

COMPANY NUMBER 3507600

SUFFOLK FAMILY CARERS LIMITED

**FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2017**

Charity Number 1069937

ENSORS ACCOUNTANTS LLP
Chartered Accountants & Registered Auditors
Cardinal House, 46 St Nicholas Street
IPSWICH
IP1 1TT

SUFFOLK FAMILY CARERS LIMITED

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2017

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SUFFOLK FAMILY CARERS LIMITED
REFERENCE AND ADMINISTRATIVE INFORMATION
FOR THE YEAR ENDED 31 MARCH 2017

Trustees and directors	J Dillaway D McElhinney D Eagles D Weston M Wilson J Millar T Ward J Tucker B Azvine S Thomas S Brooks	Chair Vice Chair Treasurer (Resigned 9 June 2016) (Appointed 25 October 2016) (Appointed 12 October 2016)
Company status	Limited by guarantee	
Chief Executive	K Alderson	
Registered office	Unit 8 Hill View Business Park Old Ipswich Road CLAYDON IP6 0AJ	
Charity number	1069937	
Company number	3507600	
Auditor	Ensors Accountants LLP Chartered Accountants & Registered Auditors Cardinal House 46 St Nicholas Street IPSWICH IP1 1TT	
Bankers	Bank of Scotland 3 Queen Street NORWICH NR2 4SG	
Solicitors	Bates, Wells & Braithwaite 27 Friars Street SUDBURY CO10 2AD	

SUFFOLK FAMILY CARERS LIMITED
TRUSTEES' ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2017

The Trustees present their report and accounts for the year ended 31 March 2017.

Purpose of the organisation

Suffolk Family Carers is an independent organisation and registered charity that supports family carers of all ages across the whole of Suffolk. We provide support in a number of ways, including:

- Information, advice and guidance.
- Carers' assessments.
- Advocacy.
- One to one support.
- Workshops and training.
- Confidence and resilience building.
- Peer support and access to communication channels.
- Social activities, events and breaks.
- Awareness raising.
- Signposting.

Charitable objects

The charity's objectives shall be:

- The promotion and protection of health and the relief of poverty, sickness, and distress within the county of Suffolk, and surrounding counties in particular by the provision of practical help, support services, and advocacy.
- Education to persons who are acting as carers of people with physical or sensory disability, mental health difficulty, learning disability, ill health or who are aged, and their families by providing information and mediation, and by bringing together the representatives of voluntary organisations and statutory authorities.

Aims and objectives

- To support family carers of all ages to access services and support.
- To help prevent family carer breakdown.
- To enable family carers to support themselves through resilience building, peer support and accessing local community services.
- To encourage family carers to be well informed about their caring roles and rights to enable them to make the best decisions.
- To make family carer issues everyone's business.
- To ensure that young carers and young adult carers do not perform inappropriate or excessive caring roles.
- To ensure young carers and young adult carers have the chance to experience a childhood.
- To enable and empower young carers to successfully transition into adulthood.

How we do it:

Our strategy for 2015–18 is to build on our current successes and to ensure that we are functioning at the highest levels across all of our work to ensure that we provide the best possible support for family carers and their families. We have referred to the Charity Commission's guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, we consider how planned activities will contribute to the aims and objectives set out in the company's Memorandum and Articles of Association.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

Our priorities for this period are to ensure that we are:

- **Outcome-focused:** we want our services to make the lives of family carers and their families better.
- **Well known:** we want to be recognised and known for our work with family carers.
- **Expert:** we want to be viewed as being expert in all aspects of our work.
- **Innovative:** we want to be at the forefront of developing appropriate services and support mechanisms for family carers.
- **Influential:** we want to influence the agenda, both locally and nationally, on health and social care and its impact on family carers and their families.

Our four main activities: Adult Carers' Service; Health Service; Mental Health and Wellbeing Service and Young People's Service are undertaken to further our charitable purposes for the public benefit and are described below.

Adult Carers' Service

Our Adult Carers' Service provides support to adult family carers over 18 years old.

Objectives:

- Come alongside family carers and communities to inform, support and develop sustainable solutions that maintain and improve the health and wellbeing of family carers.
- Use an asset based approach that enables the individual to form a network of knowledge, support and practical help, which allows them to live the life they choose.
- Promote family carer awareness and family carer sensitive practice.
- Help family carers to influence the planning and delivery of support for themselves and those they care for.
- Support carers so that more can report a strong sense of wellbeing.
- Share and collaborate. This will mean working with other professionals but also connecting with the individual, families, community groups and services in order to be pro-active in recommending how needs might be met differently.
- To work together with other voluntary organisations in the Total Voice Suffolk advocacy partnership to deliver a robust advocacy service to family carers and other individuals across Suffolk.

Achievements

Suffolk Family Carers' Information Line handled over 14,800 calls (from and to) family carers, professionals or the community. This single point of contact enables family carers and others to access the support or information they need, utilising our advisers' expert knowledge on services available across Suffolk.

Our advisers received over 900 referrals for a carers' assessment, enabling family carers to achieve an outcome that would help make improvements to their caring role. Working in partnership with Total Voice Suffolk, we delivered over two thousand advocacy hours of support.

