



# ANNUAL REPORT AND FINANCIAL STATEMENTS

April 2023 to March 2024

**CARERS  
TRUST**  
Solihull

## Supporting unpaid carers of all ages in Solihull for over 20 years

Solihull Carers Centre is a company limited by guarantee and a Registered Charity operating as Carers Trust Solihull. Registered Company in England No. 04378042. Registered Charity No. 1092613.



# COMPANY INFORMATION

The Directors and Trustees are pleased to present their report together with the financial statements of the charity for the year ended 31 March 2024.

## The Organisation

Solihull Carers Centre (SCC) is a company limited by guarantee and a Registered Charity operating as Carers Trust Solihull (CTS). The Directors of the charitable company ('the charity') are its Trustees for the purpose of charity law and within this report are collectively referred to as the Trustees.

## Company Information

Registered Company in England No. 04378042  
Registered Charity No. 1092613

## Directors and Trustees 2023-2024

David Heaselgrave	Chair
Selina Westwood	Deputy Chair
Graham Thompson	Treasurer
Christine Grace	
Sue Jeynes	
Janice Price	
Carol Shiel	
Kelly Beckett	(appointed 26 February 2024)
Rachael Beer	(appointed 27 November 2023)
Anthony Illingsworth	(appointed 24 April 2023)
Loretta James-Head	(appointed 22 January 2024)
Anthony Illingsworth	(resigned 1 October 2023)
Elaine McPherson	(resigned 16 February 2023)
Melanie Stewart	(resigned 27 November 2023)
Debbie Taylor	(resigned 24 April 2023)

## Directors and Trustees Changes Since Year End

Selina Westwood	(resigned 22 July 2024)
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## Registered Office & Operational Address

The Carers Centre  
Solihull Fire Station Annexe  
620 Streetsbrook Road  
Solihull  
B91 1QY

## Independent Examiner

Hannah Justice FCA FCCA  
BSN Associates Limited  
Chartered Accountants  
3B Swallowfield Courtyard  
Wolverhampton Road  
Oldbury  
West Midlands  
B69 2JG

Carers Trust Solihull proudly accepted the Solihull Chamber of Commerce Excellence in the Third Sector Award in October 2023.



“It is a vote of confidence in Carers Trust Solihull’s hard work over the years to support carers who are the backbone of care in the community.”

CEO, Brandon Scott Omenka



EXCELLENCE IN THE THIRD SECTOR AWARD 2024

Left to Right, Gina Ward, Deputy CEO and Brandon Scott-Omenka receiving the award on behalf of CTS.

# CONTENTS

- |    |   |     |   |
|----|---|-----|---|
| 2. | Company information                       | 8.  | Our work  |
| 5. | Our work at a glance                      | 16. | Thank you to our donors and funders                             |
| 6. | Introduction from our Chair               | 17. | Thank you to our volunteers                                     |
| 7. | A challenging and rewarding year: our CEO | 18. | Directors’ and Trustees’ Annual Report and Financial Statements |





**DOES YOUR CHILD HAVE ADDITIONAL NEEDS OR A DISABILITY? YOU ARE NOT ALONE**

**CARERS TRUST**  
Solihull

...to help you



## OUR WORK AT A GLANCE 2023-24



From the 2021 Census, we can estimate there are **19,940 unpaid carers of all ages in Solihull**



**4,918 CARERS REGISTERED WITH CARERS TRUST SOLIHULL (CTS) AT END OF 31 MARCH 2024**

**CARERS REGISTERED WITH CTS:**

**2,773** CARERS AGED 26+  
**925** PARENT CARERS  
**790** YOUNG CARERS (YC)  
**430** YOUNG ADULT CARERS (YAC)

**72 DAYS OUT, WORKSHOPS, RELAXATION DAYS & TRAINING:**



41 FOR YOUNG & YOUNG ADULT CARERS  
31 FOR ADULT CARERS

**171 PARENT CARER REVIEWS & ASSESSMENTS:**

82 SEND\* carers assessments  
89 carers reviews



**39 YOUNG CARERS CLUBS**



**22 ADULT CARER MEET UPS**

**457 ADULT CARER ASSESSMENTS, REVIEWS & PLANS:**

54 contingency plans  
206 assessments and reviews  
197 support plans

**198 ADULT CARERS RECEIVED SUPPORT SESSIONS**

**181 YOUNG CARERS AND YOUNG ADULT CARERS ENGAGED IN ONE-TO-ONE SESSIONS**

**183 YC & YAC ASSESSMENTS:**

151 young carer assessments  
32 YAC assessments



**1,394 VOLUNTEER HOURS**

**41 VOLUNTEERS:**

24 adult volunteers  
9 peer mentors (YC)  
8 mentors (YAC)  
Includes 12 new volunteers

**31,791 FACEBOOK REACH**

**4,702 FACEBOOK PAGE VIEWS**

**68 BLOG POSTS**



### NOTE:

Young carers are 5-16 years old; young adult carers are 17-25 years old; and adult carers are 26 years and over.  
\*Special educational needs and disabilities.



# INTRODUCTION FROM OUR CHAIR

This year has been another positive chapter for Carers Trust Solihull (CTS), as we continue to grow our services supporting unpaid carers in our community.

In many public statements there is often a note of caution about challenges faced, problems overcome and an unknown future which can temper the overall message.

Well, on behalf of the Trustees, staff and volunteers, I am proud to recognise without exception the success we have had this year in that we have met or exceeded all of our goals.

One of our key annual targets is to increase the number of registered carers, and I'm delighted to announce that we have reached a new milestone of 4,918, reflecting a growth of 10% over the past year. According to the recent census data, we now support at least 25% of all carers in the borough, effectively fulfilling our primary mission to assist as many carers in Solihull as possible.

I would like to extend special thanks to our CEO, Brandon Scott-Omenka, our team managers, staff, and volunteers for their hard work in achieving these goals.

Carers Trust Solihull is committed to our partnership with Solihull Metropolitan Borough Council (SMBC). By commissioning the Community Wellbeing Carers Support Services SMBC provides the majority of the funding we use to deliver support to unpaid carers of all ages in the borough. We work with the council and as part of Solihull's charity and business sectors to promote a carer-friendly Solihull.

**One of our key annual targets is to increase the number of registered carers, and I'm delighted to announce that we have reached a new milestone of 4,918, reflecting a growth of 10% over the past year.**

I am pleased to lead the Board of Trustees, all of whom are volunteers and are proud to be part of this wonderful charity. I welcome three new Trustees this year – Loretta, Rachael and Kelly – who bring a range of skills and experience, helping us to continue offering a relevant and excellent range of services for carers of all ages in Solihull.

