

Making strides

**— FORWARD**



Annual Report  
**2023–24**



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# Introduction from Nick

## our Chair of Trustees

Being Chair of Trustees for such an effective organisation as Carers UK makes me enormously proud. Each year when writing my foreword to the annual report I reflect on how much the staff team, across all departments and nations, have achieved on behalf of unpaid carers – a relatively small staff team truly punching above its weight. I am also aware that as 12,000 people become a carer each and every day the task of making sure that carers are recognised, valued and supported doesn't stop.

I am sure I'm not alone over the last few years in hoping that the following year will be 'better' than the previous one: these have been very challenging times, and we on the Board are acutely aware that when things are hard, carers who are already facing hardship and disadvantage are even further impacted. That's why much of the work and

many of the interventions made are about creating real lasting change as we've seen this year with the statutory requirement of five days unpaid carers leave (The Carer's Leave Act), and we see it through campaigns across the year that raise awareness of carers and caring. Often meaningful change takes many years of dedicated action, and I want to pay tribute to staff past and present, as well as volunteers including trustees and of course carers themselves, who by telling their stories, and sharing their challenges and daily struggles, have allowed others to understand better and take action to improve the lived experience of carers today and tomorrow.

As we rapidly head towards our 60th anniversary what better time than to champion carers, and continue to strive for equality.



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# Introduction from Helen our Chief Executive

The past year has been one of challenge, hardship and frustration, but it has also been one of increased carers rights, increased awareness and a continued dedication to be on the frontline of this constant battle to bring equality, support and recognition to the millions who care without question for their partners, children, parents and those they love.

The crises we're facing as a nation have intensified, often resulting in beyond difficult choices for carers, causing real damage to their physical and emotional wellbeing. The cost of living crisis has been catastrophic for many, with a staggering three-quarters of the unpaid carers who took part in our survey struggling to afford essentials like food and heating. The shameful Carer's Allowance overpayment scandal has threatened to push thousands more into poverty through no fault of their own. The unrelenting erosion of our

health and social care provision has piled even more complex care responsibilities onto already overwhelmed individuals.

So, what do we do? We double our efforts and work even harder and even smarter. In our 59th year, I am immensely proud of the milestones Carers UK has achieved in supporting those who in turn support so many. The hard-won Carer's Leave Act finally secures workplace rights for over two million employees juggling jobs with caring duties. This statutory right not only supports today's carers, but significantly raises awareness of unpaid caring in every workplace in the country: put like that it's easy to see why we believe this is a game changer. The Employment Relations Act now enables carers to request flexible working from day one, something that will enable many carers to better juggle work and care. The public profile of caring continues to rise, as more people and companies join our cause.

This year's State of Caring reports starkly showed the daily struggles carers endure. They reaffirmed our urgent mission to secure deeper legislative change, overhauling the benefits and social care systems that too often harm carers

they should support. Our policy, campaigning and advocacy work remains vital in securing equality for carers, from making unpaid caring a protected characteristic through to recognition within the health service and wider.

When the challenges seem overwhelming, I am continuously inspired by the resilience and determination of carers, our staff and our supporters. Together, we have amplified caring experiences through extensive media coverage, raised essential funds, and partnered with trailblazing employers to create and implement carer-friendly policies.

Next year will be our 60th anniversary. It's a moment to celebrate, but more importantly to continue to affirm Carers UK's unwavering commitment to fight for a society where every carer is recognised, valued and supported to live with dignity. And this will only be possible because of the driving force behind us: the unpaid carers across the UK who we are proud to represent. And who make achieving our goals not only possible, but essential.



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# State, size and scale of unpaid caring in 2023/24

## Caring isn't other people

2 in 3 of us will, at some point in our lives, become an unpaid carer.

We estimate over 10.6 million people in the UK today could be providing unpaid care. 12,000 people every day become an unpaid carer. For some, it's the next chapter of a loved one's journey through a degenerative condition. Others become a carer without notice or experience of what it entails. Many more don't have anywhere near the support they need.

This is why the work we do is so essential to society. Caring can heavily impact every element of someone's life. From their financial security to their perceived employability, to their mental and physical health.

The value of unpaid care delivered each year by millions of individuals is estimated to be £162 billion. That's about the same as the annual budget of the entire NHS, undoubtedly the UK's most treasured asset. This shows the scale of the incredible and vital national effort that's being made, not by professional carers this time. But by an often unrecognised, marginalised and disempowered nation of unpaid carers.



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The intensity of unpaid care for many has significantly increased. More people are caring for more hours every week with relatively less money, because of the increase in the cost of living, and literally less support from health and care services. In Wales, for example, 45% of unpaid carers care for more than 35 hours (equivalent to a full-time job) with 34% caring for more than 50 hours per week.

People are living longer with chronic health conditions that demand care. The health and care systems aren't coping with current numbers, and so unpaid carers are being forced to perform increasingly complex care which is physically and emotionally exhausting. For example, providing ongoing mental health support, lifting and turning people in their beds, bathing and dressing someone, administering medication and carrying equipment on public transport.

Providing more unpaid care often means less paid work. The cost of living crisis is making the most basic essentials hard to afford. For so many unpaid carers, the money they're bringing in isn't covering housing costs, travel to medical appointments, heating or even food.

Statutory financial support is not fit for purpose. Carer's Allowance is the lowest benefit of its kind. £81.80 per week for providing a minimum of 35 hours unpaid care. If you earn over £151 per week – less than two days' work at minimum wage – you can't claim a penny.

Go over that threshold and you could be facing cruel penalties.

Carers tell us that they are broken, but they have to go on. What choice do they have? More than three quarters of all carers (79%) feel stressed or anxious, nearly half (49%) feel depressed, and half (50%) feel lonely. Millions and millions of people across the UK, are unable to look after themselves. People of all ages living with debilitating health conditions who can't get access to the help they need. Enduring chronic physical pain. Isolation. Depression. Anxiety. Poverty. More people are struggling to get through the day. Finding it impossible to go on with no sign or hope things will get better.

The last year has continued to push carers carers ever closer to breaking point. But that won't stop them caring. They will continue being there for those that need them no matter what.

**And we will always be there for them.**



In Wales,  
**45% OF UNPAID CARERS**  
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# How are carers feeling?

Our State of Caring reports, based on our annual survey of unpaid carers, form the largest evidence base of its kind, and give us the attitudes and experiences on what's happening around the UK.

They capture the human stories behind the statistics. The real people who provide the care. Every day, sometimes, every moment. Providing medication. Giving emotional support. Getting people out of bed. Out of the house. Stopping harm. And in some cases, keeping them alive.

This is the job unpaid carers fulfil. But it's not a 'job', There's no recognition. If you're ill, you still have to turn up. Paid leave? You don't even get a break. You just keep going. And going. And going. Because you have no choice.

**79% OF CARERS**  
feel stressed or anxious



**78% OF CARERS**  
said they were worried about being unable to care in the future

12 months ago, carers were feeling on the edge, with nowhere to turn and no-one to help them. With everything that's happened over the last year, carers who were already feeling desperate, have been crushed. They have nothing left to give.

Many of us at Carers UK are carers ourselves. Others talk regularly with carers, answering their calls, responding to their messages, bringing them together at events. We understand how millions of carers are feeling. We feel their frustration of not only being taken for granted, but seemingly being taken for fools.

And after the deepening and multiplying crises we've seen over the last 12 months, this is why we are here, standing side by side with every unpaid carer, with them on every step of their journey.

**We are here to stay.  
We are here to fight.**

Carers are feeling:

**EXHAUSTED**

**TRAPPED**

**DESPERATE**

**LET DOWN**

**BROKEN**

**SUICIDAL**

**INVISIBLE**

**POWERLESS**

**ANGRY**

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# Our work towards Vision 2025: Equality

## Bringing a new law into being

We are exceptionally pleased to report that the Carer's Leave Bill has now been enshrined into law and came into force 6 April 2024.

The Carer's Leave Act (2023) ensures a right to up to five day's unpaid carer's leave and will secure significant rights for millions of carers across the UK. This incredible achievement took a moment to sign, but is the result of decades of dedication from Carers UK, our partners and thousands of carers across the country. It's true progress towards equality for carers.

It's been a hard won right, bringing together the voices and experiences of countless unpaid carers across Great Britain to present the undeniable case for why supporting workers with the leave they need is the right thing to do for them, the people they care for, their employers and society.





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## How it happened

Over the last 12 months, we have been absolutely determined to keep the pressure on to get the law into practice without delay. We know lives depend on it. Almost a year ago, in May 2023, the Bill moved forward to become an Act of Parliament. But this wasn't the end of the hard work. Every step involved working with – and sometimes challenging – politicians and the civil service to ensure the draft regulations for the Act were laid in Parliament, and confirming when the legislation would come into force. The draft regulations were then approved by the Commons and House of Lords earlier this year, signing them into law.

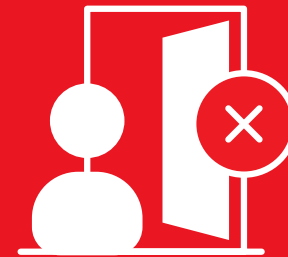
When so much research, discussion and policy work goes on behind closed doors, it's especially sweet when we get to shine a light on the amazing work of our colleagues, members and partners. In Wales, for example, our team has been continually raising awareness of the Act, producing webinars, working with the Welsh government and parliament, and health and social care staff to make sure everyone's ready for implementation.

## What it means

More than two million unpaid carers who are in work now have a new right, protected by law. That's something we can all be incredibly proud of. 37% of unpaid carers desperately need to take leave from a paid job to carry out caring duties for a loved one, and our extensive research shows that the Carer's Leave Act will be fundamental in helping them manage commitments and stop a deeper slide into financial problems, potentially reducing worry and stress. When up to 600 people a day are having to leave work because they're not getting the support they need, it's a step in the right direction.

Through our surveys, we know one in seven unpaid carers said if they couldn't take leave, they'd have to reduce or give up their paid work, pushing them into deeper money worries.

When so many unpaid carers are already on the financial brink, they desperately need the legal right to take time off without a penalty. Women may receive the greatest benefit from the Act, as they are not only more likely to be carers but are also more likely to be juggling care and part-time work.



**37% OF UNPAID CARERS**  
desperately need to take leave from a paid job to carry out caring duties for a loved one

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» It's shameful that in 2024 we are seeing so many unpaid carers in or close to poverty.



## A boon for businesses

It's not just unpaid carers who will benefit from the Carer's Leave Act. We know supporting the huge workforce of unpaid carers across the UK, powering businesses of all shapes and sizes is good for productivity, morale, retention and recruitment. In fact we believe UK companies will save over £8 billion a year in unplanned absences and through employee retention by implementing flexible employee policies.

## Job not done

Right now, we need to be there for every employer and employee. Helping individuals recognise themselves as unpaid carers and helping businesses to understand their legal obligations and fully implement the law. We will be prompting them to think about the carers they employ and supporting them to create the most effective carer-related policies, practices and work places, including producing a comprehensive range of implementation materials for employers and employees, so everyone knows how the Carer's Leave Act will affect them.

