

Carer Support Wiltshire

Annual Report and Accounts 2015-16

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Introduction from Chair and Chief Executive

CARERS were at the heart of the biggest change in social care legislation for 60 years in 2015. The Care Act 2014 came into force on 1 April and, with the Children and Families Act 2014 for young carers and parent carers of disabled children, gave carers parity of esteem with the person they care for. It embodies prevention and a whole family approach, giving carers new rights.

The Act heralded changes to the way we delivered our services at Carer Support Wiltshire. In partnership with the local authority and carers, we developed a new model as a single point of access for support for carers. Inevitably, with the publicity surrounding the Act, demand for our services rose considerably. By the end of March 2016, 10,815 carers or around 23% of the known carer population, were registered with us – up from 9,239 a year earlier.

Although we negotiated release of some extra resource to implement the new model, budgets remained and continue to remain extremely tight. Staff and volunteers – our greatest assets – rose magnificently to the challenge of new ways of working.

Aware that we needed to reduce expenditure, we undertook a two-stage restructure which sadly saw the departure of some core staff roles and a streamlining of many processes. This year we undertook a review of our mission and the difference we seek to make in work funded by the Cabinet Office and led by external consultants. Co-produced with carers, staff, trustees and key external stakeholders, this work has been very influential. It helped us refine our services, identify those delivering the greatest outcomes and build evidence showing the value we are providing for health and social care services within the county. We were proud to showcase this work at the national Carers Trust conference.

We have maintained our commitment to quality following the PQASSO framework, which also supports our preparation to tender for carers services. As part of this work we have undertaken a review of governance, five years after the merger of the four precursor carers support charities.

In what has been a tough year for fundraising and the ending of Home from Hospital project in March 2016, we are delighted with the progress made by our new flagship project Working For Carers. We have built strong links with the business community which will help our future development.

We commend this annual report to you. It shows how we have worked to ensure all unpaid carers in Wiltshire are supported, have a voice in policy making and their contribution to the community is valued.

Chair of trustees



Date 1st June 2016

Chief executive



Date 1st June 2016

Who we are

Carer Support Wiltshire is a local charity supporting carers in Wiltshire.

A carer is anyone who cares, unpaid, for a family member or friend who cannot manage without their support. They might look after someone with a physical disability, long term health condition, mental health issue or a problem with substance misuse.

We help carers to access support, services, education and training, and breaks from their caring role. We ensure carers in Wiltshire have a voice in policy making and planning for services, and we work with health and social care professionals and employers to develop best practice. Our aim is to create carer friendly communities where carers are recognised, valued and supported.

The trustees of Carer Support Wiltshire present audited financial statements for the year ended 31 March 2016.

Our Vision and Values

Our vision is to create a caring community where Wiltshire recognises, values and supports carers.

Our values help us achieve our vision and direct our work. These are what we are or seek to ensure in all our work:

- **Carer centred:** Ensuring that carers are at the heart of our decision-making.
- **Collaborative:** Working with others to develop and deliver best practice.
- **Enabling and empowering:** We support the growth of individuals in their community and at work.
- **Innovative:** We will take a leading role in the development and improvement of services for carers.
- **Access for all:** We seek to ensure that all can access the services they need, when they need them.
- **Integrity and honesty:** We work towards the highest standards and ensure accountability and transparency at all times.
- **Compassion and empathy:** Understanding and demonstrating kindness and consideration through all our work.

Our Mission

We aim to ensure all unpaid carers in Wiltshire are supported, have a voice in policy making and their contribution to the community is valued.

Structure, Governance and Management

Board of Trustees

The Board of Trustees of Carer Support Wiltshire oversees its work. During 2015-6, the board comprised:

Gillian Elford	Chair	Resigned October 2015
Laraine Marriot	Vice Chair	to October 2015
	Acting Chair	from October 2015 to April 2016
	Chair	from April 2016
Malcolm Seymour	Treasurer	
Huw Ponting	Acting Vice Chair	from October 2015 to April 2016
	Vice Chair	from April 2016
David Binding		
Dr Jeremy Bradbrooke		
Roger Caudrelier		Resigned October 2015
Janet Dore		Resigned June 2015
Derek Hayes		
Dr Bill Henry		Resigned April 2015
Ruth Martindale		Appointed April 2016
Jane Mason		Appointed April 2016
Christopher Meier		Appointed April 2016
James Minett		
Dr David Stevens		Resigned June 2015
Janet Surr		Appointed April 2016
Diana Finch (Staff)		Company Secretary

Senior Management Team

Catharine Hurford	Chief Executive
Diana Finch	Business Manager
Tom Blowers	Support Services Team Lead
Alan Docherty	Reaching Communities Team Lead
Janice Vincent	Projects Team Lead (resigned December 2015)
Sarah King	Services Admin Team Lead (made redundant September 2015)

Advisors

Our auditors are Burton Sweet, Cooper House, Lower Charlton Estate, Shepton Mallet, Somerset BA4 5QE
Our main bankers are CAF Bank, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

Legal status and governing document

Carer Support Wiltshire is a Registered Charity number 1092762 and a Company Limited by Guarantee 04415685 not having a share capital. The liability of members is limited to one pound. Its registered office is Independent Living Centre, St George's Road, Semington, Trowbridge, Wiltshire BA14 6JQ. The company is governed by Articles of Association as amended in December 2011. It was formed in 2011 on the merger of the previous four carer support organisations in Wiltshire.

Public benefit

The charitable object of Carer Support Wiltshire is to promote any charitable purpose, for the benefit of the whole community within the boundaries of Wiltshire Council and NHS Wiltshire or their successor authorities, including the advancement of education, the protection of health and the relief of poverty, sickness and distress in particular but without limitation by supporting carers.

The trustees' report explains how we have benefited the public within our charitable objective. When setting the objectives and planning the work of Carer Support Wiltshire for the year, the trustees have given careful consideration to the Charity Commission's guidance on public benefit.

Board of Trustees

The board meets at least five times a year and has delegated some of its work through three subcommittees: finance, quality and policy and fundraising and publicity, which are chaired by trustees and meet every six weeks. The day-to-day management is formally delegated to the chief executive.

None of our trustees receive remuneration or other benefit from their work with the charity. The charity keeps a register of trustees' interests and the chair reminds trustees to declare any relationship which could create a conflict of interest at the start of every Board meeting.