Looking ahead to the new year, the Board is focused on Carers Trust Solihull continuing to provide the highest level of services while looking to develop new programmes to better support our caring community.

**Just about everyone is, has been, or knows someone who is an unpaid carer.**



David Heaselgrave  
Chair of Trustees



# A CHALLENGING & REWARDING YEAR OUR CEO

2023-24 was a year mainly typified by a continuing struggle to recruit staff. Now that it is in the past, we can see that the "staycation" – when employees tended to stay in their existing jobs and therefore the number of staff looking for jobs radically reduced – was a temporary phenomenon.

But at the time, Carers Trust Solihull was also grappling with a double-digit inflation surge, which required a quick response to wages and targeted support for our lower-paid staff that rewarded long service.

Partly working from home, or hybrid working, has changed the employment market. Ironically, hybrid working has expanded the commuting range for major cities. In Solihull's case, particularly regarding London, some employers in the capital have shifted many roles to be performed remotely, requiring only a monthly trip to the city for work review.

As job roles increasingly involve Skype, Microsoft Teams, Zoom or telephone, small charities are competing not only with local public and private sector employers but with much wider markets. But, one of the advantages of hybrid working has been staff being able to work at home two out of five days, something most staff have welcomed, reducing busy and expensive commutes to work.

The efforts made to revise and refocus our recruitment, advertising, and every stage of the recruitment process in 2022-23 paid off in 2023-24.

The goal of 2024-25 will be to maintain and extend our reach to more carers. I can only apologise to those carers who may have

experienced some inconvenience in 2023-24; with longer waits for the support than we would have wanted.

One of the attractions of our organisation is its supportive team culture, flattened hierarchy that affords speedy decision-making, and a genuinely caring Trustee and management ethos. If the staff and volunteers are not valued and supported, how can they support the carers?

After the service filled its vacancies, it was also able to target areas with additional temporary capacity due to the build-up of reserves during the lockdowns. The upshot of these factors was a successful performance recovery against all contract targets – with assessments, reviews, and support plans all meeting or exceeding the targets.

Throughout the period, SMBC, which contracts most of our services for the Solihull population, was also keen to see CTS return to full capacity. It was heartening for us to end 2023-24 with all our key performance indicators in the black and record the number of carers registered with the Trust and receiving support.

A big thank you again to our staff, Trustees, and volunteers, who often worked extra hard to fill the gaps, and a big thank you to our stakeholders and donors.



Brandon Scott-Omenka  
CEO Carers Trust Solihull





## OUR WORK CARERS WEEK



5K Carers Charity Walk 2023

### We had an incredible week filled with fun activities and awareness-raising during Carers Week.

We kicked off the week with our 5K Carers Charity Walk in the beautiful Warwickshire countryside. Not only did we enjoy the stunning scenery, but it also provided a wonderful opportunity to show our support for unpaid carers in the Solihull borough.

Our parent carers gathered for a relaxing morning over coffee and pastries, sharing stories and offering valuable peer support. Thanks to Solihull College, we hosted a drop-in session for students seeking information and guidance on balancing their studies with

caring responsibilities. Young carers enjoyed a pizza and movie night with their peers, while adult carers took a well-deserved break during "ME Time," where they experienced relaxation treatments and learned tips for prioritising their wellbeing while caring. We also organized information drop-in sessions specifically for carers living in the northern part of the borough at the local Hub.

**“Fantastic outing – laughed so much!”**

We were thrilled to welcome Hazel Carter, the award-winning author of Life's Good, to our podcast, where she shared her experiences as a carer.

We wrapped up Carers Week with a fantastic trip to Weston-super-Mare for our carers of all ages, ensuring a memorable time for everyone!



Carers on the day trip to Weston-super-Mare.



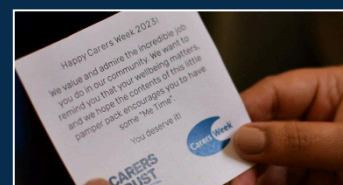
Hazel Carter, featured on our podcast.



Drop-in session at Solihull 6th Form College.



Asda, Chelmsley Wood, raising awareness.



ME Time Pamper Packs for carers.



Wellbeing checks from Gateway Family Services.



Carers ME Time with treatments and treats.



Marie Curie raising awareness.



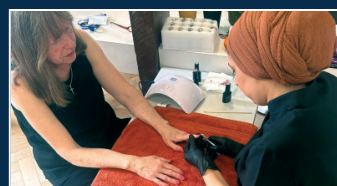
Young carers pizza and movie night.



Carers day trip to Weston-super-Mare.



Carers ME Time pampering.



Carers ME Time pampering.



Audience at Carers Rights Day.

## OUR WORK CARERS RIGHTS DAY



Audience of carers and others.



Information and advice.



Carers Rights Day panel.

### We understand that having access to the right information and advice can significantly impact a person's role as a carer.

Our Information Event for Carers Rights Day 2023 took place at the Civic Suite of Solihull Council. In light of the ongoing cost of living crisis, the event focused on the support available to unpaid carers in Solihull. Numerous local organisations provided valuable advice and resources for carers, including Age UK Solihull, Citizens Advice Bureau, Act on Energy, Healthwatch, RNIB, and Sydney Mitchell Solicitors, along with representatives from Solihull Metropolitan Borough Council (SMBC).

During the event, our CEO, Brandon Scott-Omenka, facilitated a panel discussion with professionals who shared how their organisations are assisting carers in Solihull.

### “Amazing event. Lots of networking and support for us carers.”

Karen Murphy, Assistant Director for Adult Care and Support at SMBC, conveyed her appreciation for unpaid carers, stating, "Our health and care system, as you all know, is stretched tight and it would buckle without you, so thank you all". Additional speakers included Teresa Baxter, Winter Warmth Manager at Age UK; Melinda Tompkins, Community Outreach Officer with West Midlands Act on Energy; and Wesley Richmond, Lead Energy Advisor at Citizens Advice Borough Solihull.



Use the QR code to watch the panel discussions or visit our web page below:

<https://solihullcarers.org/carers-rights-day-2023-information-event/>





“My review helped me see how far I have come since the last assessment and how much more positive I feel. It allowed me to focus on the huge caring role I still have and see what I am doing. It was very accurate in capturing how life is for us.