Our bus has helped to reduce isolation by raising awareness and taking information, advice and guidance out across Suffolk into communities. Visiting 46 places, we had over 3970 visitors. Our new partnership with John Grose saw Suffolk Family Carers adopted as one of their charities for the year and we were presented with funds raised through quiz events. Due to the excellent relationship that we have developed with John Grose, we will be their charity for a second year running for the forthcoming year (17-18).

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

Health Service

Our services in the health environments ensure that family carers' needs are recognised alongside the person they are caring for.

Objectives:

- To raise awareness of family carer issues and to create family carer sensitive practice across the health setting.
- To engage with new initiatives and developments within local Clinical Commissioning Groups.
- To ensure family carers' needs are recognised and considered alongside that of the person they care for.
- To provide direct support to family carers within the health environment as per the commissioned service.
- To ensure family carers are signposted and referred to appropriate services for support.

Achievements

We saw the successful implementation of support for family carers in all three hospitals in Suffolk. Our role is to identify carers through partnership working and provide the support they need through admission and discharge. We are now delivering a clinic alongside clinician's appointments in Ipswich Hospital to support family carers.

We successfully implemented a quality award for hospitals. Suffolk Family Carers has developed a pioneering quality award for hospitals to identify how well they are working with family carers. Ipswich Hospital was the first hospital to go through the self-assessment process and received the silver award. West Suffolk Hospital is the next hospital to implement the award.

We secured additional funding to continue our work with GP surgeries across West Suffolk for 17/18. This preventative service supports family carers in primary care to help prevent crisis intervention. An outcome measurement tool developed by Suffolk Family Carers Adult Services (called PIRI, Prevent crisis, Increase awareness, Reduce anxiety and worry, Improve knowledge) will be utilised by Suffolk County Council to help measure the impact of the service going forward.

Our success of working within the Crisis Action Team in East Suffolk and the Early Intervention Team in West Suffolk ensured we were able to continue the service to support people in crisis alongside the team of health and social care colleagues.

We would like to thank Ipswich and East CCG, West Suffolk CCG and Suffolk County Council for funding.

Mental Health and Wellbeing Service

The Mental Health and Wellbeing Service offers a range of services to adult family carers living in Suffolk or those eligible via the Care Act 2014. We champion positive mental health, challenge stigma and recognise the emotional impact caring can have upon a family carer.

We offer support, information and education to family carers to underpin their wellbeing and bring resilience to the caring role. We evolve and adapt our services to meet needs and encourage family carer and service user feedback across all systems.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

Objectives:

- To offer information and support to those caring for someone aged over 18 who has difficulties with their mental health.
- To offer programme based intervention and support to those caring for someone who has substance misuse difficulties.
- To offer opportunities for substance misuse service user and family carer feedback.
- To offer information and emotional support programmes for family carers as part of the Suffolk Wellbeing Service, (East & West Suffolk) to specifically include family carers of those with ASD or ADHD.
- To offer Caring for Dementia with Confidence programmes and wellbeing support for family carers, (East & West Suffolk).
- To offer generic Caring with Confidence Programmes across the county.

Achievements

Performance is measured both qualitatively and quantitatively using a range of tools and measures based on funders requirements.

Feedback gathered from users of services is used to influence service delivery and design and is fed into wider systems.

We continue to raise awareness of family carers' needs, particularly those who face multiple stigmas and disadvantage and we continue to identify gaps in access to services or service provision.

- We delivered 25 Caring for Dementia with Confidence programmes to 246 family carers and 23 Caring with Confidence sessions to 186 family carers.
- 138 Mental Health family carers supported through 1-1's and programmes with 482 individual contacts.
- 48 family carers supported at tier 3 longer term intensive support.
- 8 focus group sessions delivered across the county with 2 groups moving towards self-sustainability.
- Substance Misuse - 9 programmes delivered across the county with over 100 people supported through programme and one to one support.
- 4 x Wellbeing for Dementia family carers - 45 family carers.
- 7 x Wellbeing for Me - 86 family carers.
- 3 x Caring for Children with ASD/ADHD - 41 family carers.
- 1 x Caring for Adults with Autism - 9 family carers.
- 1 x Who's in Charge? - 16 family carers.
- 11 x Ravenswood Hubs delivered - average of 9 family carers attending.
- Autism Show Trip - 29 family carers attended.
- Dementia Wellbeing Day @ The Hut - 10 family carers attended

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

Funding Sources

Funding comes from a range of sources including MH Pooled Fund, Suffolk Recovery Network, Suffolk Wellbeing Service, East & West CCG's, Suffolk County Council, Suffolk Community Foundation, East Suffolk partnership via public health and protection, East of England COOP token scheme, Leading Lives Community Benefit fund, L D Rope Third Charitable Trust, Britannia Lodge RAOB and Ganzoni Charitable Trust.

We anticipate significant changes to funding in the coming financial year due to the retendering of key Suffolk County Council services.

Young People's Service

Objectives:

- To provide support services for young carers between the ages of 5 to 15 years.
- To provide support services for young adult carers between the ages of 16 to 24 years.
- To enable young carers and young adult carers to reach their full potential and to support them in their caring role.
- To empower young adult carers in their transition to adulthood.
- To work in partnership with young people, their families, schools, educational establishments and other agencies.
- To provide information, training, advocacy, peer support and respite activities.
- To promote informed choices.