Five days unpaid leave is a huge step in the right direction. But the law is a minimum standard. Now we need to focus on every other working week that an unpaid carer is juggling care with myriad other commitments. We will help businesses use this Act as a platform to go further in

their support for unpaid carers, valuing their unique skill sets and recognising the incredible contribution they selflessly make. We're pushing for a statutory 10 days paid carer's leave for every carer in employment, and will be challenging each political party to commit to making it a reality.

The Carer's Leave Act is not currently a statutory right in Northern Ireland. But now Stormont has resumed, we are working closely with politicians on all sides to make it a reality for every nation in the UK.

## Focus on poverty

It's shameful that in 2024 we are seeing so many unpaid carers in or close to poverty. That's why across all four nations, we've prioritised tackling poverty, and the threat of poverty, faced by unpaid carers. Through our political influence and campaigns, awareness raising and practical support, our work in the last 12 months has focused on getting millions of unpaid carers the support they're entitled to, and closer to the support they deserve.

Our 2024 General Election manifesto has preventing financial hardship as a key theme. Working with unpaid carers, we've clearly set out our expectations for the next government and are calling for a full overhaul and reform of Carer's

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Allowance, raising both the value of the benefit and the amount unpaid carers are allowed to earn while in receipt of it.

We want the next administration to invest more in understanding the links between unpaid caring and poverty and find better, more sustainable solutions to both bring people out of poverty and stop it happening in the first place.

Our continued strident leadership of the Carer Poverty Coalition has led activity over the last 12 months, bringing together 130 national and local organisations to continue to raise awareness of, and ultimately end carer poverty. We've been working hard with the national governments to reform carer-related benefits and overhaul each system so it supports, not penalises unpaid carers to maintain paid employment.

In this General Election year, we've also developed a comprehensive Carer Poverty Coalition manifesto that clearly calls for each political party to put an end to carer poverty, financially support carers at all stages of their caring journey, reform Carer's Allowance and vastly improve the relationship between unpaid caring and paid employment by reviewing employment rights and providing better support and guidance to both employers and employees.

In Northern Ireland, our Carer Poverty Commission, set up to understand the drivers of poverty and develop policy solutions, has produced research that found carer poverty in Northern Ireland is higher than any other part of the UK. It also found raising Carer's Allowance in Northern Ireland to £120 per week could instantly lift 8,500 unpaid carers out of deep poverty.

The Commission will be looking into how further financial support could positively impact not just carers themselves, but be of benefit to the wider Northern Ireland economy. We're so pleased the Commission is having a positive effect, and the Alliance Party is supporting many of our recommendations.

## Flexing our rights

Another fundamental change in the law saw the introduction of the Employment Relations (Flexible Working) Act 2023. This ensures employees are able to ask for flexibility in the days, hours and place of work from their first day of employment, without having to make a case as to how it would work. It's a real step towards equality of working conditions for those who need to care for loved ones, without having to sacrifice essential paid work.

## Empowering Scottish carers to study and live with dignity

Carers Scotland has been instrumental in getting the new Carer Support Payment available to full time students. The benefit is replacing the UK-wide Carer's Allowance and has a broader eligibility, including full time students. This removes one of the barriers to people staying in full time higher education as they don't have to give up their future career aspirations to afford the costs of caring. We're also asking the Scottish Government to continue to review the new Carer Support Payment as it completes its transition from being Carer's Allowance to ensure unpaid carers are getting the best from the benefit.

Also in Scotland, we've continued to work in coalition with other carer and poverty groups to keep pressure on the government to prioritise the financial wellbeing of unpaid carers, and secured a commitment to introduce a pilot scheme for a Minimum Income Guarantee. This guarantee would ensure everyone in Scotland – very much including unpaid carers – had enough money to feed their families, heat their homes and live in dignity. We are now working with others to ensure this happens before the end of this term of the Scottish Parliament in 2026.

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In yet another year of deepening crises, the Carer's Allowance overpayment scandal has been a dreadful lowlight. Carers UK has been voicing our concern for years on how a broken system and the punishment of already stressed unpaid carers to pay back their full Carer's Allowance claims is cruel and unjust.

In 2018 we did our first intensive piece of work on this, publishing the first set of carers' evidence and providing this to the Select Committee and to the National Audit Office. The Government, at the time, said that a new system of alerts from the HMRC would effectively remove most of the larger payments, because they would know who had gone over the limit.



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## No allowances

The Guardian newspaper broke the story in April 2024 that tens of thousands of unpaid carers who receive the pitiable £81.90 Carer's Allowance each week are being forced by the Department of Work and Pensions to pay back the full entitlement, sometimes going back decades, if there has been any mistakes in what's been paid to them. In some cases, unpaid carers are facing repayments of tens of thousands of pounds, and are at very real risk of falling into poverty, losing their homes or being sent to jail.

Carer's Allowance, the lowest benefit of its kind, has an earning cap of £151 per week, and if the unpaid carer goes over by even a penny, they lose the entire benefit and are liable to pay back substantial amounts of money. Upwards of 26,000 carers had an overpayment in the last year.

The vast majority of overpayment errors have occurred when someone has received a small bonus, worked a few additional hours, or seen a change in their wage. One of the biggest reasons overpayments have been happening is due to an increase in the national minimum wage. A raise might sound positive, but when it takes someone above the threshold without them realising, it can land them in serious debt.

The DWP system has always been fully aware when changes occur in unpaid carers' income, but has often done precisely nothing to contact individuals until significant overpayments built up. At which point, they force repayment of every penny paid, not just the overpayment.

The vast majority of cases are honest mistakes by unpaid carers, and we are calling on the Government to urgently reform the Allowance, how it is administered and the systems it relies on. We've also lodged a parliamentary petition and are compiling evidence of the experience of carers to share with the Government, clearly showing the further damage that is being done.

Our State of Caring report on finances, published in October 2023, foreshadowed the story, finding that 71% of carers who are receiving Carer's Allowance were already worried about living costs and how they could manage in the future.

This financial abuse cannot continue. We stand shoulder to shoulder with every unpaid carer who is being treated unfairly until this scandal has been resolved.

This year, we've had our biggest year ever supporting carers with essential opportunities to come together to learn, relax and share.

When we surveyed our members last year, 82% of carers said they felt better for attending a Care for a Cuppa online session and 94% said they would recommend it. So, we were thrilled to run 84 sessions with over 660 attendances in Scotland and Northern Ireland alone this year. Our crafting sessions saw over 50 attendances and were hugely oversubscribed, so we've promised more to come.



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» The feedback has been fantastic, with one carer summing it up perfectly for us:

“...Thank you **SO MUCH** for letting me join this **WONDERFUL** group – I haven't felt so calm and relaxed for a long, long time...”

Staying online, we've also delivered hundreds more Care for a Cuppa and Share and Learn sessions this year across the UK, and had over 3,000 carers join in, as well as five in-person and digital roadshows attended by 345 carers either online or in person. And as part of our new website, we've brought together all our information and advice on how to find time to take a break, featuring videos, FAQs and links to our community forum.

Being an unpaid carer can disrupt your relationships with friends, family and community. To help bring carers together to share stories and experiences, we launched a new and improved online forum, Carers Connect, where carers can chat about whatever's on their minds, offering friendship, empathy and support. We're growing a positive community, with conversations ranging from benefits to disability; wellbeing to essential respite care.

Keeping healthy is fundamental to carers' ability to support those who rely on them. Their physical, mental and emotional wellbeing needs to be protected, supported and prioritised.

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# Our work towards Vision 2025: Recognition

## Stories from the front line

Our 2023 State of Caring reports, built on the experiences of nearly 12,000 unpaid carers, paints an evidence-based picture of the reality of care today, and how unpaid carers are increasingly struggling. It's one of the most important tools we have to recognise and understand what's happening, and help us build the most effective responses.

We've found over the last 12 months that more unpaid carers are finding it harder to make ends meet, with many unable to increase paid work – if possible – because of the penalty imposed by the archaic systems of Carer's Allowance. This is pushing three quarters of unpaid carers who receive the paltry benefit into a state where they struggle with cost of living pressures, and almost half are having to cut back on essentials, including food and heating.



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On so many levels, the financial situation for unpaid carers has declined over the last year. Just by being a carer, your chances of living in poverty increase. In Northern Ireland, 28% of unpaid carers are living in poverty, compared to 16% of non-carers.

More carers are worried about living costs and caring costs, such as travel to hospital visits, keeping the heating on and special dietary requirements. In Wales, healthcare waiting lists have increased again, meaning a larger caring burden for individuals.

The deeper the cuts in health and social care, the more hours of care have to be picked up by unpaid carers, leaving less time for paid work and less time and money for personal wellbeing. Nearly 60% of carers who took part in our State of Caring survey this year said they had to cut back on hobbies, leisure activities and essential time with friends and family.

The survey also clearly showed the fragile state of the health of many unpaid carers today. The report captured the experiences of many thousands of unpaid carers throughout the UK, highlighting that the physical and mental health of many carers has declined over the last 12 months, as the intensity of their caring responsibilities increases and state support decreases.

Carers are finding it increasingly difficult to get support for their own health conditions because of the demands of

their caring and can't get any support that would enable them to take a break.

More than a quarter (27%) of unpaid carers have bad or very bad mental health, rising to 31% of those either caring for more than 50 hours a week, or for over 10 years. These carers are continuing to care despite being at breaking point and feeling increasingly anxious about how they will continue to provide the essential care their loved ones need.

Particularly stressful points for many people are carrying out increasingly complex clinical tasks, providing care when the person they care for is discharged from hospital, or continuing to care when they themselves have their own health conditions.

Even when there have been positive news stories, for example their supposed inclusion in discussions at the point of hospital discharge, unpaid carers told us that in reality, little has changed to help their situation.

The evidence in the report shows the health and wellbeing of millions of unpaid carers is being seriously damaged. This damage could largely be prevented if there were effective and accessible support systems in place. We've called for a commitment from the government to develop a far more integrated approach to carers' health needs, and the development of a National Carers Strategy to ensure long term outcomes for carers begin to improve sooner.



**MORE THAN  
A QUARTER (27%)**  
of unpaid carers  
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## Employers who understand what's good for business

When done right, work can bring so many benefits, besides financial security. From personal growth and development to a sense of community and for some, even respite. And as the go-to charity for unpaid carers in the UK, we feel honoured to work with so many exemplary employers through our Employers for Carers (EfC) network.

As we grow our EfC membership, more and more companies become aware of what they need to do to comply with the law, and how they can recruit and retain incredible employees who have caring responsibilities. Companies including BT, AXA, AVIVA, Merck and many public and third sector organisations are part of this now 230-strong coalition, representing almost three million employees. Carer Positive in Scotland now has over 270 employers registered covering half a million employees. These companies lead the way in the UK, going beyond what's legally required of them, and giving their unpaid carer employees paid leave, flexible working and supportive policies and workplaces. They do it not only because it's good for their employees, but because it makes good business sense.