The Board identifies the skills it needs to carry out its work now and in the future and recruits accordingly. Vacancies are promoted widely using specialist jobs boards, our own carer network and external recruitment agencies to ensure a diverse field of potential applicants. Potential candidates are invited to an open day introducing the work of the charity, meet staff and other trustees informally and are interviewed by a panel of board members and the chief executive. Successful candidates at this stage are invited to shadow Board and subcommittee meetings as an observer, before their appointment is confirmed by a vote of trustees at a subsequent meeting of the Board after all the required checks and identification of potential conflicts of interest have been completed.

New trustees follow an induction programme as detailed in the Trustee Handbook, revised in 2015, are appointed a mentor and learn more about the work of the organisation through shadowing staff. The

chief executive and chair are available for support as required. Trustees attend training courses and awaydays, participate in Board performance reviews and join relevant governance support networks.

The trustees have benchmarked the chief executive's salary against that of equivalent organisations in the sector.

Statement of Trustees' Responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities Statement of Recommended Practice (SORP);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate 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. 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 auditor is 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.

Formal Partnerships

Carer Support Wiltshire is a Network Partner of the Carers Trust, an umbrella organisation which represents carers and their interests on a national stage. It also provides practical support for Network Partners such as Carer Support Wiltshire through grants, regional support networks, business advice, training and mentoring.

Carer Support Wiltshire and Wiltshire Council have a formal partnership agreement to provide carer support services for the whole county of Wiltshire from 2014-17. This is funded under the Better Care Fund, a pooled budget between health and social care. We received further funding during the year from the Better Care Fund for Home from Hospital, and other funds from Triangle Trust, Big Lottery, Carers Trust, and Access to Work as well as small grants and donations and income from fundraising.

Auditor

A resolution proposing that Burton Sweet be reappointed as auditor of the company will be put to the Members at the trustees' meeting on 1st June 2016.

Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies (s419 (2) of the Companies Act 2006).

Added Value

Several trustees have professional skills in areas of use to the organisation. In particular they have provided expert opinion in the area of the Care Act and Mental Capacity Act, training on Lasting Power of Attorneys for carers and sat on the steering group for Working For Carers, creating substantial added value for Carer Support Wiltshire.

Risk Management

The trustees have a strategy for managing risk which is supported by a policy and procedure enabling the principle risks and uncertainties that Carer Support Wiltshire faces to be managed. The key risks facing the charity are assessed after the annual strategy review and action plans drawn up and implemented to mitigate those risks. The trustees oversee the implementation of the action plans. A risk co-ordinator and the senior management team follow up actions every quarter and ensure risk management remains embedded in the organisation. The risk co-ordinator reports to the Board every quarter.

The trustees have identified that financial sustainability is the major financial risk for Carer Support Wiltshire with the current partnership agreement confirmed in place to March 2017. Through the year it

has been managed by restructuring with the loss of some posts, ensuring delivery meets targets, streamlining of administrative functions, the development and roll-out of outcomes monitoring tools and concentration on fundraising.

Other major risks identified through the year included loss of key personnel, proposed changes to the carers' partnership, and the impacts of organisational change and staff well-being. An insurance policy is in place to indemnify the trustees against any negative financial impact resulting from actions of trustees made in good faith.

Objectives and Activities

The primary objectives through the year can be summarised as:

- Providing services for adult carers, including parent carers and young adult carers
- Improve the identification and recognition of carers by creating caring communities

We delivered our services and measure progress against seven carers' outcomes and the longer-term impact we seek to make – that all unpaid carers in Wiltshire are well supported.

How do carers feel after an intervention from Carer Support Wiltshire?



Word cloud showing the frequency of the wellbeing outcomes created by interventions, as reported by carers, 2015-16

During the year, with Cabinet Office funding and supported by external consultants South West Forum, we developed a suite of outcomes measurement tools. The tools were developed and co-produced with carers, commissioners, staff, trustees and other stakeholders and benchmarked against national carer policy and research. It helped us identify the difference we want to make for carers in Wiltshire.

They are a robust measurement of user satisfaction with our service and person-centred reflection on the benefits received (well-being measures) from our interventions. We use this tool to identify and measure our most effective services and drive improvement. The work has focussed our strategic thinking and informed the development of the draft Wiltshire Carers Partnership Strategy 2016-2020.

Outcome 1: Carers are able to maintain and improve their physical and emotional health and wellbeing

From 1 April 2015, we introduced a new Care Act compliant model and became the main point of access to services for carers in Wiltshire. The headline figures are:

- 3,770¹ carers got in touch with us during the year – 35% more than last year

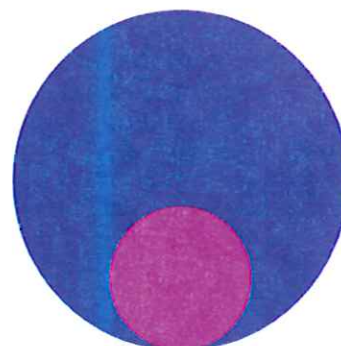
We made sure carers accessed the right support at the right time and in the right place.

- We helped 2,239 new to us carers and 1,531 previously registered carers.
- We completed 2,313 proportionate Care Act compliant initial assessments. On average, each initial assessment created over 3 positive outcomes.
- 406 (18%) of these carers went on to have a full assessment with a local authority funded service to meet their needs.
- We met 616 carers in 103 clinics in GP surgeries. These are run in tandem with health checks and 44 carers were found to have previously undiagnosed health conditions
- Provided 215 hours of counselling in locations around the county

I now do not feel so alone and a great weight has been taken off my shoulders.

How effective is early intervention?

Comparison of the number of wellbeing outcomes created by Initial Assessments compared with Full Assessments, 2015-16



■ Initial Registrat'n & Asses.. ■ Full Assessment & Review

Our volunteers delivered:

- Complementary therapies and massages
- Befriending, talk and support and counselling

¹ 2792 during 2014-5

Outcome 2: Carers can balance caring with a life of their own and have an improved quality of life

Carers tell us that they are

- Rarely able to take a break from the caring role and
- Often feel low/depressed or tense, tearful or anxious

During our initial conversation, 60 carers said that they were unable to continue caring.



This will allow me to have a better quality of life, knowing my mum will still be cared for.

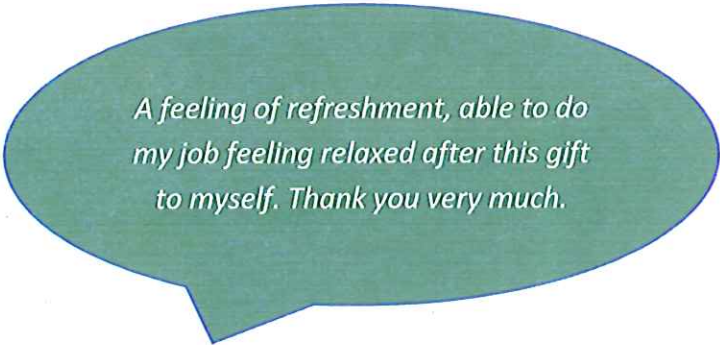
We supported people to access the right support to help them.