Achievements

2016/17 has been another very busy year for the Young People's Service. We have supported 1900 young people – 621 young adult carers and 1279 young carers. This is in line with our funders' requirements to identify young carers in Suffolk.

The aim of the service is to support young people to reduce inappropriate or excessive caring and to ensure that young carers have a chance to be children, first and foremost, by receiving opportunities to have a break from their caring roles, relax and make new friends and make successful transitions into adulthood. Support has included information, advice, one to one support, drop-ins at schools and colleges, peer support, monthly clubs, activities, life skill workshops and residential trips.

Our schools and college work continues to play a pivotal role in supporting young carers and young adult carers. Many of the young people we meet have reported what a difference being recognised and valued as a young carer in school has made for them. Schools who pro-actively provide young carer sensitive practices, signing up to our Young Carers Schools Award, have also reported that there has been a 67% increase in improved attendance, 50% improvement in behaviour and 42% increase in attainment. Currently more than 90 schools and colleges across Suffolk have signed up to the Schools and College Award programme and we work in a further 130 schools.

The Big Lottery Under 9s project is proving very successful to provide early intervention for families. We work closely with schools, parents and the young carers. Monthly clubs in south and north Ipswich and Lowestoft have been established. We have also established joint family attended activities, such as swimming and park days out, that have empowered families to continue with these activities independently and build peer support networks with other young carer families.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

As part of our role to ensure that young carers do not have excessive or inappropriate caring roles we have been involved in 134 cases where there is a requirement for us to work as part of a multiagency team with other professionals.

Young carers and young adult carers have had the opportunity to attend a number of different activities and clubs across Suffolk (290 different club sessions, respite and personal development activities) throughout the year that range from monthly clubs, university taster day, confidence and self-esteem courses to challenging, fun days out sailing, camping and for the Under 9s an overnight camp at Sea Life. This has been achieved working with numerous partners and community groups that have facilitated some valuable opportunities for the young people we have worked with.

We are grateful for funding from Suffolk County Council, Big Lottery, Children in Need, Turning Point, Suffolk Community Foundation, Henry Smith Charity, Carers Trust, Global's Make Some Noise and DCR Allen Charitable Trust. We are also grateful for all the donations from local organisations that have made a contribution to the Young People's Service.

Financial Review

Results

The charity has made a deficit in the year, attributable to restricted funds which have been spent in line with funders' and beneficiaries' requirements. The results for the year, and the charity's financial position at the end of the year, are shown in the attached financial statements.

Principal funding sources

These are set out in notes 2 and 3 to the accounts. The majority of funding continues to be from Suffolk-based local authorities and NHS bodies, along with the Big Lottery Fund. The charity also benefits from donations from charitable funds and individuals.

Investments

All cash balances are kept in either a Bank of Scotland or Lloyds bank account, there are no funds "invested". Suffolk Family Carers maintains sufficient funds on current account to meet short term demands. Surplus funds are placed on deposit to obtain the best interest rates available. The cash position is consistent with the composition of fund balances which is shown in the Statement of Financial Activities on page 14. The majority of the cash balance is associated with restricted funds.

Reserves Policy

It is essential that sufficient reserves are held to minimise the impact of significant loss of income. In the event of reduced income the main concerns of the trustees are:

- That the services provided can be wound down in a controlled manner with minimum impact on family carers, possibly allowing time for transfer of support given to family carers to other services.
- Suffolk Family Carers liabilities can be met.
- Staff commitments can be met and staff can continue working whilst new funding is secured.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

The trustees have agreed to keep a level of reserves that would allow the organisation to continue for a period of between 6 to 12 months. Based on the above policy target reserves required for 2016/17 are between £192,301 and £385,201. Current unrestricted reserves at £379,149 are within that parameter. Total free unrestricted reserves are £368,058, being the unrestricted fund balance minus fixed assets value. Restricted reserves are £913,355 resulting in the charity having total reserves of £1,292,504.

The level of reserves will be monitored monthly by the Senior Management Team and reported to the trustee Finance and Audit committee. If the forecast balance is outside the target totals then the trustees will consider what action, if any, may be appropriate taking into account any special circumstances. The policy will be reviewed annually.

Whilst the charity has made a deficit this year of £149,240 (2016; a surplus of £46,965), it is the result of a decision by trustees to use some of the restricted reserves built up from previous reporting periods to support family carers. At the time of setting the year budget a higher deficit was agreed, however as income from donations, grant and contracts has been more than forecast the deficit is not as high as originally planned. The unrestricted reserves balance remains healthy.

Grants Policy

The criteria for making grants depend on the conditions attached by the funder to each activity/project. Applications come from family carers and our project staff apply the rules and allocate grants accordingly.

Asset cover for funds

Note 13 and 14 set out an analysis of the assets attributable to the various funds. These assets are sufficient to meet the charity's obligations on a fund by fund basis.