## HIGHLIGHTS PARENT CARERS

**The team exceeded their target, completing more than 150 parent carers assessments, reviews, and 9-week reviews with 95% assessments achieved on time. Additionally, 46 young carers benefited from their parents receiving a parent carers assessment.**

### FROM THE 53 PARENT CARERS REVIEWS SUBMITTED WE LEARNED THAT:

- 96% were happy with their assessment
- 77% found it helpful
- 82% would tell others to have an assessment
- 95% reported that the support plan gave them information to make a change

Parent carers also saw the largest improvements in time for themselves, how they feel and home life followed by caring, finances, health and work.

## KATE\* A PARENT CARER



Single mum Kate cares for her 17-year-old daughter with Down Syndrome and had been receiving direct payments for social activities for her daughter, giving her some much-needed respite. However, without warning, the payments stopped, which affected their well-being. There was also no help for her daughter's transition into adult services, leaving Kate feeling alone and worried.

After an assessment, Kate gained access to advocacy to reinstate the direct payments, a social worker to assist with the transition, and a support group for peer support. She shared that these changes made a huge difference for both of them, and her support plan was helping her plan for the future.

“My assessment gave me a clear picture of my life as a parent carer and what I have to keep doing or change to keep things running smoothly. I look forward to trying some of the suggestions in my support plan and having someone to talk to helped very much.

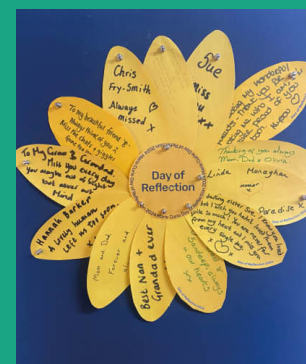
\*Not real name.

## OUR WORK WITH ADULT CARERS

**We had a very busy and successful year, showing notable growth in our main areas of service delivery compared to last year. We completed:**

- 417 adult registrations: up 28%
- 206 assessments and reviews: up 45%
- 197 support plans: up 48%
- 198 one-to-one support sessions: up 25%

We are a dedicated team supporting carers across Solihull, guiding them in all aspects of their caring roles. We provide formal assessments, emotional support, post-bereavement help, and short respite breaks to recharge our carers.



### TAKING PART IN MARIE CURIE'S DAY OF REFLECTION



Our growing partnerships have expanded our offerings. We supported carers during the National Day of Reflection with Marie Curie and held a special event during Carers Week to support bereaved carers and their families and carers going through end of life.



We also provide extensive resources for staff to help carers navigate tough times and support those caring for individuals with additional needs. Our telephone befriending service remains a vital lifeline, reducing isolation and allowing carers to share their concerns without feeling like a burden to those closest to them.

“A big thank you for listening to me and understanding my family's struggles. It really helped to have someone like you to turn to.



## MALCOLM\* AN ADULT CARER

86 year old Malcolm had a recent stay in hospital where he had discharged himself early due to worries and concerns about leaving his wife at home alone. Having spoken with Malcolm, it was very clear that he was under a high level of emotional distress and was caring for his wife due to having no other support in place.

A home visit took place where we explored in detail what support he already had from family and neighbours, what possible situations might be likely to arise and how to plan for these, considering what things different people may be able to do e.g. what his children can do from afar (both living 100 miles away). We talked through other formal support including Adult Social Care and Assistive Technology. He was then supported to complete a Contingency Planning Toolkit.

Emotional support was also given at the same time and through other home visits as he was really struggling with the pressure of his caring role – we were able to talk through possible extra support he may now wish to consider and his feelings of guilt about this, and how it can benefit both his wife and him too.

With Malcolm's consent, we made referrals to counselling, Assistive Technology and to Adult Social Care. Malcolm continues to access our services for support and we continue to work with local services to find the best ongoing support for Malcolm and his wife.

\*Not real name.



# HIGHLIGHTS

## YOUNG ADULT CARERS

Our young adult carers survey showed that **95%** thought our service was very good or excellent, and **73%** found it very helpful. They especially liked the fun activities and the peer support. They also appreciated having a safe and understanding service which stops them feeling alone.

This year, in addition to the 24 activities that took place, nine young adult carers helped raise awareness at local and national events, and three of them won awards for making a difference to their community and young people. Also, six young adults worked with Birmingham University to help with research about transition and the label of 'carer'.

### SAM\* YOUNG ADULT CARER

Sam is 16 and helps care for his older sister, who has kidney failure and recently collapsed from a cardiac arrest. Sam performed CPR until the ambulance arrived, saving her life. Now, his sister needs daily dialysis and round-the-clock care.

Sam has his own mental health challenges and was having a hard time at school with attendance and the school's understanding of his home life. His support worker helped the school recognise these issues and suggested ways to help, like allowing him time out, assigning a designated teacher to support him, and sending work home when he couldn't face going into school. The school then worked closely with Sam and his family to provide ongoing support.

\*Not real name.

“ This service has been an integral part of our family for over two years. You have made a significant difference to our lives and no doubt to the lives of other young adult carers. Without all the lovely staff we've met, this special charity would not be what it is.

### MIA\* YOUNG ADULT CARER

Eighteen-year-old Mia was helping her dad take care of her mum, who had severe mobility issues, chronic pain, and double incontinence. While doing her A-levels, Mia supported her mum with mobility, personal care, household chores, and shopping. She felt unsure about pursuing her dream to go to Plymouth University to study medicine because of the distance and the strain it would put on her family.

During regular one-to-one sessions, Mia focused on building her confidence, self-belief, and learning how to prioritise her own needs and future. Later, she expressed her gratitude for the support she received. She ended up achieving three A\* grades in her A-levels and is now at Plymouth University.

“ I managed all my assignments on time thanks to my laptop. I always say it, but I mean it, you guys are heroes and the work you do is incredible. From the bottom of my heart, thank you again for helping me along with the next chapter of my life!

## OUR WORK WITH YOUNG CARERS

Among 286 young carers, **86%** rated our service as very good or excellent. They highlighted the enjoyment of new experiences, achievement of personal desired outcomes, and the quality of service.

Additionally, 93% of mentees reported an improved educational experience and young carers who attended a total of 69 activities indicated they benefited from six areas of learning including helping others, learning something new, learning something they can apply to their lives, having fun, participating, and meeting new people. Furthermore, 94% had positive experiences and outcomes from both one-on-one and group support. Result!

