Driving equality, support and recognition

ANNUAL REPORT 2024-25

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Foreword from Nick Baird

Chair of the Board of Trustees

This has been another important year for Carers UK, one which has seen real progress and advancement against long held strategic goals. It has also seen increased challenges from a volatile external environment. As Chair, I am incredibly proud of the achievements detailed in this report, which show the strength of our campaigning voice, the impact of our support for carers, and the power of our partnerships. None of this would be possible without the dedication of our staff, volunteers, members and supporters who share our mission to make life better for carers.

As a Trustee Board we are committed to ensuring that Carers UK strives to deliver for unpaid carers through all our interventions, ensuring we are ambitious for carers, as well as ensuring that the charity remains in a strong financial position to meet our charitable objects.

I would like to take this opportunity to welcome our new Trustees, who bring with them a wealth of expertise, energy and commitment. Their contributions will help strengthen our governance and ensure that Carers UK remains robust and forward-looking. I also wish to extend my warmest congratulations to our colleague Emily Holzhausen, whose award of a CBE for her outstanding work on behalf of carers is richly deserved. It is a testament not only to her personal dedication but also to the significance of carers' voices in shaping our national debate.

As we mark our 60th anniversary, while there is much to celebrate – there remains much more still to do. Equality today, and tomorrow is not only the theme for the year, but sets out with clarity our reason for being. Carers continue to face daily pressures, from the strain of the cost of living, to difficulties juggling work and care, and accessing health and social care. At the same time, we have seen how much difference can be made when carers' voices are heard and when our movement speaks together.

With the passion and determination of our community, and with a new government setting the agenda for the coming years, we have both the opportunity and responsibility to ensure carers' needs remain at the forefront. I am confident that we will remain a strong voice for carers and a force for positive change.

Nick Baird, Chair of Trustees

> *"Carers continue to face daily pressures, from the strain of the cost of living, to difficulties juggling work and care, and accessing health and social care."*
>
> – Nick Baird

Foreword from Helen Walker

Chief Executive

> In my role as Chief Executive of Carers UK I have the privilege of meeting many unpaid carers and I'm always reminded just how much more effective our campaigning is as a direct result of carers sharing their experiences with us, so that we in turn can shine a light on what unpaid caring really means in the UK today. I want to thank every carer who has shared their experiences with us over the last year, whether through our State of Caring survey, in the media, at our events, or directly with policymakers. Your voices are powerful, and they truly help us to bring about change.

This year saw the sad loss of our much-loved Patron, Johnnie Walker. Johnnie was a tireless champion of both carers and of Carers UK. He brought warmth, generosity and profile to our cause, and we remember him with great affection and gratitude for all that he gave. His support touched countless lives, and his legacy will continue in the work we do every day. Naturally our thoughts continue to be with his wife Tiggy who along with Johnnie did so much to raise awareness of caring, and who continues to do so.

Following the General Election in the summer of 2024, we had high expectations of the new UK Government and were pleased to see measures that offered support for carers, including our long campaigned for increase in the Carer's Allowance earnings limit. However, we have become increasingly concerned that other emerging legislation may have a negative impact on carers' lives – for example, restrictions on entitlements and changes to benefits. We will continue to monitor these developments closely and fight hard to ensure carers are not pushed further into poverty or disadvantage. Our mission to protect carers' rights and improve their everyday lives has never been more urgent.

I too am grateful to our staff, volunteers, Trustees, members, supporters and partners, whose dedication has ensured that Carers UK delivers for carers even in difficult times. Together, we have secured important wins – from the Carer's Leave Act coming into effect to the largest increase in the Carer's Allowance earnings limit since 1976. We have also kept innovating in how we provide direct support, from digital services to developing our peer networks for members, ensuring no carer has to face their journey alone.

As we enter our 60th anniversary year, I am excited at the prospect of what more we can achieve by using this as an opportunity to focus on the future that carers need and deserve. We remain ambitious, determined and hopeful – working towards a future where every carer is recognised, valued and supported, and where we have secured equality for both today and tomorrow.

Helen Walker, Chief Executive

Our annual report 2024–25

Carers at the heart of national challenges

Unpaid carers across the UK continue to shoulder extraordinary responsibilities, often at great personal cost. This past year has again highlighted the ongoing challenges they face, set against a backdrop of global uncertainty, a cost of living crisis, and stretched public services.

Inflation may have slowed, but food, fuel and household bills remain stubbornly high, hitting carers particularly hard because so many are already living on low or insecure incomes. Carers UK's 2024 research with abrdn Financial Fairness Trust highlighted that 1.2 million carers are living in poverty, including 400,000 in deep poverty. This level of financial hardship is unacceptable for people providing essential care to family and friends.

There have been some positive developments. Early in the life of the new UK Government, carers saw the biggest rise in the Carer's Allowance earnings limit since 1976. Linking the threshold to the National Living Wage, something Carers UK has campaigned for since 1998, was a welcome step forward that could ease financial pressures for many working carers. It was a clear example of how sustained campaigning can bring about change. Yet at the same time, other decisions have caused alarm. The restriction of the Winter Fuel Allowance and renewed threats to benefits and entitlements risk plunging carers, and those they care for, further into hardship. These policy choices underline how fragile progress can be, and why Carers UK remains vigilant and vocal.

OVER

1.2million

UNPAID CARERS

live in poverty, including 400,000 in deep poverty. No one who gives so much should be left with so little

The value of care provided by unpaid carers is estimated to be worth

£184 billion

A YEAR – ON A PAR WITH THE NHS ITSELF

Such a contribution deserves proper recognition and support

Through our research, we have continued to shine a spotlight on carer poverty. The Carer Poverty Commission in Northern Ireland found carers face the highest poverty rates of any part of the UK. In Scotland, we have influenced debates on the Minimum Income Guarantee, pressing for carers' needs to be built into proposals for a fairer financial settlement. Our collaboration with abrdn Financial Fairness Trust has not only provided robust evidence of the scale of poverty but has also helped demonstrate the long-term consequences of inadequate support – from carers falling into debt to being unable to save for retirement.

Carers also continue to pay a heavy price in their health and wellbeing. Findings from the 2024 State of Caring survey show that 35% report bad or very bad mental health, and nearly half feel constantly overwhelmed by their responsibilities. This context matters because behind every policy debate are families making sacrifices to provide care. Without proper recognition and support, these families are being left to struggle alone.

The economic context is equally important. The UK continues to face fiscal pressures and difficult spending choices. Global uncertainty, including rising energy prices and conflict abroad, has added to the instability. But as Carers UK has consistently argued, unpaid care is a fundamental part of the national infrastructure. With an estimated value of £184 billion a year, unpaid care is equivalent to the entire NHS budget. Investing in carers is not optional; it is essential for the sustainability of health and social care and for the wellbeing of society as a whole.

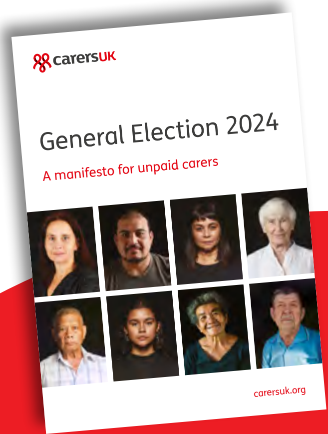
As we set our course for the years ahead, the message is clear: carers are providing more care, under greater strain, and often with fewer resources than ever before. The gains achieved – such as the earnings limit increase – must not be undermined by regressive policy decisions. Carers UK will continue to evidence the realities of caring, to campaign for policies that protect and support carers, and to highlight the human cost when carers are overlooked. The fight against carer poverty, and the pursuit of a fairer settlement for carers, remain at the very heart of our mission.

Navigating political change and finding new opportunities

The past year has been one of profound political change across the United Kingdom. The General Election brought a change of government at Westminster, creating both uncertainty and opportunity. For unpaid carers, this moment represented a chance to make their voices heard in a new political landscape. Carers UK worked tirelessly throughout the election period, publishing our 2024 manifesto which set out clear, achievable steps to improve carers' rights, financial security and access to support. This manifesto became not only a call to action for candidates but also a blueprint for the next government to embed carers' needs into its policy agenda.

In the immediate aftermath of the election, we were cautiously optimistic. We positively welcomed The Sayce Review – the independent review into the Carers Allowance over payments scandal. Yet political shifts are rarely straightforward. As the new administration settled in, competing priorities and financial pressures began to cloud the picture. Carers UK is watching carefully, ensuring that the pledges made to carers are not lost amid the noise of wider reform.

The devolved nations also experienced significant political change. In Scotland, leadership contests created uncertainty within government, but also opportunities for Carers Scotland to build fresh relationships and advocate for the continuation of progressive measures such as the Carer's Allowance Supplement and discussions around a Minimum Income Guarantee. In Wales, political instability within the governing party has posed challenges, yet our team has continued to work constructively with ministers and officials to press for improved support for carers. In Northern Ireland, the return of a functioning Executive at Stormont after years of political deadlock has been particularly significant. For the first time in several years, unpaid carers in Northern Ireland once again had a government able to take decisions on social care and welfare policy. We have already begun influencing this agenda, ensuring that carers' rights and the recommendations of the Carer Poverty Commission inform ministerial priorities.



Our carers' manifesto set out a practical blueprint for government – showing exactly how to deliver equality for carers

The return of government to Stormont gave carers in Northern Ireland a chance to shape debates once again and shine a spotlight on long-ignored issues

Beyond party politics, our focus has been on building cross-party consensus. Carers UK engaged parliamentarians across the political spectrum, hosting events, giving evidence to select committees, and working closely with the All-Party Parliamentary Group on Carers, for which we provide the secretariat. We know that meaningful change requires broad agreement, and we continue to invest in fostering relationships that will endure beyond individual parliaments or administrations.

