

Striving to make the role and contribution of unpaid family carers and young carers recognised; giving them access to the quality support and services they need to live their own lives



Trustees' Report and Accounts
for the year ended
31st March 2015

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Notes

The Annual Report with active hyperlinks is available on our website www.carerstrustcambridgeshire.org.

Any names marked with an * have been changed to protect the identities of those involved.

Key



Met target



Partially met target



Did not meet target



Chair's Introduction

As Chairman of Carers Trust Cambridgeshire and Carers Trust Peterborough I would like to welcome you to our annual report. Every year I marvel at how a potentially dry document becomes more vibrant and informative in telling the story of unpaid family carers. My thanks go to those who put in all the hard work to produce such an informative and lively account of our work.



The past year has been one of immense change, as I am sure you are all aware. This change has impacted hugely on both the organisation and individuals. It is to the enormous credit of all involved that Carers Trust Cambridgeshire has had possibly its best year yet on many levels. Even more credit is due to everyone who has ensured that we have emerged as a stronger, more efficient and more engaged organisation than ever before. In our work highlighting the cause of unpaid family carers I believe we are seen as an exemplar organisation across the Carers Trust network - leading on engagement, involvement, sustainability and innovation.

Dr Helen Brown has continued to lead her team with enthusiasm and professionalism and, with the Board of Trustees, has continued to shape what I believe is a robust strategy for continued success. Her appointment to HM Government's Standing Commission on Carers is a testament to her hard work in championing the cause of unpaid family carers and her effectiveness in leading Carers Trust Cambridgeshire. We have said goodbye to longstanding Trustees, and while not embarrassing them by name, I would like to thank them for the work they have put in over many years - without their contribution, Carers Trust Cambridgeshire would not be the organisation it is today. In the same vein, we have welcomed new Trustees and I thank them for their enthusiasm and willingness to become involved.

We have had a good year and I am confident that our direction of travel is the correct one. That being said, let's not kid ourselves that life is easy. Continued austerity and an ageing population with growing morbidity rates mean that we will continue to be challenged in delivering our objectives. The bottom line is that there will be more need and less money to go around. That means that Carers Trust Cambridgeshire will have to continue to change, to adapt and to innovate. If we do not, then we will not survive. This will be uncomfortable at times but I am hopeful that our dedicated teams will continue to embrace our strategy and deliver life-changing solutions for unpaid family carers.

On a final note, as you read this report and the individual stories contained within it I would ask you to consider whether you might make your own contribution to our work. We need more volunteers to help us achieve our goals. We need more dedicated people to join our teams. We need people to run marathons for us both literally and metaphorically. If you can help in any small way then do please get in touch.

Adam Rowles, Chairman



Carers Trust Cambridgeshire - highlights in brief



There are 78,000 carers in Cambridgeshire and Peterborough¹. Most go unrecognised and receive little or no support until a crisis point is reached². People and families who self fund for care frequently miss out, even on information. Caring is often associated with poor physical and mental health and financial hardship.

We extended our range of support, undertook more fundraising, refreshed our leaflets and improved outcomes for a record numbers of carers, young carers and those for whom they care.

How we can help you

- Carers Trust Cambridgeshire and Carers Trust Peterborough offer a wide range of support for family carers and the people they look after. *(Many are free. Not all services are available in all areas).*
- Flexible breaks for family carers, with care in your own home
 - Award winning Family Carers Prescription from your GP
 - Emergency Planning - make a What If? Plan (free key tag & card)
 - Information, support and training for family carers
 - Talk to someone about available support
 - Explain about a Carer's Assessment and support you in completing one
 - Groups, activities and individual support for children and young people with disabilities
 - Carer awareness training for professionals
 - Support for young carers and young adult carers (STRIVE)
 - End of Life and Palliative care - supporting carers, their family and enabling people to choose to live their last days at home
 - A chance to volunteer or be involved
 - A range of support to purchase with your personal budget
 - A voice for carers and a chance to make contact with others in similar circumstances

2014-15 Charity highlights



CabinetOffice

Office for Civil Society

We received funding to run the Caring Communities Project from the Cabinet Office and Nesta's Carers Social Action Support Fund.



First care company in the region to be accredited by Living Wage Foundation in October 2014.



**INVESTORS
IN PEOPLE**



We were awarded the Peterborough City Council contract for adult and young carers services in Peterborough. Carers Trust Peterborough was launched in August 2014.



One place

Our work in Addenbrooke's Hospital was selected by NHSIQ Carer's Evidence Summits as best practice by the NHS for carer identification and virtual integration.



Improving Quality



Participated in first year of Carers Trust's national Britain's Best Breakfast fundraising and awareness raising campaign.



Chief Executive's Report

Welcome to our Annual Report 2014-15, capturing the most successful year in our 30 year history. Looking back, 1985 had many highlights: Live Aid raised millions for famine relief, the wreck of the Titanic was discovered and the first mobile phone call was made in the UK by Ernie Wise! In deepest Cambridgeshire, some 11 years after the national Crossroads Caring for Carers charity started, and with a little help from Cambridgeshire County Council; local socially active people decided to do something here to support unpaid family carers and so small Crossroads Caring for Carers charities were started.

Another significant landmark twenty years later, in 2005, saw two of these charities merge and create a CEO post which I have been privileged to fill. This proved to be the start of a pathway towards the diverse Cambridgeshire and Peterborough-wide organisation we are today.

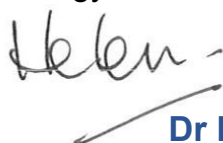
A handful of carers were supported in 1985, this rose to about 250 carers in 2005. This year, nearly 5,700 family carers were supported by us, with about 1,000 receiving one-to-one care and support.

We can count our year as successful because we achieved, or exceeded, our goals: we supported more carers and people requiring care than ever before; we were awarded new contracts in Peterborough and Cambridgeshire through competitive tender processes; we started new support with charitable funding, such as our young adult carer project and leadership programme; we helped more carers than ever during their emergencies and supported those they care for to be cared for at home; we increased our fundraising and "beat the budget" in growing our income with a small profit.

However, the best way to judge our year is through the difference we have made to all of those unsung heroes who tirelessly (and tiredly) look after someone. We are very grateful to all of those who told us what we meant to them and we improved other means of assessing outcomes and our impact, to help essential fundraising.

We have set ourselves more challenging targets this year and I'm confident that our fantastic team here will achieve them. More people are living longer and living with ill health and there is more need for recognition and support for carers than ever before. The Care Act 2014 brought new rights and new legal duties and we are working with many other voluntary organisations to improve support for carers.

Finally, I was delighted to be appointed to the Standing Commission on Carers, an independent advisory body providing expert advice to ministers and the carers Strategy Cross Government Board, as the government looks to prepare a new carers strategy.



Dr Helen Brown, Chief Executive



Why we're here - our purpose and aims

Vision

Our vision is of a world where the role and contribution of unpaid family carers and young carers is recognised and they have access to the quality support and services they need to live their own lives.

Mission

What we do to make this happen

Provide services that respond to the needs of family carers, young carers and the people they support, offering them peace of mind and understanding; **and** work with them and other stakeholders to influence service innovation and growth.



The Need

Why do carers need support?

Two young people in every classroom are likely to be caring³, often going unrecognised by schools. This is known to be linked to poor academic results and lower lifelong chances, without appropriate support. In addition, their families may not be receiving all of the help they should. 1 in 10 adults, including young adult carers, will have a caring role and many have poorer mental and physical health, as a result of caring without receiving timely information and help⁴:

- 83% report a negative impact on mental and physical health⁵
- 61% have faced depression⁶
- 49% are struggling financially⁷
- one in five carers give up work to care⁸ - a figure that is likely to rise.

Poverty is an issue that disproportionately affects these families. Yet unpaid carers - those looking after family or friends and who rarely identify themselves as 'carers' provide an incredibly valuable contribution not only to the people they support, but also to our health and social economy - estimated as £119 billion each year⁹.

In the 2011 Census, over 60,000 people in Cambridgeshire identified themselves as unpaid carers; 30% of these carers care for 20 hours or more each week¹⁰. In Peterborough, 17,690 people identified themselves as unpaid carers, a rise of 20% since 2001 and the largest growth - 63% - was in the 20-49 hours per week of unpaid care¹¹.

These numbers are projected to increase, as the population ages and more people live longer with ill health. The proportion living with dementia, in particular, is projected to double. Caring, though a significant part of the daily lives of many of us, does not - and should not - define us. When we have significant caring responsibilities, we are very likely to have interests and aspirations pre-dating our current situation - and quite possibly put on hold, or even abandoned, because of it¹². Raising awareness of caring and carers, to help people and families understand the significance, is a key need if they are to access information and support needed to help them.



Our Four Strategic Objectives

In order to meet our vision, purpose and charitable objectives and meet the needs of unpaid carers, our four strategic objectives for 2012-16 are...

Raise the profile of carers and caring - see page 10

Improve lives through influencing society - see page 13

Strong Networks - see page 17

Support the growth and development of solutions for family carers, especially preventative and early intervention services - see page 20

Values - our shared beliefs

- **Continuously improving**

The best we can be – high standards in all that we do.

- **Aspirational and Innovative**

Together we can change lives for the better for all family carers in the UK.

- **Caring**

All family carers, young carers and people with care needs feel recognised, valued and supported.

