after one year	14	(0)	(18,083)	(0)	(18,083)
Net Assets less current liabilities less Creditors falling due after one year		1,976,261	55,189	1,974,574	59,052
Total Net Assets	15a	3,558,408	1,707,886	3,556,721	1,711,749
Funds					
Restricted	16a	270,247	322,797	270,247	322,797
Designated Funds		2,986,079	1,267,526	2,986,079	1,267,526
General		302,082	117,563	300,395	121,426
Total funds		3,558,408	1,707,886	3,556,721	1,711,749

Approved by the Board of Trustees on **29 June 2017** and signed on their behalf by:

Professor David Grayson, CBE
Chairman

Ian Peters
Treasurer

The notes on pages 25 to 39 form part of these financial statements

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

Cash Flow Statement**For the year ended 31 March 2017**

	2017	2016
	£	£
Reconciliation of operating surplus to net cash outflow from operating activities		
Net incoming/(outgoings) resources before revaluations	1,850,522	(864,454)
Investment income	(6)	(227)
Depreciation charges	70,550	70,327
Transfer of branch investments to branches	-	52,077
(Increase)/Decrease in debtors	(2,441,307)	252,977
Increase/(Decrease) in creditors	240,240	(147,478)
Net cash (outflow) from operating activities	(280,001)	(636,778)

Cash Flows from Capital Expenditure

Purchase of Tangible Fixed Assets	-	(6,665)
	-	(6,665)

Cash Flow Statement

Net Cash (Outflow) from operating activities	(280,001)	(643,443)
Returns on investment	6	227
(Decrease)/ Increase in Cash	(279,995)	(643,216)

Net Cash (outflow) before management of liquid resources and financing

(279,995) (643,216)

Management of Liquid Resources

(Decrease)/ Increase in Cash

(279,995) **(643,216)****Reconciliation of net cash inflow to Movement of net funds**

(Decrease)/ Increase in Cash (279,995) (643,216)

Cash used to increase liquid resources

Change in cash and liquid resources (279,995) (643,216)

Cash and liquid resources as at 1 April 56,642 699,858

Cash and liquid resources as at 31 March

(223,353) **56,642****Notes to Cash Flow Statement****Note (i) Gross Cash Flows****Returns on Investment**

Investment Income 6 227

Capital Expenditure and Financial Investment

Receipts from sale of investments - -

Management of Liquid Resources

Increase in Short Term Deposits - -

Note (ii) Analysis of Change in Net Funds

	As 1-04-16	Cash Flows	At 31-3-17
	£	£	£
Cash in Hand, at Bank	56,642	(279,995)	(223,353)
Liquid Resources	56,642	(279,995)	(223,353)

Notes to the Financial Statements
For the year ended 31 March 2017

1 Accounting policies

a) Statutory information

Carers UK is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address is: 20 Great Dover Street, London, SE1 4LX.

b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (August 2014) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. Since the year end the charity has secured £800k in loan financing to provide cash-flow. We have also now received interim receipts from an accrued legacy. The trustees consider all this taken together with improved credit control procedures mean cash-flow is under control and no longer in a negative position. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

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

e) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

f) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

g) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their

discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

h) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

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

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

i) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated is by a staff time apportionment on an activity by activity calculation as agreed by SMT. Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity:

~	Giving carers a stronger voice	30%
~	Provide carers with support	30%
~	Education, influence and training	40%

j) Operating leases

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

k) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

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

l) Debtors

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

m) Cash at bank and in hand

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

- n) Creditors and provisions
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.
- o) Financial instruments
The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.
- p) Pensions
The charity participates in a stakeholder scheme and contributes 5% to the scheme. This is a defined contribution scheme.

