

**Summary Directors' Report  
and Financial Statements for  
the year ended 31 March 2016**



The full Directors' Report and Financial Statements were approved by the Board at their meeting held on 9 August 2016

If you would like a copy of the full document please contact the Chief Executive or refer to our website [www.carersinherts.org.uk](http://www.carersinherts.org.uk)

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Charity Registration No. 1085491, Company Registration No. 4131036

*Most carers are lost most of the time, we are unaware of what is available to us, any help is always welcome. I now feel more able to cope knowing there is backup out there*

## Why we exist

Supporting others often means that carers put their own needs second. This can have serious consequences. Analysis of the Census indicates that in 2011 there were 109,000 carers in Hertfordshire with Carers UK estimating this to have risen to 115,827 by the end of 2015. They also estimate that the support provided by the UK's carers in 2015, saved the public purse £2.5 billion each week nationally and £1,955 million in Hertfordshire annually.

We regularly ask carers for their views and experiences. During the year a local State of Caring survey was undertaken with 1,229 carers responding.

- 53% of Hertfordshire's carers are finding it difficult to get a good night of sleep
- 26% say they struggle to maintain a balanced diet
- 72% report feeling more stressed due to caring, and 63% felt more anxious due to their caring role
- 24% stated that they had suffered from depression since starting their caring role
- 54% of those who were not already retired when they started caring had changed their working patterns because of caring gave up work completely, retired early or reduced their hours
- 19% of carers in Hertfordshire provide more than 50 hours per week of care
- 5% of young carers miss school because of their caring role
- 87% of carers answering our survey said they felt more isolated and lonely because of their caring role
- 39% of carers tell us they have experienced carer breakdown with a further 16% saying they feel they will soon



## What difference do we make?

8,175 carers gained access to carer focused advice and information through our specialist Information and Carer Planning Service.

Following a Make a Difference break for carers, there was a 23% reduction in the risk of depression.

Our Involvement team successfully campaigned with carers for clinical support for dementia carers. This led to the launch of a county-wide Dementia nursing service for carers.

The Involvement team was key in helping carers press for the development of Crisis Accommodation to provide an 'out of hours' service offering support and short-term overnight accommodation to people in distress. The NightLight service opened in June 2015.

97% of carers attending our local hubs report increased confidence, with an average increase in their quality of life of 25%.

97% of carers who attended our training felt less isolated and 93% said it had given them a break from caring. 99% said

training had meant they felt more positive and less stressed.

32% of carers matched with one of our mentors, said mentoring had increased their confidence in their caring role and 36% said mentoring had led to an increase in knowing where to go for support.

Our young carers team were able to reduce the caring role of over 60% of young carers who made contact with us during 2015/16.

## Our work last year

All our services met the demand from increased take up by carers and outcome measures demonstrated that service provision made a positive difference to carers' lives. Information and advice was provided to 8,175 individuals (2015: 6,105) whose support levels and

*I learnt a lot, more than I've been able to learn elsewhere*

*My break has made me understand the importance of 'me-time'*





Football Club with 50 young carers from 6 years old and 43 professionals (who were quite a lot older!).

We have significantly increased the numbers of volunteers supporting the charity's work with 194 active volunteers at the end of March 2016. This growth helped us to launch three new hubs of local support in St Albans, Bishop's Stortford and Hoddesdon, in addition to the four we already have.

We now have 73 trained mentors helping to support carers who need one to one support around their own caring role.

Using methodology and valuation criteria for 'Social Return on Investment' (SROI) developed by Baker Tilly in 2011, the charity has calculated that its activities during the year generated £40 million of social benefit from the £1.6 million of income it received from funders in the year.

Following our increasingly close working partnership with Crossroads Hertfordshire South, we agreed to join forces more formally with a transfer of their services into Carers in Hertfordshire expected during the summer of 2016. The combined

health and wellbeing levels were improved. The training provided to 382 carers increased carers' knowledge, reduced isolation, helped carers attending be better able to cope and less stressed.

By the end of March 2016 we had identified an additional 3,742 unpaid family carers in Hertfordshire, including 249 young carers under 18 years old. This brought the overall number of carers we were in touch with to 19,259.

We reduced the length of time it takes carers to get in touch with us from 6.91 years to 6.38 years.

After campaigning for a specialist Dementia nursing service, joint funding was identified and the service launched.

We held a Young Carers Conference at Watford

*A boost of self-esteem, confidence, happiness, extra energy, motivation, inspiration, will to live. Helped me to think more positively*

charity will help us find innovative ways of meeting carers' needs, as well as providing carers with a more joined up approach to what are often complex arrangements for families. Building on the track records of both charities, the scope for innovation will increase as the way in which the combined charity supports carers will extend.