## How our members changed the world for their employees

Over the last 12 months, our growing number of EfC members have been instrumental in raising awareness of unpaid carers in the workplace, in providing best in class examples of how a carer-friendly business can succeed, and in helping us progress the Carer's Leave Act legislation, adding their weight and experience to our body of evidence and giving real-life testament to why the Act benefits everyone involved.

For us, the Carer's Leave Act has happened at the same time as a brand new EfC digital platform, giving us an ideal opportunity to review and update all our digital resources, as well as supporting companies to understand and implement the Act, for example through lunch and learn and corporate knowledge sharing sessions with members including the Bank of England.

And in Scotland, we successfully launched a new employability research project with a £10,000 grant from Oxfam, helping us support the Scottish Government with the next steps of their plans for employability support for unpaid carers.

By working together, we can make secure, meaningful employment a reality for unpaid carers.

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## Making the case for carers to the leaders of the devolved nations

This year, we've been invited to be part of Northern Ireland's Department of Health's Social Care Collaborative Forum. The forum brings together senior officials from across the health system to help shape and progress reform in the country's social care system. This position means we can put carers at the heart of the reform process in Northern Ireland, and make sure we're giving them a voice in how social care policy will be developed for generations.

In Wales, the Government is consulting on a new Mental Health Strategy, and Carers Wales will be at the heart of influencing, clearly calling for more mental health service provision for unpaid carers. We worked with the First Ministerial candidate Vaughan Gething to secure a Carers Wales policy ask in his leadership manifesto, for new guidance for NHS staff on identifying carers. We'll continue to work with leadership to ensure unpaid carers in Wales get the essential health support they desperately need.

►► By working together, we can make secure, meaningful employment a reality for unpaid carers.



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# Awareness raising and partnerships

## Elevating awareness of unpaid carers

Unpaid carers have been making the headlines over the last year. We've been humbled and privileged to be fortunate enough to amplify their stories and experiences, shining a brighter and broader light on the desperate need for increased equality, support and recognition.

With individuals, including the indomitable Kate Garraway, showing the nation the challenges unpaid carers face, and more companies elevating the status of caring – from AXA and Aviva featuring those who care in their adverts, to Liverpool Football Club dedicating seats to carers in their Anfield ground – we're seeing some real movement in our mission to increase recognition of the reality of caring today.



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On whatever measure,

# — WE'RE ALWAYS PUNCHING ABOVE OUR WEIGHT

The current Carer's Allowance overpayment scandal is revealing yet another battle within the relentless war carers must fight to get any kind of help. And we've been working across the media to keep this story front and centre of the agenda, helping increase understanding of and empathy with what it means to care. With high-profile media platforms such as The Guardian, and it being a cornerstone of the Liberal Democrats' manifesto, we're looking to leaders and decision makers to begin to put right generations of mistreatment, exclusion and damaging complacency.

## Increased awareness must be supported with increased commitment

Research shows there could be around 10.6 million unpaid carers in the UK today. But with 12,000 people a day becoming carers,

it's vital we increase the profile of what it means to be an unpaid carer, helping people self-recognise more quickly, and access life-changing and even life-saving support.

Public awareness is growing. People are getting to know more about caring, from what the social care and professional sector went through during the pandemic, the heartbreaking stories from care homes, to the current Carers' Allowance overpayment scandal. We are seeing a deeper discussion about caring in everyday life. An increased realisation of how tough it can be.

But the reality is, in a cost of living crisis, with the NHS in chronic decline, and a social care system that barely exists and the global geopolitical situation as it is, there are a lot of competing causes and agendas.



Media reach for Carers Week in 2023 was  
**144 MILLION**



Engagement increased on all social media platforms including  
**X BY 343%,  
611% ON FACEBOOK  
and  
308% ON INSTAGRAM**

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## Carers can't stop caring

Carers might be more visible but this in itself doesn't change policy. And the brutal truth is, at the end of the day, unpaid carers will carry on caring: no matter what, carers won't stop caring. And politicians know that, and know what that means.

That's why our awareness and campaigning work goes hand in hand with our research and influencing work. We will never stop holding every government in power to account, making sure they are aware of the reality of unpaid care and their duty to provide the support every unpaid carer needs.

## Progressing the 10th protected characteristic

With the heightened awareness of unpaid caring, our strategic goal of making it a protected characteristic progresses, forming a core platform of our general election manifesto. This year we've been working to keep this high on the political agenda across the nations and gather further evidence to make the strongest case we can. We're leading a steering group and have been meeting with ministers and politicians across parties, and are close to publishing a brand new report and hosting the next round table in early summer 2024.

## Doing it for our members

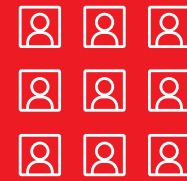
This year we held our first ever hybrid members' conference, giving everyone the opportunity to interact with us, share their experiences with us and each other, and find out more about our plans for the future. More than 500 carers attended either online or in person for this amazing, inspiring, educational and emotional day, and with 100% of attendees rating the conference excellent or good, we can't wait to get together again next year.

## Hitting the headlines harder

On whatever measure, we're always punching above our weight. Using our expertise and experience to make sure we're doing more than we thought possible. But this year has been special. Across England, Scotland, Wales and Northern Ireland, we've firmly established ourselves as the go-to organisation to represent unpaid carers.

We're a voice that the media can trust, because we work so closely with decision makers, health and social care leaders, policy makers and politicians across the political spectrum, ensuring their work is informed by the real experiences of unpaid carers.

Our UK press coverage reached across every major outlet, with 3,759 mentions, 941 broadcast, 225 in print and 2,380 online. That's an average of 10 pieces of media coverage every single day of the year.



**MORE THAN 500  
CARERS ATTENDED**

our first ever  
hybrid members'  
conference



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And when headline stories happen, like a fantastic change in the law, such as the Carer's Leave Act, or an unforgivable scandal – the Carers' Allowance overpayments – it's a moment in time. It cements decades of constant, unending work.

## A shootout to remember

This year, we're thrilled to be the Charity of the Year partner for The Creative Shootout. Winning this prestigious award will help us decrease the two years it takes an unpaid carer to see themselves as such, with a high profile awareness campaign. We want to halve that, at least, so every carer can get support as soon as possible.

## This year, we're thrilled to be the Charity of the Year partner for The Creative Shootout.

The winning agency of the Creative Shootout competition was MullenLowe. They showed a fantastic understanding of the brief, and will create the high-profile campaign, backed by a £250,000 media fund, including £100,000 worth of media inventory from Clear Channel, £50,000 worth of airtime from Sky Media, significant digital support from The Guardian, a research programme from OnePoll/72 Point, an audio package from podcast company Acast and a broadcast campaign from Markettiers.

This win is an incredible opportunity for us to get the message out there that millions more unpaid carers can get support when they recognise their caring role. There's no way we could run a campaign of this magnitude or reach without the donated media space and the pro-bono work from MullenLowe. And with 2 in 3 of us being carers at some point in our lives, we hope amplifying our campaign will create so much more long-term impact.

## Taking stories to Stormont

With a government finally re-established in Northern Ireland, we can begin to get political traction. Our work over the last 18 months has kept us at the top of their agenda. We've become the first port of call for the media in Northern Ireland to comment on carers and wider health and social care stories, and in the last six months alone we secured 65 pieces of coverage across all major broadcasters and print media, including 23 interviews with the BBC.

We've completed the first full year of our Carer Policy Forum in Northern Ireland, bringing over 140 unpaid carers together to inform our work. An essential part of the Forum is giving carers the opportunity to talk directly with decision makers to discuss their experiences with politicians and decision makers. This is speaking truth to power in its purest form.

## Always working for Welsh carers

In Wales, we've continued to raise awareness among decision makers, and have been a constant source of pressure on the Welsh government to make sure they're working as hard as possible for Welsh carers.

We secured a Carers Rights Day Debate in the Senedd (Welsh Parliament), led by Sioned Williams MS (Plaid Cymru's Spokesperson for Social Justice and Social Services) focussing on carers rights and the cost of living.

In February, we held the All-Wales Carers Assembly, with 80 carers taking part. They grilled three panels of decision makers, comprising politicians and professionals from the health and social care sector.

We also held our first Welsh Policy Conference since 2018, and were thrilled that over 140 health and social care professionals came along to discuss the future of caring, and the support, awareness and recognition unpaid carers in Wales need.

Our work with politicians always goes hand-in-hand with raising awareness of and increasing accessibility to our support services directly to carers. We've produced new resources for carers in different languages, including Polish, Punjabi, Urdu and Romanian, and have raised our public profile at a huge range of diverse events including Pride Cardiff.

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Carers continue being there for those who most need them

— NO MATTER WHAT



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» Supporting people on their first step of an essential journey to more supported lives.

## Campaigning against poverty with Lloyds Bank Foundation

We were awarded a grant of £150,000 over three years from Lloyds Bank Foundation to support our work on reforming Carer's Allowance. In the light of the overpayment scandal, this work couldn't be more pertinent, and we're aiming to reduce the number of unpaid carers facing financial hardship by unintentionally going over the earnings threshold.

The money will also be used to campaign for fundamental changes to the way the earnings threshold is worked out by the Department for Work and Pensions, and radically improve interactions between the Department and claimants, finally making it work for unpaid carers.

## Researching the fundamentals of poverty with abrdn

This year, the Joseph Rowntree Foundation's UK Poverty Report showed carer poverty has risen over recent years, from 24% in 2019/20 to 29% in 2020/21, with Carer's Allowance recipients experiencing the largest poverty rises since 2005. Considering changes to Universal Credit, the impact of Covid, the cost of living crisis and the continual shortage of health and social care services, there are significant differences in carers' lives that mean new research is needed.

That's why we're so pleased to have received funding from abrdn Financial Fairness Trust to develop modelling and qualitative research that will help us understand the scale of carer poverty. We'll be identifying current risk factors that lead to carer poverty, and using the research to develop policy recommendations to help improve the financial stability and resilience of carers across the UK.

Being chosen to take part in such prestigious and high profile projects, run by Lloyds Bank and abrdn or as the charity partner for this year's Creative Shootout, keeps elevating the awareness of unpaid carers, bringing their stories into the mainstream, showing the public how and why policy needs to radically change. It helps unpaid carers self-identify sooner. This is why awareness is so crucial. Helping people with their first steps of an essential journey to better supported lives..



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## The Growing Up project, Scotland

Transitioning from children's to adult care services can be a difficult time for families, full of uncertainty and anxiety. We're really pleased to have partnered with the National Autistic Society Scotland and secured £120k funding for a two-year project to support parent carers and carers of children with autism who are going through this service transition. Starting in March 2024, the Growing Up project consists of workshops to support unpaid carers to look after their own physical and mental wellbeing, while developing understanding of autism and the experiences of autistic young people.

Through peer support networks, tools and strategies, we want to give unpaid carers a stronger voice in their journey through care services, providing the information they need to support themselves and advocate for the autistic young person they care for.

## Getting ready for our 60th

2025 will see Carers UK turn 60! We're putting plans into place to use this important milestone to double down on our awareness raising, service delivery and influencing, all focused on bringing equality for unpaid carers across the UK. We've been fighting for carers for all these years, and each year makes us stronger and more resolved to improve the lives of unpaid carers. Although we'll be celebrating, we are the first to acknowledge there's so much more to do.