Support

The charity is grateful for the free provision of a regular payroll service by Ensors Accountants LLP and, as detailed in Note 19, for the hours of volunteer help.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

Plan for the Future

Our priorities for the future are to ensure that we continue to improve support for family carers across Suffolk. During 2017/18 we will:

- Continue to deliver against the outcomes set out in our existing contracts and grants.
- Identify new ways to deliver services for family carers, through commissioning and procurement opportunities.
- Develop innovative solutions for family carers that will form the basis of future funding bids to grant funders.
- Introduce services for purchase including youth mental health first aid training (YMHFA) and mediation for family carers.
- Introduce Responsible Person Representative project to ensure the legal rights of individuals and their family carers where deprivation of liberty (DOLS) applies.
- Embed the new Suffolk-wide IAGES partnership – a project focused on improving mental health and wellbeing for the wider population, including family carers.
- Raise awareness of family carer issues both locally and nationally.
- Ensure the staff at Suffolk Family Carers continue to receive the appropriate training and support to deliver excellent services for family carers.
- Strengthen our on-line presence to give greater accessibility for family carers to our services via a new website and utilising social media.

Structure, Governance and Management

Governing Document

Suffolk Family Carers is a company limited by guarantee governed by its Memorandum and Articles of Association dated 10 February 1998. It is registered as a charity with the Charity Commission.

Trustee recruitment and appointment

Following a successful pilot during the reporting period, trustees are recruited through a mixture of local and national advertisements and via personal recommendation. They take part in an interview process and a key requirement is to have an affinity with the work we do.

Trustee board members give their time to the charity on a purely voluntary basis except where the organisation employs them in a professional capacity. Any expenses reclaimed from the charity and related party transactions, are set out in note 17 to the accounts.

Trustee induction and training

New trustees are given an overview of the organisation at an induction meeting with a senior manager. They are given copies of various organisation documents including “The Good Trustee Guide” by NCVO and our “Memorandum and Articles of Association”. Experience of day to day work on the frontline is obtained by shadowing various members of staff as they perform their daily duties. Trustees are then invited to contribute to specialist working groups where appropriate. Trustees also attend training courses as appropriate.

Organisation

The charity is managed by the Board of Trustees as set out on page one. The board meets six times a year and there are sub-committees who report to the board covering development, governance, HR and finance and audit. A Chief Executive officer is appointed by the trustees to manage the day to day operations of the charity.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

Pay policy for senior staff

Pay at all levels is set in line with the organisational pay structure and is scrutinised by HR Committee. Pay for the Chief Executive officer and Director of Organisational Development, is considered and agreed outside of this process by the Chair of Trustees and the Chair of HR Committee.

Risk Management

The senior management team at the charity maintains a risk register which is actively reviewed at each governance sub-committee and at the Board of Trustees annually, or when necessity arises. The risk register is maintained using a simple scoring system to enable major risks to be identified and action plans created. The trustees review and agree policies, systems and procedures to mitigate those risks identified.

The main risks arising from the charity's operations are reduction in funding, liquidity risk, cash flow risk, and interest rate risk.

Funding Risk

The charity seeks to manage funding risk by continuing to identify and apply for grant funding for new services rather than rely on statutory funding. The charity is developing tender documents, in preparation for future tenders, by consulting with family carers and funding commissioners and ensuring service levels remain high and meet family carers' needs.

Liquidity risk

The charity seeks to manage financial risk by ensuring sufficient liquidity is available to meet foreseeable needs and to invest cash in assets safely and profitably. Short-term flexibility is achieved by having sufficient unrestricted reserves. The charity finances its investment in tangible fixed assets through operating lease contracts. The future obligations arising from these contracts are set out in note 15 of the financial statements.

Cash flow risk

The charity needs to manage cash-flow in order to meet its debts as they fall due. Management and the trustees therefore consistently monitor this and produce cash-flow forecasts to ensure there are sufficient cash reserves available in the charity.

Interest rate risk

The charity maintains sufficient funds on current account to meet short term demand. Surplus short term funds are held on deposit to obtain some interest, albeit because of the current economic climate, returns are meagre. The charity manages its exposure to interest rate fluctuations on its longer term cash investments by entering into fixed rate agreements.

SUFFOLK FAMILY CARERS LIMITED

TRUSTEES' ANNUAL REPORT *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

Trustees' Responsibilities

Company and charity law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards 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 have overall responsibility for ensuring that the charity has appropriate systems of controls, financial and otherwise. They are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Statement of Recommended Practice, "Accounting and Reporting by Charities". They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities and to provide reasonable assurance that:

- the charity is operating efficiently and effectively;
- its assets are safeguarded against unauthorised use or disposition;
- proper records are maintained and financial information used within the charity or for publication is reliable; and
- the charity complies with relevant laws and regulations.

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant information of which the company's auditors are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Auditors

A resolution to re-appoint Ensors Accountants LLP as auditors for the ensuing year will be proposed at the annual general meeting in accordance with section 415 of the Companies Act 2006.

The Trustees' Report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Signed by order of the Trustees

J DILLAWAY
Chair

Approved by the trustees on

SUFFOLK FAMILY CARERS LIMITED

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

FOR THE YEAR ENDED 31 MARCH 2017

We have audited the financial statements of Suffolk Family Carers Limited for the year ended 31 March 2017 which comprise the Statement of Financial Activities, the Balance Sheet, Cash Flow Statement, and the related notes which are set out on pages 14 to 28. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

This report is made solely to the charitable company's members, as a body, in accordance with Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 and its members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of Trustees and auditors

As described more fully in the Trustees' Responsibilities Statement on page 11, the Trustees, who are also the directors of Suffolk Family Carers Limited for the purpose of company law, are responsible for the preparation of the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and for satisfying themselves that the charity's accounts give a true and fair view.