Our work this year has also been about amplifying carers' own voices in political debate. Thousands of carers contributed to our NHS 10-year plan consultations, sharing their stories, challenges and aspirations for the future. Carers have consistently told us that they want recognition, financial security, access to quality health and social care, and the right to a life beyond caring. We have used these testimonies to inform debates not only about carers' entitlements but also the future of social care as a whole.

The Casey Review, the independent review of adult social care, announced this year offers us another important opportunity. We will submit detailed evidence, stressing that no reform of the care system can succeed without recognising and supporting the millions of unpaid carers who underpin it. We continue to argue strongly for a new national carers' strategy, backed by investment and measurable outcomes. While it remains uncertain how far government will go in implementing these recommendations, we have ensured that carers' voices are firmly embedded in the review process.

Throughout this turbulent year, our approach has been one of constructive challenge. We welcome commitments that move carers' rights forward, but we are equally clear about calling out risks that threaten to set carers back. Whether confronting the reduction of the Winter Fuel Allowance, highlighting the dangers of benefit restrictions, or pressing for a fairer settlement in devolved nations, we have remained a trusted, authoritative voice.

Looking ahead, we will continue to build on these foundations. Our manifesto will remain a touchstone, reminding politicians of the promises made to carers. Our work on understanding the opportunities of the NHS 10-year plan will guide us in holding governments to account. And our engagement across Westminster, Holyrood, the Senedd and Stormont will ensure that, despite political upheaval, unpaid carers' rights and needs remain firmly on the agenda. In times of change, there is always risk – but also the potential for renewal. Carers UK will be there to ensure that carers can seize that opportunity.

Fighting for fairness

Fighting for fairness: equality in every part of life

Unpaid carers continue to face profound inequalities in almost every aspect of life – from finances to work opportunities and social recognition. This year Carers UK has worked to tackle those injustices head on, with some landmark wins, but also with an awareness of how far we still have to go.

One of the most significant developments was the Carer's Leave Act coming into force in April 2024. This legislation grants 2.3 million carers in Great Britain the right to take up to five days of unpaid leave each year to manage their caring responsibilities. It represents the culmination of nearly three decades of campaigning, beginning with Carers UK's *Cost of caring* report in 1996 and followed by relentless advocacy. Securing this right is a testament to the persistence of carers and the organisations who support them. Yet the right to unpaid leave is only a partial victory. Our State of Caring 2024 research found that more than half of working carers could not afford to take unpaid time off, which is why we continue to press for the introduction of paid Carer's Leave as the next essential step.

The Carer's Leave Act has given

2.3 million

CARERS NEW RIGHTS AT WORK – PROOF THAT DECADES OF CAMPAIGNING CAN BRING LASTING CHANGE

But with more than half of carers unable to afford unpaid leave, we continue to press for paid Carer's Leave so fairness reaches every family

Employment and benefits

We have also grown our work with employers, ensuring that carers are better supported in the workplace. Employers for Carers now counts over 230 member organisations, covering over three million employees, while the Carer Confident scheme in England and Carer Positive in Scotland provide accreditation and recognition to employers committed to supporting staff with caring responsibilities.

Carer Positive marked its tenth anniversary in 2024 with an event in the Scottish Parliament, celebrating progress and good practice with our first ever Carer Positive Awards as well as highlighting the work still needed. Meanwhile, our Future of Work conferences in London and Edinburgh created new platforms to explore how employment policy, technology and culture can evolve to better reflect the needs of working carers.

Another major campaigning focus this year has been on Carer's Allowance overpayments. Carers UK first raised concerns about unfair recovery of overpayments in 2018, but in 2024 the issue hit national headlines thanks to our collaboration with The Guardian. Many carers had been unknowingly caught out by the complex earnings rules and found themselves facing demands to repay thousands of pounds. More than 160 carers came forward to share their stories with us, and many went on to speak publicly, becoming powerful advocates for reform. The resulting media coverage led to debates in Parliament and direct engagement with the Department for Work and Pensions and No.10.

Shaping policy

Through our policy and research work, we have ensured that unpaid carers' experiences remain central to national debate. Over the past year we published a record number of reports across England, Wales, Scotland and Northern Ireland, using evidence from our annual State of Caring survey – which in 2024 attracted over 12,500 responses – to inform decision-makers. Our Chief Executive, Helen Walker, and colleagues have spoken at major conferences, parliamentary events and directly with ministers, ensuring that Carers UK remains the trusted authority on unpaid caring.

At the heart of our poverty work are the voices of carers themselves. In 2024, Helen Mosley spoke movingly in front of the All-Party Parliamentary Group on Carers about the challenges of caring in poverty. Her story, and those of many others, brought a human face to the statistics and helped ensure that parliamentarians could not ignore the lived reality of carers' lives.

Our campaigns, whether on workplace rights, benefits reform or financial justice, are ultimately about equality – the right of carers to the same opportunities, security and respect as any other citizen. We know that caring can be fulfilling, but there must be choice, and it must not come at the expense of poverty, lost work or diminished health. Carers UK will continue to press for systemic change that removes barriers and delivers genuine equality in every part of life.

When

***160* CARERS**

told us directly that they faced crushing Carer's Allowance overpayment debts, we stood by them, turning private struggles into a national outcry for change

When carers need us most

Being there when carers need us most

Our support services are a vital lifeline for carers across the country

Our Helpline

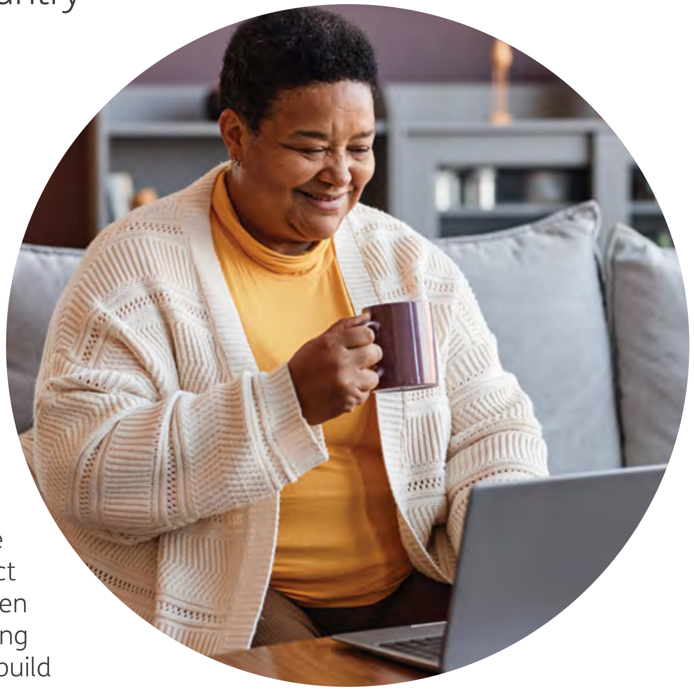
At the heart of this work is our Helpline, which continues to provide trusted information, guidance, support and reassurance at moments of crisis. Over the past year, demand for the Helpline continues, reflecting the ongoing pressures of the cost-of-living crisis and changes to social security. We saw particular spikes in calls linked to our campaigning work – for example, when carers sought clarity about the Carer's Allowance earnings limit, or during our This Counts as Care campaign when thousands of people recognised their role as carers for the first time. Every call represents a carer reaching out for help in navigating complex systems or simply not knowing where to turn.

Carers Connect

Our online members' community, Carers Connect, has continued to grow rapidly, with activity nearly doubling compared to the previous year. This peer-to-peer network enables carers to share experiences, offer each other solidarity, and find reassurance that they are not alone. For many, the ability to connect online, at a time that suits them, is a crucial source of emotional support. We have invested in enhancing the platform to ensure it remains safe, accessible and welcoming to carers from all backgrounds.

Online activity

We have also delivered an extensive programme of direct engagement with carers. Our members' conference was held in hybrid form for the first time, allowing carers to participate in person or online. This model ensured greater accessibility and inclusivity, enabling carers from across the UK to share in the experience. Regional roadshows and events – such as Power of Attorney sessions in Wales – provided carers with practical knowledge and face-to-face opportunities to connect with experts and peers. Feedback has been overwhelmingly positive, with carers telling us how much these events have helped build confidence and reduce isolation.



Activity on our Carers Connect forum almost doubled – providing thousands of carers with connection and solidarity online

More than

80

ONLINE SESSIONS

gave carers space to learn, share and take a breath – wherever they live in the UK

Our Share and Learn sessions, originally established during the pandemic, have continued with strong participation. These online workshops cover a wide range of topics – from managing stress and self-care to navigating the benefits system and employment rights. Across the year we hosted more than 80 sessions, all free to attend, providing flexible and practical support that carers can access from home, essential when so many cannot take time away from those they are caring for.

Resources

We have also expanded our resources to meet the diverse needs of carers. This year we launched a jargon buster for social care, making complex language clearer and more accessible. We also created new guides for LGBTQ+ carers and built a conditions hub on our website, offering tailored information for carers supporting people with specific illnesses or disabilities. Accessibility has been a priority: we produced 14 new animations explaining key topics in clear, visual formats, ensuring information is suitable for carers who prefer different ways to take in information.

AccessAva, our legal advice chatbot, has proved particularly popular. In 2024-25 it supported over 500 conversations and generated more than 100 tailored legal letters for carers to use in asserting their rights. By combining technology with legal expertise, AccessAva has provided a new form of empowerment, enabling carers to take practical steps in securing support and services.

