

Company Number: 04712756
Charity Number: 1097723

ChantreyVellacottDFKLLP

CARERS NETWORK WESTMINSTER

FINANCIAL STATEMENTS
31 MARCH 2011

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)**

Financial Statements for the year ended 31 March 2011

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**CARERS NETWORK WESTMINSTER
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Legal and administrative information

The Board of Trustees

Betty Hippolyte
Ruth Quintyne
Rosalind Waddon (resigned July 2011)
Robert Wood
Simon Cheung
Ping Hayward
Ambra Caruso
Robert Allen (appointed January 2011)
Sue Reynolds-Hart (appointed December 2010)

Company Secretary

Kerrie Smith

Interim Chief Executive

Annette Furley

Registered Office

Office 8
Third Avenue
Beethoven Centre
London
W10 4JL

Auditor

Chantrey Vellacott DFK LLP
Chartered Accountants & Statutory Auditor
Cheviot House
53 Sheep Street
Northampton
NN1 2NE

Bankers

Unity Trust Bank Plc
Nine Brindley Place
Birmingham
B1 2HB

Company Number

04712756

Charity Number

1097723

Solicitors

Russell-Cooke
2 Putney Hill
London
SW15 6AB

CARERS NETWORK WESTMINSTER (LIMITED BY GUARANTEE)

Trustees' Report for the year ended 31 March 2011

The trustees present their annual report with the audited financial statements for the year ended 31 March 2011. Comparative figures are those for the year ended 31 March 2010.

Public Benefit

The public benefit of our service is to all of our clients who are unpaid carers in the City of Westminster and their families, cared for's and employers. The wider benefit to the public is to promote sustainable communities through support for those residents who provide unpaid support to elderly, sick or disabled residents.

Structure, Governance and Management

Constitution

Carers Network Westminster is a registered charity. The organisation was founded in 1991 and was first registered as a charity in 1996. The current charity was registered on 29 May 2003 following constitution as a company limited by guarantee (incorporated on 26 March 2003) and is therefore governed by a Memorandum and Articles of Association. The objects were amended in January 2011 to widen the area of benefit to include other London boroughs.

Recruitment and Appointment of Trustees

The minimum number of trustees is four, the maximum is fifteen. Trustees are elected by the membership at the Annual General Meeting. In selecting persons to be appointed as trustees, the existing trustees shall take into account the benefits of appointing a person who through residence, occupation, employment, special knowledge, or personal or professional qualifications can make a contribution to the pursuit of the objects or the management of the Charity.

Trustees Induction and Training

The trustees are committed to maintaining high standards of corporate governance. We regularly review the skills of our Board and consider training and recruitment needs. We continue to develop our induction programme for new trustees, which include briefings from other trustees and the CEO and an induction pack. Following their appointment, we will endeavour to provide trustees with ongoing training by conducting a skills audit and recommending relevant courses for them to attend as appropriate.

Related Parties

The majority of the charity's income is from Westminster City Council and NHS Westminster. Carers Network Westminster is a member of the Princess Royal Trust for Carers and is their designated carer centre in Westminster.

Risk Management

In March 2011 Carers Network Westminster introduced a Risk Register, which assesses major risks that the charity faces, an outline of the systems that mitigate these risks and details of the procedures to be undertaken to minimise the potential impact, should those risks materialise.

Looking ahead, the most significant challenges that the charity faces are;

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1. **The move to commissioning for existing services.** Westminster City Council, like other local authorities, is making significant changes to the way it funds and purchases carers services. From March 2012 Carers Network Westminster will need to bid for most activities through Westminster City Council.
2. **Diversifying our funding.** The existing economic environment is challenging for organisations in the voluntary, public and private sectors. In these circumstances, the trustees consider it prudent to increase our efforts to diversify our funding.

Objectives and Activities

Summary of Objects as set out in the Memorandum and Articles of Association

According to the Memorandum of Association, Carers Network Westminster exists to;

- Relieve poverty among Carers in the City of Westminster and other London boroughs.
- Relieve the aged, the sick, the infirm and persons suffering from mental illness or learning or physical disabilities in the City of Westminster by the provision of advice, support, training, and other assistance to their carers, and by the provision of respite care.
- Advance the education of the public in all matters relating to caring and the role of carers.

Explanation of Aims and Objectives

Carers Network Westminster fulfils its Objects through five key aims;

- To ensure that carers receive the **information** necessary to make informed choices about their caring role
- To ensure that carers have the **support** needed to look after their loved one safely and effectively
- Helping carers to sustain their chosen caring role without damage to their **wider family or social life**
- To help carers have access to **learning, leisure and employment** opportunities
- To ensure that the health of carers is protected and promoted through **advocacy and services**.

Our Vision

We have a vision of Westminster as a city where the role of carers is recognised, supported and celebrated.