- 303 carers received a local authority-funded service including those provided by direct payments
- £7,389 in direct grants to carers from external trusts
- 1,326 Prescription Breaks – a small grant prescribed by carers' GPs to be taken on a break of the carer's choice
- 39 Time out grants, £30 grants for those unable to access any other breaks
- 1,757 short breaks such as a complementary therapies, peer support at a carers café run in 17 locations, or one of the activity groups, days out, Christmas lunches, cream teas

Carers report feeling:

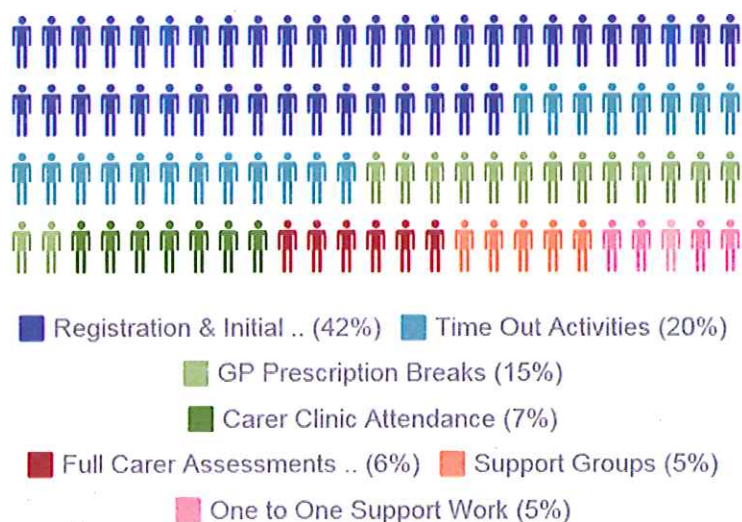
- Appreciated, supported, happier, more able to do the things they want, less isolation, less stress and an improved financial situation after receiving a *prescription break*.
- Happier, less stressed, better about themselves and supported after *pampering*.
- Safer, supported, better informed and more confident after attending one of our *peer-led cafés*.
- Happier, less stressed and less isolated after attending one of our *events*.

The feedback on the quality of our time out is very strong with 100% positive ratings for pampering-type activities and 97% for cafes and groups. Feedback also indicates higher demand for the pampering/complementary therapies than we are able to cater for, despite providing additional resource through volunteers.



A feeling of refreshment, able to do my job feeling relaxed after this gift to myself. Thank you very much.

Which services do most carers use?



Infographic comparing numbers of carers receiving various interventions, 2015-16

Our volunteers

- 77% of our 82 volunteers are current or former carers.
- They tell us that volunteering with us increases their confidence, builds on their existing skills while giving them the opportunity to develop new ones.
- 65% of our volunteers said volunteering gave them the chance to build a life beyond caring.

Outcome 3: Carers are able to contribute their experiences and views to shaping service planning and development

Carers have many opportunities to contribute their experiences to service planning through the Wiltshire Carer Involvement Group (WCIG), which celebrated its second anniversary this year. WCIG is made up of carers representing diverse caring experiences and concerns. Representatives sit on the Wiltshire Carer Action Group (WCAG), the board which sets the strategic direction for carers in the county.

Matters considered and directly influenced by WCIG during the year include:

- The draft Wiltshire Carer Partnership Strategy 2016-2020
- The appointment of Cllr Sheila Parker, Portfolio Holder for Adult Care – including Learning Disability and Mental Health, as a chair of WCAG
- The review of the carers emergency card – including monitoring by WCIG
- Wiltshire Clinical Commissioning Group agreeing for 'WCAG to be involved in customer engagement prior to re-commissioning continence service'.

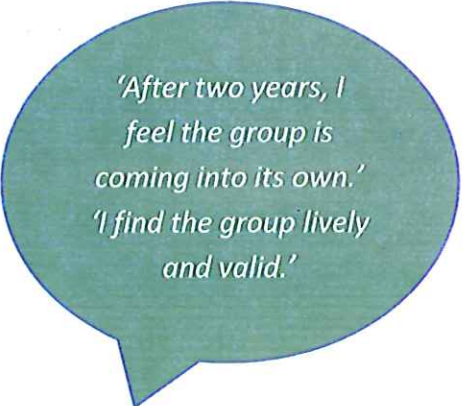
We have enabled carers to influence services in other ways too, for example through our partnership with Healthwatch Wiltshire, which included a review of the dementia services in the county, and Carers in Crisis report. We have ensured carers' views are heard on the Wiltshire Suicide Reduction Group and Wiltshire Safeguarding Adults Board – the latter was presented with a report by the safeguarding adults' reference group for carers; and the Learning Disability Partnership Board.

Carers play an important role in the development of our own services, for instance through recruitment and in identifying training needs. One manager said: 'I had decided who I would like to offer the position to, but the carer on one panel changed my mind.'

We helped carers participate in a review of the implementation of the Mental Capacity Act and Deprivation of Liberty standards across the region, led by the National Development Team for Inclusion (NDTi). Project lead Alison Giraud-Saunders said: 'One of the recommendations, based on what you [carers] and others said to us, was about improving the information and advice for the public, people using services and their families.' Following this report she visited our centre and spoke to staff about mental capacity matters.

Carers report feeling appreciated, more knowledgeable, that they have influenced change and made a difference by being involved in the Wiltshire Carer Involvement Group.

We have received five formal complaints through the year, all of which have been investigated, the complainant contacted and responded to and identified learning taken forward within the organisation.



*'After two years, I feel the group is coming into its own.'
'I find the group lively and valid.'*

Outcome 4: Carers are able to receive good quality information and advice about the support and services available to them to support them in their caring role

At the end of March 2016, we had 10,815 carers registered with us – around 23% of the known carer population in Wiltshire.

Over the year, we helped carers access the right specialist support by:

- Making 794 referrals to specialist support over the whole year
- Signposting 1,538 carers to the agency which best meets their needs

Our health and communities workers raised carer awareness with 767 health and social care and voluntary sector staff through the year with 99% of attendees providing feedback saying they felt more informed about carers.

Knowing this support is available is very reassuring.