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

Scope of the audit of the financial statements

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

Opinion

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 2017, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended; and
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (applicable to smaller entities); and
- have been properly prepared in accordance with the Companies Act 2006.

SUFFOLK FAMILY CARERS LIMITED

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

Opinion on other matters prescribed by the Companies Act 2006

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

Matters on which we are required to report by exception

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; 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 exemption in preparing the Trustees' Annual Report.

Helen Rumsey (Senior Statutory Auditor)
for and on behalf of Ensors Accountants LLP

Chartered Accountants
Statutory Auditor
Cardinal House
46 St Nicholas Street
IPSWICH
IP1 1TT

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SUFFOLK FAMILY CARERS LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING AN INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2017

	Note	Unrestricted £	Restricted £	Total 2017 £	Unrestricted £	Restricted £	Total 2016 £
INCOME FROM:							
Donations	2	67,700	1,317,169	1,384,869	61,637	1,490,130	1,551,767
Charitable activities	3	-	724,910	724,910	-	625,936	625,936
<i>Other trading activities</i>							
- Trading activities	4	1,115	-	1,115	1,525	14,226	15,751
Investments	5	7,584	-	7,584	8,019	-	8,019
TOTAL INCOME		76,399	2,042,079	2,118,478	71,181	2,130,292	2,201,473
EXPENDITURE ON:							
<i>Raising funds:</i>							
- Cost of generating donations		338	24,711	25,049	284	30,931	31,215
<i>Charitable activities</i>							
- Carer support services		312,086	1,930,583	2,242,669	306,487	1,816,806	2,123,293
TOTAL EXPENDITURE	6	312,424	1,955,294	2,267,718	306,771	1,847,737	2,154,508
NET INCOME/(EXPENDITURE)		(236,025)	86,785	(149,240)	(235,590)	282,555	46,965
Transfers between funds	13	268,742	(268,742)	-	277,618	(277,618)	-
NET MOVEMENT IN FUNDS FOR THE YEAR		32,717	(181,957)	(149,240)	42,028	4,937	46,965
Fund balances at 1 April 2016		346,432	1,095,312	1,441,744	304,404	1,090,375	1,394,779
Fund balances at 31 March 2017		379,149	913,355	1,292,504	346,432	1,095,312	1,441,744

All of the above results are derived from continuing activities.

The notes on pages 17 to 28 form part of these financial statements.

SUFFOLK FAMILY CARERS LIMITED

BALANCE SHEET

AS AT 31 MARCH 2017

	Note	2017 £	2016 £
FIXED ASSETS			
Tangible assets	9	<u>15,891</u>	<u>33,269</u>
CURRENT ASSETS			
Debtors	10	67,716	83,928
Cash at bank and in hand		<u>1,276,821</u>	<u>1,449,967</u>
		1,344,537	1,533,895
CREDITORS: Amounts falling due within one year	11	<u>(67,923)</u>	<u>(125,420)</u>
NET CURRENT ASSETS		<u>1,276,614</u>	<u>1,408,475</u>
NET ASSETS		<u>1,292,504</u>	<u>1,441,744</u>
FUNDS			
Unrestricted	13	379,149	346,432
Restricted	13	<u>913,355</u>	<u>1,095,312</u>
		<u>1,292,504</u>	<u>1,441,744</u>

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

J DILLAWAY
Chair

D EAGLES
Treasurer

Approved by the Trustees on

The notes on pages 17 to 28 form part of these financial statements.

Company Registration No. 3507600

SUFFOLK FAMILY CARERS LIMITED

CASH FLOW STATEMENT

AS AT 31 MARCH 2017

	Note	2017 £	2016 £
Cash flows from operating activities			
Cash generated from operations	18	(173,481)	(97,853)
Cash flows from investing activities			
Purchase of property, plant and equipment		(7,249)	(6,503)
Interest received		7,584	8,019
Net cash inflow from investing activities		335	1,516
Net movement in cash and cash equivalents		(173,146)	(96,337)
Cash and cash equivalents at beginning of the year		1,449,967	1,546,304
Cash and cash equivalents at end of the year		1,276,821	1,449,967

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2017

1. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared under the historical cost convention, and in accordance with the Charities Act 2011, the Statement of Recommended Practice for Charities (FRS 102), the Companies Act 2006 and applicable accounting standards (FRS 102) except where detailed below. The financial statements have been prepared in pounds sterling and have been rounded to the nearest pound.

These financial statements for the year ended 31 March 2017 are the first financial statements of Suffolk Family Carers Limited prepared in accordance with FRS102, the Financial Reporting Standard applicable in the UK and Republic of Ireland. The date of transition to FRS102 was 1 April 2015. The reported financial position and financial performance for the previous period are not affected by the transition to FRS102. The principal accounting policies adopted are set out below.

Suffolk Family Carers Limited is a public benefit entity.