Objectives for the year

Carers Network Westminster's key aims and objectives for 2010/11 were;

- Create and regularly review a comprehensive Risk Register
- Review and update all existing policies, progress towards PQASSO
- Perform a substantial review and three year business plan
- Win the Carers Emergency Card Scheme project
- Work towards a quality standard in partnership with the Princess Royal Trust
- Increase the use of volunteers
- Create personalised information packs
- Increase the amount of trust and community fundraising
- Create a brochure for all carers services across Westminster

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Trustees' Report for the year ended 31 March 2011

Details of significant activities during the year

Information

Carers Network Westminster aims to provide a core service of information and advice to all carers: information empowers carers to seek the support they need to continue caring and to reduce the disadvantages and inequalities that can arise from being a carer. All carers are offered an initial assessment by Carers Network Westminster and are informed of their right to a statutory Carers Assessment. Carers are provided with signposting to appropriate services and referrals, where appropriate. Contact is maintained through our quarterly newsletter, telephone calls, emails and home visits. Information is provided in Bengali, Arabic and a number of other languages.

During the year we created a database of all carer benefits in Westminster.

One of the support workers provides support groups for Bengali-speaking carers and also has a number of other languages if required.

Support

Assisted information

All carers can access support at the level of "assisted information". This means they will be helped to identify the issues they face and find appropriate sources of information and advice. Carers are signposted and referred as appropriate. Surgeries are held at City Hall, Queen Mary's Hospital, Soho Centre for Health and Social Care, Gordon Hospital, 7a Woodfield Road, Harrow Road Health Centre and the Beethoven Centre. Carers are provided with personalised information packs. Carers also receive a quarterly newsletter.

A new personalised information pack was designed and launched in June 2010.

A new brochure of all carers services in Westminster was designed and launched in partnership with Westminster City Council and Westminster Carers Service in November 2010.

A new weekly drop in was started in September 2010.

Emotional Support

Emotional support is also available to all carers at points of crisis, through casework and support groups.

A new counselling service for carers was launched in January 2011, in partnership with ReVision.

Practical support

We are usually able to provide some practical support - help with form-filling and talking to professionals, as well as grant applications to external organisations.

In June 2010 we became eligible for Princess Royal Trust grant making to our individual carers.

In October 2010 we began a project called "Improving Outcomes for Carers" in which we can, with the carer's permission, share our assessment with Care Managers, if the carer would like us to do so. The scheme aims at providing choice and control to carers and supporting them in only needing to tell their story once. We redesigned the Carers Assessment tool to reflect the personalisation agenda, the Mental Capacity Act and Carers feedback.

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Support Groups

There are monthly support groups for the following:

- Carers of Older People (2 groups)
- Carers of Adults with Mental Health issues (2 groups)
- Carers of Adults with a Learning Disability
- Bangladeshi Carers

Specialist Support

As well as the support we can provide to all carers, we have an enhanced level of support available within certain projects. In the reporting period these included:

- Carers of Older People
- Carers of Adults with Mental Health issues
- Carers of Adults with a Learning Disability
- Bangladeshi Carers

Support in these areas includes specialist support groups and more in depth "casework" and advocacy. Workers within these areas also have responsibilities to engage with service providers in developing services that are more responsive to the needs of carers.

Wider Family and Social Life

Breaks

The Carers Break Scheme administered by Carers Network Westminster provides breaks to carers. The fund is provided by Westminster City Council through the National Carers Grant. Carers can receive up to £400.

The scheme was relaunched in July 2010 to provide greater choice and control to carers.

Carers Emergency Card Scheme

Carers Network Westminster bid for and secured this project, which commenced in August 2010. The aim of the project is to provide carers with emergency replacement care for their cared for in the event of an emergency and is designed to provide carers with peace of mind. As a part of this scheme, we are running GP Link and Pharmacy Link.

Learning, Leisure and Employment

Learning

Carers Network Westminster has developed an innovative programme of training.

Leisure

CNW organises a number of social events for carers:

Advocacy and Services

Carers Network Westminster seeks to influence service provision across Westminster for the good of carers. All staff have a development aspect to their role that involves networking with professionals and advocating generally for carers.

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Carers Network Westminster is represented on the following Boards; Older People's Commissioning, Mental Health Partnership, Carers Partnership Group, Carers Development Group, Mental Health Promotion Group, Westminster Advice Forum, Autism Group, Falls Steering Group, End of Life Care Group.

The Carers' Action Forum gives an opportunity for carers to express their views on services they are receiving and other issues important to them as carers.

As with development work, most staff have some responsibility for building the capacity of carers to be involved in service-planning, delivery and evaluation.

For example, The Westminster Carers Forum offers a platform for mental health carers to contribute towards improving support and services for carers and the people they look after.

The work is coordinated within the team by a Communications and Stakeholder Engagement Manager.

Carers Week is a national event. Carers Network Westminster organises a programme of events during that week, including a Carers Conference.

Achievements and Performance

Information

- 315 carers were provided with an information pack and 648 copies of the new brochure. This is an increase of 175% on 2009/10.
- Circulation of our quarterly Newsletter sat at 2,348 carers. This is an increase of 17% on 2009/10.
- Four information fairs were held during the year.
- The new Carers Emergency Card Scheme Coordinator visited 46 GPs in Westminster, providing GPs with information packs.
- The new Carers Emergency Card Scheme Coordinator visited 6 Pharmacists in Westminster, providing them with information packs and prescription stickers.
- A new, personalised information pack was designed and launched in June 2010.
- A new brochure, detailing all services available to carers in Westminster, was designed and launched in November 2010.
- A comprehensive database of carer services was completed in April 2011.

