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

That’s 1 in 8 adults who care, unpaid, for family and friends.

By 2037 there will be 9 million carers.

Every day, 6,000 people become carers, looking after loved ones who are older, disabled or seriously ill.

Most are simply not prepared for what lies ahead. As carers, we are holding our families together and helping our loved ones get the most out of life. Yet many of us are stretched to the limit – putting our own health and finances on the line, especially if we’ve sacrificed work to care. It can be exhausting and very lonely.

At Carers UK, we’re here to make life better for carers.

Our Adviceline is open five days a week to help carers desperate for advice and information, and our online forum provides a constant source of support and understanding for those who have struggled alone for too long.

We connect carers online and in local communities throughout the UK, making sure their voices reach decision makers at the highest level, building on our research to influence and change policy.

But we’re not reaching everyone who needs our help.

At some point in our lives, we’re all going to care or need care ourselves. It can happen suddenly – a birth, an illness, an accident – or it can creep up on us slowly, as our loved ones grow older and live longer with disability.

We marked the beginning of our 50th Anniversary year with a simple message: no one should have to care alone.

Together we can break carer isolation.

By 2037 there will be 9 million carers.
6,000 people become carers every day

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Marking our 50th Anniversary year gave us the perfect opportunity to look back at our roots, reflect on how far we’ve come over the past half century and energise our efforts to make sure that no one has to care alone.

Bringing carers together for recognition and support is a thread which runs throughout our history, from the moment our founder the Reverend Mary Webster wrote to the Guardian about her experience as a single woman looking after her parents, received sacks of mail by return and set about creating a movement to break carer isolation.

It’s a thread we’ve continued this year, enabling carers to question politicians directly at our Carers Summits and developing our We Care. Don’t You? campaign, with carers’ voices at its heart. Through our tenacious policy and research work, by ourselves and through alliances, we’ve brought carers’ issues to the attention of national media and decision-makers.

While we’ve taken steps forward during the year, not least in influencing the development of new rights, cuts to benefits and services are still causing many carers to feel more alone than ever. During the coming year, we’ll be working hard to translate national attention into concrete action to make carers’ lives better.

We’re delighted to have been able to expand our volunteer programme this year. Carers helping carers has been a feature of the movement from the very beginning, and we’ve made good progress towards our target of recruiting 500 new volunteers. Thanks to everyone who has given their time and skills, creating a groundswell of support and transforming our capacity to reach, connect and support more carers.

Nothing illustrates how much caring matters better than our first creative writing competition. We distilled hundreds of entries into a compelling anthology full of poems and stories which locate caring right at the heart of the human experience.

Following the launch of our first mobile and online app, jointly, we’ve continued to focus on building partnerships and using technology to find new ways to help carers. With further partnerships in development, this area of our work will keep growing next year.

A key aspect of our 50th Anniversary year has been our Appeal to raise money to break carer isolation. Spearheaded by Johnnie and Tiggy Walker, with passion borne from personal experience of caring, the Appeal sets out to raise money to continue to develop our support and advice services. Through the Appeal we’re being bold and direct in presenting the need for support, and from sponsored events to major corporate partnerships, we’re creating more ways for all kinds of people to help us ensure no one has to care alone.

Together, we will break carer isolation.

David Grayson, Chairman

Heléna Herklots, Chief Executive

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Our priorities

1. Improve the understanding of caring, give carers a stronger voice and secure improvements in policies affecting carers. Find out more >> page 10

2. Develop and extend our advice and support for carers >> p13

3. Increase and improve our engagement with carers, including through partnerships >> p16

4. Increase our income and improve our long term financial position >> p20

5. Improve our systems, support our staff and volunteers, and demonstrate quality in all we do >> p21

Our values

Carers are at the heart of everything that we do. We are:

• open and approachable
• inclusive
• expert and innovative
• independent and tenacious
• committed
Our history

1960s

1960

Mary Webster had brought a problem to light that was everyone’s problem, either yesterday, today or tomorrow.

– Baroness Seear, founder member of NCSWD

1960s

Local groups throughout England started to raise awareness and reach out to support carers.

National Black Carers and Carers Workers Network paved the way for BAME carers to have a voice.

1961

The carers’ movement started when our founder, the Reverend Mary Webster, wrote a letter to the newspapers about the difficulties of working and caring for ageing parents.

1963

Mary brought together other women caring for parents for a meeting at the House of Commons which led to the formation of the National Council for the Single Woman and Her Dependants (NCSWD).

1965

Dependent Relative Tax Allowance The first ever legal right for carers.

1967

1967–1970’s

Skilled campaigning and sound research, led by NCSWD’s first Director Roxanne Arnold, helped secure lasting changes in the welfare system.

1969

1970s

Local groups help set up local carers’ charities to provide support and services.

1990s

Northern Ireland Act 1998 was the first piece of legislation in the UK to recognise carers’ vulnerability to social exclusion, and to promote equality of opportunity for carers.

1998

The Community Care & Health (Scotland) Act 2002 introduced the right for carers of all ages to have a carers assessment separate from the assessment of the person they care for.

The introduction of the new Second State Pension meant caring brings the same State Pension entitlement as work.

1999

Northern Ireland Order 1998.

1990s

Carers National Association published the results of the largest survey of carers, with a report called ‘Speak Up, Speak Out’. This was so successful that it led to a year-long ‘Listen to Carers’ campaign.

1995

Carers emergency schemes set up following Carers UK’s Back Me Up campaign led by a carer, Lynda Wisbach.

1996


1997

Carers win protection against discrimination and harassment at work after carer Sharon Coleman takes her case to European Court.

1998

2000s

Carers National Association renamed Carers UK to respond to devolution; establishing Carers Scotland, Carers Wales and Carers Northern Ireland.

2001

Carers UK and Carers Wales secure a Private Member’s Bill with Dr Hywel Francis MP. This results in the Carers (Equal Opportunities) Act 2004 which recognises the needs of carers beyond their caring responsibilities.

2002

Introduction of Carers Credit gives those not entitled to Carer’s Allowance, but caring 20 hours or more, an entitlement to the State Pension.

2003

2004

2005

2006

2007

2008

2009

Breaking isolation
1970s

1971

Attendance Allowance
The benefit for people with disabilities aged 65 and over.

1976

Invalid Care Allowance
Later renamed Carer’s Allowance - which is still the main benefit for carers.

1980s

1982

NCSWD renamed National Council for Carers and their Elderly Dependants.

1983

The Audit Commission Report and resulting Griffiths report, two years later, recognised carers as the main providers of community care, and in need of support in their own right.

1985

Carers Scotland and the national carer organisations establish the first Scottish Carers Parliament.

1988

Merger of NCCED with the Association of Carers creates a single voice for carers in the form of the Carers National Association, led by Baroness Jill Pitkeathley.

1980

First use of the term ‘carer’.

1990s

2000

Carers protected from discrimination for the first time under Equality Act.

Carers contribute to Carers UK’s Caring and Family Finance Inquiry, a definitive study into the financial impact of caring.

2010s

2010

Carers UK hosts the fifth International Carers Conference, bringing together influential people from across the world to address challenges facing carers.

1971

Term ‘carer’ first appears in [Chambers] Dictionary: ‘A person who takes responsibility for another, dependant person’

1976

Judith Oliver, who cared for her disabled husband, founded a new organisation, the Association of Carers. This was an organisation for all carers, with a member-led ethos which is written into Carers UK’s constitution to this day.

‘Our first committee was made up entirely of carers. This could cause problems at times, but the loving support we gave each other fuelled our commitment and kept us going.’

– Val Hollinghurst

2010

For 50 years we have been working to make life better for carers.

2016

For first time carers given equal rights as the people they care for under the Care Act.

2018

1965–2015
50 years of making life better
The year by numbers

We help

19,364 Adviceline responses to enquiries from carers

2,066 instances of emotional support provided by our Listening Support Volunteers

6,554 factsheets and booklets provided free to carers

625,290 people accessed specialist information on our website

"Just wanted to say thank you as I recently contacted your Adviceline by email for clarification regarding benefits (as the situation seems to keep changing and I am struggling to keep up with it all). Received very clear, useful advice that has put my mind at rest and enabled me to start making decisions about the future, so thank you very much :-)

"That is a very helpful and comprehensive email - thank you. I was letting go of some steam and you are right on the button all the way through.

"Fabulous website - the information is really useful and easy to understand."
We innovate

3,049 people used Jointly
446 completed an e-learning course
70,351: total population of carers in areas we provided consultancy services for

We campaign

663,139 Facebook users reached by our message that Carer’s Allowance is vital
6,000 carers signed our We Care. Don’t You? letter, showing the Government that carers need more support, not less.

We connect

36,000 carers involved in Carers Week activities
190 volunteers who reach, connect and support carers
89 employers who are Employers for Carers members, employing over one million employees between them

“I posted in the Carers UK forum for advice on numerous issues because although I’m a practical person, I was scared. I knew that she was coming to the end of her life and although I could do the caring willingly, inside I felt like a child. I wanted someone to stop the process, take the responsibility away. I didn’t want mum to die, I wanted her to get better. People here understood and in a virtual manner held my hand until the end came and also afterwards.”

5,200 carers responded to our State of Caring survey
929 people attended a training course
Priority 1: Improve understanding of caring, give carers a stronger voice and secure improvements in policies affecting carers

What we said we’d do:

- Work to ensure that carers’ voices are heard when the UK Government is framing the details of how the Care Act is implemented
- Produce a Carers Manifesto to set out carers’ needs ahead of the General Election
- Grow the We Care. Don’t You? campaign to ensure carers’ messages get through to Government
- Influence all political parties to commit to policies which support carers and advance carers’ rights.

What we did:

>> Making the case

Throughout the year we continued to make the case that there is an economic and practical necessity as well as a moral imperative to support carers better.