Our work in the three district hospitals serving Wiltshire has continued through the year, the highlight being the opening of the carer hub in September 2016. Set in the Atrium of the Royal United Hospital, this puts carers at the heart of the hospital. Working with partners from the RUH, the Friends of the RUH and BANES Carers Centre, this initiative has received a lot of interest. Staffed by trained volunteers, it provided information for 291 carers from Wiltshire in its first six months. It is a useful resource for hospital staff and a timely reminder of the importance of viewing carers as equal care partners.

The personal interview was both helpful and informative. It allowed me to make decisions that are good for both of us.

We supported the work of John's Campaign to welcome the carers of patients suffering from dementia on the wards: an exciting example of how social media can make change happen really quickly.



Our annual GP awards evening in July celebrated the achievements on the county's 55 practices in supporting carers. An astounding 29 achieved the top gold award, with 2 receiving silver and 3 bronze. The number of carers registered as carers with the participating surgeries has risen markedly through the year to 7,334.

We maintained a high media profile on behalf of carers – with 28 press releases issued and stories picked up in the print and radio media serving Wiltshire. Our chief executive and carers spoke on local radio a number of times, on subjects such as the introduction of the Care Act and in a series of interviews exploring what the caring role means for individuals in the run up to Carers Rights Day in November. Our carers' stories featured on national TV and in national magazines.

We led a series of events in Carers Week 2015 with an inaugural Walk a Mile In My Shoes event in Chippenham's Monkton Park. Sponsored by local business and attracting considerable media and public interest, it raised over £900 for carers in Wiltshire, while increasing the profile of the organisation and carers in the county.

Outcome 5: All Carers have fair access to information, support and services are free from discrimination

While most of the carers who registered with us during the year were of white British background (74%), 2.9% were of other ethnicity; and the balance were unknown ethnicity or chose not to disclose. This is in line with census data showing the non-white British caring population in Wiltshire to number 916 or 2% of the total known caring population.

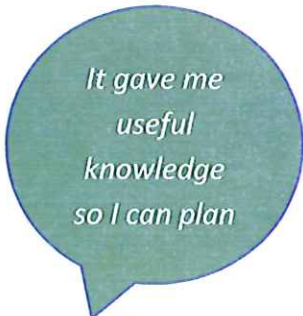
A snapshot of our new and re-registrations through the year shows:

- 28% were from men
- 43% were aged 25 to 59
- 23% were aged 75 plus
- 45% had a disability
- 10% were caring for a child
- 1.3% were young adult carers (aged 18-24)
- 18.2% were caring for someone with dementia
- 6.8% were caring for someone with a mental health diagnosis

We run support groups in four locations around the county, plus specialist parent carer, mental health and young adult carer (YAC) groups many in partnership with other organisations, such as Rethink and Wiltshire MIND, and peer-led.

Attendances at our groups has continued to grow through the year with 485 carers attending at least one of the groups.

After attending groups, carers say they feel *better informed, supported and happier*.



It gave me
useful
knowledge
so I can plan

Young Adult Carers

During the year we built on our work with young adult carers that has been developed with funding from the Carers Trust.

We ran eight key group sessions with 44 attendances by young adult carers.

- 2 interview workshops
- Action on Addiction workshop
- Wiltshire wildlife day
- 2 fresher fairs at the local colleges
- Young adult carers information morning
- First aid course, interview and entry to university

We set up the following projects that are ongoing:

- Wiltshire wildlife project with forest skills certification
- Group support for young adult carers on caring for someone who misuses substances with Action on Addiction
- 2 young adult carers joined the Prince's Trust programme
- Peer support cafes for young adult carers in Wiltshire College at the Salisbury and Chippenham campuses.

Over the year we also supported 40 young adult carers on a one to one basis. We identified 210 households with young carers and put 74 young carers in touch with the specialist young carer service provider, Spurgeons.

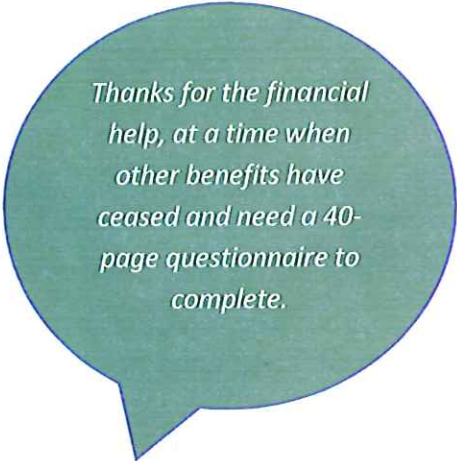
We ask carers if they have military connections, as it can help us identify relevant specialist support: 13% of carers who registered with us had connections with the military – as to be expected in a military county.

The carer training network of public, private and voluntary sector agencies that we bring together to offer free training for carers, continued through the year. We met all targets by supporting 186 carers to attend training, with practical skills-based training remaining the most popular course.

Outcome 6: Carers are supported to have the best economic wellbeing possible

We supported carers manage their money worries by:

- Putting 487 carers in touch with the CAB carers project
- Enrolling 14 carers on our money mentoring service
- Making 9 referrals to foodbanks
- Processing 1,757 prescription breaks through the year
- Making 39 Time Out grants through the whole year
- Obtaining £7,389 in grants for 18 carers
- One in ten of our volunteers has entered employment.



Thanks for the financial help, at a time when other benefits have ceased and need a 40-page questionnaire to complete.

Carers report having an improved financial situation after receiving a prescription break or attending one of our free days out.

Outcome 7: Carers are able to maintain their personal dignity, are treated with respect and as experts and equal care partners and are kept safe from harm

During the year, Carer Support Wiltshire trained:

- 767 health and social care professionals in carer awareness
- 172 carers, to enable them to become more efficient in their caring role
- All staff and managers in adult and child safeguarding training appropriate to their role
- All staff and managers in carer facing roles in mandatory child sexual exploitation and Prevent anti-radicalisation modules
- Staff, managers, trustees and volunteers undertook training in Equality and Diversity and Mental Health First Aid

Carer Support Wiltshire:

- Registered 634 new carers on the Carers Emergency Card Scheme
- Launched the Working For Carers scheme (see below)
- Ran the Home from Hospital project (see below)
- Made 47 safeguarding referrals
- Was told by 39 carers that they felt safer after a comprehensive carers' assessment
- Was awarded Training Provider of the Year at the 2015 Wiltshire Adult Social Care awards
- Facilitated the Wiltshire Carers Reference Group for Safeguarding Adults – giving carers a direct voice on the Safeguarding Adults Board (WSAB).
- Provided information on how it keeps carers safe from harm for the WSAB annual report
- Participated in the Carers Trust Triangle of Care south west meetings
- Updated many of its own internal policies and procedures in order to better support the 41% of staff who are carers including a new Supporting Carers in the Workplace policy
- Introduced an organisational Behaviours Framework

Working For Carers



Working For Carers (W4C) is an innovative, regional business membership community and accreditation scheme developed by Carer Support Wiltshire with start-up funding from the Triangle Trust. Our aim is to create a more carer-aware workplace, for the benefit of our members, their staff and our local communities. Working with employers we are able to reach and support more working carers to prevent them reaching crisis point.

