



The Princess Royal Trust
Coventry Carers' Centre

**TRUSTEE DIRECTORS' REPORT
AND
FINANCIAL STATEMENTS**

For the year ended 31 March 2011

**Company Registered Number 3611360
Registered Charity Number 1074758**

Coventry Carers' Centre is supported by:



COVENTRY CARERS' CENTRE

Trustees' report and financial statements for the year ended 31st March 2011
Company Registered Number 3611360 Registered Charity Number 1074758

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Company Registered Number 3611360 Registered Charity Number 1074758

COMPANY INFORMATION

Incorporated in England and Wales as a Registered Charity No 1074758

Company Registration Number 3611360

Directors & Trustees at 31.3.10

Julia Aylmer - Chair

Jill Williams - Vice Chair

Gian Singh Seehra - Treasurer

Gurmit Singh Ghataurhae

Ghzala Ahmad

Francis Mohan

Jean Jackson

Maureen Fletcher

Margaret Chuter

Marcia Jarrett

Trevor Gay

Directors & Trustees at 31.3.11

Jill Williams - Co- Chair

Ghzala Ahmad - Co-Chair

Trevor Gay - Vice Chair

Gian Singh Seehra - Treasurer

Francis Mohan

Jean Jackson

Maureen Fletcher

Margaret Chuter

Marcia Jarrett

Toni Barber

Trustee Directors leaving during the Date left year

Julia Aylmer Sept 2010

Gurmit Singh Ghataurhae April 2010

Trustee Directors joining during the Date joined year

Toni Barber Oct 2010

Company Secretary Pauline Dye

Chief Executive Officer Pauline Dye

Registered Office 3 City Arcade, Coventry CV1 3HX

Principal Office 3 City Arcade, Coventry CV1 3HX

Bankers National Westminster Bank, 24 Broadgate, Coventry CV1 1ZZ

Auditors Bishop Simmons Limited, Chartered Accountants, Mitre House,
School Road, Bulkington, CV12 9JB

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TRUSTEE DIRECTORS' REPORT

The Trustee Directors present their report and the audited financial statements for the year ended 31 March 2011.

Directors and Trustees

All Directors and Trustees are named on page 3. All Directors of the company are also Trustees of the charity, and there are no other Trustees.

Constitution, Objects and Policies

The charity is constituted as a company limited by guarantee and is therefore governed by a Memorandum and Articles of Association.

Methods/policies of recruitment, appointment and induction training of new Trustee Directors

Carers and former carers who have been active users of the Centre are encouraged to become Members and to join the Board, in addition, Observers are invited to join to fill identified gaps in skills or knowledge. Members of the Board are given an Induction Pack, which provides them with information on their duties and information concerning the Carers' Centre. There are regular training and development opportunities.

Under the charity's Articles the Trustees are also known as members of the Board of Directors. Only Members of the charity are eligible to hold office as a Board Member. The number of Board Members allowed is not less than 5 nor more than 15. At every Annual General Meeting one third of the Board Members is subject to retirement by rotation and may, if willing to act, be re-elected.

Organisation structure

Strategic decisions are made by the Board and laid down in the Business Plan. Progress against the Business Plan Action Plan is regularly reviewed at Board meetings. Operational matters are determined by the Centre Manager (the Chief Executive Officer of the charity and Company Secretary) and staff via regular Senior Management Team meetings and Staff Team meetings.

Objectives and Activities

The objects and principal activities of Coventry Carers' Centre are the promotion of any charitable purpose for the benefit of the community and in particular the advancement of education, the preservation and benefit of health and the relief of poverty, distress and sickness. This includes the creation, maintenance and development of a Centre for carers, the provision of a range of services including information, advice, assistance, advocacy and support to meet the needs of those caring for others who are dependant upon them through illness, disability, frailty or old age. The area of benefit is the Unitary Authority of Coventry.

Overview of Activities and Outcomes

Family carers - people who look after family or friends who could not manage alone due to illness, disability or old age - are recognised as the foundation of the care and support system. Despite the fact that family carers provide care equivalent in value to more than the cost of the entire NHS, many experience significant personal disadvantages from undertaking their caring role. In particular, many carers experience financial hardship, social exclusion and ill health. Young carers can also experience reduced life chances and bullying. The aim of Coventry Carers' Centre is to improve the lives of family carers by providing information, advice and support to meet their current and future needs.

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A total of 1,329 new family carers were identified and supported who were looking after 1,413 individuals with care needs. At the end of the year the Centre was actively engaged with nearly 6,000 carers, including 523 young carers. There were 4,477 one to one support contacts with 2,097 individual carers. In addition, there were over 2,000 contacts with carers through support groups.

In the 2011 Carers' Survey of adult carers, 97% of the respondents had or would recommend the Centre to other carers and 93% of respondents stated that their contact with the Centre had been helpful in providing the information, advice and/or support needed.

The survey asked carers what they considered to be the outcomes of their contact with the Centre. The results are shown in Table 1.

Outcome	%
Less alone in their caring role	93
Reduced stress	87
More able to carry on caring	84
Increased control of their lives	79
Increased self confidence	72
More able to deal with health & social care professionals	70
Improved financial position	61

Unsolicited comments made by carers concerning the services offered by the Carers' Centre included:

- Fantastic service, it made me realise I was not alone and provided me with links to services that I needed and helped provide further care through these contacts.
- I have spoken to that many people in the past couple of days and have been pushed from pillar to post. You are the first person who has actually wanted to help me and has asked to see me. Thank you.
- Until I was introduced to the Carers' Centre, I was in a very bleak place. Socially isolated, frustrated, lacking in information, low funds and stressed, putting a strain on my health. I found friendly, helpful staff at the Centre, who always go that extra mile. I attended support groups where I met people who were in a similar caring role, with all the problems that manifest themselves, as myself. It was good to learn I wasn't alone, in fact I was surprised to find there are hundreds of people out there in the same boat as myself. We could share experiences and support each other. I have made many friends and my life is now more fulfilled. I am a lot happier, less stressed, more motivated and empowered. Initially I found it quite daunting to step over the threshold of the Carers' Centre, but I am so glad I did. I would actively encourage all carers out there who need support to pick up the phone or just walk through the door!
- I have found the Carers' Centre more helpful and "hands on" than any other group or society. May your good work get chance to continue. Good Luck.