We can't say too much, at the moment, about the plans we've been developing but we can say we'll be holding a series of events throughout the year in all four nations, strengthening the voice of unpaid carers, holding decision makers accountable, and working with them to make life better for carers. One of our key goals is to get to 60,000 members by 2025, so join us today!



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## Phenomenal fundraising and redoubtable donors

Despite the challenging financial climate that all charities are facing, we are proud that we were able to finish the year with a surplus in unrestricted funds, especially given the challenging fundraising and investment landscape, alongside rising operating costs. The deficit in restricted funds was due to spending down funds received in prior years. Fundamental to this is our incredible fundraisers and donors, and we are humbled by every single person and organisation who supports us, in whatever way they can. This is our opportunity to say the biggest THANK YOU! to each and every one of you.

Our COVID-19 support fund (making Carers Count) came to an end this year. Since it began, the funding has enabled us to engage with carers who are harder to reach, older carers, carers of faith and those who are digitally excluded. We have made fantastic progress on increasing access to these groups, and have a strong foundation to keep developing services that are delivered in the right way for them.

We would like to highlight the support we've received over the last 12 months from:

**Regina Blitz:** Regina have been partnering with Carers UK since 2021 to help raise awareness of caring and enable carers to recognise their caring role, so they can access support. This has included displaying our logo on their packs in supermarkets across the country; encouraging carers to share their stories to enter a prize draw; to supporting our Roadshows and Members' conference. Regina will be extending Carers UK's on-pack presence to include their XXL paper towels.

**Smart Energy GB:** Smart Energy GB partnered with Carers UK to help unpaid carers learn more about the benefits of smart meters, for themselves and the person they care for. The partnership reached unpaid carers via a range of routes including; digital and PR campaigns, partnering with Carers UK on our *Looking after someone* guides which were mailed to GP surgeries across England. We also hosted a parliamentary event in Westminster to engage stakeholders on how smart meters can help carers better manage their caring responsibilities.

**The Julia and Hans Rausing Trust:** The Julia and Hans Rausing Trust has generously supported Carers UK's helpline, a crucial resource for unpaid carers. Many carers, overwhelmed and exhausted, often struggle to find the information they need. By reaching out to us, they can receive clear, compassionate advice from people who truly understand the challenges they face.

**The Pears Foundation:** The money we receive from The Pears Foundation is invaluable in developing and strengthening the support we can offer carers. It enables us to ensure carers lived experiences informs our work, with their voices helping us influence changes to policy and legislation.

**Marie-Louise von Motesiczky Charitable Trust:** A valued supporter since 2019, the generosity of the Marie-Louise von Motesiczky Charitable Trust enables us to develop new and innovative services to reach even more unpaid carers with life-changing support.

In Scotland, we were thrilled to have broadcasting legend Kirsty Wark host our first ever corporate fundraising dinner. Held in the beautiful surroundings of the Signet Library in Edinburgh, the dinner raised over £7,000, firmly cementing Carers UK within a new network of supporters and influencers.

In Wales, we secured an incredible £10,000 from the Welsh trust, Waterloo Foundation, helping fund an awareness raising campaign for the new Carer's Leave Act.

Once again, thank you to everyone who supported our work over the last year, you are helping real change happen.

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# What's been happening with us?

With the speed of change happening across every section of society and around the world, we've needed to keep agile, responsive, efficient and always focused on impact.

There's not a second to be complacent. And knowing that we're offering everyone we work with and work for the best experience and outcomes has kept us financially, creatively and culturally at the top of our game.

As always, it's been tough. But we're proud of the sheer volume of progress we've delivered, and impact we've had. When you're working with the most inspirational, hard working, passionate and dedicated people, we'll always be there by their side.



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## A warm welcome to our new trustees

Over the last year, we've appointed some exceptional new trustees, keeping our non-executive board as strong as ever.

Visala James is an incredibly experienced leader in brand, sales and marketing, working at global giants including Procter & Gamble, Colgate Palmolive, Hasbro and Syngenta, and is Board President of BACKBONES, a US non-profit supporting people with spinal cord injury and their families.

Saran Evans is an NHS leader and oncology nurse with peerless experience of the operational management of clinical services, Quality and Safety, Patient Experience and Engagement, and Risk and Governance.

## Keeping our own house in order

To keep us as resilient as possible, we made sure we didn't neglect our own constant improvement. Over the last 12 months, we've performed an organisational restructure, as well as appointing new auditors, pension provider and employee assistance programme provider. The more we mitigate against the risks of the external financial volatility, the more assured we can be that we'll always be here to support unpaid carers.

This year, we're very proud to report we've achieved Carer Confident level three and Disability Confident level two. Not only being the go-to organisation for unpaid carers, but with a significant proportion of our staff as current or past carers, being at the forefront of Carer Confident is important, demonstrating leadership in everything we do.

## Equality, Diversity and Inclusion

We've continued to prioritise the recognition of the diversity of carers and our staff. We ensure a very transparent approach to our EDI work, and it's essential and central to our decision making, from recruitment and service delivery, to campaigns and communications. We've seen improving satisfaction results in our Equality, Diversity and Inclusion surveys, and continue to develop groups for different religious backgrounds, neurodiversity and disability, parents and carers, and LGBTQ+ staff.

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**We're nothing without our volunteers**

It's been another incredible year for working with the most dedicated and hardest working volunteers in the sector. And we want to say an enormous THANK YOU to every person who gave their time, energy and enthusiasm over the last 12 months. We want to highlight the efforts of one volunteer in particular, Matthew McKenzie, one of our Carer Ambassadors at Cygnet Health Care, who was awarded a British Empire Medal this year. Congratulations Matthew!

We always strive to give each volunteer the best experience through their work with Carers UK, and we're proud to share our award from the London School of Economics for Voluntary Organisation of the Year, and achieving the Investors in Volunteering benchmark. For everything you do for us and the unpaid carers we're here for. Thank you, volunteers, you're truly inspirational!

**More efficient with better tech**

We've embarked on a major CRM project this year, researching, choosing, developing and implementing a major new platform that will empower all our teams with clearer information, helping us provide better services, richer insight, and more powerful evidence on which to base our campaigns and influencing work. We look forward to reporting on the impact our CRM will deliver in our next report.

» We want to say an enormous **THANK YOU** to every person who gave their time, energy and enthusiasm over the last 12 months.



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# Thank you

Thank you to our donors and partners with whom we work.

Once again, we would like to extend our sincere thanks to the many people and organisations who have empowered us to carry out our charitable work this year.

Through working in commercial partnerships with organisations and receiving generous donations from individuals, companies, charitable trusts and statutory funders, we can continue to reach, connect and support carers – no matter where they are in the UK.

Thank you all for your outstanding support.

- abrdn Financial Fairness Trust
- Bank of England
- Covid-19 Support Fund
- CSL Seqirus
- Essity
- Lloyds Bank Foundation
- Marie-Louise von Motesiczky Charitable Trust
- Peter Harrison Foundation
- Regina
- Smart Energy GB
- Sport England
- TSB Bank
- The Dulverton Trust
- The Julia and Hans Rausing Trust
- The Steel Charitable Trust
- The Department of Health and Social Care through the Health and Wellbeing Alliance

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# Report of the Trustees

The Trustees present their report and audited financial statements for the year ended 31 March 2024. The financial statements comply with current statutory requirements, our Memorandum and Articles of Association and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

## Legal and administrative information

### Our aims

The Memorandum of Association sets out our aims for public benefit:

They are:

- To alleviate the conditions of life amongst people who are caring or who have cared for older, ill, disabled, or otherwise infirm persons (hereinafter called “carers”) and who are in, or risk finding themselves in, necessitous circumstances, and of dependants of carers being dependants who are themselves in necessitous circumstances, and for that purpose to promote the material welfare of such carers.
- To relieve and alleviate, and to advance, promote, encourage and assist in the relief or alleviation of all kinds of mental and physical infirmity, sickness, disablement or illness including mental illness attributable to caring, amongst carers and those persons for whom they are caring.

- To advance education concerning caring amongst carers and the public.
- To promote such other exclusively charitable purposes as the Trustees in their absolute discretion from time to time determine for the benefit of carers and their families and dependants to the extent permitted by each of the laws of England and Wales, Scotland and Northern Ireland as applicable.

### Public benefit and how our activities deliver it

We have a duty to have due regard to the Charity Commission’s public benefit guidance, under Section 17 of the Charities Act 2011. We are confident that we meet those public benefit requirements having taken Charity Commission guidance into consideration. Our vision is a society that recognises, values and supports carers. We believe we meet the public benefit requirements through the range of activities we undertake, including through our free confidential National helpline and our email advice service. We also provide

advice to employers and professionals who are committed to supporting carers and we work in partnership with other organisations that come into contact with carers to ensure that they support carers in the best possible way. We host a forum and run on-line meet-ups, providing carers with peer support, knowledge and resilience to keep themselves informed, healthy and well. And we campaign to make life better for carers across the UK.

### Structure, Governance and Management

The Trustees, supported by their committees, approve the overall strategy. The operational management of the charity is delegated to the Chief Executive, supported by a Senior Management Team, who make regular reports on progress against the agreed Business Plan to the quarterly meetings of the Board.

Matters reserved specifically for Board decision include the following: strategy; annual budgets; financial reporting and controls; structure and controls; board membership and other



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appointments; remuneration policy; corporate governance; key organisational policies; major financial transactions; procedures for Board decisions between Board meetings.

There are four sub-committees and three Nation Committees of the Board.

## Finance and Resources Committee

The Committee is responsible for reviewing the annual budget and for monitoring the performance of the organisation against its annual budget and business plan. The Committee is also responsible for monitoring and reviewing policies and processes in place for the identification and management of risk, the scope and effectiveness of the external audit and the appointment of an external auditor.

## Governance, Constitution and Membership Committee

The Committee is responsible for reviewing the Articles of Association, developing governance policies, overseeing the arrangements for the Annual General Meeting and having strategic oversight of Carers UK membership.

## Nominations Committee

The Committee is responsible for identifying and nominating candidates for appointment to the Board and its sub-committees. It is tasked with ensuring that there is always a majority of carer members. It is also responsible for supporting Board learning and development.

## Remuneration Committee

The Committee sets and annually reviews the Chief Executive's remuneration. It is also responsible for approving Senior Management Team salaries. The Committee is chaired by the Chair or Treasurer, and its membership is the Honorary Officers of Carers UK. This is the Treasurer, Chair and Vice Chair.

## Nations Committees

The Scotland, Northern Ireland and Wales Committees each contribute to the dimensions of the Carers UK strategy and corporate plan in the Nations, the work of the Nations and the preparation and implementation of the Nations work plan.

## Board of Trustees

In line with Carers UK's aims in terms of public benefit, the charity is governed by a Board, the majority of whom are carers.

The number of Board members may not be more than 15. Board members are appointed for a term of four years and must stand down for a minimum of a year after two consecutive terms of office. The appointment must be approved by the members at the next Annual General Meeting which shall confirm the appointment.