“ You know how difficult caring for my Dad can be and you understand what support I need when I don't know. My support worker is kind. She understands me and helps me solve my problems. I like the activities where I don't worry about caring or anything.

### ALEX\* IS A YOUNG CARER

Alex\* had little knowledge about his mum's Huntington's disease. He was given a safe space to learn and speak openly about his feelings, including support for pre-bereavement. Through this process, he learned to recognise and cope with his emotions, as well as how to approach discussions with his mum about her condition.

After four sessions, Alex shared that he had spoken with his mum about talking about her illness more openly, and she agreed. They decided to learn about Huntington's together and to talk about how it made them feel. Later, Alex fed back that these ongoing conversations were happening at home and that he felt more positive.

“ You listened and helped with my school work and exams by speaking to school and buying me GCSE revision books to use at home. You helped my family with food vouchers which took a worry away from my parents and I use my carers card to go swimming.

### FREYA\* IS A YOUNG CARER

Freya\* is 14 and has been a registered carer for four years. She's a Peer Mentor and dedicates her time helping other young carers. This year, she worked hard on her application for the Shirley Lions Young Ambassador Award, and in November, she won the District Young Ambassador award! As a prize, she received £500 from Lions International to buy outdoor play equipment for young carers aged 5-7 to use during club and activities. She's now preparing for the next stage of the competition at the Multiple District final, where she could win another £1,000 for young carers.

\*Not real name.





## OUR YEAR IN INSTAGRAM POSTS @SOLIHULLCARERS



## OUR WORK BUSINESS AND COMMUNICATIONS

The Business and Communications Team is at the centre of our service, keeping over 4,000 registered carers informed and refining how we connect with those who may not yet know about our support. We also ensure our staff and volunteers have the up to date IT tools they need to thrive in a modern hybrid work environment. We keep the service running smoothly by handling daily financial and operational tasks, plus upgrading systems and enhancing the work environment.

To enhance public engagement, we utilise diverse communication methods, including print, social media, video, and our new "Carers Talk" podcast series, which aims to reach a broader audience.

We regularly produce a regular and consistent stream of targeted digital media content across the main social media platforms and our website. We have also created a wealth of targeted resources and materials this year, including:

- 4,112 printed materials sent directly to carers via post
- 14 targeted e-bulletins delivered to over 1,700 carers, achieving an impressive average open rate of 47%



- 5 Carers Talk podcasts covering essential topics like caring, wills, power of attorney, energy savings, and a parent carer's story. Since the end of the year, we've added more episodes and the series is steadily attracting a growing audience.
- 68 web blog posts written and shared
- An interactive e-learning tool for contingency planning, designed for carers unable to attend sessions

We undertake a proliferation of social media and web content and continually adapt our website based on user feedback, leading to increased engagement. We have been trying to harness search engine optimisation methods which has increased visitors to our website. We now welcome approximately 4,000 new visitors each quarter, with the "Contact Us" and "What's On" sections consistently ranking among the top three most visited pages.

Additionally, we provide behind-the-scenes coordination and production support for new internal and external campaigns, such as our Christmas Tree fundraising initiative, Carers Week, Carers Rights Day and our Charity Ball and Awards events.

Quality assurance is another core focus of our team, and we've proudly achieved a full pass in the external ISO 9001 audit for five consecutive years.

**FOLLOW US**  
@solihullcarers  
   





Solihull Healthcare Partnership, winners of our Healthcare of the Year Award in 2024. With Lin Hewitt, our Health Liaison Coordinator (far left) and Brandon Scott-Omenka, our CEO (fourth from right).



## THANK YOU TO OUR DONORS AND FUNDERS

We are continually humbled by groups, businesses, and individuals who decide to donate to and support the work of Carers Trust Solihull as donors or with large grants, which allows us to significantly expand our offer to carers in Solihull. We would particularly like to thank Solihull Council, which contracts support to carers from Carers Trust Solihull. Without this contract, we would not be able to deliver the majority of our services.

We also note significant support from:

- **Jaguar Landrover**
- **UB Healthcare**
- **Heart of England Inclusive Communities Fund**
- **Sydney Mitchell Solicitors**
- **Rotary St Alphege**
- **The Mayor's Office, Solihull Council**
- **Balsall Common Lions**

**We would like to thank the following for sponsoring awards at our second Charity Ball and Carer Friendly Awards event in 2024:**

- Balsall Common Lions
- Belmont Healthcare
- MACC/Blossomfield Care Home
- Plastic Investments
- Rotary St Alphege
- UB Healthcare

**For other support we're grateful to:**

- Asda Chelmsley Wood
- BBC Radio WM – Merisha Stevenson
- Contour Collective
- Councillor Andrew Burrow
- Greenlife Driveways
- Holiday Inn Birmingham Airport
- Precious Events
- Renewal Church Solihull
- Ricci Deakin at EVO Energy
- Rohan Anand BDO Services
- SH Active
- Shirley Round Table
- Skin Studio
- Solihull Healthcare Partnership
- Tri Wellness
- Waitrose Solihull
- West Warwickshire Sports Complex

**We are always grateful for the contractual relationship with Solihull Metropolitan Borough Council (SMBC) – this partnership is at the core of our work in the borough.**

## VOLUNTEER SPOTLIGHT DELLA GOUGH

**Della, one of our much valued and dedicated volunteers has supported the staff team with her excellent administration and organisational skills for the past five years. Della sprinkles a calm efficiency that benefits those of us who have the pleasure of working alongside her.**



**“I first signed up as a carer with CTS after my husband came out of hospital eight years ago, after a traumatic brain injury. We were able to go on a couple of trips with them –our first venturing out with a wheelchair. We were made to feel so welcome and supported that I wanted to give something back. It's a pleasure to work in the office, as everyone is lovely. It's great to feel useful and know you're helping other carers too.**

## THANK YOU TO ALL OUR VOLUNTEERS

**2023-24 has been another challenging year for volunteer recruitment at Carers Trust Solihull. Despite these difficulties, we've maintained volunteer numbers and achieved growth in key areas.**

The Sitting Service welcomed five new volunteers, bringing our total to 41 active volunteers, including eight mentors and nine peer mentors. We also successfully reinstated our Time to Talk programme, offering vital support to carers. Despite the challenges posed by work, health, and caring responsibilities, our volunteers remain committed, helping us make a significant impact on the community.