This is the message we took directly to politicians at the Party Conferences, and it’s also the message of our Manifesto, which we sent to all Parliamentarians, presenting our research and evidence on the impact of caring on carers’ health, finances, employment and social inclusion. We set out a positive vision for what good support would mean for carers and key recommendations on the policies we need to see.

This year, it is clear, that carers are finally on the political radar. There was a welcome commitment to ‘increase support for full-time unpaid carers’ in the Conservative Manifesto and carer pledges in all major party manifestos. The challenge now remains to ensure that this position in the debate leads to concrete action which makes life better for carers.

>> Gathering evidence

Our State of Caring conference in May 2014 focused on the huge changes that were underway for health and social care, exploring how they would affect carers and the services that support them. The conference also examined good practice around integration, NHS commitments to carers and changes within the health system.

At the conference, we presented our State of Caring report, based on the views and experiences of almost 5,000 carers. The report provides an authoritative picture of what caring is like in 2015, and also captured what carers considered to be the pressing issues for current and future governments to address.

Data from the State of Caring survey formed the backbone for most of the research reports we published during the year, including a hard-hitting study on carers reaching breaking point.

Throughout the year we also published key research reports making a strong business case for care leave, and highlighting the impact of care quality on carers, including the consequences of good and poor quality care for families, employers and the UK economy.
>> The Care Act

The Care Act 2014 and the Children and Families Act 2014 introduced new rights and entitlements for carers and those we care for, as well as putting into law new overarching principles such as personalisation, wellbeing and a diverse, quality market for care and support services. Carers UK had been actively seeking these new rights for many years so we were pleased to see them enshrined in law.

When the Care Act received Royal Assent in May 2014, our policy briefing gave the definitive overview of these new rights, identifying some key changes we’d been able to influence, from historic new rights for parent carers to subtle changes of language to protect or include carers. As well as celebrating progress, the briefing highlighted areas where the changes did not go far enough. It was followed by the vital but laborious task of reviewing the tomes of notes and guidance and responding to the formal consultation to influence how the Act was to be implemented.

With the formal consultation complete, our focus turned to educating carers about their new rights, through our Carers Rights Guide, our detailed briefings on eligibility and our focus on helping local authorities and service providers prepare for the changes. As well as providing training and e-learning, we conducted research with 18 local authorities to explore opportunities the Care Act affords in areas such as joint-working with health services, developing use of technology for care, and growing markets to improve support for carers.

Still, our work is far from over. Even with the new rights brought in by this legislation, the risk remains that a prolonged period of budget constraint shifts focus away from positive change, pushes eligibility criteria upwards and makes it more challenging than ever to focus on services which prevent carers reaching breaking point.

>> Carers Parliament

The third Carers Parliament in Scotland saw 165 carers gathering to discuss with MSPs subjects such as poverty and legislation.

The following month, in her first official meeting, First Minister Nicola Sturgeon met a group of carers from across Scotland. The meeting, held in the Cabinet Room at Bute House, allowed carers to raise a wide range of issues of concern to themselves and the people they care for.

What we will do in 2015/16:

- Run high profile campaigns focussing on the core issues that matter to carers, influencing the new incoming Westminster Government and preparing for further changes to and through devolved Governments
- Influence the implementation of health, care, social security changes and rights at work. Monitor and report on the impact on carers
- Increase public and professional awareness of caring through our 50th anniversary events and activities, through all types of media and awareness campaigns, ensuring that a strong carer evidence base influences our work.
A stronger voice

In the media

As well as being part of being human, caring is a vital political and social issue. We ensure that caring features in the media by shaping news through our own research, providing expert comment and helping carers to tell their stories themselves to develop awareness and understanding.

Kate Keays is one of the fabulous carers who has braved the cameras and the microphones to speak up about the importance of supporting carers.

“I was a carer for over 25 years, but I did not identify as one for a long time. It was a case of head over heart – my head told me I was a carer but my heart said I was just looking after my husband. I was unaware of the support available to me. It is therefore my heart’s desire to be able to help other carers find the information and advice that they need in a timely and appropriate manner.

During Carers Week 2014, I did a number of interviews and articles in local newspapers, including the Crawley News and Chichester Observer, and I spoke on the local radio. Sharing my personal experiences with the media was important in order to help others recognise they are on a caring journey of their own and that excellent support services are available in our community.

I spoke at the ADASS conference in October 2014 to help professionals understand some of the problems frequently experienced by carers, including the difficulties of combining work with a caring role and the difficulties of managing your health as a carer. I also spoke at Carers UK’s annual State of Caring conference about the increasing opportunities to use technology to support carers.

I very much hope that being able to speak out of personal experience has helped both carers and professionals alike and enabled more carers to find the support that they so richly deserve.”

Our media team has secured coverage of caring in all kinds of media, building relationships with journalists over many years. We shape the news agenda with our hard-hitting research and we respond swiftly to opportunities to speak out about issues affecting carers.

Thanks to support from Kate and a host of other carers, we achieved 1,684 articles in the media during 2014-15. Overall, there were 202,776,000 opportunities for people in the UK to read about Carers UK last year.

Some of the highlights include:

A double page spread for Carers Week in the Metro newspaper – a first for Carers Week and Carers UK - featuring Carers Week as the In Focus feature with an interview with Helena Herklot and Carers UK Local Ambassador Antonia Kadri was a great way to start the week.

During Carers Week, National Ambassador Amy Cook (pictured below), who cared for her disabled Mum and sister as a teenager, joined ITV’s Loose Women with stars Colleen Nolan and Linda Robson sharing their own personal experiences of caring.

Across the year there were 10 appearances on national TV including Emily Holzhausen on This Morning with EastEnders star John Partridge talking about caring with Eamonn Holmes and Ruth Langsford and taking calls from carers.
Priority 2: Develop and extend our advice and support for carers

What we said we’d do:

- Increase the number of calls taken by the Adviceline
- Develop an e-learning package which will help professionals to support carers
- Develop self-advocacy toolkits which will help carers to argue their own case better.

What we did:

>> Adviceline
This year we consolidated on the recent expansion of the Adviceline, supported by funding from The Freemasons’ Grand Charity. In 2013-14 the Adviceline moved to a five day a week service and saw an increase in the number of carers we were able to help over the phone. We had set an ambitious target to further increase this number during 2014-15, but were unable to build on the growth sustained the previous year. The demand was still high, we had simply reached the limit of our capacity to answer calls and emails from carers.

During the year we held three Adviceline Q&A sessions on Facebook and continued to respond where possible to requests for expert advice raised through email and social media as well as over the phone.

>> Listening support
Our Listening Support Volunteers are all carers or former carers who receive training and then use their experience of caring to provide a vital ‘listening ear’ to fellow carers who need support or just want someone who can listen and understand their situation.

Last year we were able to expand the service and now have 17 active volunteers providing emotional support on our Adviceline. As a result we have been able to extend the opening hours to 9am to 7pm on both Monday and Tuesdays.

>> Self-advocacy toolkit
Drawing on learning from a Carers Scotland advocacy project in Glasgow, we developed and published our Carers Self-Advocacy Toolkit, a comprehensive set of resources to help carers get their voices heard.

At its centre is our Being Heard guide, which provides information and suggests techniques to help carers advocate for themselves in personal and professional settings, assert their rights and get the support they need.

>> Information
It was a busy year for information work. The implementation in England of the Care Act in April 2015 meant we had to overhaul our information about social care and assessments. We now have detailed information about the social care systems across the four nations of the UK. This includes factsheets on assessments for carers and people being cared for, available to download on our website and in hard copy through the Adviceline.

We also produced new information about the extended rights to request flexible working from June 2014.
Giving expert advice, information and support

>> Working with employers and service providers

By the end of the year, our business forum Employers for Carers had 89 members, with over a million employees between them. Employers receive help to develop carer friendly policies and establish support systems for staff who have caring responsibilities. This not only helps carers to stay in work but also helps the employer to retain valuable employees.

We continued to help local authorities and other health and care services respond to carers’ needs and develop services which make carers’ lives better. During 2014-15, our consultancy team worked with local authorities where a total of 70,351 carers live.

During the year, 924 people attended our training courses, designed to help professionals develop their knowledge and understanding of carers’ rights and issues affecting carers, from commissioners and policy makers to front line practitioners in health and social care. We launched a suite of e-learning courses designed for both carers and those working with carers. The interactive courses are easy to use, which helps our training reach a wider audience.

What we will do in 2015/16:

• Expand our range of information products and increase their accessibility
• Increase the range of subjects on which we can give expert advice to carers
• Promote our Adviceline more to ‘hidden carers’ and those in disadvantaged groups
• Further develop our information, advice and support services
• Deliver high quality training to reach and support more carers
• Deliver high quality consultancy services
• Continue the development and roll-out of technology enabled products and services to support carers
Changed beyond recognition

Our patrons Tiggy and Johnnie Walker

As carers, we’re often so focused on the needs of the person we’re caring for, and so determined to be strong for them, that we simply neglect our own needs and don’t seek help until we collapse under the strain, isolated and exhausted.

In February Carers UK patrons Tiggy and Johnnie Walker launched our 50th Anniversary Appeal. To break isolation by reaching carers earlier with support and advice - because no one should have to care alone.

Tiggy and Johnnie both know how hard it is to care for someone you love. They’ve experienced it first hand, looking after each other through the diagnosis, treatment and recovery from cancer.

Tiggy has explained how she felt when Johnnie was diagnosed with non-Hodgkin lymphoma after falling ill during their honeymoon 12 years ago: “in one instant my world was turned upside down. I was now fast tracked to the harsh reality of being a full time ‘carer’. My life became unrecognisable as I became a full time nurse, counsellor, gofer, driver, cook, housekeeper, PR agent, administrator and worst, emotional punch bag.