Our Digital Resource for Carers membership also remains a cornerstone of our offer. This comprehensive suite of online tools and resources is available through employers, local authorities and health services. This year, we piloted targeted campaigns to promote the resource in areas including West Yorkshire, helping reach unpaid carers who might otherwise have been unaware of the support available to them.

The thread running through all of these activities is accessibility and responsiveness. Carers tell us repeatedly that what matters most is having somewhere to turn when they need information, reassurance and solidarity. By investing in multiple channels – telephone, online forums, events, webinars, digital resources and new technology – we are ensuring that carers can access support in the way that best suits them. In an environment where statutory services remain underfunded and overstretched, our support offer has become more vital than ever.

We know that demand for these services will only increase. As financial pressures continue, as health and social care services remain stretched, and as more people recognise themselves as carers, the need for trusted, accessible support will grow. Carers UK is committed to being there – to answer the call, to provide the information, to create the community, and to stand alongside every carer when they need us most.

AccessAva gave carers free legal advice through

500

CONVERSATIONS

100

PERSONALISED LETTERS

Making caring visible and valued

Making caring visible and valued

Too often, unpaid care is invisible – hidden behind closed doors, unrecognised by employers, unacknowledged by government, and overlooked in communities. Carers tell us that this invisibility is one of the most painful aspects of their experience. It leaves them feeling isolated, undervalued and excluded from the services and support they need. In 2024-25, Carers UK has led powerful campaigns and initiatives to challenge this and to ensure that caring is visible, valued and better understood.

This Counts as Care

One of the most significant developments has been our *This Counts as Care* campaign, launched in September 2024. The campaign was built on years of evidence showing that carers often fail to identify themselves early enough to access support, and that professionals frequently do not recognise unpaid care when they see it. After winning the Creative Shootout, we worked with the donated time and expertise of MullenLowe London and other creative and media agencies, developing a bold national campaign designed to cut through public indifference and spark recognition. The campaign showed how over time responsibilities and relationships can change, with people sometimes finding themselves caring for others without having realised it. Our aim was simple: to halve the average time it takes carers to identify themselves and seek help, which currently stands at around two years.

The campaign ran across national press, outdoor billboards, multiple SKY TV channels, broadcast and news media, audio and digital channels, supported by a powerful social media presence. It reached millions of people and sparked conversations in households and workplaces across the UK. Importantly, it was produced with the insights of actual carers, ensuring authenticity and impact. Many carers told us that the campaign helped them finally recognise their role and prompted them to seek advice or join support groups. For professionals, the campaign provided a clear tool to help them start conversations with families about caring. The campaign has laid the foundations for long-term change in public understanding of care.

Only

14%

OF CARERS FEEL VALUED BY THE PUBLIC

and just 5% by the Government

This invisibility cannot continue.

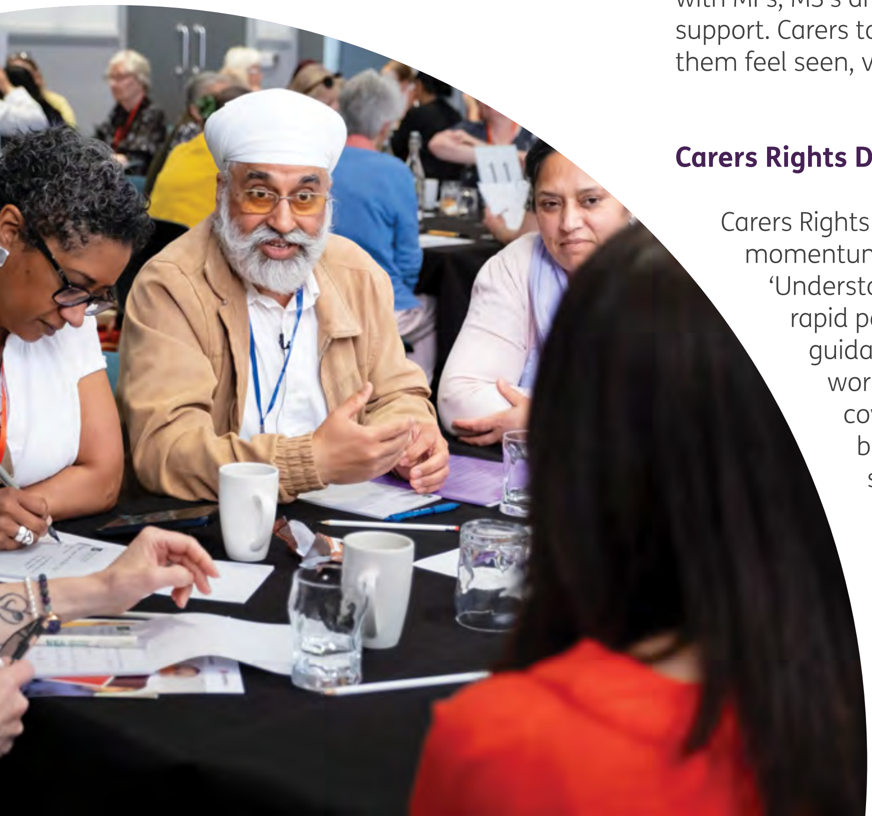
Our *This Counts as Care* campaign is helping carers recognise themselves sooner, so they can get the support they are entitled to.

From billboards to national media, the campaign has sparked a vital conversation about what caring really means

Other campaigns

Health and Wellbeing Alliance

Alongside this flagship campaign, Carers UK has continued its work through the Health and Wellbeing Alliance. We published a joint report this year highlighting the health inequalities faced by carers, and how better recognition within the health system can improve outcomes for both carers and the people they care for. Our evidence showed that carers are more likely to have long-term health conditions, yet less likely to access timely healthcare themselves. This work helped persuade NHS England and devolved governments to prioritise carers' health within new policy frameworks.



Carers Week

Carers Week 2024 provided a vital moment of recognition. With the theme 'Putting Carers on the Map', thousands of events took place across the UK, supported by employers, local councils and community groups. Carers UK coordinated national media coverage and worked with partners to amplify carers' voices. The campaign trended on social media and generated high levels of political engagement, with MPs, MS's and MSPs publicly pledging support. Carers told us that Carers Week made them feel seen, validated and celebrated.

Carers Rights Day

Carers Rights Day in November built on this momentum. Focused on helping carers 'Understand Your Rights' at a time of rapid policy change, the day saw new guidance materials launched, online workshops held, and significant coverage across print and broadcast media. Employers, schools and local councils hosted events that gave carers practical advice and raised awareness among the wider public. Carers UK held a parliamentary reception to highlight the issue with employers and MPs.

State of Caring

Our State of Caring survey has again provided the evidence base to amplify carers' voices. In 2024, a record number of carers took part, sharing candid accounts of financial hardship, poor health and social isolation whilst helping us quantify the numbers of carers affected by various factors. Their stories were quoted in Parliament, featured in the media, whilst data is used by local authorities to plan services. By combining robust data with personal testimony, the survey has been a cornerstone of our visibility and recognition work.

Through all these efforts, the message has been clear: caring must no longer be invisible. Every act of care counts. Every carer deserves recognition. By shining a spotlight on carers, Carers UK is not only validating their experiences but also driving forward the cultural change needed to ensure carers are valued as equal citizens.

Amplifying carers' voices across society

Carers UK's mission has always been carer led, ensuring that carers' voices are heard loudly and clearly across society. In 2024-25, this strand of our work expanded further than ever before, reaching into the media, workplaces, communities, and the corridors of power. Amplifying carers' voices is not simply about visibility – it is about influence, ensuring carers shape the debates and decisions that affect their lives.

Over

12,500

CARERS TOOK PART IN OUR STATE OF CARING SURVEY

making it the UK's strongest evidence base on unpaid care

Our media partnerships have been particularly impactful. National outlets including the BBC and The Guardian consistently sought Carers UK's expertise and carers' stories, ensuring that coverage of unpaid care was both accurate and empathetic. Unpaid carers featured in interviews, opinion pieces and documentaries, bringing authenticity to public debate. These stories were reinforced by our communications team, who ensured that the most powerful, or surprising, statistics from our State of Caring survey were backed by human testimony. The combination of data and lived experience created a compelling narrative that resonated with journalists and audiences alike.

Employment

Employers remain a crucial platform for amplifying carers' voices through our Employers for Carers best practice programme in England and Wales, and also Carer Positive in Scotland.

The Future of Work conferences held in 2024 gave carers a direct voice in shaping debates about technology, flexible working, and economic change. Chaired in London by renowned journalist Kirsty Wark, carers spoke alongside business leaders and policymakers, highlighting the realities of working while caring. These events positioned Carers UK as a thought leader on employment and caring, while ensuring that carers themselves were heard at the highest levels.

Carer Positive now covers more than

half a million

WORKERS IN SCOTLAND

– proof that workplaces can and do adapt for carers

Working together

Carer Poverty Coalition

Our convening of the Carer Poverty Coalition, now numbering 130 member organisations, has given carers a collective platform on financial issues. Coalition members span charities, trade unions, think tanks and community groups, demonstrating the breadth of concern about carer poverty. Together, we launched joint statements, met with ministers and coordinated media activity. The coalition's strength lies in its unity – many voices speaking as one about the urgent need to end carer poverty.

130

ORGANISATIONS

have joined forces with us in the Carer Poverty Coalition, united in tackling financial hardship for carers

Volunteers

Volunteering has also been central to amplifying carers' voices. This year, more than 200 new volunteers joined Carers UK, many of them carers themselves. Volunteers took part in peer support groups, media interviews, and campaigning activities, ensuring that authentic voices were at the heart of our movement. Their contribution extended our reach into communities, strengthening the link between local lived experience and national advocacy.