2 Detailed comparatives for the Statement of Financial Activities

	Unrestricted Funds	Restricted Funds	2016
	£	£	£
INCOMING RESOURCES			
Donations & Legacies			
Donations & Legacies	808,424	205,797	1,014,221
Investments	227	-	227
Activities for generating funds			
Publication Sales	9,110	10,716	19,826
Misc Income	21,509	-	21,509
Trading activities	8,103	-	8,103
Total Generated Funds	38,949	10,716	49,665
Incoming resources from Charitable Activities			
Giving Carers a stronger voice	136,606	385,156	521,762
Providing Carers with Support	153,088	744,346	897,434
Education, Influence and Training	131,618	354,443	486,061
Total Income from Charitable Activities	421,312	1,483,945	1,905,257
Total incoming resources	1,268,685	1,700,458	2,969,143
RESOURCES EXPENDED			
Cost of generating funds:			
Fundraising costs	377,535	-	377,535
Trading Activities	207	-	207
Charitable Activities			
Giving Carers a stronger voice	335,475	473,284	808,759
Providing Carers with Support	576,995	797,005	1,374,000
Education, Influence and Training	514,986	671,524	1,186,510
Total Charitable Activities	1,427,456	1,941,813	3,369,269
Other Expenditure	-	86,586	86,586
Total Resources Expended	1,805,198	2,028,399	3,833,597
Net incoming/(outgoing) resources before transfers	(536,513)	(327,941)	(864,454)
Unrealised (Losses)/ Gains on Investments	-	(5,800)	(5,800)
Transfers between Funds	(15,681)	15,681	-
Net Movements in Funds for the year	(552,194)	(318,060)	(870,254)
Reconciliation of funds			
Total funds brought forward	1,937,283	640,857	2,578,140
Total funds carried forward	1,385,089	322,797	1,707,886

3 Voluntary Income	Unrestricted	Restricted	2017	2016
	£	£	£	£
Donations and Gifts inc. Membership	100,704	381	101,085	210,388
Funding for DH Strategic Partners Programme (a)	-	195,000	195,000	195,000
Legacies (b)	2,394,998	-	2,394,998	173,695
Corporates	173,284	18,142	191,426	195,039
Trusts	70,764	-	70,764	22,273
Fundraising Events	37,263	-	37,263	118,102
Tax reclaims	14,507	-	14,507	10,718
Payroll Giving	89,229	-	89,229	89,006
	2,880,749	213,523	3,094,272	1,014,221

(a) Relates to a grant receivable from Department of Health (DH) as part of the £195K Strategic Partners Programme shared equally between Carers Trust and Carers UK.

(b) During the year the charity was notified of an entitlement to a share of a legacy where the estate was made up of liquid assets and property. The share of the part of the legacy which can be valued with some certainty has been brought into this year and accrued for as acknowledged income.

4 Incoming resources from charitable activities	Contracted Services	Grants & Trust - See Note 4a	Training & Conferences	Donations & Miscellaneous	2017	2016
	£	£	£	£	£	£
Giving Carers a stronger voice	-	311,507	24,988	216,302	552,797	521,761
Provide Carers with Support	81,722	524,690	18,626	185,131	810,169	897,434
Education, Influence and Training	20,431	253,147	22,025	166,304	461,907	486,061
Total incoming resources from charitable activities	102,153	1,089,344	65,639	567,737	1,824,873	1,905,256

4 Grants and Donations
a Receivable

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

Certain grants were made under an Act of Parliament and have been annotated as follows:-

relevant acts relating to N.Ireland, Scotland and Wales.

		2017	2016
		Restricted	Restricted
<u>Charitable Activities</u>		£	£
Advice & Information	The Drapers Charitable Foundation	-	6,500
	The Doris Pacey Charitable Foundation	-	45,000
	The 29th May 1961 Charitable Trust	10,000	10,000
	The Freemasons Grand Charity	-	50,000
	The Garfield Weston Foundation	-	30,000
	The John Ellerman Foundation	35,845	35,316
Communications, Campaign, Media & Public Affairs			
	The Lockwood Charitable Foundation	65,000	65,000
	The Esmée Fairbairn Foundation	75,019	73,984
	Other grants< £10000	8,225	-
Technology & Innovation			
	Money Advice Service - What Works Fund	17,651	-
	Marie-Louise von Motesiczky Charitable Trust	52,300	-
	Other grants< £10000	3,060	-
	Nominet Trust	-	20,000
	BUPA UK Foundation	51,750	-
Carers UK Volunteer Programme	Nesta Accelerating Ideas (Big Lottery Fund)	160,133	146,700
Other Grants	Other grants< £10000	7,000	16,513