Support

Assisted information

- In the reporting period Carers Network Westminster worked with partner agencies to identify 363 new carers. This is an increase of 1% on the previous year.
- Carers Network Westminster carried out 244 personal assessments, an increase of 6% on the previous year.
- 1,001 carers were provided with face to face information, advice or support, an increase of 18% on the previous year.
- There were 25 home visits during the year. This is a significant reduction on the previous year. We have responded to all requests for home visits and think that the fall in demand may be connected to the new drop in service.
- We have supported 1992 carers via telephone enquiries. This is an increase of 10% on the previous year.

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- 253 carers of Adults with Learning Disability received a specialist quarterly newsletter, a slight increase on the previous year.
- 57 carers of Adults with Mental Health issues received a mental health information pack. This is a decrease of 27% compared to the previous year.
- More than 1000 carers were signposted, many to benefits.
- A new weekly drop in was launched at the Beethoven Centre.

Support Groups

- 1,001 carers received some level of support.
- 92 of these received ongoing support through attending support groups. We continue to target our support so carers most in need are provided with additional support, while others are signposted and referred to more appropriate services.

Carers of Older People

There were 24 support groups at two venues, attended by 25 carers. Themes included; foot care, diet, physical activity and psychological therapies.

"Thank you as always for the really helpful group. I always enjoy it often following up on the advice and went along to the health event which the (speaker) was promoting"

Carers of Adults with Mental Health issues

There were 24 support groups at two venues, attended by 26 carers. Themes included; Improving Mental Wellbeing Through Physical Activity, Stress Management and Sound Therapy.

"Very good; I wish there were more of these for carers."

"Sometimes I don't like to talk much, but listening to other people's experiences helps me understand what other people do in the same situation."

"It is good for me just to get out and spend time with other people. I feel lighter after the meetings".

Carers of Adults with a Learning Disability

There were 6 coffee mornings, attended by 13 carers. Themes included; Personalisation, Good Sexual Health and Relationships and Shared Ownership.

"This meeting was informative and it gave hope that the cared for and their carers will have a better deal in the future"

" I particularly liked the fact that time and space was allowed for parents/carers to ask questions but also to off load the frustration they felt with the system. Also thank you to Hugh for being patient with us and our frustrations"

Bangladeshi Carers

There were 12 support groups over the year, attended by 28 carers. Each session had a theme. Themes included; Health and Spirituality in Ramadan, Falls Prevention and A Moveable Feast.

"Bangladeshi Carers support groups are great company and excellent service."

"Without this support we wouldn't know about other services."

"the event venue, information, refreshments, interpreting and service from staff was great."

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Learning, Leisure and Employment

Learning

There were several training courses over the year;

- Looking After Me
- Caring with Confidence
- Massage Certificate with the London College of Beauty Therapists
- Injury Prevention
- IT Skills
- Skills for Carers of Adults with Mental Health Issues.

Leisure

- 150 carers attended the Christmas party at the Stowe Centre, an increase of 25% on the previous year.
- 89 attended the carers conference, an increase of 37% on the previous year.
- 60 carers attended 2 trips to the seaside.
- 60 carers attended the AGM.
- 250 carers participated in a range of activities over carers week.

Advocacy and Services

- Three general forums were held in the reporting period with 13 members.
- 186 carers were directly involved in consultations, an increase of 107% on the previous year.
- Consultations were held on; Housing; Employment and what people do during the day; Working In Partnership with Families; The Refresh of the Carers Strategy; Proposed cuts to services in Westminster; Hospital Discharge; End of Life Care; Carers Assessments; Pharmacies; Finances; Carers Assessments;
- Carers week took place in June 2010. The conference theme was 'Time for Me' and had 89 attendees. Over 250 carers attended Carers Week events.
- Information packs were provided to 46 GPs and 6 Pharmacies.
- The Chief Executive delivered presentations to Team Leaders and Care Managers in Westminster to promote CNW services and the Improving Outcomes for Carers Project.

Breaks

- We ran three group holidays, benefiting 59 carers.
- We continued to administer a grants programme for carers, helping them plan their own break. 140 carers benefited, including young carers.
- In the reporting period 199 carers benefited from the Carers Break Scheme.
- More than 300 carers applied for the scheme.
- We redesigned the application process to make it more rigorous, fair and transparent and to give carers greater choice and control.

"It was a successful weekend break for me the kind of break that met my needs - relaxing and refreshing and getting to know other carers"

"I enjoyed it a lot and was very happy and had a good time"

"The hotel was good and I got to meet nice people and enjoyed my time"

"The good thing about it was that I met different people and enjoyed relaxing with them"

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"It has been very helpful for me as a mother of a special needs daughter" – " More relaxed and happy"

Carers Emergency Card Scheme

- 71 carers were registered to the scheme in the financial year.
- 46 GPs were visited in the financial year
- 6 Pharmacies were visited in the financial year.

"This is really good, I often sit at home and think about what would happen to my children. It is so good to have something like this."