Development of the project began in February 2015 with research and the setting up of a steering group to help guide our decision-making. We launched our Working For Carers brand in Carers Week 2015, with the first of our three launch events. The website and registration process went live in July 2015, and we received our first registration on the same day.

At the end of the year, we had 16 members and many more showing a keen interest. The steering group (currently made up of 6 employers and 3 carers) has been an invaluable asset, helping us to devise a membership package that holds real value for businesses. The creation of an awards scheme has proved to be one of the key selling points for membership, as many organisations are seeking accreditation to show their commitment to corporate social responsibility. It also creates wider impacts through the many optional criteria which include: employee volunteering with CSW, fundraising for CSW, or holding awareness raising events to celebrate Carers Week and Carers Rights Day.

Our first awards ceremony was held on 21 January 2016, at which we presented three bronze awards and one gold award.

"Home Instead Senior Care has a very strong ethos built around looking after our workforce as well as our clients. Receiving our Working For Carers Gold Award is testament to that ethos."

– Nick and Alison Yeatman, Owners of Home Instead Senior Care Bath and West Wiltshire

"A growing number of our employees are also working carers and as such we saw this as an ideal opportunity to help support these individuals by taking advantage of CSW resources, such as their training courses and events. We are proud to work alongside such a worthwhile charity that makes a real difference to so many carers across Wiltshire." – Dawn Moir, Partner of Goughs Solicitors

"Carer Support Wiltshire does fantastic work ensuring the region's employers recognise the valuable contribution carers make both in the home and in the workplace and raising awareness of how their issues can be addressed." – Tom Hall, Associate Solicitor at Hyphen Law

Our online resource library is also a strong selling point, in particular our new online CPD certificated training course and achievement test, which all CSW managers have successfully completed of course! Feedback so far shows that 100% of those responding increased both their understanding of carers and their knowledge of how to support carers, with 100% also rating the quality of the course as excellent or very good. Another key aspect of the project is an ongoing schedule of monthly networking events, an excellent opportunity to engage new contacts and to deliver informal training in related areas such as the Care Act, and improving mental health at work.

Home from Hospital



Carer Support Wiltshire ran the pioneering Wiltshire Home from Hospital service successfully to March 2016 having launched it in November 2014.

During 2015-6, it:

- Received more than 1,150 referrals
- Helped 767 people leave hospital
- Provided support to 401 people in the community with volunteers
- Identified 155 carers

The programme, run by us in partnership with Age UK Salisbury and Wiltshire, is now being looked at by other local authorities, who wish to adapt similar schemes to include a focus on carers.


Working out of the three main acute hospitals which serve the county and extending into the community through the partnership and using volunteers, Home from Hospital helped patients by making welfare checks, ensuring that the home was warm and comfortable, that there was some shopping in and that the right onward services were in place. Volunteers helped link the person back into community networks and break down isolation.

Over the year, patients reported very high satisfaction rates, with:

- 85% saying they felt safe and secure in their own home on discharge
- 93% saying their home was ready and suitable for them on discharge
- 99% living independently after 3 months

NHS data also showed wider system benefits with:

- 5.4% reduced attendance at A&E departments
- 10.3% reduction in readmission rates
- 10% reduction in length of stay



Home from Hospital was absolutely brilliant, a life saver and I don't know what we would have done without the service.

Sadly, Home from Hospital was not recommissioned at the end of the year due to budget cuts within the Better Care Fund.

Year Ahead

We expect demand for our services to remain high and the very tough commissioning environment to continue. We are likely to face continuing standstill budgets, which force us to think imaginatively about how we continue to deliver on our mission to support carers in Wiltshire well. The importance of diversifying fundraising remains a priority while our partnership with Wiltshire Council and NHS Wiltshire Clinical Commissioning Group continues to be key to our ongoing success.

Looking ahead, the trustees and senior management team have reviewed their strategy and we will continue to seek out innovative ways of delivering support for carers while broadening our income base in order to become more resilient. A close attention to risk management is at the heart of the Board's work.

We will seek to work more collaboratively within the voluntary sector including with our Carers Trust Network Partners across the South West, and seek to integrate our services more broadly with the growing range of health and social care providers and businesses.

With funding from the Big Lottery confirmed at the start of the 2016-17 financial year, we will extend our offer to evenings and weekends, and make our services more accessible for carers in Wiltshire's isolated rural areas and those from Black and Minority Ethnic communities, with the help of volunteers and by working with area boards.

We will continue to develop the Working For Carers brand and extend it to its next stage to include a pathways to work scheme.

Work with older carers, young adult carers and carers for people with mental health problems remains key.

Our focus on quality improvement and employee wellbeing will be ongoing. Good governance continues to be a priority for the Board and it is supported by the appointment of four new trustees in April 2016.

Both nationally and locally, carers' strategies are being rewritten, setting a clear direction for the next four years. We value our partnership with the Carers Trust, which gives us and carers in Wiltshire a voice at a national level. There is growing understanding of the need for whole communities to support carers and we are keen to capitalise on this. By doing so we will ensure we are on track with our vision to create a caring community where Wiltshire recognises, values and supports carers.

Financial Review

Carer Support Wiltshire is funded mainly by grant income from a Partnership Agreement with Wiltshire Council and NHS Wiltshire Clinical Commissioning Group, together with a variety of project-based income, fundraising and some investment income.

- The total income for the year was £1,373,377 (2015: £1,260,279)
- Surplus across all funds of £10,478 (2015: £26,109)
- Total funds increased to £501,741 (2015: £491,264)

Summary of Financial Performance

The Statement of Financial Activities for the year ended 31 March 2016 shows a net surplus across all funds of £10,478 (2015: surplus of £26,109), being the total of net income and expenditure across individual funds.