Nation offices			
Scotland: Work in Scotland	Core Grant	180,000	171,700
	Carer Positive	46,000	60,000
	Carers Parliament	31,874	41,871
	NHS24	-	28,000
	Trusts < £15000	10,750	14,764
Wales: Work in Wales	Core Grant	235,987	198,040
	Other grants < £10000	2,500	-
Wales - Volunteer Programme	Waterloo Foundation	18,000	9,000
	Trusts < £15000	2,100	9,600
N.Ireland: Work in N.Ireland	The Atlantic Philanthropies	-	81,000
	DHSSPS (N.I): Core Grant	31,607	42,143
	Northern Health and Social Care Trust	39,552	39,552
	Big Lottery	4,991	-
	Other grants < £10000	-	6,500
TOTAL GRANTS RECEIVED FOR CHARITABLE ACTIVITIES		1,089,344	1,201,183

5 Total resources expended

	Cost of Fundraising costs £	Giving Carers a stronger voice £	Provide Carers with Support £	Education Influence and Training £	Governance Costs £	Support Costs £	2017 £	2016 £
Staff Costs (Note 7)	182,589	415,390	705,835	476,405	-	243,313	2,023,532	2,416,159
Fundraising costs	156,014	-	-	-	-	-	156,014	176,087
Finance	-	-	-	-	-	118,913	118,913	42,717
Information Technology	-	-	-	-	-	53,687	53,687	66,848
General Administration	-	-	-	-	-	139,860	139,860	143,801
AGM and Trustees travel	-	-	-	-	26,620	-	26,620	20,933
Audit Fees	-	-	-	-	14,250	-	14,250	12,000
Depreciation	-	21,165	21,165	28,220	-	-	70,550	70,327
Direct costs	704	94,405	197,052	216,014	-	-	508,175	798,139
Total	339,307	530,960	924,052	720,639	40,870	555,773	3,111,601	3,747,011
Support Costs - allocated by staff time apportionment	-	167,367	162,496	225,910	-	(555,773)	-	-
Governance Costs	-	10,626	18,056	12,187	(40,870)	-	-	-
Total resources expended	339,307	708,953	1,104,604	958,736	-	-	3,111,601	3,747,011

5(a) GRANTS AWARDED	2017	2016
	£	£
(a) Islington Carers Hub	-	100,071
(b) Department of Health (DH): Strategic Partners Programme	97,500	97,500
Total	97,500	197,571

Note:

(a) Funds to carers in the Islington Area for holiday breaks.

(b) Grants of £90.5K to Carers Trust as part of the £181K DH Strategic Partners Programme given to both charities which includes Carers UK.

6 Net Incoming resources for the year:

	2017	2016
	£	£
This is stated after charging /crediting:		
Depreciation	70,550	70,327
Trustees' remuneration	-	-
Trustees' reimbursed expenses: Travel, subsistence and care expenses	6,561	20,933
Auditors' remuneration	14,250	12,000
Operating lease rentals	31,164	32,629
	9	12

7 Staff costs and numbers

	2017	2016
	£	£
Salaries and Allowances	1,732,423	2,102,725
Social Security Costs	174,067	210,169
Pension Costs	83,075	103,266
Redundancy costs	33,967	-
	2,023,532	2,416,160

Total emoluments paid to staff were:

1,849,465	2,205,991
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The average weekly number of employees (based on head count) during the year was as follows:

	2017	2016
	No.	No.
Charitable	41	58
Support	7	7
Fundraising	5	6
	53	71

	2017	2016
Number of employees' earning over £60,000, excluding national insurance		
£70,001 - £80,000	-	1
£60,001 - £70,000	1	-

The total employee benefits including pension contributions and employer's national insurance of the key management personnel in the Chief Executive's Department were £116,439 (2016: £116,789).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2016: £nil).