Fundraisers

Fundraising provided further opportunities for carers' voices to be heard. Community fundraising initiatives – from student RAG weeks to bake sales in local towns – created spaces for carers to share their stories and for supporters to learn about caring.

Corporate partnerships

Corporate partnerships played a major role in amplifying carers' voices at scale. Staff across Phoenix Group took part in awareness sessions, volunteering and fundraising challenges, spreading carers' stories throughout the business.

This strategic partnership with Phoenix Group was especially significant because it engaged with all three pillars of their Caring for Carers strategy – colleagues, customers and community.

Digital reach

This year we also expanded our use of digital channels to empower carers to speak directly to decision-makers and the public.

Online petitions, social media campaigns and webinars gave carers new avenues to share their experiences. The reach of these initiatives was immense – one campaign video featuring carers talking about the impact of poverty was viewed over half a million times and used by MPs in parliamentary debates.

Through all these initiatives, Carers UK ensured that carers' voices were not confined to support groups or policy consultations but reverberated across society. From front-page headlines to boardrooms, from comedy fundraisers to parliamentary debates, carers spoke out about their experiences, hopes and demands. Their voices challenged stereotypes, deepened understanding and inspired action. This year has shown that when carers are given platforms, they seize them powerfully – and that society listens when carers speak.

Building strength through partnerships and fundraising

Building financial strength and forging partnerships have been critical to Carers UK's ability to sustain and expand our work. This year, we significantly grew our income generation activities, developed new partnerships, and built the organisational resilience needed for the years ahead.

Fundraising has been diverse, from major events to grassroots initiatives, supporters have embraced creative ways to raise funds and awareness. In Belfast, students at Queen's University chose Carers UK as their RAG charity of the year, raising money through sponsored events and campus activities. These initiatives, alongside countless local fundraisers from cake sales to quizzes, not only generated income but also created opportunities to talk about caring in new spaces.

More than

200

NEW VOLUNTEERS

joined us, helping power our movement and extend our reach to carers everywhere

Corporate partnerships have provided both financial support and platforms for awareness. Our strategic partnership with Phoenix Group entered its first full year, raising over £125,000 from employee activities. Staff engaged in fundraising challenges, awareness events and volunteering. Phoenix's commitment has demonstrated what is possible when a corporate partner aligns deeply with our mission. Other partners, including TSB, Lloyds Bank Foundation, CSL Seqirus, BT, Centrica, Sofidel and SSEN, supported key campaigns, reports and awareness events, amplifying our reach.

The Bank of England supported our anniversary activities by donating proceeds from the new banknote sale, while the launch of the Mary Webster Society created a new supporter network, ensuring that our mission can be sustained for decades to come. These initiatives underline the importance of diversifying income streams, combining corporate support, community fundraising and legacy giving to build a strong financial foundation.

From marathons to student fundraising drives, communities and individuals across the UK came together to back carers

In challenging economic times, Carers UK has shown that it can continue to grow support, innovate in fundraising and build partnerships that make a real difference. These efforts are not just about sustaining our organisation; they are about ensuring that carers across the UK have a strong, independent voice advocating for them in the years to come.

60 YEARS OF CAMPAIGNING

Sixty years of Carers UK

Sixty years of Carers UK: equality yesterday, today and tomorrow

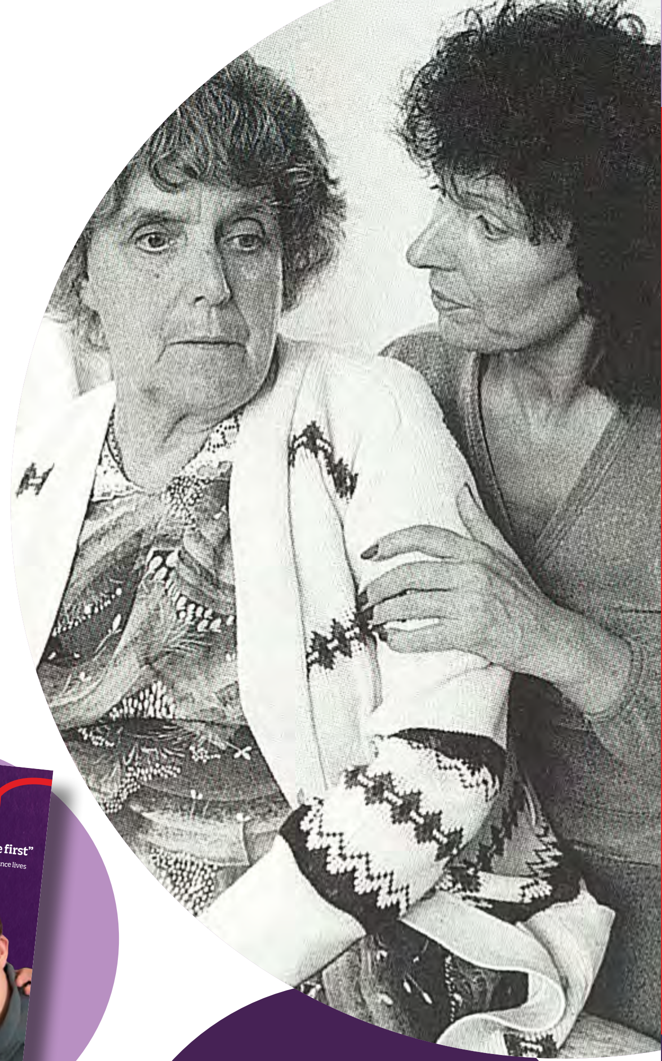
> As we mark our 60th anniversary in 2025, we reflect on a proud heritage of campaigning, support and solidarity, while also looking forward with renewed determination. From our origins founded by the Reverend Mary Webster and a small group of carers demanding recognition in the 1960s, to our role today as the UK's leading organisation for unpaid carers, the story of Carers UK is one of resilience and impact.

Our anniversary year began with a landmark event at the Bank of England in January 2025, which officially launched our theme for the year, Equality: Today, and Tomorrow. The event brought together carers, policymakers, employers and supporters to celebrate six decades of progress and to commit to driving change in the future.

The Bank of England hosted our anniversary launch, shining a national spotlight on carers' contributions

To mark the year, we launched a refreshed design for *Caring*, our membership magazine, new digital resources on our website, and an interactive digital timeline highlighting the major changes affecting unpaid carers across the decades.

Central to our anniversary celebrations has been the work of the Development Committee, a group of staff and volunteers who planned our activities over two years. Their efforts ensured that the anniversary was not just a commemoration of the past but a platform for future ambitions. Staff across the charity contributed ideas and energy, demonstrating the collective spirit that drives Carers UK forward.



Since 1965, Carers UK has been at the heart of all changes to the law improving the lives of carers

Carers UK Chief Executive Helen Walker and her dog Millie prepare for our 60th Anniversary

Archive newspaper clippings featuring articles on carers and their rights and image of Francis, Pendry and Wicks stood holding several Acts pertaining to carers' rights outside the Houses of Parliament

60

In our 60th year, the theme of

EQUALITY: TODAY AND TOMORROW

is as vital as ever

We also used the lead up to the anniversary as an opportunity to listen closely to our staff and volunteers. Our most recent staff survey showed strong levels of commitment and satisfaction, but also the importance of being mindful of workload and wellbeing. In response, we renewed our focus on internal support and development. Achieving Disability Confident Level 2 status and renewing our Carer Confident accreditation underlined our commitment to being an inclusive, supportive employer that practices what it preaches.

Volunteers have always been at the heart of Carers UK; their dedication has extended our reach and strengthened our ability to deliver services and campaigns. We thank each and every one of them.

Looking back over 60 years, the progress has been remarkable: from the first letters written to the media documenting the hidden struggles of carers, to securing landmark rights such as the Carer's Leave Act, to shaping national debates on poverty, health and employment. Yet anniversaries are also moments to take stock of unfinished business. Carers still face unacceptable levels of poverty, ill health and social exclusion. Recognition is patchy, support too often inadequate, and rights fragile.

That is why our 60th year is about recommitting to the fight ahead. We entered our busiest year yet, with plans to expand services, deepen partnerships, and achieve long lasting change for carers.

Equality remains the thread running through our past, present and future. The theme of our anniversary – Equality: today and tomorrow – captures our mission to secure equality for carers in every aspect of life.

As we look ahead, we do so with pride in our history, gratitude to our staff, volunteers and supporters, and determination to keep driving equality for all carers.

Writing our next chapter

> Carers remain the backbone of our communities, yet too often they still face poverty, poor health and a lack of recognition. The lessons of the past six decades remind us that change is possible – but only if we continue to campaign, innovate and stand alongside carers throughout the UK.

60

YEARS OF MAKING LIFE BETTER FOR CARERS

Our 60th anniversary creates a platform to increase awareness of carers and caring

Vision 2025 takes us through our 60th anniversary, and beyond. We will spend the following year undertaking a comprehensive strategic review for the next period, and as always will engage with a range of key stakeholders to ensure we deliver for the millions of unpaid carers across the UK

We know that instability will remain a feature; economic pressures, political change and stretched public services all create risk. But they also create opportunity – a chance to argue for a fairer deal for unpaid carers, to embed rights more deeply, and to make caring visible and valued at every level of society.

Carers UK will continue to play its part as a trusted authority, a campaigning force and a source of direct support.

Our thanks

Thank you to our donors and partners who we work with. Once again, we would like to extend our sincere thanks to the many people and organisations who have empowered us to carry out our charitable work this year.