Income increased by 9% compared with the previous year. This growth was down to an increase in funding from Wiltshire Council to undertake Carer Assessment reviews on their behalf, Cabinet Office funding to develop a theory of change and outcomes measurement framework, the commencement of a primary trading income stream with Working For Carers, and our agreement to administer funds for regional work with young adult carers on behalf of the Carers Trust. As would be expected, expenditure also increased to deliver these projects, and total costs increased by 10%. Expenditure would have increased more, had there not been a continued focus on making efficiency gains throughout the year. Through internal restructuring, two management level posts were lost, whilst capacity within the support team was increased. Improved use of IT enabled efficiency gains in administrative functions, and changes in working practices coupled with contract renegotiations reduced printing costs.

Improvements were made in recording of staff time against particular projects, and coding systems developed to enable printing and postage costs to be directly allocated to projects, with allocations being posted monthly to the accounts. The process of devolving responsibility for budgets to team leaders was embedded creating a greater awareness of operational costs across the organisation. A full fixed asset register was developed, resulting in a minor adjustment to the net book value of fixed assets reported in the accounts. In the next financial year, a purchase order processing system will be introduced, to change the formal authorisation of expenditure to before the order is placed rather than on receipt of an invoice.

At 31 March 2016, the total funds were split as follows:

- Unrestricted General Funds £195,860 (2015: £194,440).
- Restricted Funds £305,880 (2015: £296,823).

Reserves Policy

The reason for holding unrestricted free reserves is to protect Carer Support Wiltshire from the impact of shortfalls in forecast income or unforeseen expenditure. In an extreme case, the reserves need to be sufficient to cease operations in such a way as to minimise disruption to users of our services, and to wind up the operation without leaving creditors, taking into account the costs of statutory and contractual payments to staff and the termination of existing contracts and leases. According to the terms of the main Partnership Agreement with Wiltshire Council, we will receive six months' notice of any early termination of the contract, giving ample time to plan for the termination. Based on these considerations, the trustees' policy is to retain reserves sufficient to cover the winding up costs. This was calculated to be £161,173 as at 31 March 2016. The balance of free reserves at 31 March 2016 was £191,652, comfortably but not excessively above the minimum required by the reserves policy.

Restricted reserves, which totalled £305,881 at 31 March 2016 (2015: £296,823), represent the balance of on-going projects. Restricted balances are held for the purposes of the project in question and do not form part of the reserves policy. We have operational plans to use most of the restricted reserves in the year 2016-17, with the exception of:

- the funding remaining for the Home From Hospital service and the underspend from GP prescription breaks, concerning which we are in negotiation with Wiltshire Council
- the funds held for regional work with Young Adult Carers, for which plans will be developed in partnership with regional Carers Trust network partners

Going concern

The review of financial performance and the reserves position is set out above. In addition, a complex method of forecasting expenditure is now embedded in the organisation, based on a fully-costed delivery plan for each element of the service as well as for core infrastructure costs.

The Partnership Agreement with Wiltshire Council and NHS Wiltshire Clinical Commissioning Group has been extended to March 2017. Proposals on the future are currently being considered by the procurement board before it makes a recommendation to Cabinet.

Meanwhile, all the possible scenarios (from repetition of current funding, to complete or partial success in a retender exercise and/or continuation of a smaller partnership agreement, to the absolute cessation of funding from Wiltshire Council and Wiltshire CCG) have been modelled and costed for the next two years. In each case, it has been possible to develop a budget and plan that would enable the organisation to survive, albeit with considerable restructuring in the worst scenarios. The trustees are therefore satisfied that the organisation has adequate resources to continue to operate for the foreseeable future, and the trustees believe that there are no material uncertainties that may cast significant doubt about the ability of Carer Support Wiltshire to continue as a going concern at this stage.

Investment policy

As required in its Articles of Association paragraph 4(15), in furtherance of its objects, Carer Support Wiltshire has the power to invest monies not immediately required in deposits or such investments, securities or property as may be thought fit.

Carer Support Wiltshire considers it prudent to hold all surplus funds in interest bearing accounts, to best protect the grants awarded to us for the purposes intended. Surplus funds in the year have been split to ensure that not more than £75,000 is held by any one banking corporation. Carer Support Wiltshire therefore has funds invested with the following: CAF Bank, COIF Charities Deposit Fund, Principality Building Society, United Trust Bank, Virgin Money, and Secure Trust Bank, and Hampshire Building Society.

On behalf of the Board of Trustees

A handwritten signature in black ink, appearing to read 'L. Marriott', written in a cursive style.

Laraine Marriott

Chair

Independent Auditor's Report to the Members of Carer Support Wiltshire

We have audited the financial statements of Carer Support Wiltshire for the year ended 31 March 2016 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

Respective responsibilities of trustees and auditor

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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

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

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2016 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.

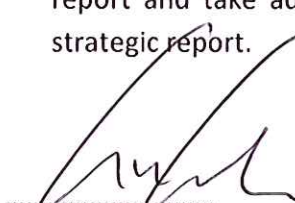
Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- 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
- The trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption in preparing the directors' report and take advantage of the small companies exemption from the requirement to prepare a strategic report.



 Geoffrey H Cole FCA
 Senior Statutory Auditor

For and on behalf of Burton Sweet Chartered Accountants and Statutory Auditor
 Cooper House
 Lower Charlton Estate
 Shepton Mallet
 Somerset
 BA4 5QE

2nd June 2016

Carer Support Wiltshire

Statement of Financial Activities (including Income & Expenditure Account)

Year ended 31st March 2016

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Income from:					
Donations and legacies	2	2,849	370	3,219	3,527
Charitable activities	3	5,550	1,343,854	1,349,404	1,236,047
Other trading activities		3,910	3,853	7,763	7,368
Investments		5,361	-	5,361	2,497
Other		912	6,718	7,630	10,840
Total		18,582	1,354,795	1,373,377	1,260,279
Expenditure on:					
Raising funds	4	1,160	-	1,160	848
Charitable activities	5	16,002	1,345,737	1,361,739	1,233,323
Total		17,162	1,345,737	1,362,899	1,234,171
Net income / (expenditure)	8	1,420	9,058	10,478	26,108
Transfers between funds		-	-	-	-
Net movement in funds		1,420	9,058	10,478	26,108
Reconciliation of funds:					
Total funds brought forward		194,440	296,823	491,263	465,155
Total funds carried forward	17	195,860	305,881	501,741	491,263

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities

The notes on pages 28 to 37 form part of these financial statements

Carer Support Wiltshire

Balance Sheet

At 31st March 2016

	Note	2016 £	2015 £
Fixed assets			
Tangible fixed assets	12	4,208	13,660
Total Fixed Assets		4,208	13,660
Current assets			
Debtors	13	281,073	326,398
Cash at bank		544,863	527,880
Total Current Assets		825,936	854,278
Liabilities			
Creditors falling due within one year	14	(328,403)	(376,675)
Net Current Assets		497,533	477,603
Net Assets		501,741	491,263
The funds of the charity:			
Unrestricted general funds	17	195,860	194,440
Restricted funds	17	305,881	296,823
Total charity funds		501,741	491,263

The accounts have been prepared in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

These financial statements were approved by the Trustees on 1st June 2016... and are signed on their behalf by:



L Marriott
Chair of Trustees



M Seymour
Treasurer

The notes on pages 28 to 37 form part of these financial statements

Notes to the Financial Statements

At 31st March 2016

1. Accounting Policies

- a. 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 for Smaller Entities published in July 2014, the Financial Reporting Standard for Smaller Entities (effective January 2015) 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 note(s).