No charity trustee received payment for professional or other services supplied to the charity (2016: £nil).

8 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiary Carers UK Trading Ltd gift aids available profits to the charity. Its charge to corporation tax in the year was:

	2017	2016
UK Corporation tax at 20% (2016: 20%)	-	-

9 Tangible fixed assets

	Long Leasehold Building	Leasehold Improvements	Office/Gen Equipment	Total
Cost	£	£	£	£
At 1 April 2016	1,361,012	803,651	15,732	2,180,395
Additions	-	-	-	-
At 31 March 2017	1,361,012	803,651	15,732	2,180,395
Accumulated depreciation				
At 1 April 2016	211,009	310,289	6,400	527,698
Charge for year	27,221	40,183	3,146	70,550
At 31 March 2017	238,230	350,472	9,546	598,248
Net book value				
At 31 March 2017	1,122,782	453,179	6,186	1,582,147
At 31 March 2016	1,150,003	493,362	9,332	1,652,697

10 Subsidiary Undertaking

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

	2017	2016
	£	£
Turnover	2,390	8,103
Cost of sales	-	-
Gross profit	2,390	8,103
Distribution costs	-	-
Administrative expenses	(704)	(207)
Other operating income	-	-
Profit / (loss) for financial year	1,686	7,896

The aggregate of the assets, liabilities and funds was:

Assets	1,426	5,137
Liabilities	(3,602)	(9,000)
Funds	(2,176)	(3,863)

11 Parent Subsidiary

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

	2017	2016
	£	£
Gross Income	4,959,733	2,961,038
Results for the year	1,848,836	878,150

	The Group		The Charity	
	2017	2016	2017	2016
	£	£	£	£
12 Debtors				
Other debtors	455,416	163,844	454,216	163,844
Prepayments	8,613	11,153	8,613	11,153
Accrued income	2,307,829	155,554	2,307,829	155,554
	2,771,858	330,551	2,770,658	330,551

	The Group		The Charity	
	2017	2016	2017	2016
	£	£	£	£
13 Creditors: amounts due within one year				
Other creditors	254,608	148,607	254,868	139,439
Other Taxes & Social Security	184,000	52,538	184,000	52,538
Accruals and deferred income	133,635	112,776	133,635	112,776
	572,243	313,921	572,503	304,753

Deferred income	The Group		The Charity	
	2017	2016	2017	2016
	£	£	£	£
Balance at the beginning of the year	26,515	53,191	26,515	53,191
Amount released to income in the year	(26,515)	(53,191)	(26,515)	(53,191)
Amount deferred in the year	20,380	26,515	20,380	26,515
Balance at the end of the year	20,380	26,515	20,380	26,515

Deferred income comprises of income received for the State of Caring 2017 event which occurs after the year end.

	The Group		The Charity	
	2017	2016	2017	2016
	£	£	£	£
14 Creditors due after more than one year				
HMRC: Lennartz	-	18,083	-	18,083

Following consideration of the charitable company's status for VAT, and in discussion with HMRC in 2008, an agreement has been reached to repay input VAT reclaimed during the renovation the property at 20 Great Dover Street proportional to the non-trading activities of the charitable company. A schedule for this repayment, consistent with the Lennartz principle and covering a period of 10 years, is in operation. Of the £nil (2016: £18,083) falling due after one year, £nil (2016: nil) remains due after 5 years.