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- I have been accessing Centre Services for many years. My husband has been suffering with various illnesses for a long time. I have been providing support for him. I am also suffering with ill health. I am now providing support for my sister-in-law alongside my husband. I am so grateful that Centre staff provides support in community languages. Through Milan support group activities, staff shares a great deal of valuable information including the changes in the legislation, benefits and other useful services for carers. Each time I require moral support, staff assists me to regain my confidence. It helps me a great deal. I don't know what I would have done without the support from the Carer's Centre. Thank you so much for the kind support you offer to all family carers.
- Just a big thank you for being there - and listening.
- Where would we be without the Carers' Centre? Although I have a social life outside the Centre, it is still the place I find most support. Staff are always friendly and helpful and I feel very lucky to be able to be part of the Centre. With the combination of help with dealing with problems and the social side it gives a sense of security while life at home can be very topsy turvy (to put it mildly). The Carers' Centre makes a huge difference to my quality of life.
- I have been a carer for many many years to relatives and friends with no outside support. Since moving to Coventry in November 2010 and my GP telling me to talk to Coventry Carers' Centre, I cannot say enough about how much it has helped me. The staff are all so friendly, helpful and supportive that at last I feel like I am not alone in this role. And I cannot thank them enough for all their help and encouragement that has made me take up the options of treatments to make me feel good. Very well done and all my thanks to the Centre and all its kind people.
- I am lucky to be one of four caring for our father and to be fit and mobile myself. So I have not yet needed many of the important things that the Centre offers. But when I was depressed 18 months ago I dropped in a couple of times and felt hugely encouraged to know there was so much help available. As time goes on I am sure I will need help/advice again.
- I always find support from the Centre staff very helpful. I would like to congratulate the Centre for all the hard work they do to help carers as it really pays off. I am very happy with all the services provided.
- Since I came in contact with Carers' Centre I got a lot of support with caring for my in-laws and the services which they gave the contacts of were very useful. With all the stress and depression the staff at the Centre were very helpful when I phoned, gave me consolation and listened to my problems. Also the social outings arranged by Milan Group was a great pleasure and made us stress free for the day. Now the Carers' Centre is opened all five days which is very convenient. Even the therapy session has helped to relieve my stress and depression. Information given in fortnightly group meetings is also very helpful and informative. Keep up all the good work. Thank you.

The outcomes for young carers and specialist projects are shown on pages 15 and 18.

A paper published in November 2010 by the Department of Health 'Carers and personalisation: Improving Outcomes' featured Coventry Carers' Centre as an exemplar of best practice.

The services provided by the Centre received core funding from Coventry City Council and NHS Coventry which, in turn, provided the financial stability to attract additional funding. The contract with the City Council was renewed in 2008 until March 2012; the NHS Coventry contract was renewed for a further year to March 2012. In addition, money was secured for a number of specialist projects, mainly from the Big Lottery.

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The capacity of the Centre was increased further through donations, fundraising, contributions in kind, and about 30 volunteers. The tasks undertaken by the volunteers included updating and maintaining the database system, reception and administrative work, and help with support groups and activities.

All services acted in synergy to ensure cost effectiveness and thus maximised the resources available to provide services to carers in line with their individual needs.

Significant developments during the period

- Increased opening hours of the Centre
- Increased capacity for generic carer support
- New Health Checks for carers - 6 month pilot funded by NHS Coventry
- Expansion of Young Carers' Services - 5 year project funded by the Big Lottery
- New Carers' Assessment Service for carers of Older People - Coventry City Council funded pilot for 12 months
- New service to support Black and Minority Ethnic Mental Health Carers - Coventry and Warwickshire Partnership Trust pilot for 12 months
- Continuation funding secured for the Generic Learning Disabilities and Black and Minority Ethnic Learning Disabilities carer support - Learning Disabilities Development Fund until March 2011
- Centre's IT systems updated and office accommodation improved.

Future Priorities

- Secure continuation funding from the City Council for Generic and Specialist Carer Support from April 2012
- Secure continuation funding from NHS Coventry/Coventry GP Consortia for Generic Carer Support Services and Mental Health Carer Support from April 2012
- Ensure financial stability despite public spending reductions
- Increase income from non-statutory sector sources
- Attain external accreditation of PQASSO version 3

Summary of Activities

a) Identification of New Carers

The importance of identifying 'hidden' carers has long been acknowledged as vital in ensuring that carers receive support and thus the adverse effects of their caring role reduced. The Centre undertook a wide range of awareness raising activities to ensure that carers were identified and that they were directed to the support available in Coventry.

A total of 1,329 new carers were identified and supported, which represented a further substantial increase compared with previous years - 1,155 in 2009/10, 1,095 in 2008/9 and 922 in 2007/8. Of these new carers:

- 33% were from black and minority ethnic (BME) groups.
- 33% were male, 67% female
- 16% were aged 18 years or under, 60% were aged 19-64 and 24% were aged over 65

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Of the people being cared for by the new carers:

- 49% were male, 51% were female
- 25% were aged 18 and under, 32% were aged 19-64 and 44% were aged 65 and over

The 1,329 new carers identified were caring for a total of 1,413 individuals with care needs. An analysis of the nature of the illness/disability of the people being cared for by the new carers identified during is shown in Table 2.

Table 2: Analysis of the nature of the illness/disability of the people being cared for by new carers identified 2010/2011	
(Figures do not add up to 100% as some people being cared for fall into more than one category)	
	%
Physical illness/disability	55
Mental Health needs	21
Behaviour related disorders	15
Elderly/Frail	14
Learning Disabilities	13
Sensory Impairment	7

The new carers identified during the year raised the total identified and supported since the Centre's opening to nearly 12,000. At the end of the year, the Centre was actively engaged with supporting nearly 6,000 carers, including 523 young carers.

b) Information, advice and emotional support

All research on the evidence base for supporting family carers shows that information, advice and emotional support are services that carers require in order to continue in their caring role.

The Centre continued to develop access to its information, advice and support service for carers. Carers contacted the service through the carers' telephone help line, a drop in service both at the Centre and through regular outreach Carers' Clinics held at GP surgeries, University Hospital Coventry and Warwickshire, the Caludon Centre, schools and other community venues in various parts of the City. They were also able to make appointments at other times and, for those unable to come to the Centre, home visits were arranged. Development work was undertaken on other means of access to one to one support - SMS Text, Facebook and website, especially for young carers.

An analysis of the means by which carers accessed one to one support is shown in Table 3.

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Table 3: Analysis of Access to One to One Support 2010/2011	
Total 4,477 contacts with carers	
	%
Telephone	44
Centre Drop In	25
Outreach	15
Letter	6
Home Visit	4
Office Appointment	4
Email	2
SMS Text	1
Website	<1
Facebook	<1

There were a total of 4,477 one to one support contacts with 2,097 individual carers, many of which required follow up and/or advocacy work to ensure that carers' individual needs were met.

An analysis of the nature of these contacts is shown in Table 4.

Table 4: Analysis of One to One Support Contacts with Carers 2010/11	
(Figures do not add up to 100% due to multiple issues)	
Type of Contact	%
Emotional Support	34
Finance	25
Local/National Information	24
Personal Care/Healthcare	22
Day Care	11
Holidays/Leisure	9
Training/Education	7
Aids and Adaptations	6
Housing	5
Employment	3
Transport	2
Residential Care	1

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The need for carers to be able to talk about their caring situation and to offload some of their feelings to an independent person is recognised to be of great importance in helping carers to cope with their caring role and to make plans to help them to carry on caring. During the year, 34% of the one to one support contacts involved providing emotional support.

In addition, there were 2,038 contacts with carers through group activities, which provided the opportunity for peer group support.

A number of carers' support groups were organised - general, Asian, mental health carers, BME mental health and African Caribbean carers; new support groups for parent carers, BME mental health carers and Sickle Cell carers were initiated.

The Centre dealt with about 550 general enquiries, including contacts with carers who did not wish to register, and health and social care professionals.

Written information was provided in a number of formats including Carers' Information Packs, which were distributed to all newly registered carers, newsletters, targeted mailings, email, individualised letters and the website.

Regular information sessions were established on specific topics of interest to carers.

c) Carers' Breaks/Carers' Health

The carers' therapy room (provided in 2005 by BUPA) was used to deliver stress relieving therapies such as Reiki, aromatherapy, massage, reflexology and hypnotherapy using a number of professional therapists who provided their services at reduced rates. A counselling service was also provided through links with Rugby College.