Passionate about changing lives because people are at the centre of everything we do.

- **Listening**

Together we work with all family carers and enable them to find their voice, exercise their choice and regain control.

- **Collaborative**

We actively seek collaboration and partnership with other organisations. We work with local organisations, which have unique expertise, connections and experience. Doing so increases our effectiveness and efficiency, enabling us to better support all family carers.

- **Integrity**

We trust, respect and value each other.

We are good people to do business with.



Our Four Strategic Objectives - How did we do?

Raise the profile of carers and caring

Four year Aims 2012-16

- Create an organisational identity for, with and about carers.
- Raise carers' profile and grow our reputation as a leading partner, provider and carers' specialist.
- Improve the lives of carers by promoting carers' issues and interests.
- Enable more carers to be recognised and helped.
- Work with carers and stakeholders to influence service innovation and growth.

Targets 2014-15

- Double the number of carers known to us.
- Evidence the value of carer support, particularly within the NHS/health services.
- Hold carers conferences and engagement events in Peterborough and Cambridgeshire.
- Tell carers stories in regular media items and publications to show impact.

Achievements 2014-15



Number of carers supported increased from 3,500 to 5,717. We were pleased with this, as we had anticipated that over 1,000 carers would register with us in Peterborough on the transfer of services under the new contract, but relatively few were active carers.



Selected by NHS England and NHSIQ as best practice in national Carer's Evidence Summits.



Carers Conferences co-produced.



National and local TV, press and radio targets met but new website delayed.



Chief Executive appointed to Standing Commission on Carers which is important for influencing policy, raising carers issues/interests and improving the lives of carers.



Analysis

A successful year and we aim to double the number of carers known to us again next year.

The challenge ahead will be to ensure not only that the profile is raised, but that there is appropriate and proportionate support for the growing number who will need it.



NHS England Carer's Evidence Summits

What did we do?

NHS England published a 37 point Commitment to Carers in 2014 to be launched at a series of Carer's Evidence Summits. We responded to a call for best practice, providing information about our virtual integration of carer support, through having a Carer Support Officer in Addenbrooke's Hospital, linking to the Family Carers Prescription available from primary care and Carers Assessments and other support from adult social care.

We were delighted to be selected from hundreds of applications.

Separately, young adult carers were invited to meet the senior Leadership team of NHS England.

What difference did we make?

Our work was showcased at events attended by several hundred people, largely from health and the voluntary sector. Melanie Gray and Estelle Mitchell gave a presentation and answered questions.

Details were included in posters at all Carer's Evidence Summits and available via the [NHSIQ website](#). We responded to enquiries from other regions interested in improving support for carers.

Chris Carling, author of *"But Then Something Happened: A Story of Everyday Dementia"* was in the audience and said that during her journey of caring for her mother and father with dementia, breaks from our organisation were the only good thing in her life. Chris then spoke at our 2014 AGM.

The NHS England Leadership team learned about life as a young carer and Simon Stevens CEO of NHS England presented gifts to thank the young adult carers for their ideas, feedback and contributions.



Impact

NHS England published ["The Commissioning for Carers: Principles and resources to support effective commissioning for adult and young carers"](#) based on the latest research, case-studies and best-practice. We are featured on page 35, Investing Carers to Sustain and Save.



Improving lives through influencing society

Four year Aims 2012-16

- Provide a public benefit through improving the lives of carers, young carers and people with care needs.
- Work with carers and other stakeholders to influence service innovation and availability.
- Raise the awareness and the positive profile of all carers.

Targets 2014-15

- Encourage charitable giving and raise funding to provide free support for children with disabilities, young carers, young adult carers and carers .
- Contribute to national carers legislation, particularly the Care Act 2014 and the Children and Families Act 2014 plus local carer and young carer strategies.
- Recruit more volunteers to help raise the awareness and the positive profile of all carers.
- Increase charitable income and expand fundraising events.

Achievements 2014-15



BBC Children in Need grant targets met and activities and breaks provided. Young carers trip to France, parent carer and dementia group funded. (See pages 15 & 22).



Contributed to consultations relating to Care Act, Children and Families Act, Care Quality Commission.



Selected by Cabinet Office for Carers Social Action Support project "Caring Communities" (see page 14). We have 40 volunteers and trained people who volunteer elsewhere as Carers Friends*.



Grant income doubled and 20 fundraising events were held enabling us to continue to provide information, advice, support to carers.

* If you would like to become a Carers Champion or Carers Friend in your company or organisation, please get in touch. More details on the next page.

Analysis



Caring is frequently a normal part of life and often brings its own personal rewards. Less welcome are the many frustrations and health and financial penalties.

The Care Act 2014 gives carers the same rights as people with care needs and places duties on Local Authorities, health bodies and other professionals.

We are campaigning to change attitudes to charitable support for carers too.



Caring Communities

What did we do?

Carers Trust Cambridgeshire was awarded £100,000 as part of The Carers Social Action Support Fund in November 2014. The Centre for Social Action is a collaboration between the Cabinet Office and Nesta. We were one of seven inspiring projects to receive a total of £700,000 with the aim of evidencing the value of supporting unpaid family carers. Projects were selected on the basis of having the potential for wider implementation.



CabinetOffice

Office for Civil Society

The aim of our project was to prevent carer breakdown and crisis, by increasing the number of new or hidden carers being identified and linking these carers through to the services and support that can help.

We are using the funding to recruit a Volunteer Manager and volunteer Carer Champions and train existing volunteers from partner organisations as Carers Friends, to recognise and enable 'hidden' carers to access existing support. The investment recognises the impact volunteers can have on empowering carers to feel supported in their caring role - whether by allowing them to take a break from caring, sharing their experiences of caring, or receiving practical and emotional support.

Our own Carers Ambassadors volunteers have helped develop carer-awareness training.

We are working very closely with our partners: Care Network Cambridgeshire, Age UK Peterborough, Peterborough and Fenland MIND and Addenbooke's CUHFT to reach our objectives.

Our targets are to reach 400 new or hidden carers and train 230 Carers Friends and Champions. The project started in February is due to finish in October 2015.

What difference did we make?

We have delivered many Carers Awareness Training sessions with the help of our Carers Ambassadors Team who co-facilitate the sessions with us. We have raised awareness in many different types of organisations, including Health and Social Care Students, Voluntary Organisations, Community Groups, Health Care teams. We are increasing staff, volunteer and student awareness levels of carers and the issues they face.

Impact

Having the Carers Ambassadors there to tell their stories is really valued by people attending the sessions, and helps make the session come alive. We'd like to say a massive thank you to the team for all their hard work and dedication. We are increasing our Ambassador Team to continue the great work they have started.

Our Caring Communities Project has helped to increase awareness of Carers, and we have seen an increase in the number of referrals and self-referrals for new and previously hidden carers.



Young Carers

Funded by:



Huntingdon Freeman's Trust

Supporting the residents of Huntingdon since 1993



What did we do?

Another brilliant year for young carers! From the South of France where ten young carers had the most incredible experience of their lives; to the Oxo Tower in London where two young carers were invited by The Children's Society to have their portraits taken for a photography exhibition entitled Hidden: England's Invisible Carers; via three young carers leading on the Call to Action with NHS England - we have been getting our message out there!

This was our best year for funding and donations with an increase in referrals as well - 162 in total across Huntingdon and Fenland. We have also increased our social media presence - with plans to improve it further this year! We have given more one-to-one support thanks to a small grant awarded from BBC Children in Need, which meant that 27 young people had time dedicated to them, and them alone.

We welcomed a new team this year from Peterborough. They are contributing so much and are forging an extremely strong service within Peterborough.

Our newsletter, YC Attitude, is now produced quarterly and has proved to be a great hit with families and young people as well as internal and external colleagues.

We have more groups than ever before; these are funded in part, and supported by, external partners and localities.

What difference did we make?



The funding we receive; whether through donations or funding and grant applications is vital to our service. Sometimes it is the little things that make the most impact. For example; we use this funding to transport many young carers to their group meetings, otherwise they would be unable to take part.

Young carers having fun in France!

The money allows us to support young carers to achieve the things they thought were not possible because of their caring role. We have seen many young people blossom into successful young adults that we see today.



We would not be able to do that without your support - so the team and all our young carers, young adult carers and siblings would like to say how incredibly grateful we are for the support we receive and we would like to thank you all.



Impact

Children who had never spent a night away from home before in their lives were supported and enabled to take this step. (See page 22 too).

We have supported the Howard* family for many years. Our support has developed and changed over time as their needs have adjusted, their circumstances shifted and the family has grown to include the recent addition of a grandchild! Mum has a degenerative disease. In addition to the physical implications and restrictions, there are mental and emotional aspects that can impact on many elements of family life, including the children's wellbeing and own needs.

Through external funding and partnership working, we have been able to facilitate holiday projects and activities throughout the year. We are able to offer the young carers in the family respite, opportunities to meet other young carers and support outside of term time group settings.

"The activities that Carers Trust Cambridgeshire's Young Carers put on for the children during school holidays are crucial as it means the kids aren't left at home without contact with their peers during the holidays. The activities also mean that us parents can see our kids just being kids and not carers for that short period of time. They come home crowing about what they have done and seen. They talk about meeting up with other kids who know what they are going through, as most of their peers at school don't understand what they have to do at home."