These financial statements have been prepared on the going concern basis. No material uncertainties that may cast significant doubt on the ability of the Charity to continue as a going concern have been identified by the Trustees.

- b. Voluntary income is received by way of donations and grants and is recognised in full in the Statement of Financial Activities when they are receivable.
- c. Donated assets are included at the value to the charity where this can be quantified and a third party is bearing the cost. The value of services provided by volunteers has not been included as the value of these services cannot be readily quantified.
- d. Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable. Grants received in the accounting period in respect of future accounting periods are deferred until those periods. All material grants are disclosed in accordance with the Statement of Recommended Practice.
- e. Tangible fixed assets are recorded at cost and depreciation is calculated to write off the cost, less estimated residual value over their expected useful lives as follows:

Equipment - 50% (straight line method).

- f. Resources expended are recognised on an accrual basis as a liability incurred. Resources expended include attributable VAT that cannot be recovered.
 - i. Costs of generating funds comprise the costs associated with attracting voluntary income and other activities.
 - ii. Charitable activities expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
 - iii. Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include the audit fees and costs linked to strategic management of the charity.
 - iv. All costs are allocated between the expenditure categories in the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, other costs are apportioned on the basis of estimated aggregated time expended on each activity as set out in note 4 to the accounts

Notes to the Financial Statements

At 31st March 2016

- g. The charity has arranged a defined contribution scheme for its staff. Pension costs charged in the Statement of Financial Activities represent the contributions payable by the Charity in the period.
- h. Unrestricted funds can be used in accordance with the charitable objects at the discretion of the Trustees.
- i. Designated funds are funds set aside by the Trustees from unrestricted general funds for specific purposes or projects.
- j. Restricted funds can only be used for the particular restricted purposes laid down by the donor and within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements. Where activities are funded through a mixture of restricted and unrestricted funds, the restricted funds are deemed to have been expended first.
- k. Rentals applicable to operating leases where substantially all of the benefits and the risks of ownership remain with the lessor are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

2. Income from donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Donations	2,349	370	2,719	3,527
Legacies	500	-	500	-
	2,849	370	3,219	3,527

Carer Support Wiltshire

Notes to the Financial Statements

At 31st March 2016

3. Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Grants receivable				
- Wiltshire Council and NHS Wiltshire CCG	-	996,807	996,807	971,482
- Wiltshire Council, Home From Hospital	-	210,000	210,000	125,000
- Carers Trust	-	53,514	53,514	42,998
- Big Lottery	-	13,434	13,434	31,303
- The Triangle Trust	-	30,000	30,000	35,000
- Various grants for carers	-	7,389	7,389	8,955
- Sheila Johnston Hume's Little Pot	-	-	-	3,423
- St James Trust	4,000	-	4,000	4,000
- Cabinet Office (Impact Readiness)	-	24,810	24,810	-
- Centre for Sustainable Energy	-	6,800	6,800	-
- Others	1,550	1,100	2,650	13,886
	5,550	1,343,854	1,349,404	1,236,047

4. Expenditure on raising funds

	Unrestricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Fundraising expenses	1,160	1,160	848
	1,160	1,160	848

5. Expenditure on charitable activities

	Direct Staff £	Direct Other £	Support Costs £	Governance Costs £	Total Funds 2016 £	Total Funds 2015 £
Carer support services & development work	696,560	297,201	342,699	17,890	1,354,350	1,223,603
Grants for carers	-	7,389	-	-	7,389	9,720
2016	696,560	304,590	342,699	17,890	1,361,739	1,233,323
2015	803,980	210,711	207,403	11,229	1,233,323	

Notes to the Financial Statements

At 31st March 2016

6. Analysis of governance and support costs

	Support Costs £	Governance Costs £	Total Funds 2016 £	Total Funds 2015 £
Staff costs	171,538	-	171,538	-
Premises	65,043	-	65,043	65,138
Communications	33,057	-	33,057	45,337
General Office	38,239	-	38,239	53,839
Publicity	150	-	150	7,763
Travelling	4,865	-	4,865	6,916
Depreciation	12,172	-	12,172	13,186
Training and Recruitment	10,322	-	10,322	4,732
Company expenses	2,899	-	2,899	8,033
Miscellaneous Expenses	4,414	-	4,414	2,459
Audit and accountancy fees	-	4,800	4,800	4,200
Legal and professional fees	-	9,991	9,991	3,275
Trustees expenses	-	3,099	3,099	3,754
	342,699	17,890	360,589	218,632

From April 2015, there have been several improvements to internal administrative systems that have enabled costs to be more accurately attributed to specific project areas. These include the use of time sheets for staff and the use of codes for copying, printing and franking. As a result the split of direct to overhead costs appears markedly different from previous years, but is in fact a more accurate representation.

Expenses were reimbursed to 8 Trustees (2015: 12) and related to travelling, training and subsistence costs incurred during the course of charity business.

7. Summary analysis of expenditure and related income for charitable activities

This table shows the costs of the main charitable activities and the sources of income directly attributable to support these activities.

	Costs £	Direct Grants £	Net Cost Funded from Other Income £
Carer support services & development work	(1,354,350)	1,342,015	(12,335)
Grants for carers	(7,389)	7,389	-
	(1,361,739)	1,349,404	(12,335)

Notes to the Financial Statements

At 31st March 2016

8. Net income

This is stated after charging:

	2016	2015
	£	£
Auditor's remuneration	4,800	4,200
Depreciation	12,172	13,186

None of the Trustees received any remuneration during the year. (2015: none.)

9. Staff costs and staff numbers

The aggregate payroll costs were:

	2016	2015
	£	£
Wages and salaries	797,106	740,644
Social security costs	57,267	52,211
Pension contributions	13,125	9,667
Other costs	600	1,458
	868,098	803,980

No employee received emoluments of more than £60,000.