Through working in commercial partnerships with organisations and receiving generous donations from individuals, companies, charitable trusts and statutory funders, we can continue to reach, connect and support carers – no matter where they are in the UK

Thank you all for your outstanding support

- abrdn Financial Fairness Trust
- BT
- Centrica
- Community Foundation of Northern Ireland
- CSL Seqirus
- The Department of Health and Social Care through the Health and Wellbeing Alliance
- The Dulverton Trust
- The Fidelis Foundation
- Garfield Weston Foundation
- The Inverforth Charitable Trust
- The Julia Rausing Trust
- Lloyds Bank Foundation
- Phoenix Group
- Regina
- Scottish and Southern Electricity Networks
- Specsavers
- Sport England
- The Trades House of Glasgow
- TSB Bank

Members of the Mary Webster Society

- Nick Baird
- Helen Brown
- Jeff Hayes
- Robert James
- Visala James
- Ian Peters
- Ginny Pullbrook Dawes

Financial report 2024–2025

Report of the Trustees

The Trustees present their report and audited financial statements for the year ended 31 March 2025. The financial statements comply with current statutory requirements, our Memorandum and Articles of Association and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Legal and administrative information

Our aims

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

- To alleviate the conditions of life amongst people who are caring or who have cared for older, ill, disabled, or otherwise infirm persons (hereinafter called "carers") and who are in, or risk finding themselves in, necessitous circumstances, and of dependants of carers being dependants who are themselves in necessitous circumstances, and for that purpose to promote the material welfare of such carers.
- To relieve and alleviate, and to advance, promote, encourage and assist in the relief or alleviation of all kinds of mental and physical infirmity, sickness, disablement or illness including mental illness attributable to caring, amongst carers and those persons for whom they are caring.
- To advance education concerning caring amongst carers and the public.
- To promote such other exclusively charitable purposes as the Trustees in their absolute discretion from time to time determine for the benefit of carers and their families and dependants to the extent permitted by each of the laws of England and Wales, Scotland and Northern Ireland as applicable.

Public benefit and how our activities deliver it

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

Structure, Governance and Management

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

Matters reserved specifically for Board decision include the following: strategy; annual budgets; financial reporting and controls; structure and controls; board membership and other appointments; remuneration policy; corporate governance; key organisational policies; major financial transactions; procedures for Board decisions between Board meetings.

There are four sub-committees and three Nation Committees of the Board.

Finance and Resources Committee

The Committee is responsible for reviewing the annual budget and for monitoring the performance of the organisation against its annual budget and business plan. The Committee is also responsible for monitoring and reviewing policies and processes in place for the identification and management of risk, the scope and effectiveness of the external audit and the appointment of an external auditor.

Governance, Constitution and Membership Committee

The Committee is responsible for reviewing the Articles of Association, developing governance policies, overseeing the arrangements for the Annual General Meeting and having strategic oversight of Carers UK membership.

Nominations Committee

The Committee is responsible for identifying and nominating candidates for appointment to the Board and its sub-committees. It is tasked with ensuring that there is always a majority of carer members. It is also responsible for supporting Board learning and development.

Remuneration Committee

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

Nations Committees

The Scotland, Northern Ireland and Wales Committees each contribute to the dimensions of the Carers UK strategy and corporate plan in the Nations, the work of the Nations and the preparation and implementation of the Nations work plan.

Board of Trustees

In line with Carers UK's aims in terms of public benefit, the charity is governed by a Board, the majority of whom are carers.

The number of Board members may not be more than 15. Board members are appointed for a term of four years and must stand down for a minimum of a year after two consecutive terms of office. The appointment must be approved by the members at the next Annual General Meeting which shall confirm the appointment.

On joining, Board members undergo an induction programme with training being provided during the year where necessary. They receive the constitution, the current five-year strategy and information about the organisation and its activities. Induction also includes meeting key staff within the charity.

Staff

During the year, the Senior Management Team comprised the: Chief Executive, Chief Operating Officer, Director of Carer Services, Director of Income Generation and Communications, Director of Policy and Public Affairs and Director of Devolved Nations.

The Senior Management team is responsible for the day to day running of the organisation in line with the agreed strategy, and makes recommendations to the Board.

Remuneration Policy

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

Responsible Fundraising

At Carers UK our members, supporters and volunteers matter to us a great deal. They are a vital part of what we do and we could not do our work without them.

We have always aspired to the very highest standards and continually work to review and strengthen our procedures to ensure these standards are always met.

We are registered with the Fundraising Regulator and we take seriously our commitment to uphold their code of conduct within our fundraising to meet best practice within the sector.

We received no complaints from members, supporters or volunteers as a result of our fundraising activity in the year. We have not worked with professional fundraisers or commercial participators in the year. Should we receive any complaints we take them extremely seriously. This helps us to remain accountable to our members, supporters and volunteers and ultimately improve how we work because of the feedback we receive.

Maintaining data security and privacy is an absolute priority for us, not just to meet our legal obligations but to build trust with those who support our carers movement.

We undertake organisational training to ensure that staff meet our expectations of best practice for data protection. Carers UK will not swap or sell data with other organisations. We respect the wishes of any member, supporter or volunteer who no longer wishes to hear from us or who prefers to receive contact through certain channels, or not receive contact from Carers UK at all.

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

Carers UK has policies in place explicitly for the protection of vulnerable people. Donations from individuals are an important source of income for Carers UK. We will never take the generosity of our donors for granted.

Protecting the public

Since 2010, Carers UK has had a policy in place explicitly for the safeguarding of children and adults at risk. All staff are trained in its meaning and application. The policy has been circulated to all staff who have signed an acknowledgement that they have read and understood it and know how to escalate a safeguarding issue.

Governance Review

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

Financial Risk Management

We are pleased to report that we have maintained a positive position in a challenging year. Our unrestricted deficit was £13.95k, whilst all our restricted funds have continued to be matched with our programmes.

Our reserves stood at £3.94m and includes unrestricted general funds of £2.1m, sufficient to cover 6.1 months of unrestricted expenditure (2024: 6.3 months). We are pleased to have achieved this level of reserves cover, in a challenging environment. This will further strengthen our financial position to ensure we are well placed to continue our work to support unpaid carers.

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

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

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

Plans for the future

2025 is Carers UK's 60th year. To make sure of our continued success we will build on the learnings of this year and from the last five decades. We will maximise all opportunities that this presents to us; embracing new ways of working by continuing to evolve our support for carers and to invest in and grow newly identified income streams so that we can make a greater difference than ever before to the lives of carers.

Principal Risks and Uncertainties

The Finance and Resources Committee has delegated authority from the Board to ensure that a review of the major risks to which the charity is exposed is conducted and that systems have been established to mitigate those risks. The Board receives a summary report quarterly and detailed report at least once a year.

Carers UK has a comprehensive risk management process in place to identify and address the major financial, operational, governance, reputational and regulatory risks which might impact on its ability to meet its objectives. Carers UK has an organisational risk register which records the major risks,

the controls in place to mitigate those risks and actions required, if appropriate. The Senior Management team reviews and updates the register on a quarterly basis.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and programmes and to ensure quality of delivery for all operational aspects of the services provided. A Finance Procedures Manual has been adopted as part of the charity's policies and procedures to ensure that financial control procedures are applied uniformly across the charity.

Carers UK has identified the following key strategic risks:

- The charity's dependence on voluntary income and in particular significant major gifts to fund running costs. To mitigate this risk we have developed a long term income generation strategy to invest in, grow and diversify our income streams to ensure sustainability. We have created a single income generation Directorate bringing Fundraising and Earned Income together. We have also invested in new income generating posts which would be cost neutral in the budget year.
- Effective compliance with the Data Protection and Responsible Fundraising regulations and practices including the GDPR regulations. We will continue to review all our policies and procedures and CRM systems, the training of our staff and we will put in place a system to ensure we have taken the necessary steps to ensure compliance. Access to personal data is limited to those who require such access for work purposes.
- The information security risk associated with a cyber-attack.
- In the year we have continued to make improvements to the general stability and security of our IT systems to ensure secure access. Our cyber security will be reviewed annually, and action will be taken based on recommendations that arise from the review. Data breach identification and reporting procedure exists which enables the Data Protection Advisor to report appropriate breaches to the ICO within 72 hours.
- The challenge to recruit and retain high calibre staff is mirrored across all sectors. We have continued to review our recruitment and induction processes to ensure that it continues to remain effective and consistent across the organisation. We have benchmarked our compensation and benefits package. We have reviewed our staff support and review framework. We undertake regular staff surveys and feedback. We continue to review our policies, procedures and guidance.

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

These risks are subject to ongoing monitoring by the Senior Management team. Carers UK also has a strategic business plan with aims, objectives and key performance indicators that are monitored monthly by the Senior Management team and also by the Board to ensure the effective delivery of the plan and the management of risk.

Administrative details

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

Chief Executive

Helen Walker

Company Secretary

Marie Magimay

FR	Member of the Finance and Resources Committee
GCM	Member of the Governance, Constitution and Membership Committee
N	Nominations Committee
R	Member of the Remuneration Committee

Principal Bankers

Triodos Bank
20 Deanery Road,
Bristol, BS1 5AS

Solicitors

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

Russell Cooke
2 Putney Hill, London, SW15 6AB

Auditor

Azets Audit Services
2nd Floor, Regis House, 45 King William St, London, EC4R 9AN

Investment manager

Rathbone Investment Management
8 Finsbury Circus,
London, EC2M 7AZ

Organisation Status

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

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

Financial review 2024–25

We are pleased to report that despite the challenges faced 2025 was a successful year in terms of progress made in the fourth year of our Vision 2025 plan. For the year ending March 2025 Carers UK achieved a total income of £4.78m against total expenditure of £4.80m giving an overall operating deficit of £25k. Within this, we had an unrestricted surplus of £13.95k. The restricted deficit of £39.4k is fully covered, from relevant restricted reserves brought forward where programmes run across more than one financial year.