We were enormously pleased to receive a GSK Impact Award this year in recognition of the impact that our work has on the health and wellbeing of carers. With over 400 charities nominated competition was strong.



Katie Pinnock, Director, UK & Ireland Charitable Partnerships at GSK said:

"Carers all too often suffer in silence while caring for their family or loved one.



Carers in Hertfordshire provide important services that ensure carers are identified and supported, and that people working with carers are aware of their needs. The charity has an energetic team who have been able to rally support for its services and worked closely with the local public sector. Congratulations for its achievements are well warranted."

We also provided support to young carers aged less than 18 years old, with the aim of reducing age-inappropriate caring and increasing community awareness of young carers. During the year we reached an additional 249 young carers. Information and support was offered to young people and their families and using the national outcome measuring tools, this

*The training has given me emotional support, boosted my self-confidence and encouraged me to want to learn technology*

*They gave me more confidence as well as being very informative. It taught me how to prioritise worries.*

*They made sense of what is out there in the way of help, I know I'm not alone*

service achieved a 60.5% decrease in the caring role; 47% increase in the positive outcomes of caring and 50% decrease in the negative outcomes of caring.

### **Future plans**

We have ambitious plans for the forthcoming year, both for the way the charity is managed as well as the way services are run. Our specific plans come together in an annual Operational Plan and are monitored through a range of key performance indicators.

- The charity will implement, monitor and evaluate its new strategy: "Building our Future", in order to make the biggest difference that it can to improve carers' lives. This strategy includes a new focus on supporting carers

through transitions and on building the resilience of carers.

- The transfer and subsequent integration of Crossroads Hertfordshire South activities will mean scaling up and therefore restructuring the way we deliver services as a combined charity in order that carers receive a seamless service.
- Further progress to diversify income remains the charity's biggest challenge. We aim to receive 15% of our income from non-statutory sources.
- We want carers to find it easier to access services. We know it is a particular challenge for us to reach representative numbers of some particular groups, such as male carers, young adults and isolated rural carers. We will be developing projects that target these groups.
- The forthcoming year will be our 21<sup>st</sup> year and we intend to celebrate this and acknowledge those people who have helped the charity in making carers count.



# Carers in Hertfordshire

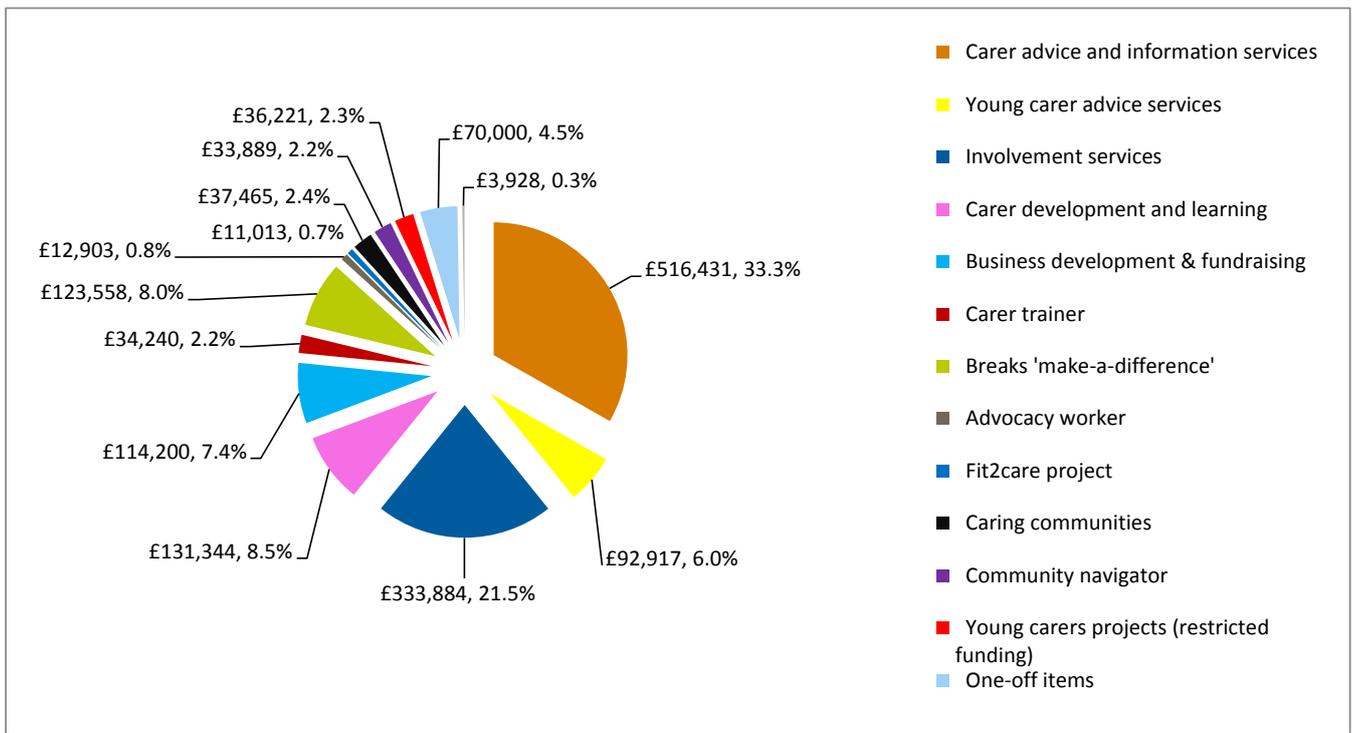
## OUR INCOME AND EXPENDITURE FOR THE YEAR TO 31 MARCH 2016