A range of trips and activities were organised. The Social Group and Walkers' Group provided regular access to a variety of leisure activities for adult carers. A monthly carers' Luncheon Club was organised. A monthly Former Carers' Coffee Morning was initiated in response to carers' wishes in partnership with RSVP (Retired Senior Volunteer Programme). The Young Carers' Project (see below) enabled young carers to access a wide range of both group and individual activities.

The Centre issued Coventry's Passport to Leisure and Learning to registered carers, which enabled carers to access these services at a much reduced cost. These were issued free to young carers.

The Allotment Project (see below) provided carers with an opportunity to access the Carers' Garden in which they could relax, also a variety of group activities for both young and adult carers.

The Centre also worked with the City Council and Coventry Crossroads to ensure access to the short break scheme for carers of people aged 65 and over, also with the learning disabilities and mental health carers' breaks schemes.

A project funded by NHS Coventry to undertake health checks for carers proved very beneficial in providing lifestyle and nutritional advice for carers to improve their own health.

d) Assistance in accessing other services

Many carers were signposted for additional support to other services, including those provided by Coventry City Council Community Services and Children and Young People's Services, Health Services, the Pension Service, the Benefits Agency and other voluntary organisations such as the Alzheimer's Society, Crossroads, Contact and Connect, Samaritans, MIND and Age Concern.

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A substantial number of adult carers were referred to Community Services for a Carer's Assessment; only 7% of newly registered carers reported having had a Carers' Assessment despite many of their cared for having been in touch with health and social care services. As a result of this, the City Council funded the Centre for a 12 month pilot scheme for a 0.6 fte post to undertake Carers' Assessments for carers of older people, which commenced June 2010.

Work with the City Council and NHS Coventry enabled carers to access training including moving and handling, medication, first aid, continence and wound care. Carers were also referred to the 'Looking After Me' course (Expert Carer Programme), funded by the City Council and NHS Coventry, and delivered through the Centre by volunteer tutors. In addition, the Centre assisted the development of the HOPE (Helping to Overcome Problems Effectively) self management course for carers developed by Coventry University.

External agencies provided surgeries at the Centre, including the Pension Service and Coventry Law Centre.

e) Carer Involvement and Consultation

Carers and former carers constituted the majority of the membership of the Management Board.

The Carers' Survey was sent out to all registered carers in receipt of the Centre newsletter. Carers' comments were taken into account in the consolidation and development of services.

The Carers' Pack, newsletters and feedback form from activities invited carers to provide feedback on an on-going basis. A leaflet for Comments, Compliments and Complaints was given prominence in the Centre reception.

The Centre participated in and facilitated carer involvement in the Carer Reference Groups of the City Council, all Coventry's Partnership Boards and in local, regional and national consultations.

The Centre's Milan Asian Carer Support Group provided a valuable means by which the statutory authorities engaged with carers from the large Asian community in Coventry.

f) Partnership Working

Through its affiliation to the Princess Royal Trust for Carers, the Centre was able to access support for the Centre towards both governance, development of carer services, and grants.

The Centre worked with various agencies in both the statutory and voluntary sectors to improve services to adult carers, in particular, Coventry City Council, NHS Coventry, the Pension Service, Coventry Crossroads, Coventry Alzheimer's Society, Coventry Age Concern, Contact and Connect, the Samaritans and Coventry MIND. The young carers' project also worked in partnership with a large number of organisations (see below).

The Centre participated in the development of the new Coventry Multi-Agency Carers' Strategy due to be published in late 2011. In the strategy 2006 to 2009 it stated '*Coventry City Council fully supports the Carers' Centre and realises the importance of having such a Centre in the city, which supports carers through informal routes.*'

A work placement was provided for a Social Work student from Warwick University.

The Centre participated in the partnership boards for Mental Health, Learning Disabilities, Older People, Physical and Sensory Impairment, and Children and Young People's Services. Further partnership work with specific projects is detailed below.

Donations were received from a variety of sources including the Baron Davenport Fund, Rotary Breakfast Club, Rotary Club Meriden, Barr's Hill Guild, Gentlemen's Night Out Fund, The Big Give, Pertemps, Broad Street Windows, Harris & Sheldon, Inner Wheel Coventry North, Leofric

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Lions, St John the Divine PCC, Trinity Mirror, and Warwickshire Masonic Charitable Association. Contributions in kind were provided by a number of organisations including Ram Gharia Sikh Temple, St Peter's Community Centre, Lloyds TSB, Asda, Coventry Fundraisers, Gower Tours, Tamworth Snowdome, Continyou, Growing with Schools, Working Links, Eric Barker Landscapes, and Accessible IT Ltd.

All these donations made a significant contribution to increase the services available to carers.

g) Awareness Raising and Campaigning

A variety of methods were used to raise awareness of the Centre and carers' issues in general, and to campaign for these to be taken into account in the decision making processes of the statutory sectors. This was assisted by the extensive partnership work undertaken.

The Centre was featured in local radio broadcasts and received significant coverage in all the local newspapers. Information concerning carers and the Centre was also included in the newsletters of other voluntary and statutory organisations.

Talks and presentations were made to a wide range of community and voluntary organisations, and health and social care professionals. Centre staff also took part in the training of health and social care professionals and students at both Warwick and Coventry universities.

The Centre played a major part, in partnership with others, during Carers' Week, Older People's Week and on Carers' Rights Day. Information stands were provided throughout the year at a wide variety of community events in the City.

Posters and information leaflets were distributed to a wide variety of outlets in the voluntary and statutory sectors.

The Centre's website allowed access to on-line information.

Summary of Specialist Projects

a) Carers of People with Mental Health Needs

Of the carers being supported by the Centre 24% were looking after someone with mental ill-health. The need to provide specialist mental health carer support relates to the length of time carers care, the stigma associated with mental ill-health and the complexity of mental health legislation.

A full time generic adult mental health carer support worker was funded by NHS Coventry for a further year. The Coventry and Warwickshire Partnership Trust provided funding for a pilot scheme for 12 months for support for BME Mental Health Carers, which commenced in August 2010, and an in kind contribution of an office at the Caludon Centre.

The need for a specialist service for BME carers of people with mental health needs arose from research following a training course for BME carers of people with mental health needs developed and delivered to Asian carers in partnership with NHS Coventry, which received a COMPACT award from Voluntary Action Coventry. The post holder provided one to one support for BME mental health carers both at the Centre and through GP surgeries. A wide range of outreach and awareness raising activity was also undertaken. The pilot scheme proved to be very successful in identifying new BME mental health carers.

Both the projects worked from both the Carers' Centre and the Caludon Centre to identify and support carers of people with mental ill-health. A monthly generic mental health carers' support group was held and a BME mental health carers' support group initiated.

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The Centre worked with the City Council's Mental Health Carers' Break Scheme, which funded therapy sessions for adult Mental Health carers and group activities.

The Centre participated in the Mental Health Carers' Reference Group, Mental Health Provider Forum, Mental Health Partnership Board, Mental Health Partnership Forum, Mental Health Carers' Advisory Forum, Mental Health Carers' Consultation Group, Acute Care Forum, World Mental Health Day and Carers in Partnership Regional meetings. Mental Health carers were also helped to participate in these and other consultation events.

b) Black and Minority Ethnic (BME) carers - see also Mental Health Carers, Learning Disability Carers and Young Carers

Of the carers being supported at the end of the year 30% were from black and minority ethnic communities.