# DIRECTORS AND TRUSTEES ANNUAL REPORT 2023-24

## CONTENTS

- 19. Objectives and activities
- 20. Achievements and performance
- 22. Structure, governance and management
- 23. Financial review
- 25. Statement of Directors' responsibilities
- 26. Independent Examiner's report
- 27. Statement of financial activities for the year ended 31 March 2024
- 28. Statement of financial position as at 31 March 2024
- 29. Statement of cash flows for the year ended 31 March 2024
- 30. Notes to the financial statements

During 2023-24 Carers Trust Solihull (CTS) Trustees oversaw the work of the staff and volunteers. CTS worked hard to overcome staff vacancies and absence to fulfil its contract with Solihull Metropolitan Borough Council (SMBC) to support Solihull's unpaid carers.

Our CEO, team managers, staff, and volunteers consolidated our well-established services and new innovative support services that were disrupted by the COVID stay-at-home and lockdown periods. The service could finally pull away from the post-COVID period with a new balance between face-to-face, digital, and telephone communication.

Reviewing the year, we are particularly grateful to the staff that coped and soldiered on when it was difficult to recruit to vacant positions and were welcoming and supportive when new additions to the team could be made. It is to their credit that the service reached a record number of registered active carers.

We are particularly grateful to the Solihull Metropolitan Borough Council, Triangle Trust 1949, Heart of England Inclusive Communities, and the innumerable local donors, big and small, who have allowed us to support more carers' needs.

During the year, Trustees reviewed their strategic role and received regular reports on performance, risk, planned developments and fundraising to maintain high-quality strategic governance and quality assurance.

## OBJECTIVES AND ACTIVITIES

### OUR OBJECTIVES REMAIN:

**"To support adult and young carers who are, or were, carrying out a caring role for persons who are disabled, elderly or ill, by the provision of practical help, advice, assistance, service, advocacy and support. Also, to advance education concerning caring amongst carers, professionals and the public."**

Our services are restricted to unpaid carers of family members or friends and neighbours who have physical or mental illness, physical or learning disability, long term or terminal illness or addiction. Carers Trust Solihull (CTS) seeks to support carers regardless of disability, race, gender, age, sexuality, belief or social background.

We encourage all people with an unpaid caring role to register with us and receive information, advice, and services or to take an active part in our organisation. We provide:

- Face-to-face support – telephone, social media and web-based support – someone to talk to who understands.
- Events and activities – a break from caring and a chance to have fun.
- Information and advice – an opportunity to learn about services and the help available.
- Adults and young carers clubs and drop-in sessions – meeting other carers.
- Training and workshops – gain knowledge and skills as the carer continues to care.
- Carers assessments – an opportunity for a carer to discuss their role and get help and support.
- Carers card – confirmation that a person is a carer with access to some discounts.
- Exploring the future – supporting carers into education, employment and training.
- Advocate for carers – opportunities to suggest improvement in CTS and other services.



CTS seeks to address the considerable and on-going needs of carers by the provision of accessible and age-appropriate user-led services. We aim to identify carers as early as possible and support them to prevent their circumstances needlessly deteriorating.

CTS provides support for carers across Solihull. We recognise that there is a large number of unidentified and “hidden” carers, including those who may not realise that they are in an unpaid caring role. To enable these carers to continue their caring role effectively and safely they may need access to information, advice and support.

Public Benefit Statement: The Trustees consider they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission.

## ACHIEVEMENTS AND PERFORMANCE STRATEGY

In 2023-24 Carers Trust Solihull reviewed its Strategic Business Plan and amended its Strategic Objectives and continues to deliver on its targets:

### CUSTOMER CARE

#### WE WILL ENSURE THE PROVISION OF CONSISTENTLY HIGH QUALITY SERVICES TO CARERS

- CTS will empower Solihull’s diverse carers to advance their well-being and influence local and national strategy, policies and services.
- CTS will work with education and employers to assist carers in achieving their academic, training or employment goals.
- CTS will grow its Carers Academy training options to support carers in achieving their goals.
- CTS will continue to develop Carers Interactive, a comprehensive web-based service offer.

### LEARNING AND GROWTH

#### WE WILL WORK WITH HEALTH AND SOCIAL CARE AND ENABLE OUR STAFF AND VOLUNTEERS TO RAISE CARER AWARENESS

- CTS will develop its staff and volunteers’ skills and expertise to best support our services to carers.
- CTS will work with Solihull Safeguarding Boards and carers to raise awareness and safeguard children and adults.
- CTS will ensure staff and volunteer oversight, supervision, training and professional development.
- CTS will work with GPs and hospitals to jointly support carers in their dealings with health and care services.

### INTERNAL BUSINESS

#### WE WILL IMPROVE, DEVELOP AND REDESIGN OUR SERVICE’S EFFICIENCY & EFFECTIVENESS

- CTS will ensure core contractual annual key performance indicators are met and exceeded.
- CTS will ensure data security, health and safety, and general procedures to minimise risks in all our functions.
- CTS will grow staff and volunteer capacity, increasing and improving our range of services.
- CTS will increase fundraising and publicity to expand services that promote carer recognition.

### PROGRESS IN 2023-24

The Trustees, staff and volunteers reconfirmed CTS’ key partnership goals when working with others to promote carer recognition:

- Raising community awareness of unpaid caring and the available support services.
- Highlighting the health, well-being, and cost-of-living challenges for unpaid carers.
- Increasing the recognition of unpaid carers in the health and social care economy.
- Leading on unpaid carer issues within the care and support sector.
- Maintaining and extending trusted CTS services for carers.
- Encouraging other organisations to ensure their services are carer friendly.
- Promoting carers’ opinions in decision-making at national and local levels.
- Ensuring carers’ representations translate into specific and measurable outcomes.
- Campaigning to improve the legal and economic support for carers.
- Strengthening relationships within the Carers Trust regional and national network.

Trustees confirm that overall, CTS has made considerable progress on meeting our priorities for 2023-24, including our **development goals**:

- Collaborate in ensuring winter and cost of living support to carers facing exceptional hardship.
- Developing pre-bereavement counselling for carers (including young carers with terminally ill parents).
- Deploying the Triangle1949 funded Young Carer/Young Adult Carer Mentor and Befriending.
- Producing further carer online training films and modules.
- Joint work with schools to reduce carers’ education inequalities.
- Developing our website offer with further content creation to inform carers.
- Launching the Cranfield Trust web and whole-service Marketing Plan.

Due to staff and volunteers recruitment challenges, the following projects were extended into 2024-25:

- Relaunching the “Time to Talk” adult carers bereavement project.
- Growing the volunteer carer Sitting Service.
- Increasing engagement with pharmacies and relaunching GP surgery carer outreach and contact.