Kids and Sibs Groups



Strong Networks

Four year Aims 2012-16

- Every carer to have choice and control.
- Develop and use technology to reach and support carers more.
- Offer more services ourselves, as a joint venture and in partnership with other statutory and Third Sector partners.

Targets 2014-15

- Co-develop third sector Health and Wellbeing Network (HWN) to improve health and wellbeing outcomes in Cambridgeshire.
- Develop partnerships with organisations to identify and support carers.
- Help 50 homeless people or carers into work through Preparation into Employment (PIE), with partners.
- Support young carers in Cambridgeshire in partnership with Centre 33.

Achievements 2014-15

- ☺ HWN funded for a further year and registered as a not for profit company.
- ☺ Carers support in Peterborough and Cambridgeshire changing, with strong partnerships developing.
- ☺ Young people including young carers helped into employment. (See page 19).
- ☺ Close collaboration, joint events and participation activities held by CTC young carers and Centre 33.



Analysis

In innovating and developing strong networks, such as Caring Communities and the Health and Wellbeing Network, we evidence our commitment to partnerships and to share learning, as part of our public benefit remit. We could not adequately resource both developing new carer support and our joint venture care company, ACC, which we sold.

Health and Wellbeing Network

What did we do?

Health and Wellbeing Network (HWN) was established as a partnership between a number of forward thinking and dynamic voluntary sector organisations, including Carers Trust Cambridgeshire. This was the evolution of a pilot project we reported last year, co-funded by the Cambridgeshire & Peterborough Clinical Commissioning Group and Cambridgeshire County Council.

**Health &
Wellbeing
Network**
0300 666 0142

Our goal is to improve the health and wellbeing of older people, and those aged 18 years and older who have a long term condition. We identified an unmet need; a simple access route to voluntary sector support for frail, vulnerable and disadvantaged individuals. Many of these individuals are unaware of the breadth and depth of services and support that may be available to them; services that will promote their wellbeing and help them remain physically and mentally well and able to fulfil their potential through education, employment and/or volunteering. Where someone receives support from multiple agencies it is easy for them to get confused about who is providing what service; we recognised that having a simple point of access would help to reduce their frustrations, misunderstandings and anxiety, and relieve their stress.

What difference did we make?

We launched a telephone support line and ran a pilot scheme with GPs in the East of the county. Frail or vulnerable people were invited to call, and after answering a few basic questions were signposted toward appropriate services. The individuals approached were assumed to be generally well because they were not in active contact with their GP. What we discovered was that 69% of those who did call were in need of some support, and for 16% that support requirement was more intensive. This indicates a significant number of older people are not doing as well as they could be simply because they are unaware of the support available to them.

Impact

Our pathways approach has enabled individuals to access support that truly makes a difference to their lives. When the individual is capable we point them in the right direction, but where someone was unable to access support for themselves, or where they had a complex condition, a more in depth evaluation was carried out. Our experienced assessors developed a plan for the person geared towards meeting their immediate and longer term needs.

Older people responded to letters from their GPs and 2015 will see the scheme extended. We have facilitated support for users of the service from over 40 different local voluntary organisations and this number is set to grow as we find more partners.

"Thank you for your help. My mother has improved and is back in contact with her friends who are offering to support her."



Preparation into Employment (PIE)



PIE saw the joining together of three key partners, Axiom Crossroads Care, Carers Trust Cambridgeshire and Axiom Housing Association who all share the same goals and ethos. Funded by Cambridgeshire and Peterborough Local Enterprise Partnership, we developed and delivered a hugely successful project, exceeding targets and expectations for disadvantaged people (predominantly homeless or carers).

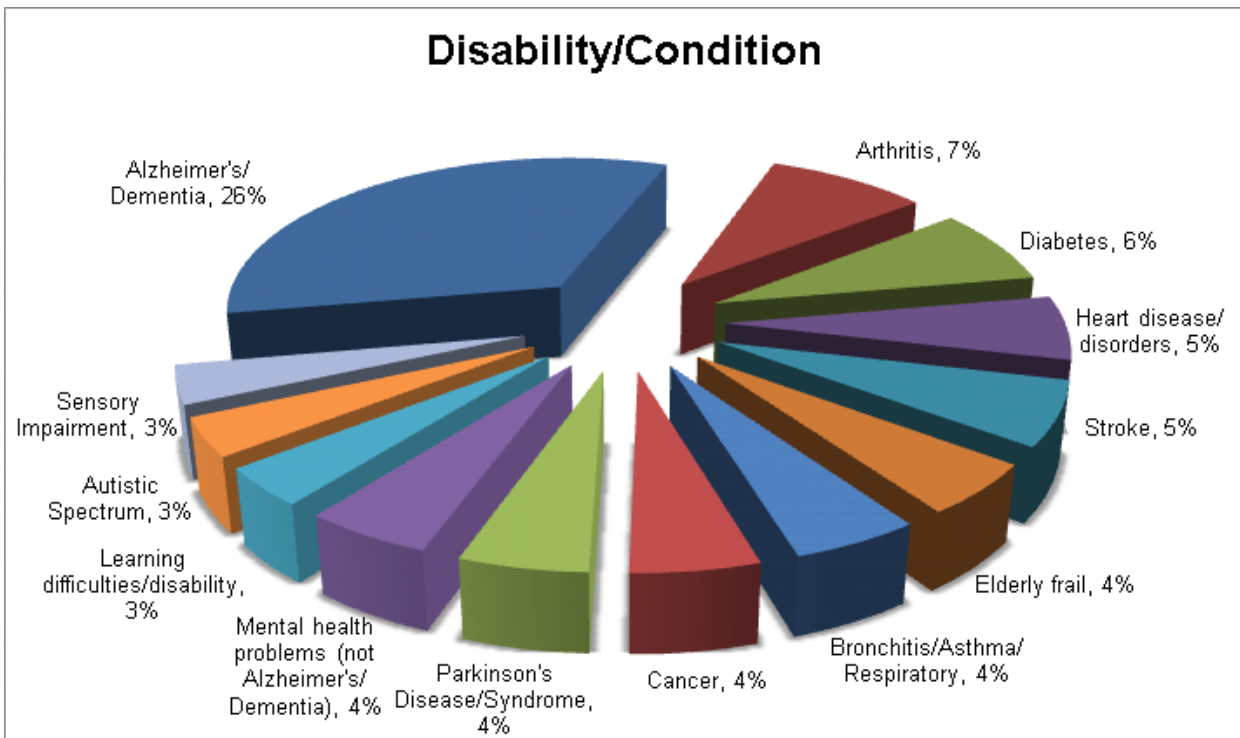
140 people were supported to become job-ready and 30 were supported to gain paid employment in 10 months.

Choice and control

We increased the number of people we supported, particularly in Peterborough, and through referrals from health pathways and networks.

In total, 6,715 adults and 910 young people received a support service from us, a staggering 23% increase on 2013-14.

We support carers caring for people with a wide range of conditions, disabilities and illnesses.



Overall, we provided 106,298 hours of care or support through 54,170 individual breaks - another new record (an increase of 9%).

Over the year, our headcount averaged 160 employees. Many staff work part time, so this was equivalent to 98 full time employees.



Growth and development of solutions - 1. Regulated Care

Four year Aims 2012-16

- Grow and expand our 'double value' regulated care services.
- Produce positive outcome for carers and cared for of all ages enabling them to remain independent.
- Prioritise high quality and good value for money.
- Increase independently purchased care.

Targets 2014-15

- Meet all of the challenges of increasing emergency responses (ICER) and demand for adult short breaks (ASB), before changes due to the Care Act.
- Grow the proportion of privately purchased care.
- Improve efficiency of care co-ordination and delivery.
- Prepare for new Care Quality Commission (CQC) regulatory framework and demonstrate quality assurance (QA) compliance.
- Increase the number and range of care breaks provided for adults and disabled children.

Achievements 2014-15



130 emergency responses (these have continued to increase year on year), with more admissions to hospital prevented and better outcomes for families.



More people chose to purchase care and care breaks from us, raising income. (See page 19).



Progress towards "paperless" with efficiencies introduced to save costs.



CQC new Standards training provided and Carers Trust QA inspection passed. (See page 30).



Over 900 people received care and the number of regulated care breaks increased to 44,500 or 77,400 hours. (See pages 21 & 22).



Analysis

We became accredited by the Living Wage Foundation. We continued to invest in management, HR and training, in order to grow our carers breaks and care services and we succeeded, particularly in dementia support.

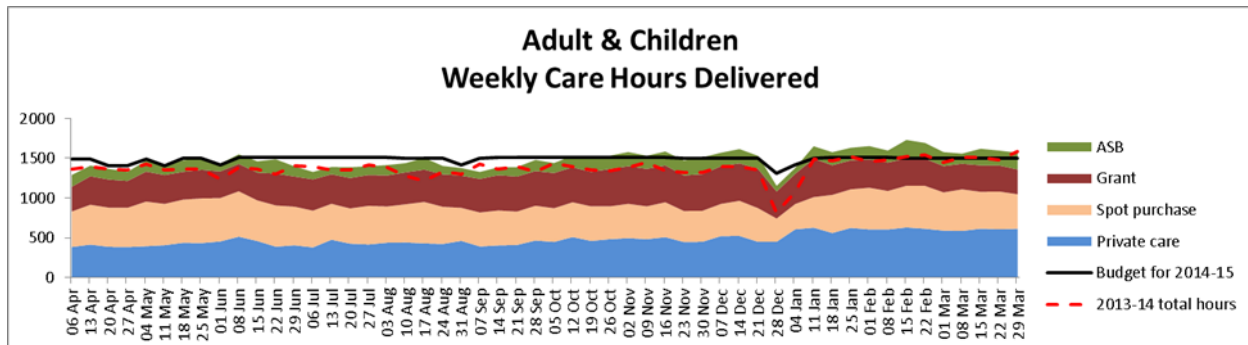
We still need to improve marketing of our unique selling points further. However, there is a shortage of good care staff in Cambridgeshire, particularly people wanting to work with children and challenging behaviours.