Other

Carers Network Westminster's achievements with regard to the key aims and objectives for 2010/11 as set out in the Financial Statements were;

- We have created a comprehensive Risk Register
- We have reviewed and updated many of our existing policies and drawn up a comprehensive action plan in order to progress towards PQASSO
- We have drafted a five three year business plan which has been reviewed by the Board.
- We secured the Carers Emergency Card Scheme project
- We increased the use of volunteers, engaging interns in Finance & Administration, Database, Website, Information and Fundraising
- We have created personalised information packs
- We have increased the amount of trust and community fundraising by raising money from Waitrose, Barclays and Lloyds TSB.
- We have created a brochure for all carers services across Westminster

In addition to the outcomes against targets which we set ourselves at the beginning of the year, we have also achieved the following;

- We cleared all outstanding audit points arising out of Westminster City Council's audit in March 2010.
- We provided over two years of outstanding monitoring to our funders in order to release funds in June 2010.
- We secured funding at the current level overall from March 2010 to end March 2012.
- We secured new project funding as detailed below.
- We were one of five Princess Royal Trust Carers Centres to contribute to a study on Social Return on Investment, published May 2011.
- We secured funding for a new Carer Support Manager from Lloyds TSB, increasing our capacity.
- We configured our database, Charity Log and entered substantial backlog of data onto this system.
- We significantly updated our website and launched Twitter and Facebook accounts.
- We commissioned the installation of a new server following a crash of the existing server in March 2011
- We produced a staff handbook.
- We created the Carers Discount Card, whereby carers can receive discounts from local businesses.
- We have piloted a new counselling scheme for Carers.
- We have amended our Memorandum & Articles of Association in order to be able to expand our services into neighbouring boroughs, having bid for and secured new work in Kensington & Chelsea.

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Measuring Impact

Annual Questionnaire

The following table shows the results of the new confidential annual questionnaire, which was sent and collated in May 2011, and which is extrapolated over the carer population.

On average the services were rated as follows;
Excellent 45%, Good 35%, Average 14%, Fair 4%, Poor 3%

Service	Excellent	Good	Average	Fair	Poor
Information And advice	58%	31%	8%	1%	3%
Support Groups	46%	34%	11%	7%	2%
Surgeries and Drop in	32%	36%	21%	8%	4%
Training	33%	43%	14%	7%	2%
Group Holidays	44%	33%	18%	5%	0%
Carers Break Scheme	48%	28%	10%	7%	7%
Consultation	42%	36%	15%	4%	4%
Coffee mornings	41%	37%	14%	2%	6%
Emotional support	44%	25%	22%	2%	7%
Newsletter	53%	33%	8%	5%	1%
Website	47%	29%	16%	4%	4%
Carers Action	45%	28%	21%	4%	1%
Special Events	51%	36%	11%		2%
Carers Week Activities	39%	46%	11%	4%	2%
Carers Conference	45%	35%	15%	4%	2%

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Carers were also asked the following questions about how our services have impacted on their lives as carers;

SECTION A: EXPERT PARTNERS IN CARE

I feel I am listened to more since knowing about CNW	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
	40%	47%	11%	1%	1%

I feel more involved in services now since knowing about Carers Network Westminster	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
	30%	44%	24%	1%	1%

SECTION B: HEALTH AND WELLBEING

I feel more informed on how to maintain my health since knowing about CNW	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
	24%	48%	23%	3%	1%

I feel my health has improved since knowing about CNW	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
	13%	28%	51%	8%	0%

I feel I have received more emotional support since knowing about CNW	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
	26%	40%	27%	6%	1%

I feel I have gained extra support from carers I have met through CNW	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
	22%	41%	30%	6%	1%

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SECTION C: A LIFE OF THEIR OWN

I feel more informed about how to access breaks since knowing about CNW	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
	33%	43%	19%	2%	3%

I feel more informed about how to access training since knowing about CNW	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
	21%	46%	27%	7%	0%

I feel I have more opportunities to engage in social activities since knowing about CNW	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
	24%	43%	27%	6%	0%

SECTION D: FINANCE

I feel more informed about financial help available since knowing about CNW	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
	24%	33%	33%	6%	3%

I feel better equipped to access grants as a result of Carers Network Westminster	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
	24%	32%	32%	9%	4%

Chantrey Vellacott DFK LLP

Key Future Plans

- To complete the PQASSO quality standard
- To create a register of members
- To obtain a quality standard in partnership with the Princess Royal Trust
- To increase the amount of trust and community fundraising
- The trustees are recruiting interim cover for the Chief Executive's maternity leave from end June 2011
- To secure three years of funding from April 2012 by successfully tendering for Carers Services.
- To work towards a merger with Westminster Carers Service.

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Review of fundraising performance

Fundraising and bid writing is undertaken by the Chief Executive Officer. A fundraising intern was in post for 3 months of the year and provided administrative support.

£1,536 of voluntary income was raised during 2010/11, compared to £584 in 2009/10. This amount was raised through donations, sponsorship of the Carers Conference, and new funding from Lloyds TSB for a new Carer Support Manager role, to commence in the following financial year.

The following statutory bodies have provided funding during the reporting year:

Westminster City Council and NHS Westminster:

- Carers Break Scheme
- Chief Executive
- Finance & Administration Manager
- Carer Support and Development worker - Older People
- Carer Support and Development worker - Mental Health
- Carer Support and Development worker - Learning Disability
- Communications and Stakeholder Engagement Manager
- Information and Advice worker

As well as the following projects which were secured as new funding in 2010/11:

- Carers Emergency Card Scheme Coordinator (£20,467)
- End of Life Care (£6,000)
- Improving Outcomes for Carers (£8,000)

During the year, we also secured new funding for 2011/12; Kensington & Chelsea (£10,000).