We will also raise CTS and unpaid carers’ profiles by:

- Developing Carers Week, Carers Rights Day, and Young Carers Action Day.
- Building partnerships with local businesses and Chamber of Commerce events.
- Advocating for carers in vital safeguarding processes.
- Holding a second Charity Ball and Carer Friendly Awards event in June 2024.

Lastly, we will not lose sight of our staff and volunteers. We will:

- Ensure staff well-being, development, and retention.
- Relaunch our Volunteer Long Service Award and Monthly Recognition.
- Establish a new Business Partnership and Fundraising post.

We continue to source funds to adapt support services and meet the needs of carers. We will also reduce any post-COVID legacy service waiting lists.



## STRUCTURE, GOVERNANCE AND MANAGEMENT

The Directors of the charitable company (“the charity”) are its Trustees for the purposes of charity law and within this report are collectively referred to as the Trustees. The Trustees are listed on page 2.

The Articles of Association require that at least 50% of Trustees must be current or former carers. During 2023-24, the Trustee board saw the recruitment of several new trustees to the board, fully integrating them into its work, including participation in joint events with the staff teams as appropriate.

The Trustees meet at least six times each year and receive a data-rich, “balanced scorecard” of performance as well as supplementary reports covering progress against the overall business strategy, key performance indicators and action plans, detailed fundraising progress, financial reports, risk register audits and an overarching Chief Executive Officer summary.

Various aspects of the organisation of the board were examined, and it was agreed to revise and streamline the paperwork reporting to the board in 2024-25.

The Trustees have implemented its policies and procedures for the recruitment of trustees, and these are followed for every new appointment with routine checks through the Disclosure and Barring Service.

Trustees completed a review of its project management and Board reporting with an external consultant in March 2024 and will use the consultant to further improve its effectiveness on an agreed work programme.

After an independent annual assessment of CTS’s Quality Management System, CTS retained its ISO 9001 certification with a full pass.

### STAFFING

At the time of writing, we have a full-time Chief Executive Officer, 8 other full-time posts, 22 part-time staff and 13 sessional staff, (total non-sessional hours being the equivalent of 2,225 hours per month) – overall 13.8 full-time equivalents. No employee received emoluments in excess of £60,000 during the year or previous year.

At the time of writing, there are 9 Trustees with three new Trustees and four Trustees having stepped down since the last annual report (Anthony Illingsworth, Melanie Stewart, Debbie Taylor and Selina Westwood). The Trustees give freely of their time and expertise and do not receive any emoluments or other benefits. In 2023-24 Trustees met four times for a short Executive Meeting, four times for a full Executive Meeting and convened an Annual General Meeting. A joint workshop with staff, One Trustee Board strategic away day, and various supplementary sub-meetings have occurred.

Several volunteers support the charity. At the close of 2023-24, the number of volunteers was 24 adult volunteers and 17 young mentors. The number of volunteer hours in 2023-24 was approximately 1,394. These valued volunteers enable us to support more carers.

### NETWORKING

During the year, we actively participated in the National Carers Trust network.

We remained members of the National Council for Voluntary Organisations (NCVO) and the Association of Chief Executives of Voluntary Organisations (ACEVO) who connect, represent and support UK charities with consultancy, training, advice, and support on governance issues.

We are active in the Solihull Voluntary and Community networks participating in meetings with SMBC and a full range of our voluntary sector colleagues. This enhanced joint working remains a positive feature of the CTS year. We are active members of various local partnerships, including the Carers Partnership Board, Adult Safeguarding and Children Safeguarding Boards.

We have deepened our relationship with Solihull Chamber of Commerce and several local businesses.

## FINANCIAL REVIEW

The financial year ended with a 5% increase in overall income to over £785,000, our highest ever. The easing recruitment environment allowed us to bring our staff numbers up to the budgeted level towards the end of the year. Staff costs, our most significant element of expenditure, increased by 14% as a result. After several years of surplus, we ended the year with expenditure exceeding income by a little over £13,000.

Looking ahead, with the increase in staff numbers now and budgeted increase in direct expenditure on carer support, we expect to make further inroads into our funds, built up by surpluses in previous years.

### YEAR END FINANCIAL POSITION

We finished the year with total reserves of £396,695 down from £410,020 at the start of the year. An element of the reserves is restricted, deriving from income received to be spent on specific projects with the balance unrestricted, available to be spent as necessary to support the work of the charity.

#### Restricted Funds

Expenditure of restricted funds slightly exceeded restricted income received in the year.

At the year-end restricted income funds amounted to £28,379 (2023:£31,390). Details of restricted fund balances are shown in Note 11.

#### Unrestricted Funds

During the year unrestricted funds decreased by just over £10,000 to £368,316 which equates to approximately 5 months of ongoing expenditure. The policy of the Trustees is to maintain sufficient unrestricted funds to provide financial stability and ensure that the work of the charity is not affected by unexpected events, delayed receipts, or a short-term lack of incoming funds. Also, to ensure that in the event of a significant and permanent reduction in income, sufficient funds are available to meet all liabilities and provide an acceptable winding down of operations.

The Trustees have reviewed both the reserves policy and the level of reserves as of 31 March 2024 and are satisfied that the reserves are adequate.



## INVESTMENT POWERS

The Charity has the power to make any investment which the Directors see fit. Our funds are only invested in deposit facilities protected under the Financial Services Compensation Scheme and within the limits of the Scheme. We aim to maximise interest income using both fixed and variable-rate deposits.

## RISK MANAGEMENT

The Board regularly considers risks to the organisation and agrees on measures to mitigate those identified. The Trustees periodically review their Risk Management and Opportunity Register, which enables the service to plan for and reduce threats to the service we provide to the public.

During 2023-24, the Trustee Board and CEO established subgroups to:

- Streamline all risks and reports to the Trusts Board.
- Prepare a Tender Preparation Subgroup.
- Implement a Portfolio planning model for the 2022-24 CTS Business Plan.
- Introduce an assurance quarterly Scorecard.

These tasks were discussed at the Trustee Away Day session in March 2024 when the Board received confirmation of the likelihood of a tender process for its All-Age Carer Contract in 2025. Reserves have routinely been held to mitigate this risk.