Asian Carers

Of the total carers being actively supported by the Centre 24% were of Asian origin.

This nationally acclaimed project was originally funded by the Big Lottery for 6 years after which Coventry City Council took over the funding in 2005 and continuation funding was agreed for 2008-2012.

The project was proactive in identifying carers from within the Asian communities with a major focus on outreach activity. Regular drop in surgeries were held at the Carers' Centre and GP surgeries; and occasional surgeries were held at a number of community and religious venues. All literature was available in all the main Asian languages. Many of the new carers identified required intensive ongoing support to meet their complex needs.

The bi-weekly Milan Asian Carers' Support Group attracted an average attendance of about 50 carers and was supported by volunteers. This provided a valuable resource for the statutory sectors to engage with the Asian communities. Group social and educational outings were also organised.

A number of training opportunities were arranged in partnership with others including yoga, dementia awareness and Living with Long Term Medical Conditions.

Training and awareness sessions were given to health and social care professionals, both Warwick and Coventry Universities, and other voluntary groups.

Carers were facilitated and supported to take part in several consultations of the City Council and NHS Coventry and to become members of the Learning Disabilities, Physical and Sensory Impairment and Older People's Carers' Reference Groups and Patient and Public Involvement Forums.

The Centre was active in the Hillfields Health Action Group, BME Elders' Forum, Coventry Ethnic Minority Action Partnership, and the Black Carers and Care Workers Network, which was used as a reference group by the Government for the Carers' Strategy. This network is affiliated with the Afiya Trust, which is a national organisation which promotes BME organisations working with carers and service users. The network is very active in highlighting the needs of BME carers on a national level with the Department of Health, Association of Directors of Social Services, and many other commissioning services. The Centre supported a carer to become a member of the National BME Carers' Panel.

African Caribbean Carers

Of the carers being supported by the Centre 4% were of African Caribbean origin.

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Further to negotiations with Coventry City Council, funding was secured to fund a part time (0.4 fte) specialist African Caribbean Carer Support Worker from 2008 to 2012.

Drop-in support for carers was provided both from the Centre and at community venues. Regular outreach surgeries were held and information sessions organised. A monthly support group for African Caribbean carers was held and a new Sickle Cell support group initiated. Several social outings were also organised.

Partnership and awareness raising work was undertaken with groups involved with supporting the needs of the African Caribbean communities, in particular the Tamarind Centre, Refugee Centre, Somali Women's Group, One World Community Service, Tuesday Club, BME Elders' Forum and Coventry Ethnic Minority Action Partnership. A new leaflet and posters designed specifically for African Caribbean carers was developed.

Other BME Groups

Work was undertaken to target the Polish community involving the production of leaflets and posters in Polish and outreach awareness raising within the Polish community. Through its generic work the Centre also supported carers from many other BME groups.

c) Support for Young Carers

At the end of the year the Centre was actively engaged with supporting 523 young carers of whom 31% were from BME communities.

The support service for Young Carers was part funded by Children in Need until July 2010. A new 5 year project 'Improving Life Chances for Young Carers', funded by the Big Lottery, commenced in August 2011, which allowed a significant development of the services provided to meet the needs of young carers.

Work was undertaken in schools to identify young carers, provide one to one support and to influence schools' policies towards meeting the needs of young carers. Other one to one support was also provided at the Centre, through home visits, at outreach locations, and through innovative means including by text and through Facebook.

Young carers were trained to enable them to produce regular newsletters, which were distributed to all those registered.

Age appropriate group activities were developed in consultation with young carers. These both enabled young carers to take a break from their caring role and provided a regular opportunity for young carers to socialise with others in similar situations to their own and thus to develop peer support.

Weekly term time group activities were held in partnership with Coventry Methodist Central Hall. As well as providing access to a range of activities such as computer based games, DVDs, pool and table football, young carers took part in arranged activities such as cooking, arts and crafts, design, and issue based work. A book of poetry was developed and published in partnership with the City Council. Other group activities were organised, mainly during school holidays, including sports taster days, trips to theme parks, the cinema and theatre, ice skating, art and dance workshops and activities at the young carers' allotment. Two residential activities were organised - a canal boat trip and a life changing ski trip to Switzerland in partnership with Warwickshire Young Carers' Project.

In addition, individual activities were arranged for young carers that were chosen by them, taking into account any barriers to participation. The emphasis of all these activities was both

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physical fitness and encouraging healthier lifestyles, and included football coaching, vocal coaching, gym memberships and training for a Sports Leadership Award

Strong links were developed with all the activities providers to increase their awareness of young carers issues and how better to support young carers; these often resulted in discounted rates being charged. Young carer awareness sessions were also undertaken to both the statutory and voluntary sectors and at community events. An on-line referral system was developed.

The capacity of the service was considerably increased by volunteers, student placements and partnership work with other organisations including Vibes (Coventry MIND), Coventry Sports Foundation, the Alan Higgs Centre, Coventry University, Coventry City Council's Children and Young People's Services, Warwickshire and Solihull Young Carers' Project, Coventry Ethnic Minority Partnership, and Sports Colleges Clubs and Universities (SCCU).

The Centre was represented on the Children and Young People's Partnership, Coventry Ethnic Minority Action Partnership and Voluntary Sector Providers' Forum.

The project attracted sponsorship/services in kind from a large number of organisations including Asda, Tamworth Snowdome, Pertemps, The Big Give, the Rotary Breakfast Club, Rotary Club of Meriden, Coventry Fundraisers, Jonquil Events, Coventry Evening Telegraph, Gower Tours, Leofric Lions, Lloyds TSB and EON.

The outcomes of the service for Young Carers are shown in Table 5 below.

	%
I meet up with other Young Carers outside of activities/Project Wednesday	46
I feel I have a choice in what I do	77
I feel more confident about meeting other people	62
I feel less lonely	54
I have more friends	69
I get on better with my family	54
I feel less stressed	54

Young Carers' Comments:

"I get on better with my mum and she is getting better"

"I have had support with how do deal with my feelings and attitude"

"Yes, because when I go there, I have a range of things to do, and I have less stress."

"Know that I am not the only one, that there are others about, nice to know"

School Comment:

"Our year one child has benefited so much from your support. He is getting out of his home much more and is building good relationships with adults and children. Thank you for your support and fun activities for this family. Their life has changed for the better."

Young Carers Parents/Guardians Comments:

"Young Carers' Project gives my child space to play and make new friends and have something to look forward to. It also gives us time with our other children to give individual attention"

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"We have had the best support from you, just a shame that the school my child attends are not as helpful, but young carers helped me and my son in so many ways. If we had not sought help when we did, I think my son would have gone off the rails. We are so grateful to you for sticking with us and listening."

"The ski trip (*funded by the Big Lottery*) was fantastic as it was the first time he had travelled abroad. The trip gave him confidence and he made new friends. "

"My son is happier and has more friends."

"Excellent service for the children as they meet other young carers and don't feel alone. Do activities they might not get a chance to do."

"I feel my son has become more positive in himself. We seem to get on better."