We applied for and were offered £55,000 of Transition Fund funding in 2011/12, which we no longer needed following securing funding for the full financial year ending 31.3.11.

As at June 2011, funding of £418,000 has been secured for the financial year ending 31.3.12, which is an increase of 5% on 2011/12 income.

Financial Review

Carers Network Westminster shows an increase in income in the reporting year, from £367,717 to £386,974, an increase of 5%. The organisation is substantially supported by Westminster City Council and Westminster Primary Care Trust, though this income comes from diverse streams, some involving partnership between the two organisations.

In the reporting period £347,145 was spent on direct charitable expenditure, while £18,284 was spent on income generation and governance, a net surplus of £21,545.

At the end of 2010/11, the Charity's total reserves now stand at £182,910, of which £123,578 is restricted, and £59,332 is unrestricted.

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Reserves Policy

Our agreed reserves policy is to increase the level of unrestricted funds to approximately £60,000. This will equate to approximately 15% of turnover, which is more than the 10% recommended by the Charity Commission. This will provide Carers Network Westminster with working capital and also act as a sensible contingency against unexpected shortfalls in fundraising income or project funding, which is an ongoing risk that voluntary organisations such as Carers Network Westminster are exposed to and for which they need to plan sensibly.

Management Review

Kerrie Smith was appointed as new Chief Executive Officer in May 2010. Since that time, particular successes include securing the release of withheld funding through the provision of outstanding monitoring, securing 22 months of ongoing funding until end March 2012, securing new funding as detailed above.

Kerrie Smith went on maternity leave in June 2011 and the trustees appointed an interim CEO, Annette Furley, to cover this position.

Personnel

During the year, Carers Network Westminster employed 7 staff.

Volunteers

Carers Network Westminster supports the development of volunteers and during the year enabled three volunteers to work with us in administrative activities such as fundraising and developing our database. We are currently developing a volunteer strategy that will provide an increased number of volunteering opportunities.

Equal Opportunity

All Carers Network services are provided to ensure maximum equality of opportunity in access. All venues used for service delivery are fully accessible to people with disabilities. Where necessary, interpreters are made available. We are able to provide information and advice directly in Arabic and Bengali. Through various networks we ensure that information for carers is available to minority communities including BME communities, the lesbian, gay bisexual and transgendered communities and those with disabilities. In the reporting period Carers Network Westminster implemented basic procedures for ensuring equality of access to all events and activities. 56% of our carers were from BME communities.

At the year end, 4 of 9 trustees were BME (3 men, 6 women) and 4 of 8 staff were BME (3 men, 5 women.)

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Trustees' Report for the year ended 31 March 2011

Statement of Trustees' Responsibilities

Law applicable to charities in England and Wales requires the directors/trustees to prepare accounts for each financial year, which give a true and fair view of the state of the charitable company's affairs and of its income, and expenditure for the financial year. In preparing these accounts the directors/ trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts;
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The directors/trustees are responsible for keeping proper accounting records which disclose, with reasonable accuracy at any time, the financial position of the charitable company and enable them to ensure that the accounts 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.

The maintenance and integrity of the charity's website is the responsibility of the trustees. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislations in other jurisdictions.

In so far as the Trustees are aware:

- there is no relevant information of which the charitable company's auditor is not aware, and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditor

A resolution will be proposed at the Annual General Meeting to re-appoint Chantrey Vellacott DFK LLP as auditor to the charitable company for the ensuing year.

Small company provisions

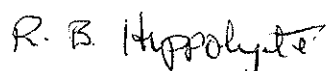
This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006 and with the Financial Reporting Standards for Smaller Entities (Effective April 2008).

The statement of financial activities has been prepared in accordance with the requirements of the Statement of Recommended Practice (SORP 2005) "Accounting by Charities."

This report was approved by the board of trustees on 14 September 2011 and signed on its behalf by

Registered office:
Office 8
Third Avenue
Beethoven Centre
London
W10 4JL

Signed on behalf of the Trustees



Betty Hippolyte Company Chair

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Independent Auditor's Report To The Members

We have audited the financial statements of Carers Network Westminster for the year to 31 March 2011 which comprise the Statement of Financial Activities, the Balance Sheet and related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

Respective responsibilities of Trustees and Auditor

As explained more fully in the Trustees' Responsibilities Statement set out on page 15, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

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

Scope of the audit of the financial statements

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

Opinion on financial statements

In our opinion

- the financial statements give a true and fair view of the state of the charitable company's affairs as at 31 March 2011 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- the financial statements have been prepared in accordance with the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

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

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)**

Independent Auditor's Report To The Members

Matters on which we are required to report by exception

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime.