Adult flexible breaks and care

What did we do?

We try to provide continuity of support for families and create very flexible plans for each. Our calls are at agreed times, so that people can make plans and rely on us. All of our staff are fully trained and can provide simple to complex care, but if it's a sunny day and the cared for wants to take a walk, they'll do that too. All of our staff are insured to take people in their cars, or they may provide light housework, or just emotional support. Carers can relax in their own home or go out - even if it is just to the shop and back! Either way, we treat the person with care needs as an individual and aim to help their independence.



We had a target to increase the number of people purchasing support from us, in line fewer people eligible for support from social care and more people above the means testing limit becoming aware of the value to meet everyone's needs.

This was very successful - we grew our care and carer support (by 9%) and about a third was purchased privately and another third was funded by the local authority as managed support on behalf of individuals.

We were made aware that the flexible Adult Short Breaks service and grant funding from Cambridgeshire County Council would end in March 2015 and a new support would be offered in line with the requirements of the new Care Act from April 2015. Unfortunately, their communication of this to the public and readiness of alternative systems in place ran behind schedule.

Trying to ensure that everyone understood and could utilise the support they had previously been allocated placed a great pressure on our team, who went above and beyond so that people weren't let down.

In addition, we provided about 30,000 hours of respite through Family Carers Prescription breaks, emergency support and the provision of day groups and children's clubs, encouraging independence and socialisation whilst giving carers and families extended breaks.

What difference did we make?

Carers were informed about changes and we responded to BBC Look East and BBC Radio Cambridgeshire news to inform more people about changes to eligibility and reduced respite provision as a result of the Care Act. A spokesperson for Cambridgeshire County Council explained the changes and apologised for delays in reviews. We funded free respite for a short period for many people who had not been informed adequately in advance.



BBC Children in Need

What did we do?

This has been a landmark year for our children's services as we've had our first two residential trips with children and young people with additional needs. Both were a huge success in so many ways, with activities such as the climbing wall, archery, sailing and high ropes.

What difference did we make?

Our Kids and Sibs Group (formerly Ambassadors) also took off this year. The group is for young people aged 12-19 with additional needs and siblings aged 9+. Young people meet to have fun and talk about things which they feel are important; issues they face day to day. Parents and young people say it helps them in a variety of ways.

Impact

Over the past year we have been to the seaside, Nene Valley Railway, bowling, cinema, circus, Milton Maize Maze and farms. Our activities have helped young people make new friends and meet others experiencing similar issues. We have introduced them to new people with a range of disabilities which they have said they have enjoyed, and encouraged them to take on new challenges, which has in turn given them a greater sense of acceptance and inclusion; this includes siblings who have met other siblings, some of whom have gone on to continue to keep in regular contact.

Before meeting us, Luke was reluctant to leave his mum even for a few hours. This made life difficult and stressful for them both and meant that Luke missed out on opportunities at school and his wider community. We provided support by meeting with him regularly to build up his confidence in preparation for him joining our residential trip. It was the first night he had ever spent away from his parents. We supported his routines and faced his anxieties with him on the trip, letting him know we were there for him and challenging him to broaden his horizons. As a result, Luke took a full and active part in all that we did and made friends on the trip. Now Luke is excited at the prospect of attending future school trips, which he would never have considered prior to engagement with us. He attends one of our groups regularly and beams in confidence and popularity.



In November, staff and two young people who access our services were invited by BBC Children in Need to attend their annual TV event in Norwich where they were interviewed and met Pudsey!

*"That's the best experience of my life!" Willow.
"Me too." Robyn.
"A huge thank you for inviting Willow and Robyn to go with you on Friday. It truly was a memorable experience. Both girls had an amazing time and one they will never forget. It was great sitting at home waiting to see you all on TV." Zoe.*



"Sarah is obviously very relaxed and confident at the club which is amazing. It's the socialisation she so desperately needs out of term time."
Parent.*



Growth and development of solutions 2. Preventative


Four year Aims 2012-16


- Increase the range of preventative and early intervention services providing (non-care) support for carers of all ages.
- Engage with more carers including young carers, 'hidden' carers and those from minorities.
- Increase volunteer opportunities for carers and former carers.


Targets 2014-15


- Meet Family Carers Prescription targets throughout Peterborough and Cambridgeshire NHS Clinical Commissioning Group areas.
- Develop Peterborough Carers Centre to provide Information, Advice, Guidance and volunteer sitting services as well as regulated care for carers breaks.
- Prepare new models of support in anticipation of the Care Act.
- Increase the numbers of volunteers.
- Provide quality information through Information Standard compliance.


Achievements 2014-15

- 

Family Carers Prescription numbers continue to increase; 1,200 prescriptions were issued - a year on year increase and hundreds of 'hidden' carers identified via Addenbrooke's Hospital. 163 of these prevented hospital admissions and 42 prevented or delayed admission to residential care.
- 

Peterborough Carers Centre contract won and opened in July 2014. All targets for adult, young carer and sibling support exceeded.
- 

Contributed to Care Act consultations and researched new models of support. Awarded contract for carers services in Cambridgeshire from 1 April 2015.
- 

Cabinet Office project (page 14) funded a Volunteer Manager and the recruitment of more volunteers. Number of volunteers increased from 25 to 40.
- 

Information Standard accreditation maintained.

Analysis

We have developed reliable rapid response and crisis support for the NHS and Local Authority and are able to "virtually integrate" support around families.

These prevent escalation and save costs: January is the peak month for emergencies and we help relieve winter pressures on hospitals.

We want to evolve these services, to register more carers, enable more families to plan for emergencies and prevent more admissions to hospital.



Family Carers Prescription

What did we do?

The Family Carers Prescription service provided by Carers Trust Cambridgeshire & Peterborough addresses the fundamental aims of the Care Act 2014: to identify and promote the wellbeing of carers, to provide them with information, advice and guidance; and to support their unmet needs.

What difference did we make?

Over 1100 people were supported with information, advice and guidance. Over half were referred to access additional support, including registering emergency plans to prevent future hospital or residential admission and about one third had a break. One third went on to have a break.

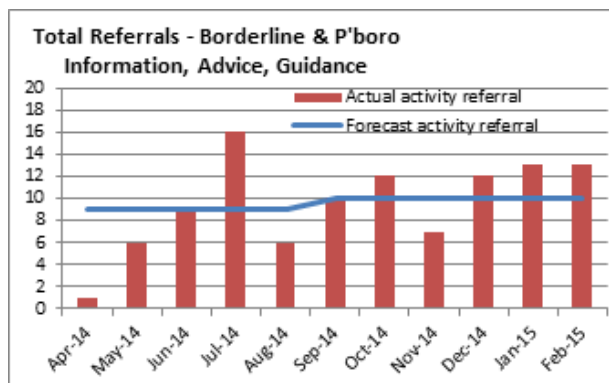
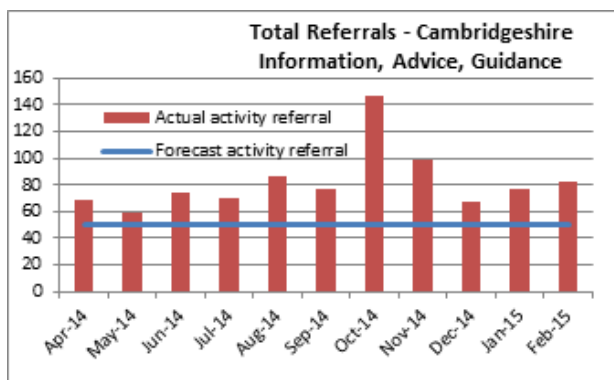
Targets to identify Carers and provide Information, Advice, Guidance and Support have been exceeded for the CCG area as a whole (see below); this is evidence of the early intervention work carried out by Carers Trust Cambridgeshire & Peterborough.

Impact

We help prevent the potential for a more acute episode to occur which the GP may not recognise as a prevention of hospital admission, and so these statistics may be under-reported.

Overall we have saved £42,000 in avoidance of permanent care fees and £308,200 in avoiding admissions to hospital (based on an average cost of £2300 per hospital admission). It should be borne in mind that these figures are not fully representative of the social value; for example; the calculations do not take account of the costs of supporting the cared for person(s) when the carer is incapacitated.

50% of Carer Break prescriptions come from 20% of GP surgeries. Analysis shows that there are a significant number of practices who have failed to understand the need for (and value of) actively identifying Carers; 17% of practices made no referrals. If we can motivate these practices to acknowledge and actively seek to recognise Carers, and they go on to make only a fraction of the referrals that top performing practices make, we could potentially see another 373 Carer breaks prescribed; this could be translated as a potential saving of £858k if each of those prescriptions prevented an unplanned admission.