On joining, Board members undergo an induction programme with training being provided during the year where necessary. They receive the constitution, the current five-year strategy and information about the

organisation and its activities. Induction also includes meeting key staff within the charity.

## Staff

During the year, the Senior Management Team comprised the Chief Executive, the Chief Operating Officer, the Director of Carer Services, the Director of Income Generation and Communications, the Director of Policy and Public Affairs, the Director of Scotland and Northern Ireland and the Director of Wales.

The Senior Management team is responsible for the day to day running of the organisation in line with the agreed strategy, and makes recommendations to the Board.

## Remuneration Policy

Carers UK is committed to a remuneration strategy that enables the charity to attract and retain appropriately skilled, experienced and qualified staff who can help realise our vision of a society that respects, values and supports carers. Remuneration comprises salary, pension contributions and other benefits and is periodically, but as a minimum of every three years, benchmarked against those for people in comparable roles and organisations.

## Responsible Fundraising

At Carers UK our members, supporters and volunteers matter to us a great deal. They are a vital part of what we do and we could not do our work without them.

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We have always aspired to the very highest standards and continually work to review and strengthen our procedures to ensure these standards are always met.

We are registered with the Fundraising Regulator and we take seriously our commitment to uphold their code of conduct within our fundraising to meet best practice within the sector.

We received no complaints from members, supporters or volunteers as a result of our fundraising activity in the year. We have not worked with professional fundraisers or commercial participators in the year. Should we receive any complaints we take them extremely seriously. This helps us to remain accountable to our members, supporters and volunteers and ultimately improve how we work because of the feedback we receive.

Maintaining data security and privacy is an absolute priority for us, not just to meet our legal obligations but to build trust with those who support our carers movement.

We undertake organisational training to ensure that staff meet our expectations of best practice for data protection. Carers UK will not swap or sell data with other organisations. We respect the wishes of any member, supporter or volunteer who no longer wishes to hear from us or who prefers to receive contact through certain channels, or not receive contact from Carers UK at all.

During the year, we did not have any third parties fundraising directly with the public on our behalf.

Carers UK has policies in place explicitly for the protection of vulnerable people. Donations from individuals are an important source of income for Carers UK. We will never take the generosity of our donors for granted.

### Protecting the public

Since 2010, Carers UK has had a policy in place explicitly for the safeguarding of children and adults at risk. All staff are trained in its meaning and application. The policy has been circulated to all staff who have signed an acknowledgement that they have read and understood it and know how to escalate a safeguarding issue.

### Governance Review

As we continue to grow it is important that the governance structures continue to be fit for purpose for the next stages. We continuously review our governance and operations to best prepare for the future.

### Financial Risk Management

We are pleased to report that we have maintained a positive position in a challenging year. Our unrestricted surplus was £131k, whilst all our restricted funds have continued to be matched with our programmes.

Our reserves stood at £3.99m and includes unrestricted general funds of £2.1m, sufficient to cover 6.3 months of unrestricted expenditure

(2023: 4.4 months). We are pleased to have achieved this increased level of reserves cover, in a challenging environment. This will further strengthen our financial position to ensure we are well placed to continue our work to support unpaid carers.

To maintain financial sustainability and deliver sufficient income to meet ongoing financial commitments and deliver our strategic goals we have robust internal financial controls and policies in place.

Our strategy is to invest, grow and diversify our multi-year income streams.

The Finance and Resources Committee regularly review our financial performance and risks. This is monitored through the use of key financial and performance indicators which are reported at each meeting. A phased budget and quarterly re-forecasting, enables the senior management team and managers to link financial performance with resources and activity.

### Plans for the future

2025 will be Carers UK's 60th year. To make sure of our continued success we will build on the learnings of this year and from the last five decades. We will maximise all opportunities that this presents to us; embracing new ways of working by continuing to evolve our support for carers and to invest in and grow newly identified income streams so that we can make a greater difference than ever before to the lives of carers.

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## Principal Risks and Uncertainties

The Finance and Resources Committee has delegated authority from the Board to ensure that a review of the major risks to which the charity is exposed is conducted and that systems have been established to mitigate those risks. The Board receives a summary report quarterly and detailed report at least once a year.

Carers UK has a comprehensive risk management process in place to identify and address the major financial, operational, governance, reputational and regulatory risks which might impact on its ability to meet its objectives. Carers UK has an organisational risk register which records the major risks, the controls in place to mitigate those risks and actions required, if appropriate. The Senior Management team reviews and updates the register on a quarterly basis.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and programmes and to ensure quality of delivery for all operational aspects of the services provided. A Finance Procedures Manual has been adopted as part of the charity's policies and procedures to ensure that financial control procedures are applied uniformly across the charity.

Carers UK has identified the following key strategic risks:

- The charity's dependence on voluntary income and in particular significant major gifts to fund running costs. To mitigate this risk we have developed a long term income generation strategy to invest in, grow and diversify our income streams to ensure sustainability. We have created a single income generation Directorate bringing Fundraising and Earned Income together. We have also invested in new income generating posts which would be cost neutral in the budget year.
- Effective compliance with the Data Protection and Responsible Fundraising regulations and practices including the GDPR regulations. We will continue to review all our policies and procedures and CRM systems, the training of our staff and we will put in place a system to ensure we have taken the necessary steps to ensure compliance. Access to personal data is limited to those who require such access for work purposes.
- The information security risk associated with a cyber-attack.
- In the year we have continued to make improvements to the general stability and security of our IT systems to ensure secure access. Our cyber security will be reviewed annually, and action will be taken based on recommendations that arise from the review. Data breach identification and reporting procedure exists which enables the Data Protection Officer to report appropriate breaches to the ICO within 72 hours.
- The challenge to recruit and retain high calibre staff is mirrored across all sectors. We have continued to review our recruitment and induction processes to ensure that it continues to remain effective and consistent across the organisation. We have benchmarked our compensation and benefits package. We have reviewed our staff support and review framework. We undertake regular staff surveys and feedback. We continue to review our policies, procedures and guidance.

Financial and scenario planning is in place to respond to any changes to Government guidance and income forecast.

These risks are subject to ongoing monitoring by the Senior Management team. Carers UK also has a strategic business plan with aims, objectives and key performance indicators that are monitored monthly by the Senior Management team and also by the Board to ensure the effective delivery of the plan and the management of risk.

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## Vice Presidents

Rt Hon the Baroness Bottomley of Nettlestone PC DL

Don Brereton CB

The Baroness Flather DL (*until 6 February 2024*)

Ian Peters

The Baroness Pitkeathley OBE

Dame Philippa Russell DBE

Caroline Walters OBE

## Patrons

Johnnie Walker MBE

Tiggy Walker

## Trustees

Nick Baird CMG CVO (Chair) *FR/GCM/N/R*

Virginia Pulbrook (Vice Chair) *FR/R*

Eleanor Bradley (Treasurer) *FR/R*

Tim Anfilogoff

Dr Helen Brown *FR*

Margaret Dangoor *GCM*

Beverley Harden

Colin Harper (Chair Northern Ireland Committee)

Flora Martin MBE (Chair of Scotland Committee)

Sivakhanthan Shanmuganathan

Visala James

Saran Evans (Chair of Wales Committee)

## Co-opted to the Board July 2024

Somaya Akhtar

Anthony Hatter

David Josephs

Marnie Woodward

## Special advisor to the Board

Jeff Hayes OBE *FR (until January 2024)*

FR Member of the Finance and Resources Committee GCM Member of the Governance, Constitution and Membership Committee

N Nominations Committee

R Member of the Remuneration Committee

For the purposes of the Companies Act 2006, members of the Board of Trustees, none of whom receives remuneration, are deemed directors of the company. They are approved by the members of Carers UK, or co-opted by the Board, in accordance with the requirements of the Memorandum and Articles of Association.

## Chief Executive

Helen Walker

## Company Secretary

Marie Magimay

## Principal Bankers

Triodos Bank

20 Deanery Road, Bristol, BS1 5AS

## Solicitors

Bates, Wells & Braithwaite

2–6 Cannon Street, London EC4M 6YH

Russell Cooke

2 Putney Hill, London, SW15 6AB

## Auditor

Azets Audit Services

2nd Floor, Regis House,

45 King William St, London, EC4R 9AN

## Investment manager

Rathbone Investment Management

8 Finsbury Circus London, EC2M 7AZ

## Organisation Status

Carers UK is a company limited by guarantee and a charity registered in England and Wales, and in Scotland, governed by its Memorandum and Articles of Association.

The company's registered office is 20 Great Dover Street, London SE1 4LX

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# Financial review 2023–2024

We are pleased to report that despite the challenges faced 2024 was a successful year in terms of progress made in the third year of our Vision 2025 plan. For the year ending March 2024 Carers UK achieved a total income of £4.64m against total expenditure of £4.96m giving an overall operating deficit of £321k. Within this, we are pleased to report that there was an unrestricted surplus of £131k. The restricted deficit of £452k is fully covered, from relevant restricted reserves brought forward where programmes run across more than one financial year.

## Income

Total income for the year decreased by £316k to £4.64m. Unrestricted income increased by £491k in 2024 to £2.59m. Restricted income decreased by £807k to £2.05m.

Donations and legacies were £1.42m in the year an increase of £398k from 2023. Within this, corporates increased by £481k to £808k; trusts increased by £189k to £192k; and legacies decreased by £228k to £131k.

Incoming resources from charitable activities, received primarily from grants, statutory funding, consultancy and subscriptions, decreased by £828k (21%) to £3.1m. This was due to a £997k (33%) decrease in restricted income from grants and trusts, of which £555k was VMO2 income which was treated as restricted in 2023, now treated as unrestricted income in 2024 due to change in partnership status.

## Expenditure

Overall, our total resources expended for the year were £4.96m, £14k higher compared to last year (2023: £4.95m). During the year we spent a total of £4.5m on charitable activities.

We increased unrestricted expenditure on charitable activities by £383k (23%) to £2m. Restricted expenditure decreased by £317k (11%) to £2.5m, mainly due to a decrease in delivering grants and contracts. However, the overall spending on charitable activities is £66k higher compared to last year as we continue to do more to support carers.

The overall cost of fundraising decreased by 11% (£52k) to £435k. Our overall fundraising return (including grants and donations) was £7.93 for each £1 spent (2023: £8.37 for each £1 spent).

We have been able to commit 91%\* (2023: 90%) of expenditure to our core work of making life better for carers.

\*Charitable expenditure is 91% (2023:90%) of total resources expended excluding other resources expended.

## Cashflow

There was a cash outflow during the year.

## Reserves

Carers UK holds three different kinds of reserves funds: restricted funds, designated funds and general funds. At the end of 2023–2024 our total reserves were £3,991,018.

General funds are funds that are easily realisable and exclude restricted and designated funds. Carers UK reserves policy is to maintain a level of general reserves that will enable us to maintain and support the continuity of our programme of support to carers and provide sufficient working capital in the event of an unexpected loss of income or increase in expenditure. To mitigate any income risk due to the impact of inflation, cost of living and fuel crises the Board have agreed that we should hold the general reserves fund between three to six months forward expenditure. At 31 March 2024 the general reserve fund increased by 55% to £2.09m. This is equivalent to 6.3 months of 2025 budgeted unrestricted expenditure of £4m. We are going to endeavour to hold six months reserves which will give us the confidence to meet the challenges of the years ahead as we continue to operate with a high level of certainty around what fundraising activity will be possible in the next few years.