"Both girls enjoy the time they have without the stresses of a sibling with ASD."

"The Carer Support Worker gives D the positive male role model that he needed and the support given to him by the adults and the camaraderie he gets with the children in similar life patterns to his is invaluable. D benefits from this so much. Thank you"

d) Hospital Discharge Project

Coventry City Council agreed to fund a part time (0.6 fte) Hospital Discharge Carer Support Worker based at University Hospital Coventry and Warwick (UHCW) from April 2006. Continuation funding was agreed for 2008-2012.

One to one support for carers of people being discharged from hospital was provided through appointments, and a drop in support service on the Stroke Rehabilitation ward, and in the Out Patients' department. Advocacy was undertaken for carers and support provided as part of the discharge planning process. Carers were also referred to the Centre's generic services.

Weekly carers' support groups were organised in partnership with the Stroke Association and the Parkinson's Society.

A roving carers' information board was located in a number of wards throughout the year. There were weekly information stands, and others during Carers' Week and on Carers' Rights Day.

Carer awareness activity was undertaken with groups of staff and individuals at UHCW. The working relationship with the hospital's Health Information Centre ensured they informed carers of the support available. The work of the Centre was featured on the hospital radio and the UHCW e-bulletin.

The Centre participated in the hospital's Dementia Care Group.

e) Carers of People with Learning Disabilities (LD)

Of the carers supported by the Centre, 719 were looking after people with Learning Disabilities. Of these, 33% were from BME communities.

Two posts were funded from the Learning Disabilities Development fund in recognition of the need to provide a specialist service, especially bearing in mind the length of time that family carers look after people with LD and their specific needs, which can require in depth support, especially those from BME communities. A 0.4fte generic LD Carer Support Post was established in 2006. In addition, funding was secured for a 0.4fte specialist BME LD Carer Support worker from April 2007, which was subsequently increased to 0.8fte. Continuation funding was agreed for both posts until March 2011.

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Carers were offered individual appointments at the Centre, through home visits and at some GP surgeries. The BME LD Carer Support Worker worked closely with the Asian and African Caribbean Carers' support projects.

Partnership work was undertaken with the LD Carers' Breaks Scheme funded from the Carers' Special Grant including regular carers' luncheon clubs and social outings.

A new counselling service for LD carers was developed in partnership with Coventry and Warwickshire Partnership Trust.

A pilot resource tool kit and DVD was developed to help with future planning for housing options, designed to assist older LD carers and the people they care for.

Training sessions were arranged for carers on a variety of issues in response to their identified needs in particular housing options, person centred planning, personalisation, direct payments, and wills and trusts.

The Centre was active in the Learning Disabilities Partnership Board and LD Providers' Forum. Carers were supported to take part in the LD Carers' Reference Group and a number of other consultation events.

Awareness raising work was undertaken with health and social care professionals and other organisations to assist in the identification of carers of people with LD in all communities and to sign post them to the support services offered by the Centre

f) Carers of people with Physical and Sensory Impairments/Illnesses

Of the people being looked after by carers being supported by the Centre, 57% had a physical illness/disability and 8% a sensory impairment.

The City Council allocated resources from the Carers' Special Grant to fund a part time (0.6 fte) post specifically to support carers of adults with physical and sensory disabilities/illness for 3 years from January 2009 based at both the Centre and within the Community Services Adults Physical and Sensory Impairment team. The post was vacant from May 2010 to February 2011 while discussions took place with the City Council.

One to one support was provided for carers mainly through appointments, home visits and outreach venues.

Awareness raising activity was undertaken with several condition specific organisations, the statutory sectors and voluntary organisations supporting disabled people.

The post holder participated in the Physical and Sensory Impairment reference group.

g) Carer Empowerment Project

The project started in January 2008 funded by the Big Lottery for 5 years. The project comprised of two work streams based principally in the socio-economically deprived areas of the City:

Primary Care Based Carer Support

Carers' Clinics were held at a number of GP surgeries where one to one support appointments were available. Home visits were undertaken for those unable to attend the clinics. GPs and practice staff were provided with post-it note style flyers for self-identification and appointment application for carers, or attaching to repeat prescriptions. Nearby pharmacies also sent out these flyers with prescriptions to all customers identified as carers.

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The carers identified were provided with a wide range of information, advice and support and referred to the other services available through the Carers' Centre.

Systems were created in surgeries, and carer awareness training undertaken, to facilitate the identification of carers, for carers, patients and staff with the aim of ensuring that this continued when the post holder moved on to other surgeries. The establishment of Carers' Corners ensured that information for carers was given prominence.

A total of 24 GP surgeries had been worked with up to January 2011. The increasing profile and reputation of the project led to practices requesting to become involved with the project when the post holder moved on to work with new surgeries.

Allotment Project and Social Enterprise

A total of 5 plots at two sites were under cultivation by January 2011, including a plot for young carers. Twice weekly sessions were organised with the help of volunteers. Groups of adult and young carers also took part in a number of activity days.

Hands on advice and practical horticultural training was provided to all participants, several of whom had established their own allotments. The project also contributed to developing healthy eating habits and improved knowledge of how to prepare and cook fresh produce.

One of the sites was awarded 'Most Improved Allotment' in Coventry in 2009, mainly as a result of the project. The facilities at the plots were further improved to allow activities to take place in all weather conditions. Partnership work with other organisations was undertaken to increase the productivity of the sites.

The project benefitted significantly from donations, contributions in kind and volunteer hours.

The produce was made available to the participating carers, and was sold through the Carers' Centre.

The outcomes achieved for carers as a result of the project are shown in Table 6.

Table 6: Outcomes for Carers supported by the Carer Empowerment Project 2010/11 (Funded by the Big Lottery)			
Outcome	GP Based Support %	Allotment Project %	
		Adults	Young Carers
Less alone	62	64	83
Less stressed/feeling happier	56	66	91
Learnt new skills	37	100	80
Increased self-confidence	54	73	86
More able to carry on caring	57	76	92
Improved financial position	14	79	-

Carer Quotes:

"I didn't realise you could help in so many ways." (GP Based Support)

"Involvement in this project is healing and relaxing." (Allotment Project)

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Quality Assurance and External Review

The Centre met 100% of the requirements for the generic Standards for PQASSO v3 level 1, and continued to work towards level 2. All the requirements of the PQASSO Carers' Standards for adult and young carers' services (developed by the Princess Royal Trust for Carers) were also met. Preparations continued for this to be externally accredited.

A Charity Commission review undertaken in January 2007 concluded that the Centre was an 'effective charity that was meeting the needs of its beneficiaries and governance requirements'.

The Centre met all the Governance requirements for affiliation to the Princess Royal Trust for Carers.

A paper published in November 2010 by the Department of Health 'Carers and personalisation: Improving Outcomes' featured Coventry Carers' Centre as an exemplar of best practice, in particular with respect to its holistic approach.

Explanations of relationships with other related charities

Coventry Carers' Centre is a member of the Princess Royal Trust for Carers national network, but has full legal, financial and administrative independence.

Related Parties

Some members of the Management Board are registered carers and therefore beneficiaries of the services the Centre provides on a normal service level basis.

