

**Summary Directors' Report and  
Financial Statements** for the year  
ended 31 March 2017



The full Directors' Report and Financial Statements were approved by the Board at their meeting held on 10 August 2017.

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



## Why we are here

Carers UK estimates there to be at least 115,827 carers in Hertfordshire providing support in a wide range of circumstances and often putting their own needs second to those they care for. In 2015, this support saved the public purse £1,955 million in Hertfordshire

We regularly ask carers for their views and experiences.

- 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

## The difference we make

8,813 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 22% reduction in the risk of depression.

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

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 the year.

## Our work last year

All our services met the demand from increased take up by carers and made a positive difference to carers' lives. The training provided to 414 carers increased carers' knowledge, reduced isolation, helped carers attending be better able to cope and less stressed. By the end of March 2017 we had identified an additional 4,142 unpaid

## Carers in Hertfordshire DIRECTORS' REPORT - SUMMARY

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carers we were in touch family carers in Hertfordshire, including 324 young carers under 18 years old. This brought the overall number of carers we are in touch with to 23,215. We reduced the length of time it takes carers to get in touch with us to 6.33 years.

We held a Young Carers Conference with 89 young carers from 6 years old and 58 professionals.

We have significantly increased the numbers of volunteers supporting the charity's work with 225 active volunteers at the end of March 2017. This growth helped us to launch three new hubs of local support in Letchworth, Potters Bar and Chorleywood, in addition to the seven we already have.

We now have 69 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), we calculated that activities during the year generated £48,365,000 of social benefit.

Crossroads Hertfordshire South was formally transferred into Carers in Hertfordshire on 1 November 2016; the combined charity will help us find even better ways of meeting carers' needs, as well as providing carers with a more joined up approach to what are often complex arrangements for families.

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, during the year reaching an additional 324 young carers. The 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.

### Our future plans

We have ambitious plans for the forthcoming year.

- We will continue to integrate our Crossroads.
- We will carry out another county-wide caring survey
- We will demonstrate that investment in our charity is put to good use through measurement of the Social Return on Investment. This is expected to be between £40 and £50 million.
- We aim to receive 15% of our income from self-generated and income and donations.
- We will explore ways of improving our digital offer to carers including the development of a new web site.
- We will coproduce our model for working on carer resilience.

# Carers in Hertfordshire

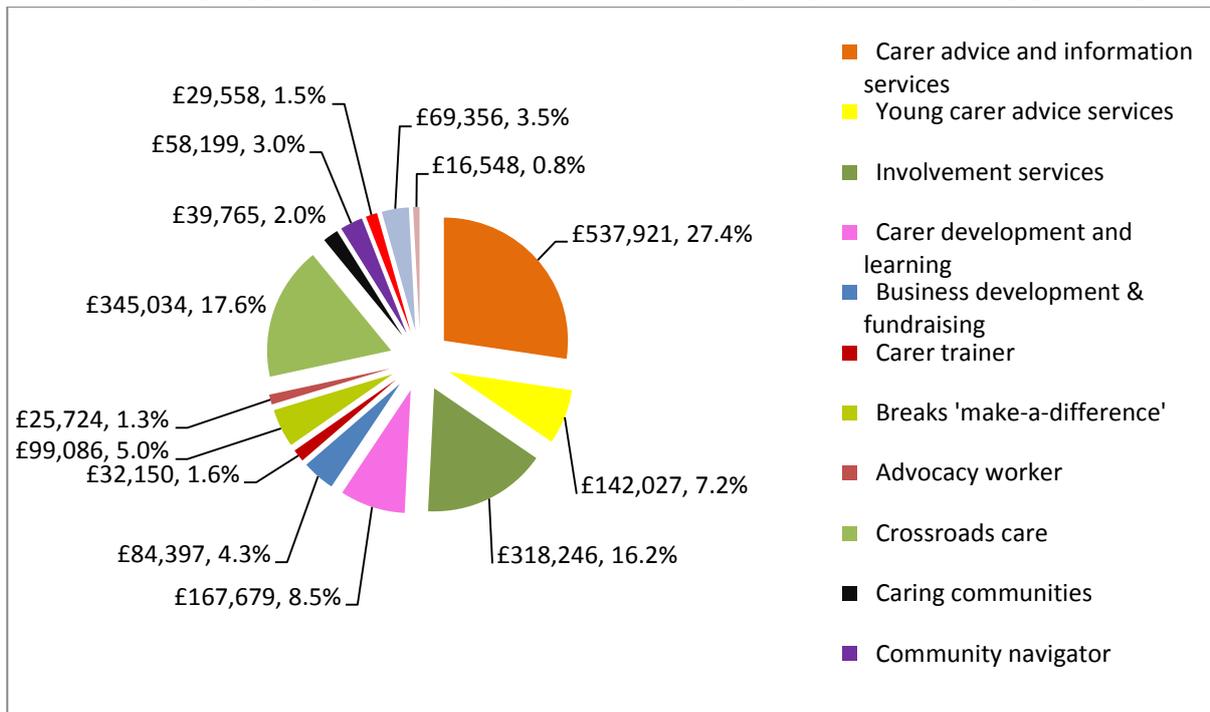
## OUR INCOME AND EXPENDITURE FOR THE YEAR TO 31 MARCH 2017