I was afraid, I was exhausted and I was deeply lonely. Johnnie was very sick, angry and scared. As his nearest and dearest I got the worst of him.

I never thought of myself as a ‘charity’ sort of person. While I deeply respected those who are, no charity ever resonated with me . . . until a friend told me about her involvement with Carers UK. This was the exact charity I had needed myself 12 years ago.

If there is anything I can do to prevent other carers going through their experience alone, then my experience of being a carer will have been worthwhile.”

Lost Christmas the roles were reversed. Tiggy was diagnosed with a particularly aggressive form of breast cancer. Johnnie has now become her carer.

“Caring for Tiggy has been a real privilege and a huge learning experience for me. Facing such a situation together and finding ways through it touches depths of your love that are normally never reached.

It has left us with a deep understanding of how difficult and challenging caring for someone can be. That’s why we are so pleased to be able to support Carers UK, to ensure people get the help they need, when they need it most.”

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Connecting carers so no-one has to care alone

Priority 3: Increase and improve our engagement with carers

What we said we’d do:

- Grow a national volunteer programme to create more and better opportunities for people to get involved in our work
- Deliver a new membership strategy so we can continue to grow as a supportive community and a movement for change
- Grow our carer group membership scheme to help voluntary groups to support carers locally.

What we did:

>> Growing memberships

During 2014-15 3,296 people joined Carers UK as individual members, taking our membership total past 20,000.

At the start of the year, we changed our membership offer, replacing the previous two-tiered approach with a flat structure where every carer can join Carers UK and receive the same benefits whatever they pay.

The change in the membership offer resulted in slower growth than anticipated. We made further changes to the website at the end of 2014-15, and have experienced a surge in membership sign-ups as a result, with well over 1,280 new members recruited in the first quarter of 2015.

>> Connecting carers locally

We had to postpone opening local group membership to other groups until 2015–16 but continued to support our 19 local group members who offer peer support and social activities to help carers have a break as well as support independent groups in Northern Ireland.

We gave out grants to nine carers’ groups, funded under ITV Text Santa, providing some fun and enjoyable events for carers and former carers at Christmas. A grant from Royal Mail enabled a further 45 local carer groups across the UK to enjoy their own festivities.

Over a thousand local groups and organisations participated in Carers Week, when we brought charity partners together to reach 36,000 carers throughout the UK. More than 5,000 events took place, including awareness-raising in GPs surgeries, information fairs in town centres and carer tea parties. In Oxfordshire, for example, 1,250 new carers were identified and 64 events took place during the week.

>> Connecting carers online

Our online forum never sleeps, providing a safe, welcoming space for carers to share experiences and understanding. At the heart of the forum is a group of committed volunteer moderators who welcome new members, offer words of support, intervene with sensitivity when a problem or confusion arises and without whom we simply could not provide this valuable service.

During 2014-15 we developed the support we provide to moderators, involving them in the development of a new volunteer programme (see next page) and ensuring our forum system can support future growth.
Growing our volunteer community

Funding from Nesta enabled us to expand and integrate our volunteer programme with the overall objective of helping to prevent carer breakdown by reaching, connecting and supporting carers early in their caring journey.

In January 2015 we launched Be One of the 500: using our 50th Anniversary activities to recruit 500 new volunteers.

Our Volunteers Conference in March 2015 underlined just how far we came last year in building a community of people committed to using their skills and experience to make life better for carers. The London event was attended by 61 volunteers, mostly carers and former carers, who do a variety of volunteering roles.

By April 2015 we had 301 volunteers in post and had recruited 161 new volunteers since January. We are well on our way to reaching our target of 500 new volunteers by June 2016.

We introduced new light-touch Awareness Volunteers, who reach carers by distributing information leaflets in their local community. Caring Talk volunteers who give talks about their caring experience to help people identify as carers and get signposted to help. We’ve also made volunteering more flexible so when volunteers’ circumstances change they can transfer to a lighter role – so we can still benefit from their experience, skills and commitment, whilst they can still feel connected to the programme.

This year saw the end of our Department of Health funded GP Ambassador Programme where a team of volunteers used their experience of caring to collaborate with local health and social care. These volunteers are now working together to connect carers in their local communities as Volunteer Ambassadors.

Creative writing competition

Carers UK’s first Creative Writing Competition was supported by the Poetry Society and judged by poet Cheryl Moskovitz. With over 300 entries, the competition highlighted the humanity of caring, providing windows into shared experiences including parental loss in childhood, aging and disability.

The competition led to the publication of our first creative writing anthology in 2014.

A Carer’s Prayer

Let me be kind when tiredness overwhmels my weary brain and turns my legs to lead; let me brave when truths must be conveyed, confronting the past and all things left unsaid; let me fight on for you when various rules make nonsense of your rights and reinforce your fears; grant me the stamina to speak and treat with fools, remaining calm when biting back the tears.

Help me to know somehow that life goes on beyond this time of stress and sleepless nights; help me to smile and love you in the midst of endless pointless and exhausting fights.

And when the caring ends, help me to be kind, in my guilt and weariness, to me.

– Heather Smith

What we will do in 2015/16:

• Recruit 5,000 new members
• Recruit 340 new volunteers
• Recruit 50 new carer group members
• Sign up 1,500 local groups and organisations to Carers Week.
A game-changer

Brigid’s story

Long-standing volunteer Brigid de Courcy has cared for her son Sam for over 30 years. She recently took on a new role, and now volunteering is something she and Sam can do together.

I felt I’d lost my identity and my confidence after more than 30 years of caring for my son Sam, who has Down’s Syndrome and autism. I was only 19 when I had Sam, I had another son who died aged just three (he had a brain defect) and then went on to have three amazing daughters. My husband is wonderful and supportive, but five years ago when I was approaching 50 I decided to do something for me and take a degree in social work. I also needed to find out what rights Sam had to help with his care so I turned to the Carers UK Adviceline for guidance, because over the years my self-esteem had taken such a battering I didn’t feel I could ask for the support I was entitled to. When I first spoke to someone from Carers UK I immediately felt supported, like they really cared about me even though they didn’t know me. Caring had made me feel invisible, but they made me feel visible, like they were on my side.

Thanks to them I was able to ask for and get help in place so I was free to get the education I’d missed out on. Shortly after I completed my degree, I volunteered for the Adviceline answering people’s calls from home a couple of hours a week. I wanted to give something back for the support I’d received but also it made me feel so useful.

When I heard about the new Local Awareness Volunteer role it interested me because it was an opportunity to get out of the house and meet new people. I deliver Carers UK posters and leaflets to doctors’ surgeries, shops and libraries in my community and what’s great is that it’s something I can do with Sam. He loves going out in the car so volunteering is the perfect opportunity for us to enjoy being out and about together. Because we live in a very rural area of Cornwall, it had always been impossible for me to fit anything else in with my caring – until now. Volunteering has been a great game-changer for me and finally I feel as if I’ve got some control back in my life.

“Brigid, Listening Support and Local Awareness Volunteer, Cornwall
We couldn’t do what we do without you

Celebrating volunteers

Volunteers Anne and Sue became friends through shared caring experiences and their roles as Carers UK forum moderators.

“I joined the Carers UK forum in 2008, a year after my mum was diagnosed with Alzheimer’s and I’ve been a Volunteer Forum Moderator since 2012. The forum gave me not only support and advice, but also friendship. As a carer you become isolated because family and friends tend to stay away. It wasn’t until I chatted to Anne and others that I realised I wasn’t alone. Although Mum and I had a great relationship, I could say things on the forum like ‘I don’t want to be doing this, I want my life back’ and people would understand.”

Sue, Volunteer Forum Moderator

“I also cared for my mum, and before I found the forum I was feeling very alone and I wanted someone to talk to about what I was going through, but I didn’t really know where to go for help. I found a post written by Sue on the forum about her experiences of caring for her mum and the sense of guilt she often felt. There were so many parallels it was almost uncanny and I felt as if I was walking in her shoes. It was almost like a light bulb moment – there is someone else going through the same thing. I think the friendship with Sue, and indeed the forum, allowed me to carry on caring longer. Caring is the most difficult job I’ve had to do.”

Anne, Volunteer Forum Moderator

We want to support others on the forum as we received such great support.

Anne & Sue

As well as remaining firm friends, Anne and Sue both volunteer as forum moderators. They welcome carers who join the forum and help conversation to flow. They draw on their own caring experience, as well as their skills and training, to help with carers know that they are not alone.
Innovating to find new ways to reach and support carers

Priority 4: Increase our income and improve our long-term financial position

What we said we’d do:

- Increase income
- Prepare for our 50th Anniversary Appeal.

What we did:

>> Increasing and diversify our income

In February 2015 we launched our 50th Anniversary Appeal at Salesforce Tower in London, supported by an Appeal Board led by trustee Jeff Hayes, with Johnnie and Tiggy Walker as Patrons. With the aim of raising a million pounds to underpin our advice and support services, the Appeal marked a step-change in our capacity to engage individuals and companies in raising funds to make life better for carers. Our thanks to The Lockwood Charitable Foundation and The Geoff and Fiona Squire Foundation for their generous donation to get the Appeal off to such a great start.

Chief Executive Heléna Herklots led the way with her 50 Hill Challenge - an opportunity to raise funds but also to walk alongside carers and supporters from across the UK.

>> Developing products and services

We continued to roll out our care co-ordination app, Jointly, making enhancements to existing features and adding new ones. Jointly is now being used on licence by 18 organisations including local authorities, carers’ centres and employers, to support the carers they are in touch with.

This year we developed and launched four e-learning courses:

- About Me: building resilience for caring
- Carer Awareness: supporting frontline practice in working with carers
- Supporting carers at work: a line manager’s guide
- The Care Act unpacked: frontline support for practice

These are now being used by local authorities, carers centres and employers to support the carers they are in touch with.