Carers Support - maintaining wellbeing and preventing admissions to hospital

What did we do?

We offer a range of support designed to identify and help carers and, through Caring Communities, we prepared for 2015-16 by working with third sector partners to change and increase their and our support for carers, to maintain wellbeing and prevent escalation of any needs. Carers identified through all referral routes including via GPs are linked to this range of practical and emotional support on offer, either by others or ourselves.

An example is in helping families plan for emergencies, to give them peace of mind. The Individual Carers Emergency Respite service (ICER) was available to carers providing regular and substantial care who have had a Carers Assessment. We continued to see a rise in people registering for the carers' emergency service (ICER). In 2015-16, all carers will be encouraged to plan for the unexpected through registering a What If? Plan, which we will activate when called. This is available to all carers, without eligibility criteria. Family and friends will be the first line of support and we will respond when essential. Carers registered with ICER plans will transition to the new What If? Plans at their reviews throughout the coming year.

We also continued to offer support for carers, including parent carer groups and dementia support through charitable funding.

What difference did we make?

We have received the following feedback from...

Carers with plans have said how reassuring they find them. People who responded to our survey told us that the ICER and the GP Family Carer Prescription service were the most important to them. We supported 130 emergencies, responding within 2 hours (but usually less), to make it less traumatic for the person needing care and enabling them to remain at home. This also reduces pressure on our emergency and health services.

We also responded to an unregistered emergency, with both carer and cared for unknown to Social Services. We supported the person needing care to remain at home whilst the carer was admitted to hospital and kept in to have more tests. We mobilised quickly and liaised with social services whilst they assessed longer term community support needs. We are equipped to do more of this if needed in the future.

Impact

"Wonderful it actually worked - prevented acute admission into hospital - Steph was particularly helpful." Former nurse, local carers group

"Thank you for all the help and support which was put in place to both of us during my hospital stay." Carer



Continuously Improving: You said, we will...

What did we do?

Everyone's views are essential to informing us about quality, performance and our future strategy. We listen and respond, as we meet our value to continuously improve:

Responses from Adult Carers and people with care needs

We used a sampling approach, contacting 241 adults and had a 23% response rate.

Overall, the results were very positive:

- Everyone (100%) said our services maintained and respected their privacy
- 97% said they would recommend our services to others
- 93% said our care provision was tailored to each person's personal preferences
- 100% of respondents felt we delivered against their lists "Really well" when we asked them to list any 3 things they expected from us, then to rate us against them. We had 117 suggestions.

Responses from young carers, young adult carers and their families

Many felt the support Carers Trust Cambridgeshire & Peterborough gave was '*fantastic*', '*brilliant*', '*excellent*' or '*outstanding*.' 17 young carers told us they were unable to access any support at school even though all but one said this is something they wished to access.

Groups were mentioned as essential in allowing young carers (YC), young adult carers (YAC) to just be themselves for a couple of hours, for letting them know there are others in the same situation reducing social isolation and for giving them access to vital information, guidance and support.

Things we could improve and 4 things we promised to do:

1. Ensure communication was better and clearer and more regular. When informed, people felt the information was invaluable.
2. Offer more condition-specific training.
3. Increase advice and guidance specific for YC and YAC - such as help with bullying, keeping safe and coping strategies.
4. Support YC/YAC to gain qualifications and achievements to add to CVs.

Responses from Staff

The results of the staff survey indicated that we are doing most things well or very well in the views of most respondents, over half of whom were Carer Support Workers:

- 9 in 10 would recommend us as an employer.
- Staff have an excellent understanding of the mission and purpose of the organisation.
- They believe they are doing a great job and delivering an important and valuable service.
- They felt that people cared about them and everything possible was being done to make their work safe.

Things we could improve and 5 things we promised to do:

1. Address compensation concerns and retain Living Wage accreditation.
2. Support staff through training, coaching and consider "buddying".
3. Involve everyone in change management.
4. People management training.
5. Improve communication.

"Carers Trust Cambridge has significant strengths"
IIP Inspector



Our Finances

Four year Aims 2012-16

- To grow our income and make 3-5% net profit.
- Diversify income and reduce reliance on Cambridgeshire County Council social care.
- Maintain adequate reserves.

Targets 2014-15

- Increase income to £2,920k (11% against 2013-14).
- Increase profitability, but allow for deficit of £52k to invest in business development.
- Diversify income to reduce reliance on Cambridgeshire County Council.
- Grow our care and carer breaks support by 10%.
- Increase charitable income, through grants and fundraising.
- Improve processes and efficiency to improve net profitability.

Achievements 2014-15

- ☺ Income increased to £2,850k (up £240k or 9%, against 2013-14).
- ☺ Reserves increased: profit of £23k (up £11k, against budget deficit of £52k).
- ☺ Income diversified: Care fees and contracts increased by £211k, including a new contract from Peterborough.
- ☺ Income diversified: 33% of care purchased privately by individuals (64% purchased either privately or spot purchase by local authority).
- ☺ Care hours increased by 10%, in line with budget.
- ☺ Increased grant income, largely for young carers to £226k.
- ☹ Efficiency savings targets met, process changes ongoing into 2015-16.

Analysis



Income has grown fourfold since 2005, through our successful strategy to merge, grow and offer additional services. The impact of this is that we need higher reserves to safeguard against a downturn.

Our reserves are at a satisfactory level and we make a gross profit from all services to contribute to overheads.

The Board have continued to invest in capacity rather than add to reserves, due to the opportunities we have and challenges we face.



Financial Review

Income

Our income increased by £240k (9%) to £2,850k. The main changes were:

- Donations decreased by £102k as the year before we had a large one off £100k donation.
- Instead, to fund our projects this year we almost doubled our grant income. This increased by £110k to £226k, all of which were restricted, primarily to support young carers, young adult carers and develop the Health & Wellbeing Network pilot. See Note 2 to the accounts for a full breakdown.
- Care fees and contracts increased by £211k to £2,531k. The main extra source of income was because we won the tender to deliver carers' services in Peterborough. This new funding stream provides more diversity and security for the future of the charity.
- The increase in care fees and contracts was despite a decrease in income from our joint venture, Axiom Crossroads Care, of £110k. This was because we sold our interest in this on 31 May 2014, to allow us to focus on our core carers' services. So the accounts only include 2 months' worth of its income.

Expenditure

- Our expenditure also increased this year – our total expenditure of £2,836k was £177k more than last year, which reflects the cost of the extra services provided.

Balance Sheet

- In 2015 we used up £14k of our general reserve to deliver our services, bringing our total general reserves to £574k.
- Restricted reserves for projects increased by £36k – a big improvement on the previous two years due to a big increase in grant income which allowed us to put new ongoing projects in place.
- Debtors are £340k more than the year before and creditors £346k more. This is due to a change in the timing of invoicing for contracts – this year we invoiced in advance for the quarter to 30 June 2015, which resulted in higher debtors and higher deferred income (included in creditors) whereas we did not do this the year before.

Investment Policy

As we do not have significant endowments, all of our funds that are not needed to provide working capital are deposited in term deposit accounts, for up to 2 years. Our policy is to provide a reasonable return in relation to market rates and our re-investment in deposits is reassessed as each one matures. Our funds are deposited with more than one bank, to ensure risk to the funds is minimised.



Reserves Policy

The aim of our Reserves Policy is to ensure that our ongoing and future activities are reasonably protected from unexpected changes in income and expenditure, and that any excess funds are spent on providing services to support carers.

The Board reviews the level of reserves on an annual basis in line with its Reserves Policy.

Our target level of reserves is £586k with a tolerance of + or -5% which gives an acceptable band of £557k-£615k. This target has been set by looking at our working capital requirements, reviewing the charity's risk register and plans for the future in order to ensure that we continue to meet current obligations to beneficiaries.



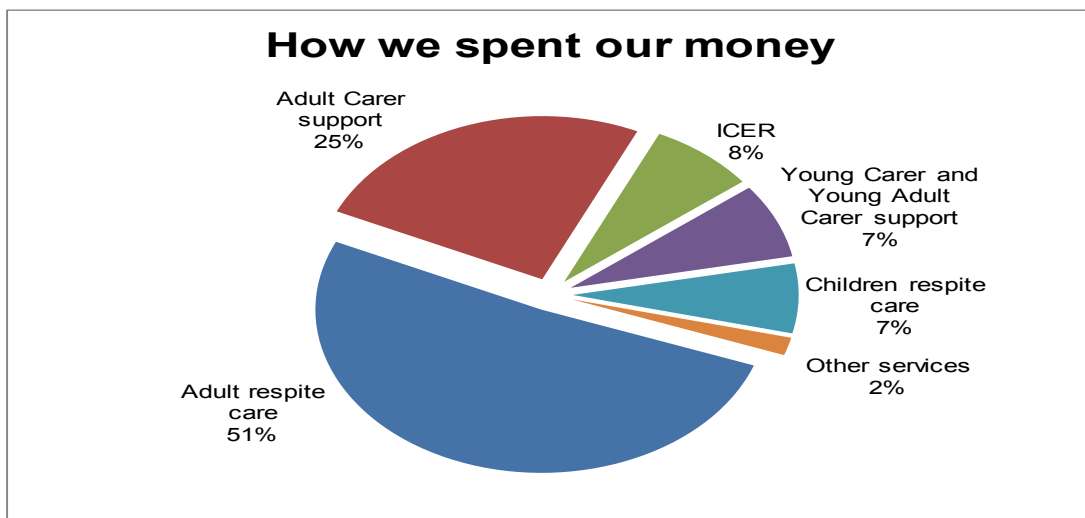
At 31 March 2015 our general free reserves were £571k and fall within the target level, so no further action is required. We also held restricted reserves of £57k, mainly to support young carers, set up the Health & Wellbeing Network and the Great Shelford Support Group. (See Note 13 to the accounts).