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The designated fund includes the property fund which reflects the balance sheet value of the property and is shown net of the loan secured against the property and a development fund of £1.15m ring-fenced specifically for the development of future projects including phase 2 of the CRM project and our 60th anniversary programme of events.

Our restricted reserves are funds received for undertaking an activity specified by the donor or funder when making the gift. This decreased by 88% to £136k as two major programmes of work, Tribe and the COVID 19 fund ended in the year.

## Investment policy

Investments are held to complement and support the reserves policy, requiring funds to be available at short notice to deal with a significant and sudden fall in income. The main investment objective is to protect capital and to invest in liquid assets. It is also intended to be a long-term investment and as a result we are not overly concerned by an in-year reduction. During the year the Board reviewed our investment policy and agreed that surplus funds should continue to be invested in charity ethical pooled funds due to the current economic uncertainty. On 31 March 2024 the investment was made up of: pooled funds valued at £726,446 plus £1,347,861 was held in bank deposits. The pooled funds increased by 10.6% (£69,978) in the year. The market value of investments can be found in Note 9b.

## Going concern review

The Board and Senior Management team carry out an annual review of the charity's financial position and performance as part of our budget setting process. We have assessed projected future income, expenditure and cash flows over the period to 31 March 2025, and analysed the strength of the charity's reserves, liquid assets and its ability to withstand a material fall in income. We have considered the stability and diversity of various income streams in making this assessment, particularly in light of the impact of the external climate. We are also actively working to secure new income sources in 2024–25 to fund planned activities into the next couple of years.

### In summary:

- All income streams are risk assessed, and likelihood is tested against prior year performance and amounts secured to date for the following three financial years. Restricted income is only included in the budget when contracts are signed or are near certain to be renewed.
- Expenditure is reviewed annually and a regular review of the top ten suppliers is undertaken.
- We have budgeted to achieve a small deficit in 2024–25 on unrestricted income and expenditure reflecting the challenging economic climate. But we remain committed to holding six months of unrestricted reserves, to enable us to continue to meet our commitments to carers with confidence.

- We will continue to ensure that restricted expenditure is only committed when funding is approved.
- All budgeted restricted income is fully identified.
- Budgets and forecasts are actively monitored monthly by the senior management team. There is detailed scrutiny by the Finance and Resources Committee and reports to the Board of financial position every quarter.
- Cash flow and secured income analysis form a part of the monthly management accounts which are reviewed by both the charity's Senior Management Team and the Finance and Resources Committee ahead of it going to the Board.
- Our programme of work is approved by the Board at the start of the financial year. Any new activity is subject to a detailed review and is only undertaken if fully funded.
- Our business model can be easily scaled up or down subject to funding being secured or renewed.

We have carefully considered the impact of the external economic climate and we are still confident there are no material uncertainties in the next 12 months.

We have concluded that there is a reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Therefore, we have continued to adopt the going concern basis in preparing the financial statements.

# Statement of Trustees' responsibilities

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

Company law requires the Trustees to prepare adequate financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities Statement of Recommended Practice (SORP);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

- The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).
- They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

- The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## Auditors

Azets Audit Services were appointed as the charitable company's auditors during the year and have expressed their willingness to continue to act in that capacity. Approved by the Trustees on 10 July 2024 and signed on their behalf by:

**Nick Baird**  
(Chair)

**Eleanor Bradley**  
(Treasurer)

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## Independent Auditor's report

We have audited the financial statements of Carers UK (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

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 2024, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs

(UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's

report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and



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- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

## Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 requires us to report to you if, in our opinion:

- adequate and proper 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 and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

## Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

## Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1) (c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes

our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud, which include:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the charitable company through enquiry and inspection;
- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;

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- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indication of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditors](http://www.frc.org.uk/auditors) responsibilities. This description forms part of our auditor's report.

## Use of our report

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 and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company's members as a body, and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

### John Howard

(Senior Statutory Auditor)

**Date:** 12 July 2024

For and on behalf of Azets Audit Services, Chartered Accountants, Statutory Auditor, 2nd Floor, Regis House, 45 King William St., London EC4R 9AN

# Statement of financial activities

(incorporating an Income and Expenditure Account)  
for the year ended 31 March 2024

	Notes	Unrestricted Funds	Restricted Funds	2024	Unrestricted Funds	Restricted Funds	2023
		£	£	£	£	£	£
<b>Income from:</b>							
<b>Donations &amp; Legacies</b>	2	1,300,662	125,228	1,425,890	910,285	117,930	1,028,215
<b>Charitable Activities</b>	3						
Equality		448,113	590,427	1,038,540	424,227	871,704	1,295,931
Support		434,498	909,360	1,343,858	424,227	1,182,317	1,606,544
Recognition		270,969	418,703	689,672	309,625	687,707	997,332
<b>Total Charitable Activities</b>		<b>1,153,580</b>	<b>1,918,490</b>	<b>3,072,070</b>	<b>1,158,079</b>	<b>2,741,728</b>	<b>3,899,807</b>
Investments		89,548	-	89,548	10,968	-	10,968
Publication Sales		326	422	748	6,162	-	6,162
Misc Income		46,890	8,948	55,838	14,917	-	14,917
		<b>136,764</b>	<b>9,370</b>	<b>146,134</b>	<b>32,047</b>	<b>-</b>	<b>32,047</b>
<b>Total income</b>		<b>2,591,006</b>	<b>2,053,088</b>	<b>4,644,094</b>	<b>2,100,411</b>	<b>2,859,658</b>	<b>4,960,069</b>
<b>Expenditure on:</b>	5						
<b>Raising funds:</b>							
Fundraising costs		435,391	-	435,391	487,162	-	487,162
<b>Charitable Activities</b>							
Equality		500,638	812,264	1,312,902	442,523	904,236	1,346,759
Support		773,672	1,007,131	1,780,803	629,495	1,147,478	1,776,973
Recognition		750,490	685,622	1,436,112	570,230	770,163	1,340,393
<b>Total Charitable Activities</b>		<b>2,024,800</b>	<b>2,505,017</b>	<b>4,529,817</b>	<b>1,642,248</b>	<b>2,821,877</b>	<b>4,464,125</b>
<b>Total Expenditure</b>		<b>2,460,191</b>	<b>2,505,017</b>	<b>4,965,208</b>	<b>2,129,410</b>	<b>2,821,877</b>	<b>4,951,287</b>
Net incoming/(outgoing) resources before transfers	6	130,815	(451,929)	(321,114)	(28,999)	37,781	8,782
Unrealised (Losses)/Gains on Investments	9b	48,116	-	48,116	(40,424)	-	(40,424)
Transfers between Funds		535,168	(535,168)	-	(60,760)	60,760	-
Net Movements in Funds for the year	13a	<b>714,099</b>	<b>(987,097)</b>	<b>(272,998)</b>	<b>(130,183)</b>	<b>98,541</b>	<b>(31,642)</b>
<b>Reconciliation of funds</b>							
Total funds brought forward		3,141,087	1,122,929	4,264,016	3,271,270	1,024,388	4,295,658
Total funds carried forward		<b>3,855,186</b>	<b>135,832</b>	<b>3,991,018</b>	<b>3,141,087</b>	<b>1,122,929</b>	<b>4,264,016</b>

All of the above results are derived from continuing activities. There were no other recognised gains and losses other than those stated above. Movements in funds are disclosed in Note 13 to the financial statements.

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# Balance Sheet

	Notes	2024	2023
		£	£
<b>Fixed assets</b>			
Tangible fixed assets	9a	1,106,569	1,178,027
Investments	9b	2,074,307	1,660,169
<b>Total fixed assets</b>		<b>3,180,876</b>	<b>2,838,196</b>
<b>Current assets</b>			
Debtors	10	985,845	892,520
Cash at bank and in hand		1,412,335	3,219,685
<b>Total current assets</b>		<b>2,398,180</b>	<b>4,112,205</b>
<b>Current Liabilities</b>			
Creditors: amounts falling due within one year	11a	(1,149,038)	(2,198,733)
<b>Net current assets</b>		<b>1,249,142</b>	<b>1,913,472</b>
Creditors: amounts falling due after one year	11b	(439,000)	(487,652)
<b>Net Assets less current liabilities less Creditors falling due after one year</b>		<b>810,142</b>	<b>1,425,820</b>
<b>Total Net Assets</b>		<b>3,991,018</b>	<b>4,264,016</b>
<b>Funds</b>			
Restricted	13	135,832	1,122,929
Designated Funds		1,766,893	1,792,297
General		2,088,293	1,348,790
<b>Total funds</b>		<b>3,991,018</b>	<b>4,264,016</b>

Approved by the Board of Trustees on 10 July 2024 and signed on its behalf by:

**Nick Baird CMG CVO**  
(Chair)

**Eleanor Bradley**  
(Treasurer)

The notes on pages 46 to 61 form part of these financial statements.

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

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# Cash Flow

for the year ended 31 March 2024

### Reconciliation of operating surplus to net cash outflow from operating activities

Net incoming/(outgoings) resources before revaluations
Investment income
Depreciation charges
Unrealised (gains)/loss on investment
(Increase)/Decrease in debtors
Increase/(Decrease) in creditors
Net cash (outflow) from operating activities

### Cash Flows from investing activities

Investment income
-------------------

### Cash Flows from Capital Expenditure

Purchase of Investments
-------------------------

### Cash Flows from financing activities

Repayments of borrowings
--------------------------

Change in cash and cash equivalents in the year

Cash and cash equivalents brought forward

Cash and liquid resources as at 31 March

	2024	2023
	£	£
Net incoming/(outgoings) resources before revaluations	(272,998)	(31,642)
Investment income	(89,548)	(10,968)
Depreciation charges	71,458	71,515
Unrealised (gains)/loss on investment	(48,116)	40,424
(Increase)/Decrease in debtors	(93,325)	63,063
Increase/(Decrease) in creditors	(1,052,292)	(891,149)
<b>Net cash (outflow) from operating activities</b>	<b>(1,484,821)</b>	<b>(758,757)</b>
<b>Cash Flows from investing activities</b>		
Investment income	89,548	10,968
<b>Cash Flows from Capital Expenditure</b>		
Purchase of Investments	<b>(366,022)</b>	(1,000,000)
<b>Cash Flows from financing activities</b>		
Repayments of borrowings	(46,055)	(43,525)
<b>Change in cash and cash equivalents in the year</b>	<b>(1,807,350)</b>	<b>(1,791,314)</b>
Cash and cash equivalents brought forward	3,219,685	5,010,999
<b>Cash and liquid resources as at 31 March</b>	<b>1,412,335</b>	<b>3,219,685</b>

# Notes to the financial statements

## 1 Accounting policies

### a) Statutory Information

Carers UK Limited is a charitable company limited by guarantee and is incorporated in the United Kingdom. The registered office address is 20 Great Dover Street London SE1 4LX.