We delivered consultancy services to Windsor and Maidenhead, Barking and Dagenham, Islington Carers Hub, Mental Health Crisis, the Care Quality Commission and Virgin Care. We ran 47 training courses, both in-house and at Carers UK.

What we will do in 2015/16:

- Develop Jointly to enable the app to communicate with other digital devices and platforms and provide a more comprehensive ‘wraparound’ service to users
- Work with commercial partners to develop and market technology-enabled products and services
- Extend our range of e-learning products for carers.
Priority 5: Improve systems; support staff; demonstrate quality in all we do

What we said we’d do:

- Expand the skills of our staff and volunteers
- Demonstrate quality through undertaking an external quality mark
- Further improve our systems and infrastructure to support and measure the impact of our national volunteer programme.

What we did:

>> Volunteering programme evaluation

Our team of volunteers make a huge difference by reaching, connecting and supporting carers. Yet we did not have a consistent approach to evaluating their impact.

With the help of volunteers themselves and an externally commissioned evaluator, we are redesigning our evaluation methods. We are building an easy way for volunteers to report their activity and connect with other volunteers using a volunteering microsite. When the microsite goes live, volunteers will be able to see - individually and collectively - how they are making a difference. Carers UK will have a better understanding of how to support our wonderful team of volunteers so they can make the biggest impact for carers in their communities.

>> Undertaking an external quality mark

Last year we began the process of undertaking the PQASSO quality mark. During the last quarter, staff gathered evidence to demonstrate how we meet the Level One indicators. We have also begun working towards Level Two, taking the time to develop processes carefully in order to meet the enhanced criteria.

>> Investing in management training

Managers throughout Carers UK undertook two days of professional development training and follow-up coaching, supporting them to lead their teams effectively. In addition, the team meets regularly to discuss emerging issues and to hear directly from the Chief Executive about key aspects of the business, especially finance and HR.

>> Using data effectively

All staff who make use of our Customer Relationship Manager database received training to ensure teams are using it consistently, efficiently and making the most of its capacity. This training is supporting a process whereby disparate data sources are shared and centralised.

We have overhauled our Adviceline database and made improvements to case recording that will allow us to better analyse the problems faced by carers and plan our information and policy work accordingly.

What we will do in 2015/16:

- Expand the skills of our staff and volunteers
- Demonstrate quality through undertaking an external quality mark
- Further improve our systems and infrastructure to support and measure the impact of our national volunteer programme.
Our aims

Our aims were set out in our Memorandum of Association by our founders and, although the language may now sound a little old fashioned, the Trustees still believe these to be a fair description of why we are here, and how we provide what is now referred to as “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 dependants of carers being dependants who are themselves in necessitous circumstances, and for that purpose to promote the material welfare of such carers

> To relieve and alleviate, and to advance, promote, encourage and assist in the relief or alleviation of all kinds of mental and physical infirmity, sickness, disablement or 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

As a membership organisation, our members vote to elect at least two thirds of our Board of Trustees and these are joined by others who are co-opted by the Board because they have particular skills or experience which the Board needs. The majority of our trustees must be carers or former carers, and this ensures that our organisation is always run by people who understand what it is to be a carer.

The Board, supported by its committees (see back page for details), 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.

Our current plan has been summarised into five Strategic Priorities:

1. Improve understanding of caring, give carers a stronger voice, and secure improvements in policies affecting carers
2. Develop and extend our advice and support for carers
3. Increase and improve our engagement with carers including through partnerships
4. Increase our income and improve our long-term financial position
5. Improve our systems; support our staff; and demonstrate quality in all we do
Vice Presidents
Rt Hon the Baroness Bottomley of Nettlestone PC DL
Don Brereton CB
The Baroness Flather DL
Dr Hywel Francis MP
The Baroness Pitkeathley OBE
Dame Philippa Russell DBE
Caroline Walters OBE

Chief Executive and Company Secretary
Heléna Herklots

Trustees
Prof David Grayson CBE (Chairman) FR/GC/R
Geoff Almond (Vice Chair) FR/R
Kate Griffiths (Vice Chair) GC/R
Ian Peters (Treasurer) FR/R

Bill Beaugié MBE (elected Nov 2014)
Catherine Bingham (Chair of Scotland Committee) GC
Terry Bryan FR
Kevin Daly (Chair of Northern Ireland Committee) GC
Annie Dransfield (retired March 2015)
Wesley Dowridge (retired Nov 2014)
Maryann Finnegan (retired Nov 2014)
Jeff Hayes (retired Nov 2014) FR
Richard Jones CBE
Freda McEwen (elected Nov 2014)
Brenda Murray (co-opted March 2015)
Terry Purnell
Alex Robinson
Vita Snowden
Rosie Tope (Chair of Wales Committee, elected Nov 2014)
Mary Trinder (Chair of Wales Committee, retired Nov 2014)
Stephen Ward
Martha Wiseman FR

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.

Principal Bankers
Co-operative Bank Plc
80 Cornhill, London EC3V 3NJ

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

Auditor
Sayer Vincent
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

FR Member of the Finance and Resources Committee
GC Member of the Governance and Constitution Committee
R Member of the Remuneration Committee
Total income for the year was £3,484,667 up from £3,281,596, an increase of £203,071 or 6% on 2013/2014. This was due to an increase in Unrestricted Income to £1,530,280 from £1,291,068 in 2013-2014, reflecting the expansion of fundraising with voluntary income up by £248,352 (36%). This is on top of a 31% increase last year. This reflects the successful investment we made in fundraising over the last couple of years to not only increase income but to diversify the sources of income.

Income from Charitable Activities has decreased slightly to £2,154,621 from £2,195,047, a decrease of £40,426. This is mainly due to a decrease in income from Contracted Services.

Total expenditure for the year was £4,539,949, up from £4,258,755 last year, an increase of £281,194 or 6.6%. This is on top of a 13% increase last year. This expenditure increase was planned expenditure from the ITV Text Santa Christmas Appeal income that was received in 2011 and 2012. This was planned expenditure across four financial years. 2014/15 was the final year of planned expenditure as agreed with ITV Text Santa. This has meant we have been able to provide a greater level of advice, information and support to carers.

The 2014/15 Year End position was not as good as anticipated. A key reason for this was the impact of cuts to local government funding affecting the demand for our training and consultancy services in the last quarter.

The Statement of Financial Activities on page 28 shows a Net Movements in Funds for the year, (£1,051,833). The majority of this, (£739,957), is the movement on Restricted Funds, representing the expenditure of funds received in previous years. The largest of these are the two ITV Text Santa Funds.

A full list of the Restricted Funds, those given for a specific purpose, and the movement on the funds is given in Note 16 to the accounts.

The movement in Unrestricted Funds, (£311,876), in large part represents planned investment from our reserves, to continue infrastructure development begun last year and continued investment in our fundraising, to support growth in activities.

However, the income shortfall resulted in a year end unrestricted reserves position, detailed below, which was below the £450,000 required by the reserves policy. An action plan has been put in place to address this situation. We are financially underpinned by our ownership of the Great Dover Street property (our London office) and we continue to prudently manage our costs as our fundraising income builds.

Reserves

At the end of 2014/2015 our reserves were £2,645,702, split as follows:

Restricted Funds, income received for specific programmes: £665,158

Designated Funds, the net book value of the London office building: £1,710,767

General Funds, unrestricted liquid funds or free reserves: £269,777

We have begun the process of developing our new five year strategy and plan for 2016–2021. It will include balancing cost control with ongoing investment in our income generation to sustain recent growth, along with developing new sources such as our technology and caring products and partnerships. We will continue to be ambitious in our reach and support of carers, but we will need to secure continuing investment into Carers UK to maintain and grow our services.
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 & Resources Committee reviews the risk register at its quarterly meeting and makes recommendations to the Board.

The Reserves Policy 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 & 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 £269,777, which was below both the ‘working capital requirement’ of £378,329 and the ‘amount required to fund an unexpected shortfall in income’ of £450,590.
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 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 23 September 2015 and signed on their behalf by

Prof David Grayson, CBE
(Chairman)

Ian Peters
(Treasurer)
Independent Auditor's Report

We have audited the financial statements of Carers UK for the year ended 31 March 2015 which comprise the Group and Carers UK Statement of Financial Activities, the Group and Parent Charitable Company Balance Sheets, the Group cashflow statement 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 and trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the charitable parent company’s members and trustees 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 and trustees 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 set out in the report of the Trustees, 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.

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

Our 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

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the group’s and the parent charitable company’s circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the report of the trustees to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

> Give a true and fair view of the state of the group’s and the parent charitable company’s affairs as at 31 March 2015 and of the group’s incoming resources and application of resources, including the group’s 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 Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended)

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.

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 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

> The parent charitable company has not kept proper and adequate accounting records or returns adequate for our audit have not been received from branches not visited by us

> The parent charitable company’s financial statements are not in agreement with the accounting records or returns

> Certain disclosures of Trustees’ remuneration specified by law are not made

> We have not received all the information and explanations we require for our audit

> 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 and take advantage of the small companies’ exemption from the requirement to prepare a strategic report.