Patricia Lynch ACA, Finance Director

How we spend our income

For every £1 of total income, 82p is spent directly on our charitable activities, including the costs of our CQC regulated Care Enterprises. The rest is spent on management, premises and other overheads. We think this is very comparable with leading charities.

For every £1 raised through donations, 98p is spent directly on charitable activities and can be restricted for specific use. This includes activities such as support groups and trips for family carers, young carers, young adult carers and children with disabilities.



Quality Assurance

Providing high quality services is one of our key priorities. We are a fully compliant Care Quality Commission (CQC) registered care provider and have invested in training to comply with the new inspection requirements.

In 2014, CQC inspections changed to assess the fundamental standards recommended by Sir Robert Francis following his inquiry into care at Mid Staffordshire NHS Foundation Trust.

Everyone has the right to expect the following [fundamental standards](#):

Person-centred care, Dignity and respect, Consent, Safety, Safeguarding from abuse, Food and drink, Premises and equipment, Complaints, Good governance, Staffing, Fit and proper staff, Duty of candour, Display of ratings.

CQC inspections assess whether organisations are Responsive, Effective, Caring, Safe and Well Led.

We were fully compliant and you can see our last inspection here:

<http://www.cqc.org.uk/location/1-139853361/reports>¹³

We are also audited or accredited by:

- Cambridgeshire County Council Home and Community Support Services
- Children and Young Peoples services
- OFSTED (accredited as GOOD)
- the contracting departments of commissioning organisations
- Carers Trust, as a Network Partner. We retained their quality assurance standard, CROQUET (CROssroads QUality Evaluation Tool, a PQASSO based scheme) at the highest Level 3. CROQUET covers not only the provision of care but the management of the organisation.

We hold Investors in People (IiP) accreditation.

We retained the Department of Health sponsored Information Standard accreditation as a certified producer of reliable health and social care information.

Future Plans - new strategic objectives and strategy

Further information about Quality Assurance is available on our website.

To co-produce our long-term strategic plan 2016-20, this year we have reviewed our strategy and set new 2015-16 strategic objectives:

- All carers are recognised, valued, informed and involved.
- Enable carers to remain physically and mentally well and to fulfil their potential through education, employment and volunteering.
- Provide personalised support, both for carers and people with care needs, enabling them to have a family and community life.
- Be the best we can be: participate, innovate and communicate. Demonstrate outcomes and added value.



Governance

The Trustees, who are also Directors of the charity West Anglia Crossroads Caring for Carers known as Carers Trust Cambridgeshire, for the purposes of the Companies Act 2006, submit their annual report and the financial statements of the charity for the year ended 31 March 2015. The Trustees confirm that the annual report and financial statements of the charity have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's constitution, applicable law and the requirements of the "Statement of Recommended Practice: Accounting and Reporting by Charities" issued in 2005.

Trustee organisational structure

The charity has a Board of Trustees who meet monthly, plus two or more Strategic Board meetings per annum. Task and Finish groups may be mandated to complete specific functions.

A scheme of delegation is in place and day-to-day responsibility for the provision of the services rests with the Chief Executive, along with the senior management team. The Chief Executive is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. The Chief Operating Officer and the Head of Family Care Services were responsible for the day to day operational management of Carer Support and Care Enterprise respectively.

Governing Documents

The organisation is a charitable company limited by guarantee. The founder charity began in April 1985 and the organisation was registered as a charity on 8 September 1992. It was incorporated on 22 February 2002. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £5 while they are members, or within one year after they cease to be members, for payment of debts and liabilities contracted before they ceased to be members.

West Anglia Crossroads Caring for Carers ("Carers Trust Cambridgeshire") is governed by the articles of association and memorandum dated 11 September 2012.

Charitable Objectives



Our objects are to relieve the stresses experienced by carers, and both children and adults who have caring needs, as a result of disability, illness or age by offering a respite service through the provision of community based support workers, within Cambridgeshire and the surrounding area.



Appointment to the Board of Trustees

The Board of Trustees is elected by and from the membership at the Annual General Meeting. New Trustees are co-opted by a majority of Trustees in office at that time, to fill any casual vacancies arising. Trustees are selected to ensure that the Board has all relevant competencies, including a good mix of business and caring skills (see page 46). Trustees are also selected to be representative of both the communities served by the charity and our beneficiaries. Many of our Trustees are family carers or former family carers.

The Board of Trustees comprises of a minimum of three Trustees and a maximum of twelve Trustees. Trustees serve an initial term of three years that can be extended up to a maximum of nine years.

The charity reviews Board member skills and competencies regularly. New Trustees are recruited through selective advertising via the local paper, recruitment organisations such as Reach, our website, newsletter and networking with the community. Interested parties apply and are invited to meet Trustees for informal discussions. Should both parties want to proceed, prospective Trustees are interviewed and invited to meet the Chief Executive. All Trustees are subject to appropriate vetting checks and asked to sign policies which include a Fit and Proper Persons (Disqualification Disclaimer) form.

Trustee induction and training

The charity has developed a Trustee induction pack based on information from the Charity Commission which covers the obligations of Trustees, Trustee policies and guidance produced by Carers Trust, the charity's Memorandum and Articles of Association, the latest financial statements and strategic plan and other relevant documentation.

Additionally, the Chief Executive meets with new Trustees to familiarise them with the charity and the context within which it operates and they are encouraged to meet or shadow members of staff. A peer mentoring scheme has been developed between Board members. Trustees are also encouraged to attend appropriate professional training courses and receive copies of Governance magazine.

Public Benefit

The Trustees confirm that they have complied with their duty under the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives set.

"I am proud to be the Treasurer of Carers Trust Cambridgeshire, which is a fantastic organisation. I have been a Trustee for three years and I have very much enjoyed my role, helping to shape the future of the charity; one which prides itself on openness, integrity, teamwork, innovation and most of all providing high quality respite care, support and advice to society's unsung heroes." Anne, Trustee

Ensuring our work delivers our aims

Trustees are responsible for the strategic direction and governance of the charity.

We produce 3-4 year Strategic Plans and are currently working to our 2012-16 strategy, with plans to replace it in 2015. Annual business plans, objectives and budgets relate to the strategy. These are reviewed each year, at separate strategy meetings.

Strategic reviews look at what we have achieved, the outcomes of our work in the previous 12 months and the fundamental changes taking place in the sector. We examine the success of each key service and the benefits brought to those groups of people we are set up to help. Reviews also help us ensure our aims, objectives and activities remain focused on our stated purposes and vision.

Risk Management

The Board of Trustees has conducted a review of the major risks to which the charity is exposed. The risk register is regularly updated and reviewed at Board meetings.

Systems or procedures have been established to mitigate the major risks the charity faces.

Financial risk: Significant external risks to funding, particularly cuts in social care budgets, are managed through the development of a strategic plan to diversify income streams and increase products/activities. NHS contracts may end in 2015-16. We expect carer services to be commissioned by competitive tender and have trained the management team to prepare for this.

Operational risk: Compliance risks are mitigated through implementation of CQC and Carers Trust Quality Assurance (CROQUET) standards and high levels of staff training. Procedures are in place to ensure compliance with health and safety of staff, volunteers, and service users. New CQC inspection standards and a new Carers Trust QA system pose a risk at first inspection. Staff have trained in new standards.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects, segregation of duties and staff rotation. These procedures are periodically reviewed to ensure that they continue to meet the needs of the charity, and were last updated in April 2015.

Given the objectives and the nature of the charity's activities, the Trustees recognise the acceptance of some risks which are outside the charity's control i.e. risks which cannot be fully mitigated or managed. The Board of Trustees considers that systems and controls are in place to monitor, manage and mitigate the charity's major risks. These include, among other control mechanisms, the maintaining of the charity's general reserves at the levels stated previously and the review of key systems and processes.

Relationship with Carers Trust

We are a Network Partner of Carers Trust, an independent registered charity in England and Wales (No. 1145181) who work with network of about 160 partners to improve support, services and recognition for carers. We pay them an affiliation fee for central support and services.



Statement of Trustees' Responsibilities

The Trustees (who are also Directors of West Anglia Crossroads Caring for Carers for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires that the Board of Trustees 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 year.

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

1. Select suitable accounting policies and apply them consistently.
2. Make judgements and estimates that are reasonable and prudent.
3. Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue to operate.
4. State whether the policies adopted are in accordance with the Companies Act 2006 and with applicable accounting standards and statements of recommended practice, subject to any material departures disclosed and explained in the accounts.
5. Observe the methods and principles of the Charities Statements of Recommended Practice (SORPs).