Suffolk Family Carers Limited is a private company limited by guarantee incorporated in England and Wales, and a registered charity. The registered office is Unit 8, Hill View Business Park, Old Ipswich Road, Claydon, IP6 0AJ.

Going concern

The charity has made a deficit this year of £149,240 (2016: a surplus of £46,965), this is a result of considered use of built up restricted reserves. The unrestricted reserves are at the upper end of the target level, therefore the trustees consider that the charity has adequate reserves to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Incoming Resources

Income from donations includes, membership, donations from individuals and organisations, and grants from charitable foundations and statutory sources. Income from charitable activities includes income earned from supply of services under contractual agreements.

Grants and contracts have been recognised in the Financial Statements in the period in which they are receivable and are reflected in restricted or unrestricted funds depending on the conditions attached to them.

Resources expended

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

Costs of raising funds comprise the costs associated with attracting voluntary income and those incurred through trading activities.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

1. ACCOUNTING POLICIES

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Other costs include those costs associated with meeting the constitutional and statutory requirements of the charity, and include the audit fees and costs linked to the management of the charity.

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, e.g. employee numbers or staff time, as set out in Note 6.

Grants payable

Grants payable are accounted for when approved by the Trustees.

Employee termination benefits

The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

Termination benefits are recognised immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

Tangible fixed assets and depreciation

Tangible fixed assets costing more than £1,000 are capitalised and included at cost, including any incidental expenses of acquisition.

Depreciation is calculated to write off the cost, less estimated residual value of fixed assets, over their estimated useful lives as follows:

Computers	33% on cost
Office equipment	10% on cost
Plant & equipment	10% on cost
Motor vehicles	50% on cost

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

1. ACCOUNTING POLICIES

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Creditors are obligations to pay for goods or services that have been acquired in the ordinary course of activities from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Operating Leases

Rentals payable under operating leases are charged against income on a straight line basis over the period of the lease.

Pensions

The pension costs charged in the accounts represent the contributions payable by the charity during the year.

Value added tax

Value added tax is not recoverable by the charity, and as such is included in the relevant costs in the Statement of Financial Activities.

Judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Depreciation

The charity estimates the rates of depreciation used to write down the different classes of assets the charity owns. This is based on prior experience of asset lives while taking into account any additional circumstances. Once fully depreciated over its useful life the asset should be stated at its residual value or £Nil if there is no residual value.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

2. DONATIONS

	2017	2016
	£	£
Suffolk County Council (Social Services)	1,002,596	1,029,073
NHS	78,000	61,225
Big Lottery Fund	84,832	141,585
Global's Make Some Noise	34,554	-
Department for Education	-	111,486
Suffolk Community Foundation		
- Henry Smith Charity Fund	28,100	27,700
- Get Suffolk Moving Fund	-	5,000
- Donor Designated Donation	-	2,000
- AXA Insurance	500	-
- CYP Emotional Health & Wellbeing Fund	16,000	-
- Horizon Fund	2,000	-
- Joy Abbott Fund	2,995	-
- Michael Ben Howes	1,000	-
- RJB Grantmaking Fund	1,000	-
BBC Children in Need	36,337	36,906
Carers Trust	3,912	15,969
Membership fees	955	1,015
Suffolk Brokerage	30,000	15,000
Activities Unlimited	-	10,000
DCR Allen Trust	3,000	10,000
Sobell Foundation	-	10,000
Holidays for Carers	3,650	5,960
Ipswich Council	-	5,720
Leading Lives	3,000	-
Health East Healthy Communities Fund	-	3,500
L D Rope Third Charitable Trust	2,700	1,700
Sundry grants & donations	49,738	57,928
	1,384,869	1,551,767

3. CHARITABLE ACTIVITIES

	2017	2016
	£	£
NHS	428,956	440,944
Suffolk County Council	119,907	-
Turning Point	110,000	110,000
Voiceability	66,047	74,992
	724,910	625,936

4. TRADING ACTIVITIES

	2017	2016
	£	£
Takings from Café	-	14,154
Other fundraising from events	1,115	1,597
	1,115	15,751

5. INVESTMENT INCOME

	2017	2016
	£	£
Bank Interest	7,584	8,019
	7,584	8,019

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

6. EXPENDITURE	Direct Costs		Grant Funding	Support	2017 Total	2016 Total
	Salaries	Other				
	£	£	£	£	£	£
<i>Cost of generating donations</i>						
Fundraising	24,711	338	-	-	25,049	31,215
<i>Expenditure on charitable activities</i>						
Young People's Service	284,165	86,260	13,569	115,918	499,912	497,894
Carers' Cafe	-	-	-	-	-	37,608
Core Services	66,391	43,244	-	198,749	308,384	301,193
Adult Carers Services	303,626	56,387	9,956	124,997	494,966	487,309
Health Service	214,583	15,480	73,162	84,035	387,260	310,130
Mental Health and Wellbeing	224,427	33,015	124,859	110,466	492,767	432,787
Governance	-	-	-	59,380	59,380	56,372
	1,117,903	234,724	221,546	693,545	2,267,718	2,154,508