Judith Miller (Senior Statutory Auditor)
23 September 2015

for and on behalf of Sayer Vincent LLP, Statutory Auditors

Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Sayer Vincent LLP is eligible to act as auditors in terms of section 1212 of the Companies Act 2006
### INCOMING RESOURCES

**Incoming resources from generated funds**

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted funds</th>
<th>Restricted funds</th>
<th>Total 2015</th>
<th>Total 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voluntary income</td>
<td>930,973</td>
<td>334,592</td>
<td>1,265,565</td>
<td>941,458</td>
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<tr>
<td>Investment and bank interest</td>
<td>9,494</td>
<td>196</td>
<td>9,690</td>
<td>31,311</td>
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<tr>
<td>Activities for generating funds</td>
<td>24,685</td>
<td>16,745</td>
<td>41,430</td>
<td>76,568</td>
</tr>
<tr>
<td>Trading activities</td>
<td>13,361</td>
<td>13,361</td>
<td>26,722</td>
<td>37,212</td>
</tr>
<tr>
<td><strong>Total generated funds</strong></td>
<td><strong>47,540</strong></td>
<td><strong>16,941</strong></td>
<td><strong>64,481</strong></td>
<td><strong>145,091</strong></td>
</tr>
</tbody>
</table>

**Incoming resources from charitable activities**

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted funds</th>
<th>Restricted funds</th>
<th>Total 2015</th>
<th>Total 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Giving carers a stronger voice</td>
<td>160,699</td>
<td>403,892</td>
<td>564,591</td>
<td>479,300</td>
</tr>
<tr>
<td>Providing carers with support</td>
<td>261,503</td>
<td>769,295</td>
<td>1,030,798</td>
<td>1,196,325</td>
</tr>
<tr>
<td>Education, influence and training</td>
<td>129,565</td>
<td>429,667</td>
<td>559,232</td>
<td>519,422</td>
</tr>
<tr>
<td><strong>Total income from charitable activities</strong></td>
<td><strong>551,767</strong></td>
<td><strong>1,602,854</strong></td>
<td><strong>2,154,621</strong></td>
<td><strong>2,195,047</strong></td>
</tr>
<tr>
<td><strong>Total incoming resources</strong></td>
<td><strong>1,530,280</strong></td>
<td><strong>1,954,387</strong></td>
<td><strong>3,484,667</strong></td>
<td><strong>3,281,596</strong></td>
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### RESOURCES EXPENDED

**Cost of generating funds**

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<tr>
<th></th>
<th>Unrestricted funds</th>
<th>Restricted funds</th>
<th>Total 2015</th>
<th>Total 2014</th>
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</thead>
<tbody>
<tr>
<td>Fundraising costs</td>
<td>394,778</td>
<td>394,778</td>
<td>335,839</td>
<td></td>
</tr>
<tr>
<td>Trading activities</td>
<td>21,047</td>
<td>21,047</td>
<td>41,116</td>
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</table>

**Charitable activities**

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted funds</th>
<th>Restricted funds</th>
<th>Total 2015</th>
<th>Total 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Giving carers a stronger voice</td>
<td>332,834</td>
<td>712,246</td>
<td>1,045,080</td>
<td>1,039,455</td>
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<tr>
<td>Providing carers with support</td>
<td>524,153</td>
<td>847,422</td>
<td>1,371,575</td>
<td>1,260,101</td>
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<tr>
<td>Education, influence and training</td>
<td>486,969</td>
<td>1,177,921</td>
<td>1,664,890</td>
<td>1,543,078</td>
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<tr>
<td><strong>Total expenditure on charitable activities</strong></td>
<td><strong>1,343,956</strong></td>
<td><strong>2,737,589</strong></td>
<td><strong>4,081,545</strong></td>
<td><strong>3,842,634</strong></td>
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</tbody>
</table>

**Governance costs**

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted funds</th>
<th>Restricted funds</th>
<th>Total 2015</th>
<th>Total 2014</th>
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<tbody>
<tr>
<td>42,579</td>
<td>42,579</td>
<td>39,166</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total resources expended</strong></td>
<td><strong>1,802,360</strong></td>
<td><strong>2,737,589</strong></td>
<td><strong>4,539,949</strong></td>
<td><strong>4,258,755</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted funds</th>
<th>Restricted funds</th>
<th>Total 2015</th>
<th>Total 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net incoming/(outgoing) resources before transfers</td>
<td>(272,080)</td>
<td>(783,202)</td>
<td>(1,055,282)</td>
<td>(977,159)</td>
</tr>
<tr>
<td>Unrealised (losses)/gains on investments</td>
<td>3,449</td>
<td>3,449</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transfers between funds</td>
<td>39,796</td>
<td>39,796</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Net movements in funds for the year</strong></td>
<td><strong>(311,876)</strong></td>
<td><strong>(739,957)</strong></td>
<td><strong>(1,051,833)</strong></td>
<td><strong>(978,140)</strong></td>
</tr>
</tbody>
</table>

### Reconciliation of funds

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted funds</th>
<th>Restricted funds</th>
<th>Total 2015</th>
<th>Total 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total funds brought forward</td>
<td>2,292,420</td>
<td>1,405,115</td>
<td>3,697,535</td>
<td>4,675,675</td>
</tr>
<tr>
<td>Total funds carried forward</td>
<td>1,980,554</td>
<td>665,158</td>
<td>2,645,702</td>
<td>3,697,535</td>
</tr>
</tbody>
</table>

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 2015)

<table>
<thead>
<tr>
<th>Notes</th>
<th>The Group</th>
<th>The Charity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015</td>
<td>2014</td>
</tr>
<tr>
<td></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td><strong>Fixed assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tangible fixed assets</td>
<td>8</td>
<td>1,716,359</td>
</tr>
<tr>
<td>Investments</td>
<td>9</td>
<td>57,877</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1,774,236</td>
</tr>
<tr>
<td><strong>Current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debtors</td>
<td>12</td>
<td>583,528</td>
</tr>
<tr>
<td>Cash on deposit: Head office and UK branches</td>
<td></td>
<td>399,732</td>
</tr>
<tr>
<td>Cash at bank and in hand: Head office</td>
<td></td>
<td>267,941</td>
</tr>
<tr>
<td>Cash at bank and in hand: UK branches</td>
<td></td>
<td>32,185</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1,283,386</td>
</tr>
<tr>
<td><strong>Current liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Creditors: amounts falling due within one year</td>
<td>13</td>
<td>(364,022)</td>
</tr>
<tr>
<td><strong>Net current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Creditors: amounts falling due after one year</td>
<td>14</td>
<td>(47,898)</td>
</tr>
<tr>
<td><strong>Current assets less current liabilities less creditors falling due after one year</strong></td>
<td></td>
<td>871,466</td>
</tr>
<tr>
<td><strong>Total net assets</strong></td>
<td>15</td>
<td>2,645,702</td>
</tr>
<tr>
<td><strong>Funds</strong></td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>Restricted</td>
<td></td>
<td>665,158</td>
</tr>
<tr>
<td>Designated funds</td>
<td></td>
<td>1,710,767</td>
</tr>
<tr>
<td>General</td>
<td></td>
<td>269,777</td>
</tr>
<tr>
<td><strong>Total funds</strong></td>
<td></td>
<td>2,645,702</td>
</tr>
</tbody>
</table>

Approved by the Board of Trustees on 23 September 2015 and signed on its behalf by:

Prof David Grayson, CBE  Ian Peters
(Chairman)  (Treasurer)

The notes on pages 31 to 42 form part of these financial statements.
## Cash Flow Statement
(for the year ended 31 March 2015)

### Reconciliation of operating surplus to net cash outflow from operating activities

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net incoming/(outgoing) resources before revaluations</td>
<td>(1,055,282)</td>
<td>(977,159)</td>
</tr>
<tr>
<td>Investment income</td>
<td>(9,690)</td>
<td>(31,311)</td>
</tr>
<tr>
<td>Depreciation charges</td>
<td>69,216</td>
<td>69,065</td>
</tr>
<tr>
<td>(Increase)/decrease in debtors</td>
<td>(56,404)</td>
<td>237,921</td>
</tr>
<tr>
<td>Increase/(decrease) in creditors</td>
<td>(124,456)</td>
<td>79,035</td>
</tr>
<tr>
<td>Net cash inflow/(outflow) from operating activities</td>
<td>(1,176,616)</td>
<td>(622,449)</td>
</tr>
</tbody>
</table>

### Cash flows from capital expenditure

| Purchase of tangible fixed assets | 0 | (9,067) |

### Cash flow statement

| Net cash inflow/(outflow) from operating activities | (1,176,616) | (631,516) |
| Returns on investment | 9,690 | 31,311 |
| Increase/(decrease) in cash | (1,166,926) | (600,205) |
| Net cash inflow/(outflow) before management of liquid resources and financing | (1,166,926) | (600,205) |
| Management of liquid resources |  |  |
| (Decrease)/increase in cash | (1,166,926) | (600,205) |

### Reconciliation of net cash inflow to movement of net funds

| Increase/(decrease) in cash for the year | (1,166,926) | (600,205) |
| Cash used to increase liquid resources |  |  |
| Change in cash and liquid resources | (1,166,926) | (600,205) |
| Cash and liquid resources as at 1 April | 1,866,784 | 2,466,990 |
| Cash and liquid resources as at 31 March | 699,858 | 1,866,785 |

### Notes to cash flow statement

#### Note (i) gross cash flows returns on investment

| Investment income | 9,690 | 31,311 |

#### Capital expenditure and financial investment

| Receipts from sale of investments | 0 | 0 |

#### Management of liquid resources

| Increase in short term deposits |  |  |

#### Note (ii) analysis of change in net funds

<table>
<thead>
<tr>
<th>At 1 April 2014</th>
<th>Cash flows</th>
<th>At 31 March 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash in hand, at bank</td>
<td>1,866,784</td>
<td>(1,166,926)</td>
</tr>
<tr>
<td>Liquid resources</td>
<td>1,866,784</td>
<td>(1,166,926)</td>
</tr>
</tbody>
</table>
1. Accounting Policies

(a) Basis of preparation of financial statements

These financial statements have been prepared under the historical cost convention, as modified by the revaluation of investments, and in accordance with the provisions of the Companies Act 2006 and Statement of Recommended Practice 2005 (SORP 2005) “Accounting and Reporting by Charities”, issued by the Charity Commission, and comply with the applicable United Kingdom Accounting Standards.