Financial Review of the period

The Statement of Financial Activities shows a deficit for the period of £86,155. This is after spending £51,852 previously reserved by the donors for specific purposes as shown in the table below:

Alan Higgs Trust - Young Carers	3,162
Young Peoples' activities	2,578
Lord Mayor's Charity	12,306
Young carers ex Custodian	1,822
CCC - Hospital Discharge	4,381
CCC - Carers' Assessments	19,748
CCC - Learning Disabilities Training	1,947
Emergency Fund	2,355
Social Group	180
Therapy	1,877
Milan	1,496
	51,852

In addition, £20,842 was spent from the designated reserve for Premises. Compared with the budget, therefore, there was a balance of £13,461 overspent.

While the accounts detail the actual money received and expended, in addition, the value of the work undertaken by volunteers, and contributions in-kind are calculated to be in excess of £50,000.

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Reserves

Total reserves at 31 March 2011 were £199,613. Total unrestricted reserves were £171,904 from which certain reserves have been designated:

	Balance at 1 April 2010	Transfer from General Funds	Transfer to General Funds	Balance at 31 March 2011
	£	£	£	£
Personnel	42,000	5,000	0	47,000
Premises	0	40,000	(20,842)	19,158
Equipment Replacement	0	10,000	0	10,000
Communications Strategy	0	10,000	0	10,000
	42,000	65,000	(20,842)	86,158

The Trustee Directors recognise that prudent financial management requires them to maintain sufficient reserves to meet anticipated and/or unplanned expenditure. They believe that a reserve of 4 months' running costs is a realistic level in order to ensure the maximum possible amount of resources are allocated to carers' support.

Based on the 2011/12 budget, 4 months' running costs equate to £202,290. Although the unrestricted reserves amount to less than this, it is considered sufficient to enable statutory liabilities to be met and current charitable activities to continue in the short term should funding drop significantly. In this context it should be noted that the contracts with the City Council and NHS Coventry (amounting to 48% and 16% respectively of the Centre's budgeted income for 2011/12) are subject to a minimum of 6 months' notice. In addition, the funding from the Big Lottery - 27% of the total - is guaranteed for the period of the two projects being funded.

Both the policy and its implementation are under regular review.

Risk Assessment

As part of the Business Plan, the Trustees have examined the major strategic and operational risks of the charity, and have taken mitigating steps to minimise risks.

The Centre has a contract with Peninsula to provide systems and advice on Human Resources and Health and Safety.

Investment Policy

Following lengthy discussion, the Trustees decided that a proportion of the reserves should be invested to attract a greater rate of interest. A sum of £56,012 is invested with Standard Life Bank, in a 12 month Business Bond, and £100,000 is invested in a fixed rate bond for 12 months to July with NatWest Bank. The remainder of the funds stay with NatWest Bank, with the working capital in a readily accessible Reserve account and the remainder in a Capital Reserve account.

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STATEMENT OF TRUSTEE DIRECTORS' RESPONSIBILITIES

Finance

The Directors (as Trustees of the Centre) are required by law to prepare financial statements for each financial year, which give a true and fair view of the financial activities of the charity and of its financial position at the end of that year. In preparing those financial statements the Directors are required to:

- a) Select suitable accounting policies and apply them consistently
- b) Observe the methods and principles in the Charities SORP
- c) Make judgments and estimates that are reasonable and prudent
- d) Follow applicable accounting standards, subject to any material departures disclosed and explained in the accounts
- e) Prepare the financial statements on a going concern basis unless it is inappropriate to assume that the charity will continue in operation.

The Directors are responsible for keeping proper accounting records, which disclose, with reasonable accuracy at any time, the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

To the knowledge and belief of the directors, there is no relevant information that the company's auditors are not aware of, and the directors have taken all the steps necessary to ensure the directors are aware of any relevant information, and to establish that the company's auditors are aware of the information.

Public Benefit

The Trustees are required to ensure that the activities of the Centre comply with the Charities Act 2006 and guidance issued by the Charity Commission 2008 with respect to public benefit. The report above fully demonstrates the public benefit derived from the Centre's activities.

Approval

This report was approved by the Board of Directors and Trustees and signed on its behalf.

By order of the Board

J. M. Williams

Date 28/9/11

Jill Williams Chair

COVENTRY CARERS' CENTRE

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INDEPENDENT AUDITORS' REPORT TO THE TRUSTEE DIRECTORS OF COVENTRY CARERS' CENTRE

We have audited the financial statements of Coventry Carers' Centre for the year ended 31 March 2011, 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 Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charity's trustees, as a body, in accordance with Section 43 of the Charities Act 1993 and regulations made under section 44 of that Act. Our audit work has been undertaken so that we might state to the charity's 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 charity and its trustees 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 (set out on page 21), 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.

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 1993 rather than the Companies Act 2006. Accordingly we have been appointed as auditor under section 43 of the Charities Act 1993 and report in accordance with regulations made under section 44 of that Act.

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 Boards (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 Trustees' 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.

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INDEPENDENT AUDITORS' REPORT TO THE TRUSTEE DIRECTORS OF COVENTRY CARERS' CENTRE (continued)

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 2011 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 applicable to smaller entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 1993 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material aspect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Bishop Simmons Limited

Bishop Simmons Limited
Chartered Accountants and Statutory Auditors
Mitre House
School Road
Bulkington
Bedworth
Warwickshire
CV12 9JB

Date 7 October 2011

COVENTRY CARERS' CENTRE

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STATEMENT OF FINANCIAL ACTIVITIES

Statement of Financial Activities for the year ended 31st March 2011					
	Note	Unrestricted Funds	Restricted Funds	Total Funds 2010/2011	Total Funds 2009/2010
		£	£	£	£
Incoming Resources					
Incoming resources from generated funds					
<i>Voluntary Income</i>					
Donations and Grants	3	1,230	369	1,599	11,305
<i>Investment Income</i>	3	658	0	658	1,334
<i>Activities for generating funds:</i>					
Rent	3	1,800		1,800	1,500
Other income	3				0
Incoming resources from charitable activities					
Grants and Contracts	3	187,210	375,569	562,779	589,455
Project Income	3	21,642	3,402	25,044	10,347
Total Incoming Resources		212,540	379,340	591,880	613,941
Resources Expended					
Charitable Activities	4	158,174	472,401	630,575	490,997
Governance costs	4	47,460	0	47,460	41,292
Total Resources Expended		205,634	472,401	678,035	532,289
Net Incoming resources before transfers		6,906	(93,061)	(86,155)	81,652
Transfer between funds		(71,307)	71,307	0	0
Net Movement in Funds		(64,401)	(21,754)	(86,155)	81,652
Total funds brought forward 1 st April 2010		236,305	49,463	285,768	204,116
Total funds carried forward 31st March 2011		171,904	27,709	199,613	285,768

Notes on pages 26 to 35 form part of these accounts. No other recognised gains or losses for 2010 or 2011 were made other than those contained in the Statement of Financial Activities.