### b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

The charitable company owns the whole of the issued ordinary share capital of Carers UK Trading limited, a company registered in England. The subsidiary remained dormant throughout the financial year. The financial statements are therefore not consolidated.

### c) Reporting period

The financial statements cover the year to 31 March 2024.

### d) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

### e) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. Key judgements that the charitable company has made which have a significant effect on the accounts include estimating the liability from multi-year grant commitments. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Due to the current challenging external environment the trustees have exercised even more caution with regard to the charity and consideration is given to the effects of outside elements on the charitable company's core activities. The close relationships which the company has with its funders has enabled the trustees to place reliance on the future funding requirements continuing to be met and therefore consider that the charitable company can continue as a going concern.

### f) Recognition of income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

Corporate subscriptions are received for the Employers for Carers scheme. The subscriptions provide employers access to resources throughout the subscription period, which is usually one year. Our accounting policy is to recognise the subscription income as the benefits are provided.

The estimate for accounting purposes is to recognise the subscription income at the point of initial subscription or renewal, as this is when most of the services are provided.

The charity receives a number of legacies and maintains a pipeline of notifications.

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The charity uses a portfolio approach to estimate the monetary value of the income that may be received from legacies to which entitlement is established and probate is granted. Receipt of a legacy is only considered probable when the amount can be measured reliably. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

### g) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

### h) Interest receivable

Interest on funds held on deposit 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.

### i) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

### j) Recognition of expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services, exhibitions and other educational activities undertaken to further the purposes of the charity and their associated support costs.

- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

### k) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include office costs, finance, personnel, payroll and governance costs which support the Trusts programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 5.

### l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £10,000. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Leasehold property	2% and 5%
Fixtures and fittings	20%
Computer equipment	20%

### m) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

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## n) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

## o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

## p) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

## q) Listed investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities.

## r) Pensions

The charity contributes to a stakeholder pension scheme on behalf of its staff, and the cost is recognised as incurred. This is a defined contribution scheme.

## s) Taxation status

As a charity Carers UK Limited is exempt from taxation of income and gains falling within Section 505 of the Taxes Act 1988 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent these are applied charitably. No tax charge has arisen in the year.



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## 2 Voluntary Income

	2024			2023		
	Unrestricted Funds	Restricted Funds		Unrestricted Funds	Restricted Funds	
	£	£	£	£	£	£
Donations and Gifts inc. Membership	79,617	110	79,727	90,827	911	91,738
Funding for DH Strategic Partners Programme (a)	-	97,000	97,000	-	97,000	97,000
Legacies	129,921	646	130,567	358,224	-	358,224
Corporates	805,023	2,500	807,523	306,146	20,000	326,146
Trusts	167,246	24,972	192,218	3,480	-	3,480
Fundraising Events	42,633	-	42,633	63,582	19	63,601
Tax reclaims	7,375	-	7,375	7,933	-	7,933
Payroll Giving	68,847	-	68,847	80,093	-	80,093
	<b>1,300,662</b>	<b>125,228</b>	<b>1,425,890</b>	<b>910,285</b>	<b>117,930</b>	<b>1,028,215</b>

(a) Relates to a grant receivable from Department of Health (DH) as part of the Strategic Partners Programme shared between Carers Trust and Carers UK.

## 3 Income resources from charitable activities

Incoming resources from charitable activities (current year)	2024			2023
	Grants & Trusts – See Note 4	Training & Conferences	Subscriptions & Consultancy	
	£	£	£	£
Equality	630,181	15,363	392,996	1,038,540
Support	933,993	24,093	385,772	1,343,858
Recognition	464,759	18,421	206,492	689,672
	<b>2,028,933</b>	<b>57,877</b>	<b>985,260</b>	<b>3,072,070</b>

Incoming resources from charitable activities (prior year)	2023			2022
	Grants & Trusts – See Note 4	Training & Conferences	Subscriptions & Consultancy	
	£	£	£	£
Equality	962,705	19,395	313,831	1,295,931
Support	1,262,822	21,697	322,025	1,606,544
Recognition	825,909	10,649	160,774	997,332
	<b>3,051,436</b>	<b>51,741</b>	<b>796,630</b>	<b>3,899,807</b>

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## 4 Grants and Donations Receivable

The Grants and Donations listed below were expended in accordance with the terms specified in each individual grant.

	2024	2023
	£	£
Sport England	109,000	249,224
Pears Foundation	50,000	75,000
Marie-Louise von Motesiczky Charitable Trust	100,000	-
Tribe	189,301	201,365
Virgin Media O2	-	620,000
John Ellerman Foundation	-	33,000
abrdn Financial Fairness Trust	55,000	-
Dulverton Trust	35,000	-
Garfield Weston Foundation	-	75,000
The COVID 19 Support Fund	447,564	415,547
J H Rausing Trust	45,000	-
Hollyhock Charitable Foundation	-	50,000
Scottish Government	299,069	288,244
The Robertson Trust	15,000	18,000
Other Scotland Trusts< £15000	15,050	20,000
Welsh Government Sustainable Social Services Grant	260,000	294,465
Other Wales grants< £15000	1,200	14,300
Carers Trust Wales	132,776	132,776
DHSSPS (N.I.): Core Grant	15,802	31,604
Community Foundation for N Ireland	136,146	66,951
Other N Ireland grants<£15,000	-	8,800
Anonymous Funders	118,025	275,000
Other Nationwide grants< £25,000	5,000	182,160
<b>TOTAL GRANTS RECEIVED FOR CHARITABLE ACTIVITIES</b>	<b>2,028,933</b>	<b>3,051,436</b>

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## 5a Total resources expended

Total resources expended (current year)	Cost of Fundraising costs	Carers Equality	Carers Support	Carers Recognition	Governance Costs	Support Costs	2024	2023
	£	£	£	£	£	£	£	£
Staff Costs (Note 7)	281,170	749,109	1,028,489	743,423	-	278,326	3,080,517	3,244,737
Fundraising costs	154,221	-	-	-	-	-	154,221	206,026
Finance	-	-	-	-	-	136,529	136,529	139,805
Information Technology	-	-	-	-	-	91,021	91,021	119,721
General Administration	-	-	-	-	-	157,208	157,208	161,896
AGM and Trustees travel	-	-	-	-	48,702	-	48,702	24,024
Audit Fees	-	-	-	-	15,700	-	15,700	11,500
Depreciation	-	21,437	21,437	28,584	-	-	71,458	71,515
Direct costs	-	322,833	515,418	371,601	-	-	1,209,852	972,063
<b>Total</b>	<b>435,391</b>	<b>1,093,379</b>	<b>1,565,344</b>	<b>1,143,608</b>	<b>64,402</b>	<b>663,084</b>	<b>4,965,208</b>	<b>4,951,287</b>
Support Costs - allocated by staff time apportionment	-	200,386	189,185	273,513	-	(663,084)	-	-
Governance Costs	-	19,137	26,274	18,991	(64,402)	-	-	-
<b>Total resources expended</b>	<b>435,391</b>	<b>1,312,902</b>	<b>1,780,803</b>	<b>1,436,112</b>	<b>-</b>	<b>-</b>	<b>4,965,208</b>	<b>4,951,287</b>

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## 5b Total resources expended

Total resources expended (prior year)	Cost of Fundraising costs	Equality	Support	Recognition	Governance Costs	Support Costs	2023	2022
	£	£	£	£	£	£	£	£
Staff Costs (Note 7)	281,136	834,080	1,144,606	802,389	-	182,526	3,244,737	3,072,240
Fundraising costs	206,026	-	-	-	-	-	206,026	217,018
Finance	-	-	-	-	-	139,805	139,805	156,199
Information Technology	-	-	-	-	-	119,721	119,721	109,076
General Administration	-	-	-	-	-	161,896	161,896	163,025
AGM and Trustees travel	-	-	-	-	24,024	-	24,024	23,090
Audit Fees	-	-	-	-	11,500	-	11,500	11,500
Depreciation	-	21,455	21,455	28,605	-	-	71,515	71,515
Direct costs	-	298,665	419,911	253,487	-	-	972,063	876,414
<b>Total</b>	<b>487,162</b>	<b>1,154,200</b>	<b>1,585,972</b>	<b>1,084,481</b>	<b>35,524</b>	<b>603,948</b>	<b>4,951,287</b>	<b>4,700,077</b>
Support Costs - allocated by staff time apportionment	-	181,905	176,380	245,663	-	(603,948)	-	-
Governance Costs	-	10,654	14,621	10,249	(35,524)	-	-	-
<b>Total resources expended</b>	<b>487,162</b>	<b>1,346,759</b>	<b>1,776,973</b>	<b>1,340,393</b>	<b>-</b>	<b>-</b>	<b>4,951,287</b>	<b>4,700,077</b>

## 5c Grants Awarded

Grants Awarded	2024	2023
	£	£
Department of Health (DH): Strategic Partners Programme	36,375	60,625
<b>Total</b>	<b>36,375</b>	<b>60,625</b>

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## 6 Net Incoming resources for the year:

	2024	2023
<b>This is stated after charging/(crediting):</b>	<b>£</b>	<b>£</b>
Depreciation	71,458	71,515
Trustees' reimbursed expenses: Travel, subsistence and care expenses	-	993
Auditors' remuneration	15,700	11,500
Number of Trustees whose expenses were reimbursed	-	3

## 7 Staff costs and numbers

	2024	2023
	<b>£</b>	<b>£</b>
Salaries and Allowances	<b>2,625,361</b>	<b>2,781,290</b>
Social Security Costs	<b>269,020</b>	<b>297,986</b>
Pension Costs	<b>149,073</b>	<b>162,413</b>
Redundancy costs	<b>37,063</b>	<b>3,048</b>
	<b>3,080,517</b>	<b>3,244,737</b>

Total emoluments paid to staff were: 2,811,497 2,946,751

The average weekly number of employees (based on head count) during the year was as follows:

	2024	2023
	<b>No.</b>	<b>No.</b>
Charitable	<b>50</b>	<b>59</b>
Support	<b>8</b>	<b>7</b>
Fundraising	<b>8</b>	<b>7</b>
	<b>66</b>	<b>73</b>

Number of employees' earning over £60,000

	2024	2023
£100,001 – £110,000	1	-
£90,001 – £100,000	-	1
£80,001 – £90,000	2	-
£70,001 – £80,000	2	4
£60,001 – £70,000	2	3

The total employee benefits including pension contributions and employer's national insurance of the key management personnel were £668,421 (2023: £697,298).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2023: £nil).

No charity trustee received payment for professional or other services supplied to the charity (2023: £nil).