The Board of Trustees is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time, the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In accordance with company law, as the company's Trustees, we confirm that:

- so far as we are aware, there is no relevant audit information, information needed by the charity's auditors in connection with preparing their report, of which the charity's auditors are unaware; and
- 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 charity's auditors are aware of that information.

Auditors

Prentis & Co LLP were re-appointed as the company's auditor in 2014 and will be proposed for re-appointment for 2015.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

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



Adam Rowles
18 August 2015



Independent Auditor's Report to the Trustees

Year ended 31st March 2015

We have audited the financial statements of West Anglia Crossroads Caring for Carers (Carers Trust Cambridgeshire) for the year ended 31st March 2015 which comprise the Statement of Financial Activities, the Balance Sheet and related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

Respective Responsibilities of Trustees and Auditors

As explained more fully in the Statement of Trustees Responsibilities on page 34, the Trustees (who are also the Directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

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

Scope of the audit of the Financial Statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error.

This includes an assessment of: whether the accounting policies are appropriate to the Charity'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 and Accounts 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 on Financial Statements

In our opinion the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31st March 2015 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.

Opinion on Other Matters prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' 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 Report.

Signed

I W Shipley

Dated

21st August 2015

Ian Shipley FCCA (Senior Statutory Auditor)
For and on behalf of Prentis & Co LLP
Chartered Accountants and Statutory Auditors
115c Milton Road, Cambridge, CB4 1XE



West Anglia Crossroads Caring for Carers (Known as Carers Trust Cambridgeshire & Carers Trust Peterborough)

Statement of Financial Activities

Year ended 31 March 2015

Notes	Continuing			Discontinued			Continuing			Discontinued			Total Consolidated funds 2014	
	Charitable Carer Support Activities 2015	Unrestricted Funds	Restricted Funds	Total	Interests in joint ventures 2015	Care Enterprise unrestricted 2015	Unrestricted Funds	Restricted Funds	Total	Interests in joint ventures 2014	Care Enterprise unrestricted 2014	Unrestricted Funds		Restricted Funds
	£	£	£	£	£	£	£	£	£	£	£	£	£	£
INCOMING RESOURCES														
From generated funds:														
Donations	24,514	34,532	59,046	-	-	-	70,631	23,706	94,337	-	66,900	66,900	-	161,237
Fundraising	4,932	258	5,190	-	-	-	151	284	435	-	-	-	-	435
Investment income	-	-	-	6,120	-	6,120	-	-	-	-	6,107	6,107	-	6,107
From charitable activities:														
Grants receivable	-	225,623	225,623	-	-	-	-	64,662	64,662	-	51,030	51,030	-	115,692
Care fees and contracts	677,933	-	677,933	1,815,799	37,549	1,853,348	275,429	-	275,429	147,136	1,896,943	1,896,943	147,136	2,319,508
Other income	17,205	1,896	19,101	3,790	-	3,790	2,979	2,834	5,813	-	1,472	1,472	-	7,285
TOTAL INCOMING RESOURCES	724,584	262,309	986,893	1,825,709	37,549	1,863,258	349,190	91,486	440,676	147,136	2,022,452	2,022,452	147,136	2,610,264
RESOURCES EXPENDED														
Costs of generating funds	1,599	84	1,683	-	-	-	296	556	851	-	-	-	-	851
Charitable activities	573,226	222,109	795,335	1,954,028	46,817	2,000,853	261,816	94,100	355,916	206,246	1,993,069	1,993,069	206,246	2,555,231
Governance costs	9,975	3,611	13,586	25,135	28	25,163	4,772	1,250	6,022	4,134	27,637	27,637	4,134	37,792
Exceptional item	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other resources expended	-	-	-	-	-	-	-	-	-	-	-	-	-	66,900
TOTAL RESOURCES EXPENDED	584,800	225,804	810,604	1,979,163	46,845	2,026,008	266,883	95,906	362,789	210,380	2,087,607	2,087,607	210,380	2,660,775
Gross outgoing resources from joint ventures														
NET (OUTGOING)/INCOMING RESOURCES	139,784	36,505	176,289	(153,454)	(9,296)	82,835	82,307	(4,420)	77,887	(63,244)	(65,155)	(65,155)	(63,244)	12,732
RESERVES BROUGHT FORWARD	148,083	20,083	168,166	439,126	-	439,126	66,221	24,058	90,279	-	504,281	504,281	-	594,559
Transfers	-	-	-	-	-	-	(445)	445	-	-	-	-	-	-
RESERVES CARRIED FORWARD	287,867	56,588	344,455	285,672	(9,296)	630,127	148,083	20,083	168,166	439,126	439,126	439,126	(63,244)	607,292

STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES

There were no recognised gains or losses for 2015 or 2014 other than those included in the Statement of Financial Activities. The joint venture was discontinued in May 2014; all other activities are continuing.

West Anglia Crossroads Caring for Carers (Known as Carers Trust Cambridgeshire & Carers Trust Peterborough)

BALANCE SHEET

		2015			2014			
		Continuing Activities			Continuing	Discontinued	Consolidated	
		General	Restricted	Company	Company	Interest in	Total	
Note:		£	£	Total	Total	joint	Total	
				£	£	ventures	£	
FIXED ASSETS								
	Tangible assets	8	-	1,573	1,573	12,409	1,111	13,520
	Investment in Joint Venture	9	-	-	-	64,000	-20,622	43,378
			-	1,573	1,573	76,409		56,898
CURRENT ASSETS								
	Debtors	10	489,063	-	489,063	148,629	25,505	174,134
	Cash at bank and in hand		531,024	177,807	708,831	605,132	31,986	637,118
			1,020,087	177,807	1,197,894	753,761	57,491	811,252
	CREDITORS: amounts falling due within one year	11	446,548	122,792	569,340	222,878	37,980	260,858
	NET CURRENT ASSETS		573,539	55,015	628,554	530,883	19,511	550,394
	TOTAL ASSETS LESS CURRENT LIABILITIES		573,539	56,588	630,127	607,292	20,622	607,292
	NET ASSETS		£573,539	£56,588	£630,127	£607,292		£607,292
RESERVES								
	Unrestricted funds							
	Undesignated	12	573,539	-	573,539	587,209		
			573,539	-	573,539	587,209		
	Restricted funds	13	-	56,588	56,588	20,083		
	ACCUMULATED RESERVES		£573,539	£56,588	£630,127	£607,292		

There were no recognised gains or losses for 2015 or 2014 other than those included in the Statement of Financial Activities. The joint venture was discontinued in May 2014; all other activities are continuing.

The financial statements were approved by the directors on 18th August 2015 and signed on their behalf by



Adam Rowles (Director)



Roger Rhodes (Director)

West Anglia Crossroads Caring for Carers

(known as Carers Trust Cambridgeshire & Carers Trust Peterborough)

Financial Statements for the Year Ended 31 March 2015**NOTES TO THE ACCOUNTS****1 ACCOUNTING POLICIES****(a) BASIS OF PREPARATION OF FINANCIAL STATEMENTS**

The financial statements have been prepared under the historical cost convention and include the results of the charity's operations, which are described in the Report of the Trustees and all of which are continuing. They have been prepared in accordance with the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005, accounting standards and the Companies Act 2006.

Basis of Consolidation

The consolidated accounts incorporate the accounts of West Anglia Crossroads Caring for Carers and its associate Axiom Crossroads Care in which it had a 49% holding until it was sold on 31 May 2014. The Charity's share of its associated undertaking's results are included in the Statement of Financial Activities.

(b) INCOMING RESOURCES

Incoming resources are recognised in the year in which the charity is entitled to the receipt, and the amount can be measured with reasonable certainty. Income is only deferred when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

(c) 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.

Charitable expenditure comprises those costs incurred in the delivery of the charity's activities and services for its beneficiaries. It includes both costs that can be allocated directly to those activities and those costs of an indirect nature necessary to support them.

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

All costs are allocated between the expenditure categories of the SoFA 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 eg number of desks used, as set out in Note 4.

(d) FUND ACCOUNTING

Restricted funds are to be used for the specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overhead and support costs.

Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objects of the charity.



West Anglia Crossroads Caring for Carers

(known as Carers Trust Cambridgeshire & Carers Trust Peterborough)

Financial Statements for the Year Ended 31 March 2015**NOTES TO THE ACCOUNTS****(e) DEPRECIATION**

Individual tangible fixed assets costing £1,000 or more are capitalised at cost. Depreciation is provided on all tangible fixed assets at rates calculated to write off the costs less estimated residual value of each asset over its expected useful life. Equipment: 25% on straight line basis

(f) OPERATING LEASES

Rentals applicable to operating leases, where substantially all of the benefits and risks of ownership remain with the lessor, are charged against income as incurred.

(g) PENSIONS

The charity operates a defined contribution pension scheme. The pension charge represents the amounts payable by the charity to the fund in respect of the year.

The assets of the scheme are held separately from those of the charity in an independently administered fund.

(h) CASH FLOW STATEMENTS

The charity has taken advantage of the exemption from the requirement to produce a cash flow statement provided by Financial Reporting Standard No. 1 on the grounds that it qualifies as a small charity.