SUPPORT COSTS BY ACTIVITY

<i>Basis of allocation</i>	Support Salaries	Rent and Utilities	Audit and Charity Admin	Insurance	Training	Travel	IT Support and Licences	2017 Total	2016 Total
	Staff time	Staff time	Actual	Staff time	Direct	Direct	Computer usage		
	£	£	£	£	£	£	£	£	£
Fundraising	-	-	-	-	-	-	-	-	-
Young People's Service	46,943	24,388	-	1,948	5,686	20,815	16,138	115,918	107,676
Carers' Café	-	-	-	-	-	-	-	-	17,334
Core Services	166,874	15,592	-	1,297	1,500	1,559	11,926	198,749	207,492
Adult Carers Services	68,994	24,547	-	3,460	1,690	7,386	18,920	124,997	109,433
Health Service	33,692	15,711	-	1,349	1,681	19,848	11,754	84,035	64,810
Mental Health & Wellbeing	60,788	20,035	-	1,627	5,743	8,745	13,528	110,466	94,826
Governance	43,185	-	16,195	-	-	-	-	59,380	56,372
	420,476	100,273	16,195	9,683	16,300	58,353	72,265	693,545	657,943

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

Included in governance costs is £6,700 (2016: £6,450) payable for audit fees and £Nil (2016: £440) for taxation services provided.

During the year 335 grants (2016: 220) were paid to individuals to provide respite breaks.

7. STAFF COSTS

	2017	2016
	£	£
Wages & salaries	1,345,779	1,287,431
Social security costs	88,093	64,445
Other pension costs	88,506	81,404
Redundancy costs	16,001	19,005
	<u>1,538,379</u>	<u>1,452,285</u>
Staff travel	58,353	51,813
Staff training	16,300	12,018
	<u>1,613,032</u>	<u>1,516,116</u>

No employee earned more than £60,000 during the year (2016: 0).

Number of employees

The average number of employees during the year was:

Care workers	66	65
Administration	13	13
	<u>79</u>	<u>78</u>

The average number of full time equivalent employees during the year was 59 (2016: 57).

8. CORPORATION TAXATION

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

9. TANGIBLE FIXED ASSETS

	Office Equipment £	Computers £	Plant & Equipment £	Motor Vehicles £	Total £
COST					
At 1 April 2016	1,175	28,201	10,724	78,300	118,400
Additions	-	7,249	-	-	7,249
Disposals	-	-	-	-	-
At 31 March 2017	<u>1,175</u>	<u>35,450</u>	<u>10,724</u>	<u>78,300</u>	<u>125,649</u>
DEPRECIATION					
At 1 April 2016	1,175	22,059	3,172	58,725	85,131
Charge for the year	-	3,980	1,072	19,575	24,627
On Disposals	-	-	-	-	-
At 31 March 2017	<u>1,175</u>	<u>26,039</u>	<u>4,244</u>	<u>78,300</u>	<u>109,758</u>
NET BOOK VALUE					
At 31 March 2017	<u>-</u>	<u>9,411</u>	<u>6,480</u>	<u>-</u>	<u>15,891</u>
At 31 March 2016	<u>-</u>	<u>6,142</u>	<u>7,552</u>	<u>19,575</u>	<u>33,269</u>

10. DEBTORS

	2017 £	2016 £
Other debtors	41,047	58,795
Prepayments	<u>26,669</u>	<u>25,133</u>
	<u>67,716</u>	<u>83,928</u>

SUFFOLK FAMILY CARERS LIMITED
NOTES TO THE FINANCIAL STATEMENTS *(continued)*
FOR THE YEAR ENDED 31 MARCH 2017

11. CREDITORS: Amounts falling due within one year

	2017	2016
	£	£
Other creditors	36,758	36,018
Taxation and social security	22,961	25,809
Accruals and deferred income	8,204	63,593
	<u>67,923</u>	<u>125,420</u>

12. DEFERRED INCOME

	2017	2016
	£	£
Balance brought forward	56,393	138,238
Amount released to income earned from charitable activities	(56,393)	(138,238)
Amount deferred in year	165	56,393
	<u>165</u>	<u>56,393</u>
Carried forward	<u>165</u>	<u>56,393</u>

Deferred income relates to grants received by the charity for a future period that are paid in advance, with the charity recognising the income over the life of the donation period. This has reduced considerably in 2017 and is purely to do with the timing of the grant instalments paid to the charity.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

13. FUNDS

Summary of movements on all funds by Category of Fund	Balance at 1 April 2016	Income	Expenses	Transfers Between Funds	Balance at 31 March 2017
	£	£	£	£	£
Core Service (unrestricted)	346,432	76,399	(312,424)	268,742	379,149
Core Service (restricted)	38,496	42,000	(41,458)	(5,870)	33,168
Young People's Service	344,695	531,863	(508,351)	(65,813)	302,394
Health Service	179,531	439,231	(401,380)	(62,087)	155,295
Mental Health and Wellbeing	218,585	515,979	(500,456)	(58,949)	175,159
Adult Carers Services	314,005	513,006	(503,649)	(76,023)	247,339
	1,441,744	2,118,478	(2,267,718)	-	1,292,504

Fund Category Description

Core Service

This service supports the activities provided to family carers. It includes the CEO office functions, human resources, finance, contracts management, communications and the volunteering project.