## 8 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

### 9a Tangible fixed assets

	Long Leasehold Building	Leasehold Improvements	Office/Gen Equipment	Total
<b>Cost</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
At 1 April 2023	1,361,012	803,651	36,295	2,200,958
Additions	-	-	-	-
At 31 March 2024	1,361,012	803,651	36,295	2,200,958
<b>Accumulated depreciation</b>				
At 1 April 2023	401,551	591,569	29,811	1,022,931
Charge for year	27,221	40,182	4,055	71,458
At 31 March 2024	428,772	631,751	33,866	1,094,389
<b>Net book value</b>				
At 31 March 2024	<b>932,240</b>	<b>171,900</b>	<b>2,429</b>	<b>1,106,569</b>
At 31 March 2023	<b>959,461</b>	<b>212,082</b>	<b>6,484</b>	<b>1,178,027</b>

### 9b Investments

	2024	2023
	<b>£</b>	<b>£</b>
Market value at the start of the year	1,660,169	700,593
Additions at historic cost	366,022	1,000,000
Disposal proceeds	-	-
Unrealised (loss)/gains	48,116	(40,424)
Market value at the end of the year	<b>2,074,307</b>	1,660,169
Historical cost at the year end	1,900,000	1,600,000

All of the investment is held in UK Unit Trust Management units or cash.

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## 10 Debtors

	2024	2023
	£	£
Trade debtors	564,888	550,020
Prepayments	17,945	5,000
Accrued income	403,012	337,500
	<b>985,845</b>	<b>892,520</b>

## 11 a) Creditors

Amounts due within one year	2024	2023
	£	£
Trade creditors incl other creditors	78,600	112,088
Bank loans	48,651	46,054
Other Taxes & Social Security	161,196	195,384
Accruals and deferred income	860,591	1,845,207
	<b>1,149,038</b>	<b>2,198,733</b>

Deferred income	2024	2023
	£	£
Balance at the beginning of the year	1,758,611	2,665,111
Amount released to income in the year	(1,203,611)	(1,107,547)
Amount deferred in the year	199,225	201,047
<b>Balance at the end of the year</b>	<b>754,225</b>	<b>1,758,611</b>

Deferred income comprises of grant income received for future projects, multi year subscription income and sponsorship for Carers Week, which occurs after the year end.

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## 11 b) Creditors

Amounts falling due after one year	2024	2023
	£	£
Loan payable due after one year and less than five years	223,642	275,952
Loan payable due after five years	215,358	211,700
	<u>439,000</u>	<u>487,652</u>

Bank loan totalling £487,651 (2023: £533,706) is secured by fixed charge over part of the charity's property and is also secured by a floating charge over the charity's assets. The loan commenced in March 2017 and the term of loan is 15 years at a minimum rate of 3.00% per annum.

No discounting has been applied to the present value of the loan as the effect of this would be immaterial.

## 12 a) Analysis of net assets between funds

Analysis of net assets between funds: current year	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	1,104,140	2,429	1,106,569
Investments	-	-	2,074,307	2,074,307
Net current assets	135,832	1,101,753	11,557	1,249,142
Long term liabilities	-	(439,000)	-	(439,000)
Net assets at the end of the year	<u>135,832</u>	<u>1,766,893</u>	<u>2,088,293</u>	<u>3,991,018</u>



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## 12 b) Analysis of net assets between funds

Analysis of net assets between funds: prior year	Restricted funds	Designated funds	General funds	Total funds
	£	£	£	£
Tangible fixed assets	-	1,171,543	6,484	1,178,027
Investments	-	-	1,660,169	1,660,169
Net current assets	1,122,929	1,108,406	(317,863)	1,913,472
Long term liabilities	-	(487,652)	-	(487,652)
Net assets at the end of the year	<b>1,122,929</b>	<b>1,792,297</b>	<b>1,348,790</b>	<b>4,264,016</b>

## 13 a) Movements in funds

Movements in funds: current year	As at 1 April 2023	Incoming Resources	Resources expended	Transfers between Funds	As at 31 March 2024
	£	£	£	£	£
<b>Restricted funds:</b>					
Carers Services	-	5,000	5,000	-	-
DHSC Health & Wellbeing Alliance	-	97,000	97,000	-	-
The COVID 19 Support Fund	262,294	447,564	716,206	6,348	-
Sport England	-	133,972	133,972	-	-
abrdrn Financial Fairness Trust	-	55,000	32,749	-	22,251
CRM Funding	162,780	118,025	280,806	1	-
Tribe	(44,863)	189,300	199,231	54,794	-
Virgin Media O2	653,186	-	-	(653,186)	-
<b>Nation Offices:</b>					
Northern Ireland	-	179,129	186,466	31,387	24,050
Scotland	-	385,700	415,381	29,681	-
Wales	89,532	442,398	438,206	(4,193)	89,531
<b>Total Restricted funds</b>	<b>1,122,929</b>	<b>2,053,088</b>	<b>2,505,017</b>	<b>(535,168)</b>	<b>135,832</b>

Unrestricted funds	As at 1 April 2023	Incoming Resources	Resources expended	Transfers between Funds	As at 31 March 2024
	£	£	£	£	£
<b>Designated Funds</b>					
Future projects funding	1,154,460	-	-	-	1,154,460
Loan liability	(533,706)	-	-	46,054	(487,652)
Office fund	1,171,543	-	71,458	-	1,100,085
<b>Total Designated Funds</b>	<b>1,792,297</b>	<b>-</b>	<b>71,458</b>	<b>46,054</b>	<b>1,766,893</b>
General Funds	1,348,790	2,639,122	2,388,733	489,114	2,088,293
<b>Total General Funds</b>	<b>1,348,790</b>	<b>2,639,122</b>	<b>2,388,733</b>	<b>489,114</b>	<b>2,088,293</b>
<b>Total Unrestricted Funds</b>	<b>3,141,087</b>	<b>2,639,122</b>	<b>2,460,191</b>	<b>535,168</b>	<b>3,855,186</b>
<b>Total Funds</b>	<b>4,264,016</b>	<b>4,692,210</b>	<b>4,965,208</b>	<b>-</b>	<b>3,991,018</b>

## 13 b) Movements in funds

Movements in funds: prior year	As at 1 April 2022	Incoming Resources	Resources expended	Transfers between Funds	As at 31 March 2023
	£	£	£	£	£
<b>Restricted funds:</b>					
Information & Advice	11,000	-	11,000	-	-
DHSC Health & Wellbeing Alliance	-	97,000	97,000	-	-
The COVID 19 Support Fund	250,997	415,547	404,250	-	262,294
Sport England	(9,917)	249,224	239,307	-	-
Primary Care Navigator	10,345	-	10,345	-	-
CRM Funding	44,334	275,000	156,554	-	162,780
Barclays	271,430	-	271,430	-	-
Tribe	-	201,365	246,228	-	(44,863)
Virgin Media O2	344,894	620,000	311,708	-	653,186
<b>Nation Offices:</b>					
Northern Ireland	-	128,801	141,616	12,815	-
Scotland	-	357,625	405,570	47,945	-
Wales	77,532	515,096	503,096	-	89,532
<b>Legacy Funds:</b>					
West Sussex Carers Fund	23,773	-	23,773	-	-
<b>Total Restricted funds</b>	<b>1,024,388</b>	<b>2,859,658</b>	<b>2,821,877</b>	<b>60,760</b>	<b>1,122,929</b>

Unrestricted funds	As at 1 April 2022	Incoming Resources	Resources expended	Transfers between Funds	As at 31 March 2023
	£	£	£	£	£
<b>Designated Funds</b>					
Future projects funding	1,154,460	-	-	-	1,154,460
Loan liability	(577,230)	-	-	43,524	(533,706)
Office fund	1,238,945	-	67,402	-	1,171,543
<b>Total Designated Funds</b>	<b>1,816,175</b>	<b>-</b>	<b>67,402</b>	<b>43,524</b>	<b>1,792,297</b>
General Funds	1,455,095	2,059,987	2,062,008	(104,284)	1,348,790
<b>Total General Funds</b>	<b>1,455,095</b>	<b>2,059,987</b>	<b>2,062,008</b>	<b>(104,284)</b>	<b>1,348,790</b>
<b>Total Unrestricted Funds</b>	<b>3,271,270</b>	<b>2,059,987</b>	<b>2,129,410</b>	<b>(60,760)</b>	<b>3,141,087</b>
<b>Total Funds</b>	<b>4,295,658</b>	<b>4,919,645</b>	<b>4,951,287</b>	<b>-</b>	<b>4,264,016</b>

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# Description of funds

## (a) Designated Funds

<b>Office Fund</b>	This represents the net book value of the leasehold and improvements to the building at 20 Great Dover Street, London, SE1 4LX.
<b>Loan liability</b>	This represents the loan amount secured against the building.
<b>Future projects funding</b>	This represents the amount designated by the trustees to fund future projects and provide contingency for increasing costs.

Transfers within designated funds relate to the annual repayment of the loan liability, and the trustees' formation of the future projects designated fund.

## (b) Restricted Funds

<b>Information and Advice</b>	Funding to support the advice team donated by Garfield Weston and Barclays Bank.
<b>DHSC Health &amp; Wellbeing Alliance</b>	Grant received from Department of Health as part of the Strategic Partners Programme shared between Carers Trust and Carers UK.
<b>Communications, Campaigns, Media &amp; Public Affairs</b>	Funding to support the advice and advocacy work undertaken by Carers UK Limited to promote carers rights.
<b>Barclays</b>	Funding to assist in the development of programmes designed to assist commercial organisations in helping carers within their workforces.
<b>Tribe</b>	Funding to support the Healthy Ageing Trailblazers project.
<b>Primary Care Navigator project</b>	Contract to improve identification and support of carers within the primary care system within the boroughs of Westminster, Kensington & Chelsea and Hammersmith & Fulham.
<b>Memberships &amp; Volunteers</b>	To enter into a mutually beneficial strategic partnership to improve the lives of Carers across the UK.
<b>CRM Funding</b>	Funding to help the development of Carers UK new CRM system.
<b>Sport England</b>	Funding to support a project to enable carers to access the benefits of physical activities. This is awarded in arrears which can lead to a negative fund position at a given point in time.
<b>abrdn Financial Fairness Trust</b>	Funding to encourage parliamentary engagement to reduce carer injustice and poverty.
<b>COVID 19 Support Fund</b>	Funding to help Carers UK continue to deliver it's programmes of help and support to Carers during the pandemic.
<b>Virgin Media O2</b>	Funding to help develop and expand Carers UK support and advice systems to all parts of the UK.

## Nation Offices:

	This relates to funds held in respect of offices based in Northern Ireland, Wales and Scotland.
<b>Wales</b>	Funding from the Welsh Government and others in support of our work in Wales.
<b>Scotland</b>	Funding from the Scottish Government and others in support of our work in Scotland.
<b>Northern Ireland</b>	Funding from the Northern Irish Assembly, Health Boards and Trusts in support of our work in Northern Ireland.

## Branches:

<b>West Sussex Carers Fund</b>	A legacy left for the benefit of carers in West Sussex.
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# 14 Related Party Transactions

There are no related party transactions to disclose for 2024 (2023: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

**Across the UK today 5.7 million people are carers — supporting a loved one who is older, disabled or seriously ill.**

Carers UK is here to listen, to give carers expert information and tailored advice. We champion the rights of carers and support them in finding new ways to manage at home, at work, or in their community.

We're here to make life better for carers.

#### **Carers UK**

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