15a Analysis of group net assets between funds: current year

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

15b Analysis of group net assets between funds: prior year

	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	1,267,526	385,171	1,652,697
Net current assests	322,797	-	(249,525)	73,272
Long term liabilities	-	-	(18,083)	(18,083)
Net assets at the end of the year	322,797	1,267,526	117,563	1,707,886

16a Movements in funds: current year

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

16b Movements in funds: prior year

	As at 01/04/15	Income and gains	Expenditure and losses	Transfers between Funds	Profit/ (Loss) on invest- ments	As at 31/03/16
	£	£	£	£	£	£
Restricted funds						
Advice & Information	-	181,868	151,868	-	-	30,000
Carers Ambassdor GP Training	39,465	-	39,465	-	-	-
Carers Strategy	-	195,000	195,000	-	-	-
Communications, Campaigns, Media & Public Affairs	-	130,932	130,932	-	-	-
Innovation	-	20,000	20,000	-	-	-
Islington Carers Hub	129,005	132,582	261,883	296	-	-
Primary Care Navigator	10,345	-	-	-	-	10,345
Kensington & Chelsea Carers UK Volunteering Programme	68,788	69,788	89,321	-	-	49,255
	216,470	149,915	243,099	-	-	123,286
Nation Offices:						
Northern Ireland	45,722	176,965	238,071	15,385	-	1
Scotland	4,058	332,960	322,173	-	-	14,845
Wales	10,845	310,448	250,001	-	-	71,292
Legacy Funds:						
West Sussex Carers Fund	23,773	-	-	-	-	23,773
Carers UK Branches	92,386	-	86,586	-	(5,800)	-
Total Restricted funds	640,857	1,700,458	2,028,399	15,681	(5,800)	322,797
Unrestricted funds						
Designated Funds						
Office fund	1,710,767	-	-	(443,241)	-	1,267,526
Total Designated Funds	1,710,767	-	-	(443,241)	-	1,267,526
General Funds	226,516	1,268,685	1,805,198	427,560	-	117,563
Total Unrestricted Funds	1,937,283	1,268,685	1,805,198	(15,681)	-	1,385,089
Total Funds	2,578,140	2,969,143	3,833,597	-	(5,800)	1,707,886

Funds of Nation Offices – this relates to funds held in respect of offices based in Northern Ireland, Wales and Scotland.

Notes on transfers between funds:

Unrestricted Funds

- (a) Restricted Funds Core costs recoverable on a completed Volunteers project returned to unrestricted funds. This represents the net book value of the leasehold building and leasehold improvements to the property at Great Dover Street.
- (b) Office Funds

Designated Funds

- (a) Office Funds Transfers from general funds to the office funds to reflect the depreciation on the leasehold and the lease hold improvements.

Restricted Funds

- (a) Nation Offices and projects Shortfall in Restricted Funds in Nation Offices being funded from general reserves

Description of funds

(a) Designated Funds

- Office Fund This represent the net book value of the leasehold and improvements to the building at 20 Great Dover Street, London, SE1 4LX

(b) Restricted Funds

- Advice and Information Funding to support the adviceline team donated by The Doris Pacey Charitable Foundation
- Carers Strategy Support from the Department of Health Carers Strategy Fund for Carers UK and Carers Trust
- Islington Carers Hub Contract to provide services in Islington, funded by the London Borough of Islington
- Kensington & Chelsea Contract to provide services in Kensington & Chelsea, funded by the London Borough of Kensington & Chelsea
- Primary Care Navigator project Contract to improve identification and support of carers within the primary care system within the boroughs of Westminster, Kensington & Chelsea and Hammersmith & Fulham
- Carers UK Volunteering Programme To establish a new, integrated country-wide social action programme to enable carers and former carers to volunteer time to support carers. Funding for England and Wales only

Nation Offices:

- Wales Funding from the Welsh Assembly and others in support of our work in Wales
- Scotland Funding from the Scottish Parliament and others in support of our work in Scotland
- Northern Ireland Funding from the Northern Irish Assembly, Health Boards and Trusts in support of our work in Northern Ireland

Branches:

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

17 COMMITMENTS

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

	2017	2016
	£	£
Less than 1 year	800	31,164
	<u>800</u>	<u>31,164</u>

18 RELATED PARTY TRANSACTIONS

The charity has taken advantage of the FRS 102 exemption from disclosure of intra group transactions.

There are no related party transactions to disclose for 2017 (2016: none).

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