Young People's Service

We support young people from age 5 years up to 24 years of age, who care for a parent, grandparent or sibling. The aim of the service is to support young people to reduce inappropriate or excessive caring and to ensure that young carers have a chance to be children, first and foremost, by receiving opportunities to have a break from their caring roles, relax and make new friends and make successful transitions into adulthood. Support has included information, advice, one to one support, drop-ins at schools and colleges, peer support, monthly clubs, activities, life skill workshops and residential trips.

Health Service

We provide support to family carers in the health setting, both in GP surgeries across West Suffolk and in Ipswich Hospital in East Suffolk. We also provide a variety of services which help family carers stay well.

Mental Health and Wellbeing Service

We provide a range of services and support to family carers who are looking after someone with dementia or mental health and/or substance misuse issues. We also offer support to family carers to maintain and improve their own emotional wellbeing.

Adult Carers Services

We provide information, advice, guidance and advocacy to adult family carers in Suffolk. We ensure family carers access appropriate services and support from us and we put them in touch with other organisations which can help them.

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

13. FUNDS (continued)

Transfers

Transfers from restricted to unrestricted funds represent a proportion of support and development services which include strategic planning and management, contract management, finance and personnel, and are chargeable to restricted funds.

14. ANALYSIS OF NET ASSETS BETWEEN RESTRICTED AND UNRESTRICTED FUNDS

	Unrestricted £	Restricted £	Total £
Tangible fixed assets	11,091	4,800	15,891
Net current assets	368,058	908,555	1,276,613
	<u>379,149</u>	<u>913,355</u>	<u>1,292,504</u>

15. OPERATING LEASE COMMITMENTS

Operating lease payments recognised as an expense in the year total £69,277 (2016: £68,477).

At 31 March 2017 the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	Land and buildings		Other	
	2017 £	2016 £	2017 £	2016 £
Operating leases which expire:				
within one year	45,661	49,691	4,948	4,948
between one and five years	-	44,330	7,461	12,409
over five years	-	-	-	-
	<u>45,661</u>	<u>94,021</u>	<u>12,409</u>	<u>17,357</u>

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

16. PENSION COMMITMENTS

The Charity operates a group personal pension scheme, the assets of which are held in an independently administered fund. Employers' contributions paid during the period amounted to £88,506 (2016: £81,404).

All direct staff are allocated a project fund which they work on. This project fund will dictate the charity activity the employer pension contributions should go against as an expense. All projects are noted as being restricted or unrestricted funds and so the project fund allocated for the employee to work on will also dictate whether the individual employer pension contributions go against restricted or unrestricted funds.

For support costs the employer pension contributions are worked out on an apportionment basis. All staff members salaries are split in varying percentages, according to job class, to cost of generating funds, direct charitable activities, project management, finance management, HR, and governance. All salary support costs represent the elements allocated to project management, finance management, and HR.

17. RELATED PARTY TRANSACTIONS

Remuneration of key management personnel

The remuneration of key management personnel is as follows:

	2017	2016
	£	£
Aggregate compensation	<u>274,513</u>	<u>269,810</u>

None of the Trustees (or any persons connected with them) received any remuneration during the year, but 6 Trustees were reimbursed a total of £1,158 (2016: 4 were paid a total of £1,207) for reimbursed mileage expenses incurred on behalf of the charity.

Total unconditional donations made from Trustees to the charity in the year total £794 (2016: £465).

18. CASH GENERATED FROM OPERATIONS

	2017	2016
	£	£
Surplus/(Deficit) for the year	(149,240)	46,965
Adjustments for:		
Depreciation of tangible fixed assets	24,627	40,909
Investment income	(7,584)	(8,019)
Movements in working capital:		
(Increase)/decrease in debtors	16,212	(42,196)
Increase/(decrease) in creditors	(57,496)	(135,512)
Cash generated from operations	<u>(173,481)</u>	<u>(97,853)</u>

SUFFOLK FAMILY CARERS LIMITED

NOTES TO THE FINANCIAL STATEMENTS *(continued)*

FOR THE YEAR ENDED 31 MARCH 2017

19. VOLUNTEERS

Volunteers have, and continue to make a significant contribution to Suffolk Family Carers and to wider society.

- In 2016/2017 volunteers gave a generous 4,997 hours of their time towards helping Suffolk Family Carers achieve its aims.
- 111 people actively volunteered across a range of roles.
- A team of trained Talk and Support telephone volunteers offered a listening ear to family carers in need of additional support in their caring role. It is a rewarding and worthwhile role as many family carers are isolated and don't have the opportunity to talk to people about their situation.
- Several volunteers have provided much valued help preparing for, promoting and helping at Caring with Confidence and Caring for Dementia with Confidence sessions across Suffolk.
- The Information Line have a team of 3 volunteers who support the call handlers and advice team with incoming calls.
- During the year volunteers ran family carer groups across Suffolk.
- Several volunteers have helped with administration across the organisation.
- Volunteers have gone out with the Suffolk Family Carers bus to events across the county such as the Suffolk Show
- Volunteers have helped at groups and activities for Young Carers and Young Adult Carers

20. CONSTITUTION

The company is limited by guarantee. Each of the members has undertaken to contribute an amount not exceeding £10 towards the assets of the company in the event of the same being wound up, while he is a member, or within one year after he ceases to be a member, and the assets being insufficient to cover the company's debts and liabilities.