Income

Total income for the year increased by £135k to £4.78m. Unrestricted income increased by £702k in 2025 to £3.29m. Restricted income decreased by £567k to £1.49m as multi year programmes ended.

Donations and legacies were £2.19m in the year an increase of £760k from 2024. Within this, corporates increased by £547k to £1.35m and legacies increased by £257k to £388k.

Incoming resources from charitable activities, received primarily from grants, statutory funding, consultancy and subscriptions, decreased by £584k (19%) to £2.49m. This was due to a £791k (39%) decrease in restricted income from grants and trusts, which is offset against an increase of £777k in unrestricted voluntary income.

Expenditure

Overall, our total resources expended for the year were £4.80m, £161k lower compared to last year (2024: £4.96m).

During the year we spent a total of £4.3m on charitable activities. We increased unrestricted expenditure on charitable activities by £738k (36%) to £2.76m. Restricted expenditure decreased by £979k (39%) to £1.52m, mainly due to multi-year funding programmes coming to an end. The overall spending on charitable activities is £242k lower compared to last year due to this.

The overall cost of fundraising increased by 19% (£81k) to £516k. This investment is reflected in the 53% increase in voluntary income to £2.2m in the year. Our overall fundraising return (including grants and donations) was £6.63 for each £1 spent (2024: £7.93 for each £1 spent).

We have been able to commit 88%* (2024: 91%) of expenditure to our core work of making life better for carers.

** Charitable expenditure is 88% (2024:91%) of total resources expended excluding other resources expended.*

Cashflow

There was a cash outflow during the year.

Reserves

Carers UK holds three different kinds of reserves funds: restricted funds, designated funds and general funds. At the end of 2024–2025 our total reserves were £3,944,370.

General funds are funds that are easily realisable and exclude restricted and designated funds. Carers UK reserves policy is to maintain a level of general reserves that will enable us to maintain and support the continuity of our programme of support to carers and provide sufficient working capital in the event of an unexpected loss of income or increase in expenditure. To mitigate any income risk due to the impact of inflation, cost of living and fuel crises the Board have agreed that we should hold the general reserves fund between three to six months forward expenditure. At 31 March 2025 the general reserve fund increased by 1% to £2.11m. This is equivalent to 6.1 months of 2025 budgeted unrestricted expenditure of

£4m. We will endeavour to continue holding six months reserves which will give us the confidence to meet the challenges of the years ahead as we continue to operate with a high level of uncertainty around what fundraising activity will be possible over the next few years.

The designated fund includes the property fund which reflects the balance sheet value of the property and is shown net of the loan secured against the property and a development fund of £1.15m ring-fenced specifically for the development of future projects including phase 2 of the CRM project and our 60th anniversary programme of events.

Our restricted reserves are funds received for undertaking an activity specified by the donor or funder when making the gift. This decreased by 28% to £98k as major programmes of work, ended in the year.

Investment policy

Investments are held to complement and support the reserves policy, requiring funds to be available at short notice to deal with a significant and sudden fall in income. The main investment objective is to protect capital and to invest in liquid assets. It is also intended to be a long-term investment and as a result we are not overly concerned by an in-year reduction. During the year the Board reviewed our investment policy and agreed that surplus funds should continue to be invested in charity ethical pooled funds due to the current economic uncertainty. On 31 March 2025 the investment was made up of: pooled funds valued at £725,676 plus £1,761,341 was held in bank deposits. The pooled funds decreased by 0.1% (£770) in the year. Details can be found in Note 9b.

Going concern review

The Board and Senior Management team carry out an annual review of the charity's financial position and performance as part of our budget setting process. We have assessed projected future income, expenditure and cash flows over the period to 31 March 2026, and analysed the strength of the charity's reserves, liquid assets and its ability to withstand a material fall in income. We have considered the stability and diversity of various income streams in making this assessment, particularly in light of the impact of the external climate. We are also actively working to secure new income sources in 2025-26 to fund planned activities into the next couple of years.

In summary

- All income streams are risk assessed, and likelihood is tested against prior year performance and amounts secured to date for the following three financial years. Restricted income is only included in the budget when contracts are signed or are near certain to be renewed.
- Expenditure is reviewed annually and a regular review of the top ten suppliers is undertaken.
- We have budgeted to achieve a small deficit in 2025-26 on unrestricted income and expenditure reflecting the challenging economic climate. But we remain committed to holding six months of unrestricted reserves, to enable us to continue to meet our commitments to carers with confidence.
- We will continue to ensure that restricted expenditure is only committed when funding is approved.
- All budgeted restricted income is fully identified.
- Budgets and forecasts are actively monitored monthly by the senior management team. There is detailed scrutiny by the Finance and Resources Committee and reports to the Board of financial position every quarter.
- Cash flow and secured income analysis form a part of the monthly management accounts which are reviewed by both the charity's Senior Management Team and the Finance and Resources Committee ahead of it going to the Board.
- Our programme of work is approved by the Board at the start of the financial year. Any new activity is subject to a detailed review and is only undertaken if fully funded.
- Our business model can be easily scaled up or down subject to funding being secured or renewed.

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

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

Statement of Trustees' responsibilities

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

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

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

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

- The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).
- They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

- The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Auditors

Azets Audit Services were appointed as the charitable company's auditors during the year and have expressed their willingness to continue to act as the charitable company's auditors in that capacity.

Approved by the Trustees on 16 July 2025 and signed on their behalf by:

Nick Baird
(Chair)

Eleanor Bradley
(Treasurer)

Independent Auditor's report

We have audited the financial statements of Carers UK (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

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

Responsibilities of Trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud, which include:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the charitable company through enquiry and inspection;
- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;w
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indication of potential bias.

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

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company's members as a body, and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Azets Audit Services

John Howard
(Senior Statutory Auditor)

for and on behalf of:

Azets Audit Services
Chartered Accountants, Statutory Auditor,
2nd Floor, Regis House, 45 King William St.,
London EC4R 9AN

Date: 10 September 2025

Financial statements 2024–2025

Statement of financial activities

(incorporating an Income and Expenditure Account) for the year ended 31 March 2025

	Notes	Unrestricted Funds	Restricted Funds	2025	Unrestricted Funds	Restricted Funds	2024
Income from:		£	£	£	£	£	£
Donations & Legacies	2	**2,077,825**	**108,019**	**2,185,844**	1,300,662	125,228	1,425,890
Charitable Activities	3						
Equality		425,105	465,587	890,692	448,113	590,427	1,038,540
Support		404,301	594,260	998,561	434,498	909,360	1,343,858
Recognition		280,957	318,247	599,204	270,969	418,703	689,672
Total Charitable Activities		**1,110,363**	**1,378,094**	**2,488,457**	1,153,580	1,918,490	3,072,070
Investments		102,175	-	102,175	89,548	-	89,548
Publication Sales		-	-	-	326	422.00	748
Misc Income		2,510	-	2,510	46,890	8,948.00	55,838
		104,685	**-**	**104,685**	136,764	9,370.00	146,134
Total income		**3,292,873**	**1,486,113**	**4,778,986**	2,591,006	2,053,088	4,644,094
Expenditure on:	5						
Raising funds:							
Fundraising costs		516,493	-	516,493	435,391	-	435,391
Charitable Activities							
Equality		644,739	581,301	1,226,040	500,638	812,264	1,312,902
Support		1,055,874	519,590	1,575,464	773,672	1,007,131	1,780,803
Recognition		1,061,817	424,623	1,486,440	750,490	685,622	1,436,112
Total Charitable Activities		**2,762,430**	**1,525,514**	**4,287,944**	2,024,800	2,505,017	4,529,817
Total Expenditure		**3,278,923**	**1,525,514**	**4,804,437**	2,460,191	2,505,017	4,965,208
Net incoming/(outgoing) resources before transfers	6	**13,950**	**(39,401)**	**(25,451)**	130,815	(451,929)	(321,114)
Unrealised Gains/(Losses) on Investments	9b	(21,197)	-	(21,197)	48,116	-	48,116
Transfers between Funds		(1,957)	1,957	-	535,168	(535,168)	-
Net Movements in Funds for the year	13a	**(9,204)**	**(37,444)**	**(46,648)**	714,099	(987,097)	(272,998)
Reconciliation of funds							
Total funds brought forward		3,855,186	135,832	3,991,018	3,141,087	1,122,929	4,264,016
Total funds carried forward		**3,845,982**	**98,388**	**3,944,370**	**3,855,186**	**135,832**	**3,991,018**

All of the above results are derived from continuing activities. There were no other recognised gains and losses other than those stated above. Movements in funds are disclosed in Note 13 to the financial statements.

Balance sheet

Company number: 00864097

as at 31 March 2025

	Notes	2025	2024
		£	£
Fixed assets			
Tangible fixed assets	9a	1,036,737	1,106,569
Investments	9b	2,487,017	2,074,307
Total fixed assets		**3,523,754**	**3,180,876**
Current assets			
Debtors	10	730,584	985,845
Cash at bank and in hand		866,793	1,412,335
Total current assets		**1,597,378**	**2,398,180**
Current Liabilities			
Creditors: amounts falling due within one year	11a	(779,705)	(1,149,038)
Net current assets		**817,672**	**1,913,472**
Creditors: amounts falling due after one year	11b	(397,056)	(439,000)
Net Assets less current liabilities less Creditors falling due after one year		**420,616**	**810,142**
Total Net Assets		**3,944,370**	**3,991,018**
Funds	13		
Restricted		98,388	135,832
Designated Funds		1,738,016	1,766,893
General		2,107,966	2,088,293
Total funds		**3,944,370**	**3,991,018**

The notes on pages 17 to 32 form part of these financial statements.