## FUNDING

Our funding mainly relies on the SMBC Community Well Being All Age Carers Contract and service level agreement with Solihull MBC. The current agreement expires in September 2025 and will be subject to a planned competitive re-tender in Spring 2025 on contractual terms that have yet to be agreed. During the year, funding was received from Solihull MBC, Carers Trust national, The Triangle Trust 1949 Fund and other local funders. We are also very grateful to those, including staff, trustees and volunteers, who have raised money for the charity, organised special events, sponsored walks and corporate activities.

## STATEMENT OF DIRECTORS' RESPONSIBILITIES

The Trustees (who are the Directors of Solihull Carers Centre/Carers Trust Solihull for the purpose of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and 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 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 operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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.

### Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies' regime.

On behalf of the Board

David Heaselgrave  
**Chair of Trustees**

11 November 2024



INDEPENDENT EXAMINER’S REPORT  
TO THE TRUSTEES OF SOLIHULL CARERS CENTRE

I report to the trustees on my examination of the financial statements of Solihull Carers Centre (‘the charity’) for the year ended 31 March 2024.

Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (‘the 2006 Act’).

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity’s accounts as carried out under section 145 of the Charities Act 2011 (‘the 2011 Act’). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner’s statement

Since the charity’s gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- 1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2. the financial statements do not accord with those records; or
- 3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a ‘true and fair’ view which is not a matter considered as part of an independent examination; or
- 4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Hannah Justice FCA FCCA  
Independent Examiner  
On behalf of BSN Associates Limited  
  
3B Swallowfield Courtyard  
Wolverhampton Road  
Oldbury  
West Midlands  
B69 2JG

11 November 2024

STATEMENT OF FINANCIAL ACTIVITIES  
YEAR ENDED 31 MARCH 2024

(incorporating the Income and Expenditure Account)

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Income from:					
Grants, activities and donations		5,849	2,460	8,309	12,615
Investments: Bank interest		12,295	-	12,295	5,244
Charitable activities: Contract and grants	2	715,037	50,239	765,276	729,467
Total income		733,181	52,699	785,880	747,326
Expenditure on:					
Charitable activities	3	743,495	55,710	799,205	711,960
Total expenditure		743,495	55,710	799,205	711,960
Net income/(expenditure) for the year					
		(10,314)	(3,011)	(13,325)	35,366
Net movement in funds					
		(10,314)	(3,011)	(13,325)	35,366
Reconciliation of funds:					
Total funds brought forward		378,630	31,390	410,020	374,654
Total funds carried forward		368,316	28,379	396,695	410,020

The Statement of Financial Activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.



STATEMENT OF FINANCIAL POSITION  
31 MARCH 2024

	Notes	2024 £	2023 £
Fixed assets	6	11,600	1,975
Current assets			
Debtors and prepayments	8	6,538	523
Investments	7	361,930	419,635
Bank current account		48,860	64,385
		417,328	484,543
Creditors: amounts falling due within one year	9	32,233	76,498
Net current assets		385,095	408,045
Net assets	10	396,695	410,020
Unrestricted funds			
	11	368,316	378,630
Restricted income funds	12	28,379	31,390
Total funds		396,695	410,020

For the year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

- Trustees’ responsibilities:
- The shareholders have not required the charity to obtain an audit of its financial statements for the year in question in accordance with section 476;
  - The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

The financial statements were approved by the Directors on 11 November 2024 and were signed on their behalf by:

David Heaselgrave  
Chair of Trustees

STATEMENT OF CASH FLOWS  
YEAR ENDED 31 MARCH 2024

	2024 £	2023 £
Net cash provided by operating activities	(61,722)	50,067
Cash flows from investing activities	(11,508)	-
Cash and cash equivalents at the beginning of the reporting period	484,020	433,953
Cash and cash equivalents at the end of the reporting period	410,790	484,020

RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net income for the reporting period	(13,325)	35,366
Adjustments for:		
Depreciation of fixed assets	1,883	4,880
(Increase)/decrease in debtors	(6,015)	1,669
(Decrease)/increase in creditors	(44,265)	8,152
Net cash provided by operating activities	(61,722)	50,067

ANALYSIS OF CASH AND CASH EQUIVALENTS

	2024 £	2023 £
Cash in hand	48,860	64,385
Notice deposits (less than 3 months)	361,930	419,635
Total cash and cash equivalents	410,790	484,020



NOTES FORMING PART OF THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2024

1. Accounting policies

Status

The Charity is a company registered in England and Wales that is limited by guarantee and does not have a share capital. The liability of members is limited to £1. The registered office is shown on page 2. The charity constitutes a public entity as defined by FRS 102.

Statement of compliance, basis of preparation and assessment of going concern

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (SORP FRS 102) issued on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006. The financial statements are prepared under the historical cost convention with items recognised at cost or transaction value.

In common with many charities the organisation is heavily dependent on grant and contract income. Founded over 20 years ago we are a service-led organisation considered as the lead agency supporting carers in the area. The accounts have been prepared on the going concern basis in expectation that there will not be a significant decrease in support from funding bodies.

Income recognition

Income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured accurately.

Voluntary income is recognised as above except where the income is subject to conditions that require a level of performance before the charity is entitled to the funds, when the income is deferred and not recognised until either those conditions are met, or the fulfilment of those conditions is wholly within the control of the Charity and it is probable those conditions will be fulfilled in the reporting period.

Grants and contracts specifically for the provision of services to be provided as part of the charitable activities or services to beneficiaries are accounted for on the basis of amounts receivable for the year.

Interest arising on cash balances is included when receivable and the amount can be measured reliably by the Charity. This is normally upon notification of the interest paid or payable by the bank.

Expenditure recognition

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the Charity to that expenditure, it is probable that settlement is required and the amount of the obligation can be measured reliably. All expenditure is accounted for on the accruals basis, inclusive of any value added tax which cannot be recovered.

Tangible fixed assets

Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, being three years for computers and other equipment and five years for motor vehicles. Leasehold improvements are depreciated over the period of the lease. Assets are capitalised where the purchase price exceeds £2,500.

Taxation

The Charity is exempt from taxation on its charitable activities.

NOTES FORMING PART OF THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2024

Fund accounting

In order to differentiate the availability of funds they are categorised according to the following definitions:

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure, which meets these criteria, is charged to the fund together with a fair allocation of management and support costs.

Pension costs

The Charity operates a defined contribution pension scheme available to all of its employees. The pension charge represents the amount payable by the Charity to the scheme during the year.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense on a straight-line basis over the lease term.