CHRISTOPHER HINDLE (Senior Statutory Auditor)
for and on behalf of CHANTREY VELLACOTT DFK LLP
Chartered Accountants and Statutory Auditor
Northampton
14 September 2011

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)**

Statement of financial activities (including income and expenditure account)

For the year to 31 March 2011

	Note	Unrestricted funds £	Restricted funds £	Total funds 2011 £	Total funds 2010 £
Incoming Resources from Charitable Activities					
Specialist support for carers		-	189,053	189,053	164,619
Advice, information and outreach		-	45,262	45,262	42,918
Involvement and development		-	24,444	24,444	38,868
Holidays for carers		-	126,480	126,480	120,640
Sub-total	2	-	385,239	385,239	367,045
Generated Funds					
Voluntary income	3	661	875	1,536	584
Bank interest		199	-	199	88
Other Incoming Resources		-	-	-	-
Total incoming resources		860	386,114	386,974	367,717
Resources expended on Charitable Activities					
Specialist support for carers		-	182,843	182,843	185,991
Advice, information and outreach		-	45,262	45,262	43,388
Involvement and development		-	24,383	24,383	39,260
Holidays for carers		-	94,657	94,657	119,436
Influencing policy and practice		-	-	-	3,184
		-	347,145	347,145	391,259
Cost of Generating Funds		4,534	-	4,534	3,498
Governance		13,750	-	13,750	14,232
Total Resources Expended	4	18,284	347,145	365,429	408,989
Net incoming resources for the year	7	(17,424)	38,969	21,545	(41,272)
Transfers between funds		33,494	(33,494)	-	-
Total funds at 1 April 2010		43,262	118,103	161,365	202,637
Total funds at 31 March 2011		59,332	123,578	182,910	161,365

The statement of financial activities includes all gains and losses recognised in the period.
All incoming resources and resources expended derive from continuing activities.
The notes on pages 20 to 28 form part of these financial statements

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)**

Balance Sheet at 31 March 2011

	Note	Total funds 2011 £	Total funds 2010 £
Fixed assets			
Tangible fixed assets	10	6,361	13,365
Current assets			
Debtors	11	46,178	124,906
Cash at bank and in hand		168,920	56,350
		215,098	181,256
Creditors: Amounts falling due within one year	12	38,549	32,169
Net Current Assets		176,549	149,087
Total assets less current liabilities		182,910	162,452
Creditors: Amounts falling due after more than one year	13	-	1,087
		182,910	161,365
Funds			
Restricted funds		123,578	118,103
Unrestricted funds - General fund		59,332	40,348
- Designated fund		-	2,914
Total Funds	17	182,910	161,365

These financial statements have been prepared in accordance with the special provisions relating to small companies 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 and authorised for issue on 14 September 2011 and are signed on their behalf by

R. B. Hippolyte
Betty Hippolyte Company Chair

Company Number: 4172756

The notes on pages 20 to 28 form part of these financial statements

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)**

Notes to the financial statements for the year ended 31 March 2011

1. Accounting policies

(a) Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with Statement of Recommended Practice, "Accounting and Reporting by Charities" (revised 2005), the Companies Act 2006 and the Financial Reporting Standard for Smaller Entities (effective April 2008). The accounts have been prepared on a going concern basis.

(b) Fund accounting

The charity maintains various types of funds as follows.

Restricted funds – Restricted funds represent grants and donations received which are allocated by the donor for specific purposes. Expenditure that meets these criteria is charged to the fund, together with a fair allocation of support costs.

Designated funds – Designated funds represent funds set aside by the Trustees out of unrestricted general funds for specific future purposes or projects.

Unrestricted funds – Unrestricted funds represent income which is expendable at the discretion of the Trustees in the furtherance of the objects of the charity.

(c) Incoming resources

Donations and similar incoming resources are included in the year in which they are receivable, which is when the charity becomes entitled to the resource.

Grants receivable are credited to the Statement of Financial Activities (SOFA) in the year for which they are received.

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Investment income is included in the SOFA in the year in which it is receivable.

(d) Resources expended and basis of allocation of costs

Expenditure is recognised on an accrual basis as a liability is incurred, inclusive of any VAT which cannot be recovered. Grants payable are charged in the year they become payable. Grants are available to qualifying persons upon submission of a relevant and reasonable application. Consideration of such applications is made on an individual basis at meetings of management who decide upon the most deserving recipients.

Other resources expended are allocated directly to the particular activity where the cost relates to that activity.

Support costs have been allocated between charitable activities, generating voluntary funds and governance costs. Costs that are not wholly attributable to an expenditure category have been apportioned to each activity on an estimate of staff time.

(e) Costs of generating voluntary funds

Costs of generating funds include the cost of advertising for donations and the staging of special fundraising events. Costs relating to grant applications for specific projects are allocated direct to charitable expenditure.

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)**

Notes to the financial statements for the year ended 31 March 2011

1. Accounting policies (continued)

(f) **Charitable activities**

Costs of charitable activities comprise all costs incurred in the pursuit of the charitable objects of the charity. These costs, where not wholly attributable, are apportioned between the categories of charitable expenditure in addition to the direct costs.

(g) **Governance costs**

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity such as the cost of board meetings, statutory compliance and costs linked to the strategic management of the charity.