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BALANCE SHEET as at 31st March 2011

			2011		2010
	Note	£	£		£
Fixed Assets					
Tangible Assets	9		2,608		4,846
Current Assets					
Debtors	10	980		12,240	
Cash at bank and in hand		260,157		296,398	
		261,137		308,638	
Creditors					
Amounts falling due within 1 year	11	64,132		27,716	
Net Current Assets			197,005		280,922
Net Assets			199,613		285,768
Capital and Reserves					
Unrestricted Funds					
General Funds		85,746		194,305	
Designated Funds		86,158	171,904	42,000	236,305
Restricted Funds	16		27,709		49,463
Total Funds			199,613		285,768

For the year ending 31st March 2011 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies. However, an audit is required in accordance with section 43 of the Charities Act 1993.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions available to companies subject to the small companies' regime within Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Trustees on 28 September 2011 and signed on their behalf by:

J. M. Williams

Date: 28.9.11

Jill Williams Chair

COVENTRY CARERS' CENTRE

Trustees' report and financial statements for the year ended 31st March 2011
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NOTES TO THE ACCOUNTS

1. Accounting Policies

Basis of preparation

The accounts are prepared under the historical cost convention, and have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The accounts have been prepared in compliance with Statement of Recommended Practice, Accounting and Reporting by Charities (SORP 2005) issued in March 2005.

The charity has taken advantage of the exemption in Financial Reporting Standard No 1 from the requirement to produce a cash flow statement.

Tangible Fixed Assets and Depreciation

All tangible fixed assets over £1,000 are to be capitalized.

Depreciation is provided at the following annual rates calculated to write off each asset over its useful life:

- Fixture and Fittings - over the remainder of the building lease on a straight line basis
- Leased Assets - rentals payable under operating leases are charged to the Statement of Financial Activities as incurred over the term of the lease

Fund Accounting

General Funds - these comprise of unrestricted funds that are available for general purposes of the Charity.

Restricted Funds are funds subject to conditions imposed by the donor. The restrictive conditions are binding upon the Charity.

Designated Funds are comprised of unrestricted funds set aside by the Trustees for specific purposes. These include a personnel reserve to cover the Centre's statutory liability for redundancy in the event of an unforeseen sudden reduction in income, and other related costs, as well as funds set aside for office refurbishment and relocation.

Incoming Resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy.

The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants and donations and is included in full in the statement of financial activities when receivable.
- Investment income is included when receivable.
- Grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance. Where income is received in advance of performance its recognition is deferred and included in creditors.

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Resources Expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT that cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Charitable 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.

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 the strategic management of the charity.

Expenditure is allocated to each project either on a direct costs basis or apportioned on the basis of full time equivalents.

Full Cost Recovery

Expenditure on core activities (senior management, Centre administration, office costs and finance) is allocated to each project on the basis of the number of full time equivalent staff employed on the project.

Pension costs

The company provides a defined contribution pension scheme, the assets of the scheme are held separately from those of the company in an independently administered fund. Contributions payable for the year are charged to the Statement of Financial Activities as and when incurred.

2. Company Status

The charity is a company limited by guarantee. It does not have a share capital and the liability of each Member is limited to the guarantee given by that Member, which shall not exceed £1.

COVENTRY CARERS' CENTRE

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3. Incoming resources

	Unrestricted funds Core Funding & Generic Carers' Support	Restricted funds														2010/2011 Total	2009/2010 Total
		Hospital Discharge Carers' Support	Young Carers' Support	Mental Health Carers' Support	BME Mental Health Carers' Support	Asian Carers' Support	Generic Learning Disability Carers' Support	Young Carers' Activities Project	GP based Carers' Support/ Allotment Project	BME Learning Disabilities Carers' Support	Carers' training	African-Caribbean Carers' Support	Physical & Sensory Impairment Carers' Support	Governance	Carers' Grants		
		£	£	£	£	£	£	£	£	£	£	£	£	£	£		
Coventry City Council	125,047	25,562	0	0	0	72,488	17,642	0	0	23,271	22,492	12,102	11,750	0	0	310,354	350,443
Coventry & Warwickshire PT	0	0	0	0	13,333	0	0	0	0	0	0	0	0	0	0	13,333	0
Primary Care Trust	62,163	0	0	40,060	0	1,149	0	0	0	0	0	0	0	0	0	103,372	101,310
Big Lottery Fund	0	0	70,839	0	0	0	0	0	55,560	0	0	0	0	0	0	126,399	100,687
Children in Need	0	0	9,321	0	0	0	0	0	0	0	0	0	0	0	0	9,321	37,014
Gentlemen's Night Out	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,000	1,000	600
Baron Davenports	0	0	0	0	0	0	0	0	0	0	0	0	0	0	369	369	639
Interest received	658	0	0	0	0	0	0	0	0	0	0	0	0	0	0	658	1,334
Counselling & therapies	1,940	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,940	1,309
Shared accommodation	1,800	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,800	1,500
Other donations & fund raising	19,702	0	1,423	0	0	1,221	0	0	758	0	0	0	0	0	230	23,334	19,105
Total incoming resources	211,310	25,562	81,583	40,060	13,333	74,858	17,642	0	56,318	23,271	22,492	12,102	11,750	0	1,599	591,880	613,941

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4. Total Resources Expended

	Unrestricted funds Core Funding & Generic Carers' Support	Hospital Discharge Carers' Support	Young Carers' Support	Mental Health Carers' Support	BME Mental Health Carers' Support	Asian Carers' Support	Generic Learning Disability Carers' Support	Young Carers' Activities Project	GP based Carers' Support/ Allotment Project	BME Learning Disabilities Carers' Support	Carers' training	African-Caribbean Carers' Support	Physical & Sensory Impairment Carers' Support	Governance	Carers' Grants	2010/2011 Total	2009/2010 Total
	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£
Provision of Carer Services:																	
Staff Costs	84,932	19,927	55,592	27,433	9,314	54,416	11,289	0	40,497	13,704	0	8,790	3,166	0	0	329,060	284,704
Office Costs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Venue Hire	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9,563
Therapy Costs	8,709	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8,709	6,973
Audit Fees	0	0	0	0	0	0	0	0	0	0	0	0	0	2,498		2,498	2,000
Professional Fees	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8,064
Other Costs	37,602	1,435	37,646	132	258	4,921	538	0	7,535	1,702	21,586	196	1,289	2,002	0	116,842	46,887
Carers Support	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5,235	5,235	2,194
Sub Total	131,243	21,362	93,238	27,565	9,572	59,337	11,827	0	48,032	15,406	21,586	8,986	4,455	4,500	5,235	462,344	360,385
Support Costs																	
Staff Costs	18,686	4,345	14,292	7,146	2,897	12,940	4,249	0	10,904	3,983	2,704	1,931	4,345	21,992	0	110,414	84,479
Premises	6,070	1,412	4,642	2,321	941	4,203	1,380	0	3,541	1,294	878	628	1,412	7,144	0	35,866	34,609
Office Costs	11,746	2,732	8,984	4,492	1,821	8,134	2,671	0	6,855	2,504	1,700	1,214	2,732	13,826	0	69,411	52,816
Sub Total	36,502	8,489	27,918	13,959	5,659	25,277	8,300	0	21,300	7,781	5,282	3,773	8,489	42,962	0	215,691	171,904
Total																	
Total	167,745	29,851	121,156	41,524	15,231	84,614	20,127	0	69,332	23,187	26,868	12,759	12,944	47,462	5,235	678,035	532,289

COVENTRY CARERS' CENTRE

Trustees' report and financial statements for the year ended 31st March 2011
Company Registered Number 3611360 Registered Charity Number 1074758

5. Staff Costs

	2010/2011	2009/2010
	£	£
Staff Costs		
Wages and Salaries	382,911	324,845
Social Security costs	34,337	28,853
Pension costs	22,226	18,062
Total	439,474	371,760
Other Costs		
Premises	35,867	34,609
Equipment Purchase	19,801	5,348
Other Operating costs	182,893	120,572
Total	678,035	160,529

No employee earned £60,000 p.a. or more (none in 2009/2010).