(b) Branches

The financial statements incorporate the results of the UK Branches of Carers UK. The income, expenditure and fund balances of these branches are all utilised locally by the branches and the combined results of all branches can be seen in note 18 to the financial statements and are reflected within the restricted balances of the charity. The results of the branches are aggregated from returns which have been submitted to Carers UK that are prepared and signed by the local Treasurers. The year end reporting date for the branches consolidated within the financial statements is 31 December 2014.

(c) Tangible fixed assets and depreciation

Assets with a cost in excess of £5,000 are capitalised as fixed assets. The cost of fixed assets is written off over their estimated useful lives as follows:

> Leasehold Premises: 2% per annum on cost
> Leasehold Improvements: 5% per annum on cost
> Equipment: 20% per annum on cost

(d) Investments

Investments are shown at market value. Realised and unrealised gains and losses are shown separately in the Statement of Financial Activities. Investment income is accounted for on an accruals basis.

(e) Incoming resources

Grants, donations and other voluntary income are accounted for on an accruals basis.

Membership subscriptions received during the year that relate to a subsequent financial accounting period are carried forward as a creditor in the balance sheet and shown as subscriptions received in advance.

Activities for generating funds include corporate sponsorship and lottery proceeds.

Legacies are credited to income only when the charity receives the funds unless there is certainty that the charity is entitled to receive a known amount at a given time. “Certain” means the estate has been through Probate and the charity knows the exact amount that is due. At the year end there were three legacies subject to life tenants with an estimated value of £236,000 which are held in property and investments.

(f) Resources expended

All expenditure is accounted for on an accruals basis.

Cost of generating funds comprises fundraising and publicity costs which are incurred in seeking voluntary contributions for the charity.

Governance costs include those incurred in the management of the charity’s assets, organisational administration and compliance with constitutional and statutory requirements.

Support costs include the central functions and have been allocated across the categories of charitable expenditure, governance costs and costs of generating funds on a basis consistent with the use of resources. Finance costs are allocated on the basis of expenditure. Other costs are allocated on the basis of head count.
Grants awarded are recognised when specific and unconditional commitment to provide grant funding is given and this has been communicated directly to the recipient, giving rise to a constructive obligation. In these circumstances there is a valid expectation by the recipients that they will receive the grant.

(g) Deferred Income

Grants and donations received before 31 March 2015, but which are specified by the donor for next financial period, are deferred to that period.

(h) Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Office Funds represents:

> a. the written down value of the leasehold premises and
> b. the written down value of the leasehold improvements (incurred and committed)

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds is charged against the specific fund. The aim and use of each specific fund is set out in the notes to the financial statements.

Investment income and gains are allocated to the appropriate funds.

(i) Operating leases

Rentals under operating leases are charged to the statement of financial activities on a straight-line basis over the lease term.

(j) Pension Costs

The charity operates a defined contribution scheme. The assets of the scheme are held separately from those of the charity in an independently administered scheme.
Notes to the Financial Statements

### 2. Voluntary income

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted</th>
<th>Restricted</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Donations and gifts,</td>
<td>179,595</td>
<td>7,423</td>
<td>187,018</td>
<td>156,888</td>
</tr>
<tr>
<td>including membership</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Funding for Strategic</td>
<td>-</td>
<td>181,000</td>
<td>181,000</td>
<td>200,000</td>
</tr>
<tr>
<td>Partners Programme</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(a)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legacies</td>
<td>413,090</td>
<td>-</td>
<td>413,090</td>
<td>237,235</td>
</tr>
<tr>
<td>Corporates</td>
<td>156,501</td>
<td>-</td>
<td>156,501</td>
<td>177,633</td>
</tr>
<tr>
<td>Trusts</td>
<td>18,274</td>
<td>145,000</td>
<td>163,274</td>
<td>31,900</td>
</tr>
<tr>
<td>Fundraising events</td>
<td>48,140</td>
<td>1,169</td>
<td>49,309</td>
<td>26,677</td>
</tr>
<tr>
<td>Tax reclaims</td>
<td>18,856</td>
<td>-</td>
<td>18,856</td>
<td>11,954</td>
</tr>
<tr>
<td>Other</td>
<td>96,517</td>
<td>-</td>
<td>96,517</td>
<td>99,171</td>
</tr>
<tr>
<td></td>
<td><strong>930,973</strong></td>
<td><strong>334,592</strong></td>
<td><strong>1,265,565</strong></td>
<td><strong>941,458</strong></td>
</tr>
</tbody>
</table>

Legacies include accruals for anticipated income from bequests where the charity has been notified of its legal entitlement, the amount is expected to be received in the coming year and the amount can be determined with reasonable accuracy. The charity has reviewed the legacy entitlements of which it has been made aware as at 31 March 2015, and has made a conservative assessment of the value to accrue at £277,359 (2014: £107,076). A further £nil (2014: £nil of the potential value of legacies notified has not been accrued for on grounds of prudence, to allow for the risk of falling property and stock exchange markets, higher than estimated estate tax liabilities, or inaccuracies in the initial projections of estate values notified to the charity. £166,841, of legacy accrual made at the previous year end remained outstanding at 31 March 2015, of which £110,518 was received by the date of approval of these accounts (2014: £107,076). We have no valuations for two legacies as they are sitting tenants.

(a) Relates to a grant receivable from Department of Health (DH) as part of the £181K Carers Strategy shared equally between Carers Trust and Carers UK.

### 3. Incoming resources from charitable activities

<table>
<thead>
<tr>
<th></th>
<th>Contracted services</th>
<th>Grants &amp; trusts (see note 3b)</th>
<th>Training &amp; conferences</th>
<th>Other</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Giving carers a</td>
<td>49,909</td>
<td>414,172</td>
<td>25,922</td>
<td>74,588</td>
<td>564,591</td>
<td>479,300</td>
</tr>
<tr>
<td>stronger voice</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide carers with</td>
<td>405,232</td>
<td>389,872</td>
<td>153,757</td>
<td>81,937</td>
<td>1,030,798</td>
<td>1,196,325</td>
</tr>
<tr>
<td>support</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education, influence</td>
<td>56,662</td>
<td>437,407</td>
<td>12,681</td>
<td>52,482</td>
<td>559,232</td>
<td>519,422</td>
</tr>
<tr>
<td>and training</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>511,803</strong></td>
<td><strong>1,241,451</strong></td>
<td><strong>192,360</strong></td>
<td><strong>209,007</strong></td>
<td><strong>2,154,621</strong></td>
<td><strong>2,195,047</strong></td>
</tr>
</tbody>
</table>
### Notes to the Financial Statements (continued)

#### 3a. Grants and donations receivable

<table>
<thead>
<tr>
<th>Activities</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td><strong>Total grants received for charitable activities</strong></td>
<td>1,241,451</td>
<td>1,229,365</td>
</tr>
</tbody>
</table>

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.

### CHARITABLE ACTIVITIES

#### Advice and information
- Dulverton Trust: £25,000
- Henry Smith Charity: £50,000
- Santander Foundation: £9,850

#### Carers Ambassadors
- Department of Health: £164,000
- Sainsbury’s: £21,200

#### Carers Week
- Nesta (formerly NESTA, National Endowment for Science, Technology and the Arts): £10,000

#### Employers for Carers
- Joseph Rowntree Foundation: £5,000
- Sainsbury’s: £23,300
- Tunstall: £25,000

#### Comms, Campaigns, Media, Public Affairs
- Technology Strategy Board: £93,752
- Oxford Institute of Population Ageing: £2,700
- Nominet Trust: £72,498
- Big Lottery: £9,256
- Nesta: £259,880

#### Technology and Innovation
- Timebank: £9,256
- Carers UK Volunteer Programme: £15,127

#### Nation Offices

- **Work in Scotland**
  - Core grant: £170,000
  - Telecare: £15,000
  - Carer Positive: £47,679
  - Carers Parliament: £39,205
  - Carers Advocacy: £30,000
  - Trusts <£15,000: £17,750

- **Work in Wales**
  - Core grant: £208,463
  - Wales Volunteer Programme
    - Waterloo Foundation: £18,000
    - Trusts <£15,000: £3,000

- **Work in Northern Ireland**
  - The Atlantic Philanthropies: £80,000
  - DHSSPS (NI) Core grant: £42,143
  - NI Human Rights Commission: £14,500
  - Northern Health and Social Care Trust: £39,552
  - Other grants <£10,000: £5,500

- **Carers UK Branches**
  - Health and local authorities (various): £12,854
  - Other grants: £101,195
### 4. Total resources expended