(h) **Tangible fixed assets**

Tangible fixed assets are stated at cost less depreciation, which is provided in annual instalments over the estimated useful lives of the assets. The rates of depreciation applied to the assets are:

Fixtures, Fittings & Equipment 20% straight line

(i) **Pension costs**

The charity contributes to a stakeholder pension scheme for employees or contributes towards employee's personal pension schemes. The cost of the contributions is charged to the Statement of Financial Activities (SOFA) when the cost is incurred.

(j) **Gifts in kind**

Items gifted to the charity are included either as incoming resources in the statement of financial activities or as an asset in the balance sheet. The valuation of such items is as deemed reasonable by the Trustees.

2. Incoming Resources from Charitable Activities

	Unrestricted	Restricted	2011 Total	2010 Total
	£	£	£	£
Specialist support for carers				
Mental health	-	52,170	52,170	49,761
Older persons	-	57,683	57,683	55,020
Learning disability	-	51,951	51,951	49,552
DOH Training	-	-	-	10,286
Carers Emergency Card	-	27,249	27,249	-
	-----	-----	-----	-----
	-	189,053	189,053	164,619
Advice, information and outreach	-	45,262	45,262	42,918
Involvement and development	-	24,444	24,444	38,868
Carers' holiday scheme	-	126,480	126,480	120,640
	-----	-----	-----	-----
	-	385,239	385,239	367,045
	=====	=====	=====	=====

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)**

Notes to the financial statements for the year ended 31 March 2011

3. Voluntary Income

	Unrestricted	Restricted	2011 Total	2010 Total
	£	£	£	£
Grants for individuals	-	875	875	-
Grants for salaries and support costs				
Donations & Grants received	661	-	661	542
Gift Aid Claim	-	-	-	42
	<u>661</u>	<u>875</u>	<u>1,536</u>	<u>584</u>

4. Total Resources Expended

	Direct Staff Costs	Other Direct Costs	Support Costs	2011 Total	2010 Total
	£	£	£	£	£
Costs of Charitable Activities:					
Specialist support for carers	95,880	-	86,963	182,843	185,992
Advice, information and outreach	34,023	-	11,239	45,262	43,388
Involvement and development	16,052	-	8,331	24,383	39,260
Carers' holiday scheme	-	45,004	49,653	94,657	119,435
Influencing policy and practice	-	-	-	-	3,184
	<u>145,955</u>	<u>45,004</u>	<u>156,186</u>	<u>347,145</u>	<u>391,259</u>
Costs of generating voluntary income	-	-	4,534	4,534	3,498
Governance costs	-	-	13,750	13,750	14,232
	<u>145,955</u>	<u>45,004</u>	<u>174,470</u>	<u>365,429</u>	<u>409,989</u>

5. Governance Costs

	2011 Total	2010 Total
	£	£
Audit fees	3,244	3,660
Meeting costs	1,076	1,592
Miscellaneous costs	24	32
Support costs	9,206	8,716
Depreciation	200	232
	<u>13,750</u>	<u>14,232</u>

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)**

Notes to the financial statements for the year ended 31 March 2011

6. Support Costs

	Charitable Activities £	Generating Funds £	Governance £	2011 Total £	2010 Total £
Staff costs	75,580	3,239	7,558	86,377	93,886
General costs	74,096	1,185	6,009	81,290	106,900
Depreciation	4,487	76	126	4,689	5,426
Loss on disposal of asset	2,023	34	57	2,114	-
	<u>156,186</u>	<u>4,534</u>	<u>13,750</u>	<u>174,470</u>	<u>206,212</u>

Support costs are allocated to activities based on an assessment of the time spent by staff on each activity.

7. Net incoming resources for the period

This is stated after charging

	2011 £	2010 £
Depreciation	4,889	5,657
Auditors' remuneration	3,244	3,660
	<u>8,133</u>	<u>9,317</u>

8. Trustee and Staff Information

a) **Trustees**

No trustee received emoluments in either year.

To enable them to attend meetings 1 trustee was reimbursed £24 for travel.
(2010: 1 trustee £22).

1 Trustee, in the capacity of carer, attended a group holiday, which is funded by the holiday fund.

b) **Staff**

	2011 £	2010 £
Salaries and wages	201,838	189,321
Social security costs	20,452	19,041
Pension costs	7,578	9,596
Seconded and agency staff	1,803	15,529
	<u>231,671</u>	<u>233,488</u>

No employee received emoluments in excess of £60,000 on an annualised basis during either year.

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)**

Notes to the financial statements for the year ended 31 March 2011

8. Trustee and Staff Information continued

The average full-time equivalent of staff employed by the charity during the period, including seconded staff, calculated in full-time equivalents was:

	2011	2010
Governance and generating funds	0.4	0.4
Charitable activities	7.0	6.6
	<u>7.4</u>	<u>7.0</u>

9. Taxation

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

10. Tangible fixed assets

	Fixtures, Fittings and Equipment £
Cost	
At 1 April 2010	49,008
Additions	-
Disposals	(3,845)
At 31 March 2011	<u>45,163</u>
Depreciation	
At 1 April 2010	35,643
Charge for period	4,889
Disposal	(1,730)
At 31 March 2011	<u>38,802</u>
Net book value	
At 31 March 2011	<u>6,361</u>
At 31 March 2010	<u>13,365</u>

Hire purchase agreements

Included within the net book value of £6,361 (2010: £13,365) is £Nil (2010: £2,115) relating to assets held under hire purchase agreements. The depreciation charged to the accounts in the period in respect of these assets amounted to £Nil (2010: £769).