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

Approved by the Board of Trustees on 16 July 2025 and signed on its behalf by:

Nick Baird
(Chair)

Eleanor Bradley
(Treasurer)

Statement of cash flows

for the year ended 31 March 2025

	2025	2024
Reconciliation of operating surplus to net cash outflow from operating activities	£	£
Net outgoing resources before revaluations	(46,648)	(272,998)
Investment income	(102,175)	(89,548)
Depreciation charges	69,832	71,458
Unrealised (gains)/losses on investment	21,197	(48,116)
(Increase)/Decrease in debtors	255,261	(93,325)
Increase/(Decrease) in creditors	(370,324)	(1,052,292)
Net cash outflow from operating activities	**(172,857)**	(1,484,821)
Cash Flows from investing activities		
Investment income	102,175	89,548
Cash Flows from Capital Expenditure		
Purchase of Investments	**(433,907)**	(366,022)
Cash Flows from financing activities		
Repayments of borrowings	(40,954)	(46,055)
Change in cash and cash equivalents in the year	**(545,543)**	(1,807,350)
Cash and cash equivalents brought forward	1,412,335	3,219,685
Cash and liquid resources as at 31 March	**866,792**	1,412,335

Notes to the financial statements

For the year ended 31 March 2025

1 Accounting policies

a) Statutory Information

Carers UK Limited is a charitable company limited by guarantee and is incorporated in the United Kingdom.

The registered office address is 20 Great Dover Street London SE1 4LX.

b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

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

c) Reporting period

The financial statements cover the year to 31 March 2025.

d) Public benefit entity

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

e) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. Key judgements that the charitable company has made which have a significant effect on the accounts include estimating the liability from multi-year grant commitments. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

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

f) Recognition of income

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

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

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

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

g) Donations of gifts, services and facilities

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

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

h) Interest receivable

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

i) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

j) Recognition of expenditure

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

- Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services, exhibitions and other educational activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

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

k) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include office costs, finance, personnel, payroll and governance costs which support the Trusts programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 5.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £10,000. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

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

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

m) Debtors

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

n) Cash at bank and in hand

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

o) Creditors and provisions

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

p) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

q) Listed Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities.

r) Pensions

The charity contributes to a stakeholder pension scheme on behalf of its staff, and the cost is recognised as incurred. This is a defined contribution scheme.

s) Taxation status

As a charity Carers UK Limited is exempt from taxation of income and gains falling within Section 505 of the Taxes Act 1988 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent these are applied charitably. No tax charge has arisen in the year.

2 Voluntary Income

	Unrestricted Funds	Restricted Funds	2025	Unrestricted Funds	Restricted Funds	2024
	£	£	£	£	£	£
Donations and Gifts inc. Membership	84,165	779	84,944	79,617	110	79,727
Funding for DH Strategic Partners Programme (a)	-	97,000	97,000	-	97,000	97,000
Legacies	388,053	-	388,053	129,921	646	130,567
Corporates	1,344,645	10,240	1,354,885	805,023	2,500	807,523
Trusts	130,560	-	130,560	167,246	24,972	192,218
Fundraising Events	67,773	-	67,773	42,633	-	42,633
Tax reclaims	4,727	-	4,727	7,375	-	7,375
Payroll Giving	57,902	-	57,902	68,847	-	68,847
	2,077,825	**108,019**	**2,185,844**	1,300,662	125,228	1,425,890

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

3 Incoming resources from charitable activities

a. current year

Incoming resources from charitable activities (current year)	Grants & Trusts – See Note 4	Training & Conferences	Subscriptions & Consultancy	2025	2024
	£	£	£	£	£
Equality	417,849	29,559	443,284	**890,692**	1,038,540
Support	531,631	55,477	411,453	**998,561**	1,343,858
Recognition	288,699	26,865	283,640	**599,204**	689,672
	1,238,179	**111,901**	**1,138,377**	**2,488,457**	3,072,070

b. prior year

Incoming resources from charitable activities (prior year)	Grants & Trusts – See Note 4	Training & Conferences	Subscriptions & Consultancy	2024	2023
	£	£	£	£	£
Equality	630,181	15,363	392,996	1,038,540	1,295,931
Support	933,993	24,093	385,772	1,343,858	1,606,544
Recognition	464,759	18,421	206,492	689,672	997,332
	2,028,933	57,877	985,260	3,072,070	3,899,807

4 Grants and Donations Receivable

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

	2025	2024
	£	£
Sport England	17,631	109,000
Pears Foundation	55,000	50,000
Marie-Louise von Motesiczky Charitable Trust	-	100,000
Tribe	-	189,301
abrdn Financial Fairness Trust	74,790	55,000
Dulverton Trust	35,000	35,000
The Covid 19 Support Fund	-	447,564
J H Rausing Trust	-	45,000
Lloyds Foundation	50,000	-
Scottish Government	299,069	299,069
The Robertson Trust	22,465	15,000
Other Scotland Trusts< £15000	13,746	15,050
Welsh Government Sustainable Social Services Grant	260,930	260,000
Carers Trust Wales	132,776	132,776
Big Lottery	20,000	-
Other Wales grants< £15000	13,300	1,200
DHSSPS (N.I): Core Grant	15,802	15,802
Community Foundation for N Ireland	69,195	136,146
Other N Ireland grants<£15,000	1,500	-
Anonymous Funders	156,975	118,025
Other Nationwide grants< £25,000	-	5,000
TOTAL GRANTS RECEIVED FOR CHARITABLE ACTIVITIES	**1,238,179**	2,028,933

5 Total resources expended

a. current year

	Cost of Fundraising costs	Carers Equality	Carers Support	Carers Recognition	Governance Costs	Support Costs	2025	2024
	£	£	£	£	£	£	£	£
Staff Costs (Note 7)	355,503	753,438	921,379	844,644	-	278,944	3,153,908	3,080,517
Fundraising costs	160,990	-	-	-	-	-	160,990	154,221
Finance	-	-	-	-	-	146,137	146,137	136,529
Information Technology	-	-	-	-	-	111,182	111,182	91,021
General Administration	-	-	-	-	-	157,204	157,204	157,208
AGM and Trustees travel	-	-	-	-	26,433	-	26,433	48,702
Audit Fees	-	-	-	-	15,700	-	15,700	15,700
Depreciation	-	20,949	20,949	27,932	-	-	69,830	71,458
Direct costs	-	260,024	414,113	288,916	-	-	963,053	1,209,852
Total	**516,493**	**1,034,411**	**1,356,441**	**1,161,492**	**42,133**	**693,467**	**4,804,437**	**4,965,208**
Support Costs - allocated by staff time apportionment	-	208,834	202,753	281,880	-	(693,467)	-	-
Governance Costs	-	12,600	15,408	14,125	(42,133)	-	-	-
Total resources expended	**516,493**	**1,255,845**	**1,574,602**	**1,457,497**	**-**	**-**	**4,804,437**	**4,965,208**

5 Total resources expended

b. prior year

	Cost of Fundraising costs	Carers Equality	Carers Support	Carers Recognition	Governance Costs	Support Costs	2024	2023
	£	£	£	£	£	£	£	£
Staff Costs (Note 7)	281,170	749,109	1,028,489	743,423	-	278,326	3,080,517	3,244,737
Fundraising costs	154,221	-	-	-	-	-	154,221	206,026
Finance	-	-	-	-	-	136,529	136,529	139,805
Information Technology	-	-	-	-	-	91,021	91,021	119,721
General Administration	-	-	-	-	-	157,208	157,208	161,896
AGM and Trustees travel	-	-	-	-	48,702	-	48,702	24,024
Audit Fees	-	-	-	-	15,700	-	15,700	11,500
Depreciation	-	21,437	21,437	28,584	-	-	71,458	71,515
Direct costs	-	322,833	515,418	371,601	-	-	1,209,852	972,063
Total	**435,391**	**1,093,379**	**1,565,344**	**1,143,608**	**64,402**	**663,084**	**4,965,208**	**4,951,287**
Support Costs - allocated by staff time apportionment	-	200,386	189,185	273,513	-	(663,084)	-	-
Governance Costs	-	19,137	26,274	18,991	(64,402)	-	-	-
Total resources expended	**435,391**	**1,312,902**	**1,780,803**	**1,436,112**	**-**	**-**	**4,965,208**	**4,951,287**

5c Grants awarded

	2025	2024
	£	£
Department of Health (DH): Strategic Partners Programme	48,500	36,375
Total	**48,500**	36,375

6 Net incoming resources for the year

	2025	2024
This is stated after charging /(crediting):	**£**	**£**
Depreciation	69,831	71,458
Trustees' remuneration	-	-
Trustees' reimbursed expenses: Travel, subsistence and care expenses	921	378
Auditors' remuneration	15,700	15,700
Over provision in prior year	-	-
Operating lease rentals	-	-

7 Staff costs and numbers

	2025	2024
	£	**£**
Salaries and Allowances	**2,716,983**	2,625,361
Social Security Costs	**277,303**	269,020
Pension Costs	**159,622**	149,073
Redundancy costs	**-**	37,063
	3,153,908	3,080,517
Total emoluments paid to staff were:	2,876,605	2,811,497

The average weekly number of employees (based on head count) during the year was as follows:	2025	2024
	No.	**No.**
Charitable	**54**	50
Support	**6**	8
Fundraising	**9**	8
	69	66

Number of employees' earning over £60,000	2025	2024
£100,001 – £110,000	1	1
£90,001 – £100,000	1	-
£80,001 – £90,000	1	2
£70,001 – £80,000	2	2
£60,001 – £70,000	1	2

The total employee benefits including pension contributions and employer's national insurance of the key management personnel were £607,644 (2024: £668,421).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2024: £nil).

No charity trustee received payment for professional or other services supplied to the charity (2024: £nil).