<table>
<thead>
<tr>
<th></th>
<th>Fundraising costs (inc. Trading Activities)</th>
<th>Giving carers a stronger voice</th>
<th>Providing carers with support</th>
<th>Education, influence and training</th>
<th>Governance costs</th>
<th>Support costs</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff costs (Note 6)</td>
<td>£249,825</td>
<td>£622,164</td>
<td>£677,282</td>
<td>£853,656</td>
<td>£326,905</td>
<td>£2,729,832</td>
<td>£2,490,770</td>
<td></td>
</tr>
<tr>
<td>Fundraising costs</td>
<td>£144,953</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>116,870</td>
<td></td>
</tr>
<tr>
<td>Finance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>£23,939</td>
<td>£23,939</td>
<td>17,006</td>
</tr>
<tr>
<td>IT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>£68,464</td>
<td>£68,464</td>
<td>45,513</td>
</tr>
<tr>
<td>General admin</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>£223,074</td>
<td>£223,074</td>
<td>165,586</td>
</tr>
<tr>
<td>AGM &amp; Trustees’ travel</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>£25,026</td>
<td>£25,026</td>
<td>21,793</td>
</tr>
<tr>
<td>Audit fees</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>£11,300</td>
<td>£11,300</td>
<td>12,000</td>
</tr>
<tr>
<td>Depreciation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>£69,216</td>
<td>£69,065</td>
<td></td>
</tr>
<tr>
<td>Branch activities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>£208,862</td>
<td>£208,862</td>
<td>204,528</td>
</tr>
<tr>
<td>Other costs</td>
<td>£21,047</td>
<td>£210,445</td>
<td>£485,998</td>
<td>£316,717</td>
<td>£1,076</td>
<td>£1,035,283</td>
<td>£1,115,624</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>£415,825</td>
<td>£1,045,080</td>
<td>£1,371,575</td>
<td>£1,664,890</td>
<td>£42,579</td>
<td>£4,539,949</td>
<td>£4,258,755</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Support costs</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff costs (Note 6)</td>
<td>£191,706</td>
<td>£85,374</td>
<td>£1,184,045</td>
</tr>
<tr>
<td>Fundraising costs</td>
<td>£208,862</td>
<td>£210,445</td>
<td>£485,998</td>
</tr>
<tr>
<td>General admin</td>
<td>£25,026</td>
<td>£25,026</td>
<td>£21,793</td>
</tr>
<tr>
<td>Audit fees</td>
<td>£11,300</td>
<td>£11,300</td>
<td>£12,000</td>
</tr>
<tr>
<td>Depreciation</td>
<td>£69,216</td>
<td>£69,065</td>
<td></td>
</tr>
<tr>
<td>Branch activities</td>
<td>£208,862</td>
<td>£208,862</td>
<td>204,528</td>
</tr>
<tr>
<td>Other costs</td>
<td>£21,047</td>
<td>£210,445</td>
<td>£485,998</td>
</tr>
<tr>
<td>Total</td>
<td>£415,825</td>
<td>£1,045,080</td>
<td>£1,371,575</td>
</tr>
</tbody>
</table>

### 4a. Grants awarded

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) ITV Appeal Carers’ Fund</td>
<td>£8,003</td>
<td></td>
</tr>
<tr>
<td>(b) Islington Carers Hub (ICH)</td>
<td>£16,820</td>
<td></td>
</tr>
<tr>
<td>(c) Department of Health: Carers Strategy</td>
<td>£100,000</td>
<td></td>
</tr>
<tr>
<td>(d) Royal Mail Grants</td>
<td>£20,000</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>136,560</strong></td>
<td><strong>124,823</strong></td>
</tr>
</tbody>
</table>

Note

(a) ITV Carers Fund Appeal refers to small grants made to carers to assist them with domestic matters and help improve their day-to-day quality of life.
(b) Funds to carers in the Islington area for holiday breaks
(c) Grants of £90.5K to Carers Trust as part of the £181K DH Strategic Partners Programme grant given to both charities which includes Carers UK.
(d) Corporate grant from Royal Mail paid out to local Carers’ Groups throughout the UK
Notes to the Financial Statements
(continued)

5. Net incoming resources for the year

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is started after charging / crediting:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td>69,216</td>
<td>69,065</td>
</tr>
<tr>
<td>Trustees’ remuneration</td>
<td>nil</td>
<td>nil</td>
</tr>
<tr>
<td>Trustees’ reimbursed expenses: travel, subsistence and care expenses</td>
<td>25,026</td>
<td>21,793</td>
</tr>
<tr>
<td>Auditors’ remuneration</td>
<td>11,300</td>
<td>12,000</td>
</tr>
<tr>
<td>Operating lease rentals</td>
<td>32,629</td>
<td>21,264</td>
</tr>
<tr>
<td>Number of trustees whose expenses were reimbursed</td>
<td>13</td>
<td>13</td>
</tr>
</tbody>
</table>

6. Staff costs and numbers

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and allowances</td>
<td>2,379,154</td>
<td>2,170,321</td>
</tr>
<tr>
<td>Social security costs</td>
<td>236,315</td>
<td>218,312</td>
</tr>
<tr>
<td>Pension costs</td>
<td>114,363</td>
<td>102,137</td>
</tr>
<tr>
<td><strong>Total emoluments paid to staff were:</strong></td>
<td><strong>2,729,832</strong></td>
<td><strong>2,490,770</strong></td>
</tr>
<tr>
<td><strong>Total emoluments paid to staff were:</strong></td>
<td><strong>2,493,517</strong></td>
<td><strong>2,272,458</strong></td>
</tr>
</tbody>
</table>

The average weekly number of employees (full-time equivalent) during the year was as follows:

<table>
<thead>
<tr>
<th></th>
<th>2015 (No.)</th>
<th>2014 (No.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charitable</td>
<td>56</td>
<td>54</td>
</tr>
<tr>
<td>Support</td>
<td>9</td>
<td>8</td>
</tr>
<tr>
<td>Fundraising</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>72</strong></td>
<td><strong>67</strong></td>
</tr>
</tbody>
</table>

Number of employees earning over £60,000

<table>
<thead>
<tr>
<th></th>
<th>2015 (No.)</th>
<th>2014 (No.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>£70,001-£80,000</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
7. 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:

**UK Corporation Tax at 20% (2014: 20%)**

---

8. Tangible fixed assets

<table>
<thead>
<tr>
<th></th>
<th>Leasehold building</th>
<th>Leasehold improvements</th>
<th>Office / general equipment</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cost</strong></td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>As at 1 April 2014</td>
<td>1,361,012</td>
<td>803,651</td>
<td>9,067</td>
<td>2,173,730</td>
</tr>
<tr>
<td>Additions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At 31 March 2015</td>
<td>1,361,012</td>
<td>803,651</td>
<td>9,067</td>
<td>2,173,730</td>
</tr>
</tbody>
</table>

**Accumulated depreciation**

<table>
<thead>
<tr>
<th></th>
<th>£</th>
<th>£</th>
<th>£</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>As at 1 April 2014</td>
<td>156,569</td>
<td>229,924</td>
<td>1,662</td>
<td>388,155</td>
</tr>
<tr>
<td>Charge for year</td>
<td>27,220</td>
<td>40,183</td>
<td>1,813</td>
<td>69,216</td>
</tr>
<tr>
<td>At 31 March 2015</td>
<td>183,789</td>
<td>270,107</td>
<td>3,475</td>
<td>457,371</td>
</tr>
</tbody>
</table>

**Net book value**

<table>
<thead>
<tr>
<th></th>
<th>£</th>
<th>£</th>
<th>£</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>At 31 March 2015</td>
<td>1,177,223</td>
<td>533,544</td>
<td>5,592</td>
<td>1,716,359</td>
</tr>
<tr>
<td>At 31 March 2014</td>
<td>1,204,443</td>
<td>573,727</td>
<td>7,405</td>
<td>1,785,575</td>
</tr>
</tbody>
</table>

9. Investments (held by Branches)

<table>
<thead>
<tr>
<th></th>
<th>The Group</th>
<th>The Charity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015</td>
<td>2014</td>
</tr>
<tr>
<td><strong>£</strong></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Market value at the start of the year</td>
<td>54,428</td>
<td>55,409</td>
</tr>
<tr>
<td>Additions at historic cost</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Disposal proceeds</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Unrealised (loss)/gains</strong></td>
<td>3,449</td>
<td>(981)</td>
</tr>
<tr>
<td>Market value at the end of the year</td>
<td>57,877</td>
<td>54,428</td>
</tr>
<tr>
<td>Historical cost at the year end</td>
<td>21,200</td>
<td>23,263</td>
</tr>
</tbody>
</table>

(All investments at 31 March 2015 were held by Branches.)

Investments are listed and comprise:

<table>
<thead>
<tr>
<th></th>
<th>The Group</th>
<th>The Charity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assets in the UK</td>
<td>34,148</td>
<td>34,148</td>
</tr>
<tr>
<td>Assets outside the UK</td>
<td>23,729</td>
<td>23,729</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>57,877</td>
<td>57,877</td>
</tr>
</tbody>
</table>
### 10. Subsidiary undertaking

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Turnover</td>
<td>13,361</td>
<td>37,212</td>
</tr>
<tr>
<td>Cost of sales</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross profit</td>
<td>13,361</td>
<td>37,212</td>
</tr>
<tr>
<td>Distribution costs</td>
<td></td>
<td>(7,200)</td>
</tr>
<tr>
<td>Administrative expenses</td>
<td>(21,047)</td>
<td>(33,916)</td>
</tr>
<tr>
<td>Other operating income</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Profit/(loss) for financial year</td>
<td>(7,686)</td>
<td>(3,904)</td>
</tr>
</tbody>
</table>

The aggregate of the assets, liabilities and funds was:

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assets</td>
<td>44,363</td>
<td>34,223</td>
</tr>
<tr>
<td>Liabilities</td>
<td>(55,953)</td>
<td>(38,127)</td>
</tr>
<tr>
<td>Funds</td>
<td>(11,590)</td>
<td>(3,904)</td>
</tr>
</tbody>
</table>

### 11. Parent Subsidiary

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Gross income</td>
<td>3,471,306</td>
<td>3,244,384</td>
</tr>
<tr>
<td>Results for the year</td>
<td>(1,044,147)</td>
<td>(974,236)</td>
</tr>
</tbody>
</table>

### 12. Debtors

<table>
<thead>
<tr>
<th></th>
<th>The Group</th>
<th></th>
<th>The Charity</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015</td>
<td>2014</td>
<td>2015</td>
<td>2014</td>
</tr>
<tr>
<td></td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Other debtors</td>
<td>145,277</td>
<td>327,804</td>
<td>135,277</td>
<td>294,903</td>
</tr>
<tr>
<td>Prepayments and accrued income</td>
<td>438,251</td>
<td>199,320</td>
<td>438,251</td>
<td>199,320</td>
</tr>
<tr>
<td></td>
<td><strong>583,528</strong></td>
<td><strong>527,124</strong></td>
<td><strong>573,528</strong></td>
<td><strong>494,223</strong></td>
</tr>
</tbody>
</table>
13. Creditors: amounts due within one year