The average weekly number of employees during the year, calculated on the basis of full time equivalents, was:

	2016	2015
	No.	No.
Number of carer support & development staff	27.2	24.5
Number of administration staff	7.2	7.0
	34.4	31.5

10. Taxation

The charity is exempt from corporation tax on its charitable activities.

11. Related party transactions

During the period there were no transactions with related parties, and no outstanding balances with related parties as at 31 March 2016.

Notes to the Financial Statements

At 31st March 2016

12. Tangible Fixed Assets

	Equipment £	Total £
Cost		
At 1 April 2015	29,895	29,895
Additions	2,720	2,720
Disposals	-	-
At 31 March 2016	32,615	32,615
Depreciation		
At 1 April 2015	16,235	16,235
Charge for the year	12,172	12,172
Eliminated on Disposals	-	-
At 31 March 2016	28,407	28,407
Net book value		
At 31 March 2016	4,208	4,208
At 31 March 2015	13,660	13,660

13. Debtors

	2016 £	2015 £
Trade Debtors	273,243	320,556
Prepayments	7,830	5,842
	281,073	326,398

14. Creditors: amounts falling due within one year

	2016 £	2015 £
Trade Creditors	22,026	8,960
Deferred Income	272,577	341,572
Accruals	13,134	6,812
PAYE	15,235	15,580
Pension	2,627	1,655
Other Creditors	2,804	2,096
	328,403	376,675

Notes to the Financial Statements

At 31st March 2016

15. Deferred income

Deferred income comprises grant monies that span more than one accounting period. The proportion relating to the next accounting period has been deferred.

	At 1 st April 2015 £	Released to income from charitable activities £	Deferred in period £	At 31 st March 2016 £
Carer support services & development work	341,572	(341,572)	272,577	272,577
	341,572	(341,572)	272,577	272,577

16. Operating lease commitments

At 31st March the charity had annual commitments under non-cancellable operating leases as set out below.

	Land and Buildings		Other	
	2016 £	2015 £	2016 £	2015 £
Operating leases which expire:				
Within 1 year	31,744	-	969	201
Within 1-2 years	-	37,116	2,045	3,874
Within 2-5 years	11,000	11,000	13,402	15,447
	42,744	48,116	16,416	19,522

Notes to the Financial Statements

At 31st March 2016

17. Analysis of movement of funds

	At 1 st Apr 2015 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 st Mar 2016 £
Restricted funds					
Wiltshire Council - Partnership Agreement	169,845	915,176	(951,349)	-	133,672
Wiltshire Council - Prescription Breaks	75,989	85,000	(66,147)	-	94,842
Wiltshire Council - Carers Expenses	2,451	5,000	(5,276)	-	2,175
Wiltshire Council - Home From Hospital	12,891	210,000	(202,150)	-	20,741
Carers Trust - Young Adult Carers 1	5,716	4,300	(10,016)	-	-
Carers Trust - Young Adult Carers 2	-	14,970	(14,970)	-	-
Triangle Trust - Employers' Project	24,268	33,636	(46,155)	-	11,749
Impact Readiness Fund	-	24,810	(24,810)	-	-
Centre for Sustainable Energy	-	6,800	(4,700)	-	2,100
Young Adult Carers (Incl. Awards for All)	-	40,235	(83)	-	40,152
Grant Application Processing	-	7,390	(6,940)	-	450
Big Lottery	5,663	7,478	(13,141)	-	-
	296,823	1,354,795	(1,345,737)	-	305,881
Unrestricted funds					
General fund	194,440	18,582	(17,162)	-	195,860
	194,440	18,582	(17,162)	-	195,860
Total Charity funds	491,263	1,373,377	(1,362,899)	-	501,741

General fund	To be applied to the general charitable purposes of the organisation in any way the Trustees see fit.
Wiltshire Council - Partnership agreement	Wiltshire Council provides funding through a partnership agreement for supporting carers and raising the profile of carers, from a pooled budget with Wiltshire CCG.
Wiltshire Council - Prescription Breaks	A ring-fenced fund from Wiltshire Council for a small grants programme based on prescription from a GP.

Carer Support Wiltshire

Notes to the Financial Statements

At 31st March 2016

Wiltshire Council - Carers Expenses	A ring-fenced fund from Wiltshire Council for the reimbursement of expenses for carers involved in assisting the council and Carer Support Wiltshire in designing and evaluation their services.
Wiltshire Council - Home From Hospital	Wiltshire Council and Wiltshire CCG pooled fund for Home from Hospital scheme.
Carers Trust - Young Adult Carers 1 & 2	Carers Trust fund for work with Young Adult Carers.
Triangle Trust - Employers' Project	A project to increase the recognition of and support for carers in the workforce.
Impact Readiness	Cabinet Office fund for Impact Readiness.
Centre for Sustainable Energy	Funding for work to assist vulnerable people to keep their homes warm.
Young Adult Carers (Incl. Awards for All)	Monies held on behalf of Carers Trust for work with Young Adult Carers, including funding received from Awards For All.
Grant Application Processing	Processing of grant applications to various organisations on behalf of carers.
Big Lottery	Funding from the Big Lottery for the development of volunteering within Carer Support Wiltshire, and for organisational development.

18. Analysis of net assets between funds

	Tangible Fixed assets £	Other Net assets £	Total £
Restricted funds	-	305,881	305,881
Unrestricted funds	4,208	191,652	195,860
	4,208	497,533	501,741

Notes to the Financial Statements

At 31st March 2016

19. Fund analysis comparative figures

	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £
Income from:			
Donations and legacies	2,706	821	3,527
Charitable activities	-	1,236,047	1,236,047
Other trading activities	1,748	5,620	7,368
Investments	2,497	-	2,497
Other	3,486	7,354	10,840
Total	10,437	1,249,842	1,260,279
Expenditure on:			
Raising funds	848	-	848
Charitable activities	34,713	1,198,610	1,233,323
Total	35,561	1,198,610	1,234,171
Net income / (expenditure)	(25,124)	51,232	26,108
Transfers between funds	(94)	94	-
Net movement in funds	(25,218)	51,326	26,108
Reconciliation of funds:			
Total funds brought forward	219,658	245,497	465,155
Total funds carried forward	194,440	296,823	491,263

Donors

Carer Support Wiltshire is a charity and relies on funding from Wiltshire Council and NHS Wiltshire Clinical Commissioning Group, companies, charities and many others to make a difference to the lives of carers. We thank the following for their support during the financial year.

Public bodies:

Working in partnership with



Other



We also thank St. James' Trust and the many supporters of our work who have made smaller grants and donations.