8 Taxation

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

The charity's trading subsidiary Carers UK Trading Ltd gift aids available profits to the charity. Its charge to corporation tax in the year was:

	2025	2024
	£	£
UK Corporation tax at 20% (2020: 20%)	-	-

9a Tangible fixed assets

	Long Leasehold Building	Leasehold Improvements	Office/Gen Equipment	Total
Cost	£	£	£	£
At 1 April 2024	1,361,012	803,651	36,295	2,200,958
Additions	-	-	-	-
At 31 March 2025	1,361,012	803,651	36,295	2,200,958
Accumulated depreciation				
At 1 April 2024	428,772	631,751	33,866	1,094,389
Charge for year	27,220	40,183	2,429	69,832
At 31 March 2025	455,992	671,934	36,295	1,164,221
Net book value				
At 31 March 2025	**905,020**	**131,717**	**-**	**1,036,737**
At 31 March 2024	932,240	171,900	2,429	1,106,569

9b Investments

	2025	2024
	£	£
Market value at the start of the year	2,074,307	1,660,169
Additions at historic cost	433,907	366,022
Disposal proceeds	-	-
Unrealised gains / (loss)	(21,197)	48,116
Market value at the end of the year	**2,487,017**	2,074,307
Historical cost at the year end	2,250,000	1,900,000

All of the investment is held in UK Unit Trust Management units or cash. Of the £2,487,017, the amount held in pooled funds was £725,676, the remainder £1,761,341

10 Debtors

	2025	2024
	£	£
Trade debtors	651,387	564,888
Other debtors	-	-
Prepayments	38,813	17,945
Accrued income	40,384	403,012
	730,584	985,845

11a Creditors: amounts due within one year

	2025	2024
Amounts due within one year	**£**	**£**
Trade creditors incl other creditors	108,996	78,600
Bank loans	49,642	48,651
Other Taxes & Social Security	163,610	161,196
Accruals and deferred income	457,457	860,591
	779,705	1,149,038

	2025	2024
Deferred income	**£**	**£**
Balance at the beginning of the year	754,225	1,758,611
Amount released to income in the year	(754,225)	(1,203,611)
Amount deferred in the year	342,251	199,225
Balance at the end of the year	**342,251**	754,225

11b Creditors: amounts falling due after one year

	2025	2024
Amounts falling due after one year	**£**	**£**
Loan payable due after one year and less than five years	237,666	223,642
Loan payable due after five years	159,390	215,358
	397,056	439,000

12 Analysis of net assets between funds

a current year

	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	1,036,737	-	1,036,737
Investments	-	-	2,487,017	2,487,017
Net current assets	98,388	1,098,335	(392,447)	804,276
Long term liabilities	-	(397,056)	-	(397,056)
Net assets at the end of the year	**98,388**	**1,738,016**	**2,094,570**	**3,930,974**

b prior year

	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	1,104,140	2,429	1,106,569
Investments	-	-	2,074,307	2,074,307
Net current assets	135,832	1,101,753	11,557	1,249,142
Long term liabilities	-	(439,000)	-	(439,000)
Net assets at the end of the year	**135,832**	**1,766,893**	**2,088,293**	**3,991,018**

13 Movement in funds

a current year

	As at 1 April 2024	Incoming Resources	Resources expended	Transfers between Funds	As at 31 March 2025
	£	£	£	£	£
Restricted funds:					
Carers Support	-	4,000	4,000	-	-
DHSC Health & Wellbeing Alliance	-	97,000	97,000	-	-
Dulverton Trust	-	35,000	35,000	-	-
Pears Foundation	-	55,000	55,000	-	-
Sport England	-	17,631	17,631	-	-
abrdn Financial Fairness Trust	22,251	74,790	74,790	-	22,251
CRM Funding	-	156,975	156,975	-	-
Lloyds Foundation	-	50,000	50,000	-	-
Carers Trust - Carers Wales Joint Funding	-	132,776	132,129	-	647
Big Lottery Wales	-	20,000	10,132	-	9,868
Nation Offices:					
Northern Ireland	24,050	107,829	133,832	1,953	0
Scotland	-	393,986	393,990	4	-0
Wales	89,531	341,126	365,035	-	65,622
Total Restricted funds	**135,832**	**1,486,113**	**1,525,514**	**1,957**	**98,388**

	As at 1 April 2024	Incoming Resources	Resources expended	Transfers between Funds	As at 31 March 2025
Unrestricted funds:	£	£	£	£	£
Designated Funds					
Future projects funding	1,154,460	-	-	-	1,154,460
Loan liability	(487,652)	-	-	40,955	(446,697)
Office fund	1,100,085	-	69,832	-	1,030,253
Total Designated Funds	**1,766,893**	**-**	**69,832**	**40,955**	**1,738,016**
General Funds	2,088,293	3,271,676	3,209,091	(42,912)	2,107,966
Total General Funds	**2,088,293**	**3,271,676**	**3,209,091**	**(42,912)**	**2,107,966**
Total Unrestricted Funds	**3,855,186**	**3,271,676**	**3,278,923**	**(1,957)**	**3,845,982**
Total Funds	**3,991,018**	**4,757,789**	**4,804,437**	**-**	**3,944,370**

13 Movement in funds

b prior year

	As at 1 April 2023	Incoming Resources	Resources expended	Transfers between Funds	As at 31 March 2024
	£	£	£	£	£
Restricted funds:					
Carers Services	-	5,000	5,000	-	-
DHSC Health & Wellbeing Alliance	-	97,000	97,000	-	-
The Covid 19 Support Fund	262,294	447,564	716,206	6,348	-
Sport England	-	133,972	133,972	-	-
abrdn Financial Trust	-	55,000	32,749	-	22,251
CRM Funding	162,780	118,025	280,806	1	-
Tribe	(44,863)	189,300	199,231	54,794	-
Virgin Media O2	653,186	-	-	(653,186)	-
Nation Offices:					
Northern Ireland	-	179,129	186,466	31,387	24,050
Scotland	-	385,700	415,381	29,681	-
Wales	89,532	442,398	438,206	(4,193)	89,531
Total Restricted funds	**1,122,929**	**2,053,088**	**2,505,017**	**(535,168)**	**135,832**

	As at 1 April 2023	Incoming Resources	Resources expended	Transfers between Funds	As at 31 March 2024
Unrestricted funds:	£	£	£	£	£
Designated Funds					
Future projects funding	1,154,460	-	-	-	1,154,460
Loan liability	(533,706)	-	-	46,054	(487,652)
Office fund	1,171,543	-	71,458	-	1,100,085
Total Designated Funds	**1,792,297**	**-**	**71,458**	**46,054**	**1,766,893**
General Funds	1,348,790	2,639,122	2,388,733	489,114	2,088,293
Total General Funds	**1,348,790**	**2,639,122**	**2,388,733**	**489,114**	**2,088,293**
Total Unrestricted Funds	**3,141,087**	**2,639,122**	**2,460,191**	**535,168**	**3,855,186**
Total Funds	**4,264,016**	**4,692,210**	**4,965,208**	**-**	**3,991,018**

Description of funds

(a) Designated Funds

Office Fund	This represents the net book value of the leasehold and improvements to the building at 20 Great Dover Street, London, SE1 4LX
Loan liability	This represents the loan amount secured against the building.
Future projects funding	This represents the amount designated by the trustees to fund future projects and provide contingency for increasing costs.

Transfers within designated funds relate to the annual repayment of the loan liability, and the trustees' formation of the future projects designated fund.

(b) Restricted Funds

Information and Advice	Funding to support the adviceline team donated by Garfield Weston and Barclays Bank.
Carers Support	Funding to support carers research
DHSC Health & Wellbeing Alliance	Grant received from Department of Health as part of the Strategic Partners Programme shared between Carers Trust and Carers UK.
Communications, Campaigns, Media & Public Affairs	Funding to support the advice and advocacy work undertaken by Carers UK Limited to promote carers rights.
Barclays	Funding to assist in the development of programmes designed to assist commercial organisations in helping carers within their workforces.
Tribe	Funding to support the Healthy Ageing Trailblazers project.
Primary Care Navigator	Contract to improve identification and support of carers within the primary care system within the boroughs of Westminster, Kensington & Chelsea and Hammersmith & Fulham.
Memberships & Volunteers	To enter into a mutually beneficial strategic partnership to improve the lives of Carers across the UK.
CRM Funding	Funding to help the development of Carers new CRM system.
Sport England	Funding to support a project to enable carers to access the benefits of physical activities. This is awarded in arrears which can lead to a negative fund position at a given point in time.
abrdn Financial Fairness Trust	Funding to encourage parliamentary engagement to reduce carer injustice and poverty.
COVID 19 Support Fund	Funding to help Carers UK continue to deliver it's programmes of help and support to Carers during the pandemic.
Virgin Media O2	Funder has agreed that this is funding can be used to help develop and expand Carers UK core support and advice systems to all parts of the UK.

Nation Offices:	This relates to funds held in respect of offices based in Northern Ireland, Wales and Scotland.
Wales	Funding from the Welsh Government and others in support of our work in Wales.
Scotland	Funding from the Scottish Government and others in support of our work in Scotland.
Northern Ireland	Funding from the Northern Irish Assembly, Health Boards and Trusts in support of our work in Northern Ireland.

Branches:

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

14 Related party transactions

There are no related party transactions to disclose for 2025 (2024: none).

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

Across the UK today 5.8 million people are carers – supporting a loved one who is older, disabled or seriously ill.

Carers UK is here to listen, to give carers expert information and tailored advice. We champion the rights of carers and support them in finding new ways to manage at home, at work, or in their community.

We're here to make life better for carers.

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