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Other creditors</td>
<td>£197,491</td>
<td>£278,265</td>
<td>£141,539</td>
<td>£240,138</td>
</tr>
<tr>
<td>Other taxes and social security</td>
<td>£65,510</td>
<td>£63,161</td>
<td>£65,510</td>
<td>£63,161</td>
</tr>
<tr>
<td>Subscriptions: receipt in advance</td>
<td>£8,457</td>
<td>£54,237</td>
<td>£8,457</td>
<td>£54,237</td>
</tr>
<tr>
<td>Accruals and deferred income</td>
<td>£92,564</td>
<td>£65,794</td>
<td>£92,564</td>
<td>£65,794</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>£364,022</strong></td>
<td><strong>£461,457</strong></td>
<td><strong>£308,070</strong></td>
<td><strong>£423,330</strong></td>
</tr>
</tbody>
</table>

14. Creditors: due after more than one year

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HMRC Lennartz</td>
<td>£47,898</td>
<td>£74,919</td>
<td>£47,898</td>
<td>£74,919</td>
</tr>
</tbody>
</table>

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 £47,898 (2014: £74,919) falling due after one year, £nil (2014: nil) remains due after 5 years.

15. Analysis of group net assets between funds

<table>
<thead>
<tr>
<th></th>
<th>Restricted funds 2015</th>
<th>Restricted funds 2014</th>
<th>Designated funds</th>
<th>General funds</th>
<th>Total funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tangible fixed assets</td>
<td>£1,710,768</td>
<td>£5,591</td>
<td></td>
<td></td>
<td>1,716,359</td>
</tr>
<tr>
<td>Investments</td>
<td>£57,877</td>
<td></td>
<td></td>
<td></td>
<td>57,877</td>
</tr>
<tr>
<td>Net current assets</td>
<td>£607,281</td>
<td>£312,083</td>
<td></td>
<td></td>
<td>919,364</td>
</tr>
<tr>
<td>Creditors: amounts falling due after one year</td>
<td>(£47,898)</td>
<td></td>
<td></td>
<td></td>
<td>(£47,898)</td>
</tr>
<tr>
<td><strong>Net assets at the end of the year</strong></td>
<td><strong>£665,158</strong></td>
<td><strong>£1,710,768</strong></td>
<td><strong>£269,776</strong></td>
<td><strong>£2,645,702</strong></td>
<td></td>
</tr>
</tbody>
</table>
### Notes to the Financial Statements (continued)

#### 16. Movements in funds

<table>
<thead>
<tr>
<th></th>
<th>As at 01/04/14</th>
<th>Incoming resources</th>
<th>Resources expended</th>
<th>Transfers between funds</th>
<th>Profit/(loss) on investments</th>
<th>As at 31/03/15</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Restricted funds</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advice and information</td>
<td>71,850</td>
<td>71,850</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carer Ambassador GP Training</td>
<td>14,627</td>
<td>164,000</td>
<td>139,162</td>
<td></td>
<td></td>
<td>39,465</td>
</tr>
<tr>
<td>Carers Strategy</td>
<td>181,000</td>
<td>181,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Islington Carers Hub</td>
<td>146,180</td>
<td>282,001</td>
<td>299,176</td>
<td></td>
<td></td>
<td>129,005</td>
</tr>
<tr>
<td>ITV - Text Santa 2011</td>
<td>132,177</td>
<td></td>
<td>132,177</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ITV - Text Santa 2012</td>
<td>518,835</td>
<td></td>
<td>518,835</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kensington &amp; Chelsea</td>
<td>59,161</td>
<td>111,750</td>
<td>99,883</td>
<td></td>
<td></td>
<td>71,028</td>
</tr>
<tr>
<td>Primary Care Navigator</td>
<td>25,705</td>
<td>31,500</td>
<td>46,860</td>
<td></td>
<td></td>
<td>10,345</td>
</tr>
<tr>
<td>Time bank</td>
<td>9,256</td>
<td></td>
<td>9,256</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carers UK Volunteering</td>
<td>260,128</td>
<td></td>
<td>39,945</td>
<td></td>
<td></td>
<td>220,183</td>
</tr>
<tr>
<td>Programme</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carers Week</td>
<td>85,000</td>
<td></td>
<td>85,000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nations:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Northern Ireland</td>
<td>75,297</td>
<td>170,475</td>
<td>257,286</td>
<td>61,115</td>
<td></td>
<td>49,601</td>
</tr>
<tr>
<td>Scotland</td>
<td>76,669</td>
<td>306,258</td>
<td>346,027</td>
<td>(23,843)</td>
<td></td>
<td>13,057</td>
</tr>
<tr>
<td>Wales</td>
<td>5,233</td>
<td>244,782</td>
<td>233,700</td>
<td></td>
<td></td>
<td>16,315</td>
</tr>
<tr>
<td>Carers UK Branches</td>
<td>351,231</td>
<td>36,387</td>
<td>277,432</td>
<td>2,524</td>
<td>3,449</td>
<td>116,159</td>
</tr>
<tr>
<td><strong>Total restricted funds</strong></td>
<td><strong>1,405,115</strong></td>
<td><strong>1,954,387</strong></td>
<td><strong>2,737,589</strong></td>
<td><strong>39,796</strong></td>
<td></td>
<td><strong>665,158</strong></td>
</tr>
</tbody>
</table>

#### Unrestricted funds

**Designated funds:**

<table>
<thead>
<tr>
<th></th>
<th>As at 31/03/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office fund</td>
<td>1,710,767</td>
</tr>
<tr>
<td>General funds</td>
<td>269,777</td>
</tr>
<tr>
<td><strong>Total unrestricted funds</strong></td>
<td><strong>1,980,544</strong></td>
</tr>
</tbody>
</table>

**Total funds**

<table>
<thead>
<tr>
<th>As at 31/03/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,645,702</td>
</tr>
</tbody>
</table>

Funds for Nations - This relates to funds held in respect of activities based in Northern Ireland, Wales and Scotland.
16. Continued - Notes on transfers between funds

Unrestricted funds
(a) Restricted funds
(b) Office funds

Designated funds
(a) Office funds

Restricted funds
(a) Nation Offices and projects

Description of funds
(a) Designated funds
Office funds

(b) Restricted funds
Advice and information
GP Ambassador Programme
Carers Strategy
ITV - Text Santa 2011
ITV - Text Santa 2012
Islington Carers Hub
Kensington & Chelsea
Timebank
Primary Care Navigator Project
Carers UK Volunteering Programme
Carers Week
Technology and innovation

Nation offices:
Wales
Scotland
Northern Ireland

Branches:
West Sussex Carers Fund
Leeds Fund
Isle of Wight (B Heaton)
Carers UK Branches

Unrestricted funds
Shortfall in restricted funds being funded by unrestricted funds
This represents the net book value of the leasehold building and leasehold improvements to the property at Great Dover Street.

Designated funds
Transfers from general funds to the office funds to reflect the depreciation on the leasehold and the leasehold improvements.

Restricted funds
Shortfall in Restricted funds in Nation Offices being funded from general reserves

Description of funds
This represents the net book value of the leasehold and improvements to the building at 20 Great Dover Street, London, SE1 4LX

(b) Restricted funds
Support for our Advice and Information services
A project supported by the Department of Health to improve General Practitioners’ identification and support of carers
Support from the Department of Health Carers Strategy Fund for Carers UK and Carers Trust
Projects funded by the 2011 ITV Text Santa Appeal
Projects funded by the 2012 ITV Text Santa Appeal
Contract to provide services in Islington, funded by the London Borough of Islington
Contract to provide services in Kensington & Chelsea, funded by the London Borough of Kensington & Chelsea
Funding from Big Lottery Fund in support of a joint project with Timebank
Contract to improve identification and support of carers within the primary care system within the boroughs of Westminster, Kensington & Chelsea and Hammersmith & Fulham
To establish a new, integrated country-wide social action programme to enable carers and former carers to volunteer time to support carers
Funding for the annual Carers Week
Funds to support the development of the J ointly App

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

Branches:
A legacy left for the benefit of carers in West Sussex
Funds held centrally on behalf of Leeds Branch
A legacy left for the benefit of carers in the Isle of Wight
Funds held by branches to support their work locally
17. Commitments

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>£</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less than 1 year</td>
<td>32,629</td>
<td>21,264</td>
</tr>
<tr>
<td>1 - 2 years</td>
<td>31,164</td>
<td>50,550</td>
</tr>
<tr>
<td>2 - 5 years</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>63,793</strong></td>
<td><strong>71,814</strong></td>
</tr>
</tbody>
</table>

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

18. Related party transactions

The charity had taken advantage of the FRS 8 exemption from disclosure of its intra group transactions.
Thank you

We would like to show our appreciation for the many people who have made our work possible this year.

Thank you to all our donors and supporters from the individuals who ran a marathon for us to the trusts and organisations who have funded entire programmes. We couldn’t do it without you!

We’re grateful to all our members who have helped to create a caring community. Our members have shared their experiences, inspired our campaigning work, supported other carers and helped to raise the profile of caring throughout the UK – all in addition to their vital caring roles.

The passion of our Staff and Trustees has ensured that carers remain at the heart of everything we do. Their experience, creativity and resourcefulness lies behind everything we have achieved.

With our partners we have been able to reach further than ever into local communities, providing events, services and products which connect carers with the support they need and help to make life better.