Functional currency

The financial statements are prepared in sterling which is the functional currency of the entity.

2. Income from charitable activities

	2024	2023
	£	£
<b>Contracts and grants</b>		
Local Authority contract - Solihull MBC*	711,037	670,790
Other grants	4,000	6,750
	715,037	677,540
<b>Grants - restricted funds</b>		
Solihull MBC – Adult carers	-	5,000
Carers Trust – Young carers	750	1,650
Carers Trust – Adult carers	1,052	10,250
Children in Need – Young carers	12,252	28,236
The Triangle Trust – Young carers	30,000	-
Other grants – Young carers	5,400	6,791
Other grants – Adult carers	785	-
	50,239	51,927

\*Contract with Solihull MBC for the purchase of ‘Community Wellbeing Services Carers of All Ages’.



# NOTES FORMING PART OF THE FINANCIAL STATEMENTS

## YEAR ENDED 31 MARCH 2024

### 3. Expenditure on charitable activities

Direct and support	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
	£	£	£	£
Carer support and activities	52,274	22,821	75,095	73,562
Staff costs	594,463	30,649	625,112	547,373
Recruitment	5,113	-	5,113	11,010
Premises	19,272	-	19,272	(5,649)
Communications and office costs	38,169	-	38,169	42,514
Motor and travel expenses	5,021	2,072	7,093	6,680
Training and consultancy	5,677	-	5,677	7,231
Publicity/information	3,425	-	3,425	11,088
Insurance	3,860	-	3,860	3,246
Professional fees and subscriptions	5,839	-	5,839	4,962
Other	4,130	168	4,298	3,920
	737,243	55,710	792,953	705,937
Governance costs			2024	2023
			£	£
Independent examination	2,016	-	2,016	1,920
Professional fees	3,656	-	3,656	3,563
Other	580	-	580	540
	6,252	-	6,252	6,023
Total expenditure on charitable activities	743,495	55,710	799,205	711,960
2023	596,943	115,017	-	711,960

# NOTES FORMING PART OF THE FINANCIAL STATEMENTS

## YEAR ENDED 31 MARCH 2024

### 4. Staff costs

The total staff costs for the year amounted to £625,112 (2023:£547,373). The costs for 2024 include employer national insurance contributions amounting to £38,152 (2023:£35,078) and pension costs of £22,938 (2023:£20,751).

The charity during the year had on average 9 full time employees (2023:9) and 18 part time employees (2023:17).

No employee received emoluments in excess of £60,000 during the year or the previous year.

In addition, at the year-end there were 10 directors (2023:9). The directors all give freely of their time and expertise and did not receive any emoluments or other benefits.

### 5. Operating lease commitments

The charity has commitments under an operating lease for land and buildings expiring in 2033 amounting to £135,000 (2023:£150,000).

	2024	2023
	£	£
Amounts falling due within 1 year	15,000	15,000
Amounts falling due within 2 to 5 years	60,000	60,000
Due after more than 5 years	60,000	75,000

### 6. Fixed assets

	Motor Cars	Computer Equipment	Leasehold Improvements	Total
	£	£	£	£
COST				
At beginning of year	7,900	13,200	-	21,100
Additions	-	-	11,508	11,508
At end of year	7,900	13,200	11,508	32,608
ACCUMULATED DEPRECIATION				
Opening balance	5,925	13,200	-	19,125
Charge for the year	1,583	-	300	1,883
Closing balance	7,508	13,200	300	21,008
NET BOOK VALUE	392	-	11,208	11,600

There were no capital commitments at the year-end (2023:none).



NOTES FORMING PART OF THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2024

7. Investments

At cost and valuation	2024	2023
	£	£
Short term deposits held at UK banks	361,930	419,635

8. Debtors

	2024	2023
	£	£
Debtors	5,650	-
Prepayments	888	523
Included within Debtors is an amount of £5,000 (2023:£Nil) that is due for payment in more than 12 months.		
	6,538	523

9. Creditors: amounts falling due within one year

	2024	2023
	£	£
Creditors and accruals	15,519	30,878
Deferred income	7,002	34,254
Tax & pension contributions	9,712	11,366
	32,233	76,498

10. Analysis of net assets by funds

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Tangible assets	11,600	-	11,600
Current assets	388,949	28,379	417,328
Current liabilities	32,233	-	32,233
Net assets	368,316	28,379	396,695

NOTES FORMING PART OF THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2024

11. Unrestricted income funds

The unrestricted funds which total £368,316 (2023:£378,630) are available as general funds to be used for the objects of the charity without further specified purpose.

12. Restricted income funds

The restricted income funds comprise the following unexpired balances of donations and grants to be applied for the following purposes:

	Opening balances	Incoming resources	Outgoing resources	Closing balances
	£	£	£	£
Young carers peer mentoring project	-	42,252	36,491	5,761
Other young carers projects	25,424	6,150	8,956	22,618
Adult projects	5,966	-	5,966	-
Other funds	-	4,297	4,297	-
	31,390	52,699	55,710	28,379

13. Trustees expenses

Trustees received expense payments totalling £60 during the year (prior year £nil). The charity provided indemnity cover for Trustees costing £677 (2023:£694).

14. Related party transactions

No Trustee or other person connected with the charity had any personal interest in any contract or transaction entered into by the charity during the year. The Trustees are not aware of any related party transactions requiring disclosure.



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@solihullcarers



**CARERS  
TRUST**  
Solihull

## WATCH OUR FILMS

Our films feature unpaid carers in Solihull sharing their experiences. These are a great educational resource for anyone wishing to gain understanding of what it means to be a carer and the support available.



**To watch the films use the QR code** on the left or visit our YouTube channel and select **Awareness Videos** here:

<https://www.youtube.com/@solihullcarers/playlists>

## Supporting unpaid carers of all ages in Solihull

### Carers Trust Solihull

Solihull Carers Centre  
Solihull Fire Station Annexe  
620 Streetsbrook Road  
Solihull B91 1QY

**T** 0121 788 1143

**E** [centre@solihullcarers.org](mailto:centre@solihullcarers.org)  
[www.solihullcarers.org](http://www.solihullcarers.org)

SUPPORTED BY:



Solihull Carers Centre is a company limited by guarantee and a Registered Charity operating as Carers Trust Solihull. Registered Company in England No. 04378042. Registered Charity No. 1092613.

Registered Office:  
The Carers Centre  
Solihull Fire Station Annexe  
620 Streetsbrook Road  
Solihull B91 1QY

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