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)**

Notes to the financial statements for the year ended 31 March 2011

11. Debtors

	2011	2010
	£	£
Grants receivable	43,750	121,067
Prepayments	1,678	3,089
Other debtors	750	750
	<u>46,178</u>	<u>124,906</u>

12. Creditors: amounts falling due within one year

	2011	2010
	£	£
Trade creditors	2,911	6,334
Grants payable	-	125
Hire purchase agreements	-	1,448
Accruals and deferred income	18,732	9,080
Other creditors	16,906	15,182
	<u>38,549</u>	<u>32,169</u>

13. Creditors: amounts falling due after more than one year

	2011	2010
	£	£
Hire purchase agreements	-	1,087
	<u>-</u>	<u>1,087</u>

14. Commitments under hire purchase agreements

Future commitments under hire purchase agreements are as follows:	2011	2010
	£	£
Amounts payable within 1 year	-	1,665
Amounts payable between 2 to 5 years	-	1,249
	<u>-</u>	<u>2,914</u>
Less interest and finance charges relating to future periods	-	379
	<u>-</u>	<u>2,535</u>

The liabilities under hire purchase are secured upon the assets to which they relate.

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)**

Notes to the financial statements for the year ended 31 March 2011

15. Commitments under operating leases

At 31 March 2011 the charity had annual commitments under non-cancellable operating leases as set out below:

	2011 £	2010 £
Land and buildings		
Operating leases which expire:		
Within 2 to 5 years	11,025	11,025
	<u> </u>	<u> </u>

16. Analysis of net assets between funds

	General funds £	Restricted funds £	Total funds 2011 £	Total 31 March 2010 £
Tangible fixed assets	2,402	3,959	6,361	13,365
Current assets	83,479	131,619	215,098	181,256
Creditors: Amount falling due within one year	(26,549)	(12,000)	(38,549)	(32,169)
Creditors: amounts falling due after one year	-	-	-	(1,087)
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Net assets at 31 March 2011	59,332	123,578	182,910	161,365
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

17. Movement in funds

	Brought forward £	Incoming resources £	Outgoing resources £	Transfers £	Carried forward £
Restricted funds					
Mental health	-	52,170	(51,712)	(458)	-
Older persons	-	57,683	(52,758)	(4,925)	-
Learning disability	-	51,951	(50,375)	(1,576)	-
Carer Emergency Cards	-	27,249	(27,249)	-	-
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Specialist support for carers	-	189,053	(182,094)	(6,959)	-
Advice, information and outreach	-	45,262	(45,262)	-	-
Involvement and development	-	24,444	(24,382)	(62)	-
Grants for individuals	52,841	875	(750)	-	52,966
Carers' Network Westminster	65,262	-	-	-	65,262
Carers' holiday scheme	-	126,480	(94,657)	(26,473)	5,350
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Total restricted funds	118,103	386,114	(347,145)	(33,494)	123,578
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)**

Notes to the financial statements for the year ended 31 March 2011

17. Movement in funds (continued)

Unrestricted funds

General fund	40,348	860	(18,284)	36,408	59,332
Designated Fund	2,914	-	-	(2,914)	-
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Total Unrestricted Funds	43,262	860	(18,284)	33,494	59,332
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
TOTAL FUNDS	161,365	386,974	(365,429)	-	182,910
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

18. Purpose of Restricted Funds

Mental Health

This funding supports the provision of specialist information, advice and support for carers of adults with mental health problems.

Older Persons

The purpose of this fund is to improve support within health and social care services for carers over 65. Training and support groups are also provided as well as specialist information and advice.

Learning disability

These funds provide for two strands of work for carers of adults with a learning disability, one supporting carer representation and the other helping older carers plan for the future.

Advice, information and outreach

These funds are utilised in the provision of telephone and face to face advice and information to carers of adults.

Involvement and Development

These funds provide for carer involvement and participation, with a key focus on helping carers to access short breaks for carers, including the administration of the Carers' Holiday Scheme.

Grants for individuals

Carers' Network Westminster makes applications to grant-making trusts on behalf of carers in financial hardship.

Carers Network Westminster

These funds were the assets of the previous organisation taken over at the incorporation of Carers Network Westminster Limited. The Charity Commission has given guidance on how these funds are to be used to further our charitable objectives.

Carers' Holiday Scheme

The purpose of this fund is to provide carers with a break from caring through holidays, either by means of grants based on an individual assessment of each application, or by inclusion in group holidays organised by Carers' Network Westminster.

Carer Emergency Cards

A grant was received for training for professionals from the Department of Health.

**CARERS NETWORK WESTMINSTER
(LIMITED BY GUARANTEE)**

Notes to the financial statements for the year ended 31 March 2011

The donor of restricted funds does not require unspent funds to be returned and therefore the balance of these funds at the year end is transferred to unrestricted funds.

19. The liability of the guarantors

The charity does not have a share capital and is limited by guarantee. In the event of the charity being wound up, the maximum amount which each member is liable to contribute is one pound. There were 5 such members at 31 March 2011.

20. Related party transactions

No transactions with related parties were undertaken during the year.