	Unrestricted Funds £	Restricted Funds £	Total 2016/17 £	Total 2015/16 £
<b><u>INCOME</u></b>				
From Herts Health Authorities & Herts Social Services	1,701,195	-	1,701,195	1,448,144
Gifts, donations and grants	78,570	-	78,570	49,077
Interest on our bank deposits	13,667	-	13,667	6,892
Grants received for restricted purposes	-	279,269	279,269	100,277
<b>Total income</b>	<b>1,793,432</b>	<b>279,269</b>	<b>2,072,701</b>	<b>1,604,390</b>
<b><u>EXPENDITURE</u></b>				
Charitable activities	1,726,540	239,150	1,965,690	1,551,993
<b>Total expenditure</b>	<b>1,726,540</b>	<b>239,150</b>	<b>1,965,690</b>	<b>1,551,993</b>
<b><u>NET SURPLUS FOR THE YEAR</u></b>				
	<b>66,892</b>	<b>40,119</b>	<b>107,011</b>	<b>52,397</b>
Unrealised gain (loss) on investment assets	26,454	-	26,454	(5,490)
Transfer of assets from Crossroads Care South	1,057,651	10,054	1,067,705	-
Total funds brought forward at 1 April 2016	642,917	63,802	706,719	659,812
Total funds carried forward at 31 March 2017	<b>1,793,914</b>	<b>113,975</b>	<b>1,907,889</b>	<b>706,719</b>

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

Fixed assets (office and computer equipment)	21,065	11,488
Money held in equity-based investments	344,577	106,261
Money owed to us	223,871	26,949
Money in our bank accounts	1,492,634	741,572
Money we owe	(174,258)	(179,551)
	<b>1,907,889</b>	<b>706,719</b>

**A BREAKDOWN OF OUR CHARITABLE ACTIVITY EXPENDITURE FOR THE YEAR TO 31 MARCH 2017**



**The total of these figures is £1,965,690 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 6 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 2017, these objectives relate to a digital inclusion project, the "state of caring" survey and general business development, particularly with regard to the integration with Crossroads.

**RESTRICTED FUNDS**

Certain funding received by Carers in Hertfordshire is donated with restrictions as to the use of the funds. In the 2016/17 year, these were as follows:

Helping you care	£73,658
Community navigator	£59,958
Thomson family trust (donation)	£50,000
Caring communities	£39,756
Young carers projects (donations)	£20,188
Advocacy worker	£12,000
Children in need	£11,133
Passport card (donations)	£9,559
Fit2care project	£2,000
Bereavement group (donations)	£1,000
	<b>£279,252</b>

Of all these grants received, in agreement with the donors, some of the 'unspent' grants are carried forward to 2017/18. The total amount carried forward on the grants is £113,975

In addition, restricted funds totalling £10,054 were transferred to us from the merger with Crossroads