	Unrestricted Funds £	Restricted Funds £	Total 2015/16 £	Total 2014/15 £
<b><u>INCOME</u></b>				
From Herts Health Authorities & Herts Social Services	1,448,144	-	1,448,144	1,012,598
Gifts, donations and grants	49,077	-	49,077	50,681
Interest on our bank deposits	6,892	-	6,892	8,864
Grants received for restricted purposes	-	100,277	100,277	291,955
<b>Total income</b>	<b>1,504,113</b>	<b>100,277</b>	<b>1,604,390</b>	<b>1,364,098</b>
<b><u>EXPENDITURE</u></b>				
Charitable activities	1,416,574	135,419	1,551,993	1,268,116
Transfers between funds	(31,548)	31,548	-	-
Unrealised loss on investment assets (last year, gain)	5,490	-	5,490	(9,871)
<b>Total expenditure</b>	<b>1,390,516</b>	<b>166,967</b>	<b>1,557,483</b>	<b>1,258,245</b>
<b><u>NET SURPLUS/(DEFICIT) FOR THE YEAR</u></b>	<b>113,597</b>	<b>(66,690)</b>	<b>46,907</b>	<b>105,853</b>
Total funds brought forward at 1 April 2015	529,320	130,492	659,812	553,959
Total funds carried forward at 31 March 2016	<b>642,917</b>	<b>63,802</b>	<b>706,719</b>	<b>659,812</b>

### ***These funds are represented in the assets and liabilities of the charity as follows:***

Fixed assets (office and computer equipment)	11,488	10,007
Money held in equity-based investments	106,261	111,751
Money owed to us	26,949	25,561
Money in our bank accounts	741,572	603,555
Money we owe	(179,551)	(91,062)
	<b>706,719</b>	<b>659,812</b>

**A BREAKDOWN OF OUR CHARITABLE ACTIVITY EXPENDITURE FOR THE YEAR TO 31 MARCH 2016**



The total of these figures is £1,551,993 as shown over the page.

As can be seen from the account over the page, our income and expenditure has to be divided into Unrestricted and Restricted funds. A word about this division:

**UNRESTRICTED FUNDS**

The majority of funds of Carers in Hertfordshire are unrestricted, i.e. they may be applied to further the general charitable purposes of the organisation.

There are two Designated funds, which have been set aside out of the unrestricted general funds by the Trustees for specific purposes. One is called the "CONTINGENCY RESERVE" - this provides the Trustees with a reserve for costs in the event of any major loss of income (now increased to 5.2 months' worth of costs based on our current year budget). Secondly, the Trustees have identified an "ORGANISATION AND FUTURE DEVELOPMENT FUND" which is to enable the charity to move forward on developing organisational strategic objectives and implementing specifically identified development projects. At 31 March 2016, these objectives relate to the Carer Friendly project, Carer Champion, Healthier Communities funding, a digital inclusion project, the "state of caring" survey and general business development.

**RESTRICTED FUNDS**

Certain funding received by Carers in Hertfordshire is donated with restrictions as to the use of the funds. In the 2015/16 year, these were as follows:

	£
Advocacy worker	14,000
Fit2care project	10,000
Community navigator	32,500
Caring communities	36,435
Young carers projects	7,342
	<u>100,277</u>

Of all these grants received, in agreement with the donors, some of the "unspent" grants are carried forward to 2016/17. The total amount carried forward on the grants is £63,802.