No remuneration was paid to Trustees in the year. Expenses were reimbursed to one Trustee amounting to £303 (£398 to two Trustees in 2009/2010).

The average number of employees, analysed by function was:

	2010/2011	2009/2010
Provision of Carers' Services	12.0	11.1
Support Costs: Carers' Services	3.7	2.4
Governance	0.6	1
Total	16.3	14.5

6. Pension Commitments

Defined Contribution Scheme

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost and charge represents contributions payable by the company to the fund and amounted to £22,226 (2010 - £18,063). At 31 March 2011, contributions amounting to £5,200 (2010 - £1,093) were payable to the fund and were included in other creditors.

COVENTRY CARERS' CENTRE

Trustees' report and financial statements for the year ended 31st March 2011
Company Registered Number 3611360 Registered Charity Number 1074758

7. Interest received

	2010/2011 £	2009/2010 £
Bank Deposit Interest	658	1,334

8. Interest payable

	2010/2011 £	2009/2010 £
Interest payable	0	0

9. Fixed Assets

Tangible Fixed Assets	2010/2011 £
Fixture and Fittings	
Cost	
At Start	22,208
Additions	0
Disposals	0
	22,208
Depreciation	
At Start	17,362
Charge for the year	2,238
Disposals	0
	19,600
Net Book Value	
At start	4,846
At end	2,608

10. Debtors

	2010/2011 £	2009/2010 £
Amounts falling due within one year		
Other Debtors	980	10,180
Prepayments	0	2,060
	980	12,240

COVENTRY CARERS' CENTRE

Trustees' report and financial statements for the year ended 31st March 2011
Company Registered Number 3611360 Registered Charity Number 1074758

11. Creditors

	2010/2011		2009/2010	
	£	£	£	£
Taxation & social security	11,154		8,362	
Other Creditors	6,883		11,762	
Accruals	10,292		7,592	
		28,329		27,716
Deferred Income:				
C&W Partnership Trust: BME Mental Health	6,667		0	
Coventry City Council: Learning Disabilities video	2,500		0	
Coventry City Council: PSI	11,750		0	
Voluntary Action Coventry: Grow it eat it	4,337		0	
Coventry City Council: BME Learning Difficulties	9,967		0	
Gentleman's Night Out: Young Carers	582		0	
		35,803		
				0
		64,132		27,716

12. Net Outgoing Resources

	2010/2011 £	2009/2010 £
This is stated after charging		
Depreciation	2,238	2,236
Audit Fees	2,500	2,000

13. Share Capital

The company is limited by guarantee and therefore has no share capital.

COVENTRY CARERS' CENTRE

Trustees' report and financial statements for the year ended 31st March 2011
Company Registered Number 3611360 Registered Charity Number 1074758

14. Operating Lease Commitments

At 31 March 2011, the charity had annual commitments under non-cancellable operating leases as follows:

	Property £	Equipment £
On leases expiring		
Within one year	20,500	0
Between two and five years	0	2,284
After five years	0	0

15. Analysis of Net Assets between funds

	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Tangible Fixed Assets	2,608	0	0	2,608
Current Assets	111,209	86,158	63,770	261,137
Current Liabilities	28,071	0	36,061	64,132
Total	85,746	86,158	27,709	199,613

COVENTRY CARERS' CENTRE

Trustees' report and financial statements for the year ended 31st March 2011
Company Registered Number 3611360 Registered Charity Number 1074758

16. Restricted Funds

	Balance at 1 st April 2010	Funds Received	Funds expended	Transfer from/(to) General Funds	Balance at 31st March 2011
	£	£	£	£	£
CCC - Hospital Discharge	15,700	25,561	29,851	(92)	11,318
CCC - Learning Disabilities Training	7,549	0	1,948	0	5,601
Miscellaneous (£300 & less)	3,138	0	0	0	3,138
CCC- awareness campaign	0	0	19,748	22,000	2,252
Coventry Church Charities Fund	1,713	0	0	0	1,713
Brandon Wood Farm	1,233	0	0	0	1,233
Baron Davenports	677	369	0	0	1,046
PRTC – Refugee Fund	742	0	0	0	742
PRTC – Mental Health	666	0	0	0	666
Lord Mayor's Charity	12,306	0	0	(12,306)	0
Alan Higgs Trust	3,162	0	0	(3,162)	0
Fund raising (Young Carers)	2,577	1,423	1,423	(2,577)	0
CCC - Asian	0	74,858	84,615	9,757	0
Big Lottery Fund - Young Peoples Activities	0	70,839	110,411	39,572	0
Big Lottery Fund - GP/Allotment	0	55,687	61,812	6,125	0
PRTC - Other	0	40,060	41,524	1,464	0
CCC - BME Learning Disabilities	0	23,271	23,187	(84)	0
CCC - Carer Training	0	22,492	26,868	4,376	0
CCC - Learning Disabilities	0	17,642	20,128	2,486	0
NHS Coventry - Mental Health Carers	0	13,333	15,230	1,897	0
CCC - African Caribbean Carers	0	12,102	12,759	657	0
CCC - Physical & Sensory Imp Carers	0	11,750	12,944	1,194	0
Children in Need	0	9,322	9,322	0	0
VAC - grow it eat it	0	631	631	0	0
	49,463	379,340	472,401	71,307	27,709

COVENTRY CARERS' CENTRE

Trustee Directors' report and financial statements for the year ended 31st March 2011

Company Registered Number 3611360 Registered Charity Number 1074758

Projects from Restricted Funds

The Hospital Discharge Carers' Support Project was funded by Coventry City Council from the Carers' Special Grant. It identifies carers of those who have been admitted to hospital and will have caring needs on discharge.

The Young Carers' Projects were funded by Children in Need and the Big Lottery Young People's Fund offering young carers information, advice and support in a one to one and group setting.

The Mental Health Carers' Support Project received funding from Coventry Primary Care Trust. It offers information, advice and support to carers of people with mental health needs

The Asian Carers' Support Project was funded by Coventry City Council from the Carers' Special Grant to provide information, advice and support to Asian carers and other carers from other BME communities.

The Learning Disabilities Carers' Support Projects received funding from the Learning Disabilities Partnership Board and provides specialist support to carers of people with learning disabilities.

Donations were given to the Centre by other charities and groups (e.g. Baron Davenport Fund and Coventry Church Charities), which allow goods and services to be purchased for the most needy carers, following pre-determined criteria, and additional services developed.

The GP Based Carers' Support/Allotment project was funded the Big Lottery Reaching Communities Fund and comprises of two elements, both working within socio-economically deprived areas of the City:

- Primary Care based carer support service
- Carers' Allotment and Social Enterprise

The Carer Training Project was funded jointly by Coventry City Council and NHS Coventry to deliver the self-management 'Looking After Me' (Expert Carers) course.

The African Caribbean Carers' Support Project was funded Coventry City Council to identify and support carers from the African Caribbean communities.

The Physical and Sensory Impairment Carers' Support Project was funded from the Carers' Special Grant to identify and support carers of adults with physical and/or sensory impairment.