2 GRANTS RECEIVABLE

	2015			2014
	Unrestricted funds	Restricted funds	Total funds	Total
	£	£	£	£
Carers Social Action Fund re Caring Communities	-	69,741	69,741	-
Cambridgeshire County Council re HWN	-	60,000	60,000	30,000
Uniting Care Partnership re HWN	-	30,000	30,000	-
Cambridgeshire & Peterborough CCG re HWN	-	30,000	30,000	-
Carers Trust	-	46,861	46,861	17,258
Children in Need	-	30,304	30,304	19,143
Huntingdon Freeman's Charity	-	10,000	10,000	10,000
The Foundation of Hinchingsbrooke School	-	5,000	5,000	5,000
Ramsey Millions	-	4,974	4,974	-
Pears Foundation	-	3,066	3,066	-
National Garden Scheme	-	-	-	14,810
Awards for All	-	-	-	10,000
South Cambs District Council	-	-	-	930
IYSS Transformation Fund	-	-	-	500
Cambridgeshire Community Foundation	-	-	-	500
Others under £2,500	-	800	800	6,894
Add brought forward deferred from previous year	-	57,668	57,668	58,325
Less deferred to projects in the next year	-	-122,791	-122,791	-57,668
	-	225,623	225,623	115,692



West Anglia Crossroads Caring for Carers

(known as Carers Trust Cambridgeshire & Carers Trust Peterborough)

Financial Statements for the Year Ended 31 March 2015**NOTES TO THE ACCOUNTS****3 OTHER INCOME**

	2015		2014	
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Session fees	3,790	-	3,790	1,472
Recharge of expenses re PIE	3,658	-	3,658	-
Rent received	4,546	-	4,546	-
Other income	9,001	1,896	10,897	5,813
	-----	-----	-----	-----
	20,995	1,896	22,891	7,285
	-----	-----	-----	-----

4 RESOURCES EXPENDED

		2015					
Company:	Basis of allocation	Fundraising	Charitable Carer Support Activities	Care Enterprise	Governance	Total	
		£	£	£	£	£	
Costs directly allocated to activities							
Staff costs	Direct	-	578,727	1,341,895	22,852	1,943,474	
Staff travel	Direct	-	7,739	142,420	-	150,159	
Staff training	Direct	-	462	46,671	-	47,133	
Direct project costs	Direct	-	34,062	37,497	-	71,559	
Communications	Direct	-	14,333	23,031	-	37,364	
Fundraising and promotion	Direct	800	15,307	10,014	-	26,121	
Staff welfare and recruitment	Direct	-	6,293	8,700	-	14,993	
Annual report, audit & AGM	Direct	-	-	-	3,927	3,927	
Trustees' expenses & training	Direct	-	-	-	905	905	
Subscriptions, insurance & prof	Direct	-	1,072	844	-	1,916	
Support costs allocated to activities							
General office & finance staff	Desks used	391	50,144	140,136	4,889	195,560	
Premises	Desks used	137	40,990	65,319	1,706	108,152	
Communications	Desks used	234	29,968	83,751	2,922	116,875	
Subscriptions, insurance & prof	Desks used	80	10,303	28,793	1,005	40,181	
Staff welfare and recruitment	Desks used	41	5,285	14,771	515	20,612	
Depreciation	Usage	-	650	10,186	-	10,836	
		-----	-----	-----	-----	-----	
		1,683	795,335	1,954,028	38,721	2,789,767	
		-----	-----	-----	-----	-----	
	2014	851	355,916	1,993,069	33,659	2,383,495	
		-----	-----	-----	-----	-----	
Exceptional item						2015	2014
Provision against the cost of the investment in joint venture (note 9)						-	£66,900
						-----	-----



West Anglia Crossroads Caring for Carers

(known as Carers Trust Cambridgeshire & Carers Trust Peterborough)

Financial Statements for the Year Ended 31 March 2015**NOTES TO THE ACCOUNTS****5 STAFF COSTS**

No member of staff received remuneration of more than £60,000.

The staff costs were:

	2015	2,014
	£	£
Wages and salaries	2,001,798	1,747,237
Social security costs	136,747	113,376
Payments for Redundancies	11,000	3,400
Pension costs	22,578	5,655
	-----	-----
	2,172,123	1,869,668
	-----	-----

The average number of employees during the year, calculated on the basis of full time equivalents, was as follows:

	2015	2,014
	Number	Number
Senior management	7	6
Provision of care	85	74
Administration and finance	6	7
	----	----
Total	98	87
	----	----

At 31 March 2015 the total number of employees was 160 (155 in 2014).

6 NET INCOMING RESOURCES

This is stated after charging:

	2015	2,014
	£	£
Depreciation	10,836	10,843
Audit fee	2,400	2,400
Operating lease rentals - land & buildings	56,893	44,641
	-----	-----

7 TRUSTEE REMUNERATION

No trustees received any remuneration during the year. Travel costs, training and subscriptions amounting to £589 were paid regarding 3 directors (2014 - £619 to 5 directors and an honorarium of £1,200 awarded to one trustee for heading up the Health and Wellbeing Network).



West Anglia Crossroads Caring for Carers

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Financial Statements for the Year Ended 31 March 2015**NOTES TO THE ACCOUNTS**

8	FIXED ASSETS	Motor Vehicles	Equipment	Total
	All funded by Restricted Reserves	£	£	£
	<i>Cost</i>			
	At 1 April 2014 and 31 March 2015	23,000	20,373	43,373
		-----	-----	-----
	<i>Depreciation</i>			
	At 1 April 2014	15,333	15,631	30,964
	Depreciation charge	6,094	4,742	10,836
		-----	-----	-----
	At 31 March 2015	21,427	20,373	41,800
		-----	-----	-----
	<i>Net Book Value</i>			
	At 1 April 2014	7,667	4,742	12,409
		-----	-----	-----
	At 31 March 2015	1,573	-	1,573
		-----	-----	-----

9 INVESTMENT IN JOINT VENTURE

Two years ago we set up the joint venture, Axiom Crossroads Care Ltd (ACC), to increase care provision not related to carers' breaks, in partnership with Axiom Housing Association. At 31 March 2014 the company owned 49% of Axiom Crossroads Care Ltd.

Company:	Cost £	Provision £	NBV £
At 1 April 2014	130,900	66,900	64,000
Sale	-130,900	-66,900	-64,000
Provision made in the year	-	-	-
	-----	-----	-----
At 31 March 2015	-	-	-
	-----	-----	-----

On 31 May 2014 we transferred our interest in the joint venture to Axiom Housing Association as we felt that this was diverting us from our main strategy of concentrating on providing more services directly to carers. Last year we had provided against this investment as ACC had been making losses.

	£
NBV at 1 April 2014	64,000
Increase in provision in the period	-4,490

Proceeds on transfer	59,510



West Anglia Crossroads Caring for Carers

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Financial Statements for the Year Ended 31 March 2015**NOTES TO THE ACCOUNTS**

10	DEBTORS: Due within one year	Company	
		2015	2014
		£	£
	Accounts receivable	345,558	36,197
	Prepayments	139,347	111,555
	Other debtors	4,158	876
		489,063	148,629

Accounts receivable have increased as we have invoiced our new contracts in advance.

11	CREDITORS: Due within one year	Company	
		2015	2014
		£	£
	Accruals & deferred income	490,906	162,440
	Other creditors	3,694	2,883
	Social security and other taxes	40,118	33,218
	Accounts payable	34,622	24,337
		569,340	222,878

Deferred income has increased as we have invoiced our new contracts in advance

12 GENERAL RESERVES

	Brought forward	Deficit	Carried forward
	£	£	£
General reserve	587,209	-13,670	573,539



West Anglia Crossroads Caring for Carers

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Financial Statements for the Year Ended 31 March 2015**NOTES TO THE ACCOUNTS****13 ANALYSIS OF MOVEMENTS IN RESTRICTED FUNDS**

	Brought forward £	Incoming resources £	Resources expended £	Carried forward £
Young Carers* for carers aged < 18yrs	7,434	83,663	56,623	34,474
Health & Wellbeing Network pilot to provide joined up care for older people	-	104,559	92,325	12,234
Caring Communities to make communities Carer Aware	-	36,244	34,862	1,382
My Challenge for Children with disabilities and their siblings	-	23,781	23,781	-
Carers Connect To give carers a voice	-	5,124	4,000	1,124
Capital Grant for expenditure on equipment and training	12,409	-	10,836	1,573
End of life for palliative care	240	-	80	160
Great Shelford Support Group for carers and dependents with Dementia	-	7,088	2,417	4,671
Dementia for carers and dependents with Dementia	-	1,850	880	970
	----- 20,083	----- 262,309	----- 225,804	----- 56,588

* also funded by unrestricted funds

14 OTHER COMMITMENTS

At 31 March 2015 the charity had annual commitments under non cancellable operating leases as follows:

Expiry date:	Land and buildings	
	2015 £	2014 £
In less than one year	8,750	16,493
Between one and five years	33,167	33,167
In over five years	-	-
	-----	-----



Our Trustees and Key Skills



Adam Rowles (Chair)

Key skills: Commercial, business and financial management.



Linda Collumbell (Vice Chair)

Key skills: Local knowledge; knowledge of carers' issues; staff supervision; recruitment & personnel management; group work skills. Linda took a sabbatical to work as HWN Project Manager until December.



Dr Maryan Pye (Vice Chair)

Key skills: Public health and primary care, policy analysis, resource allocation, training and adult learning, project planning, management and analytical skills.



Anne Davis (Treasurer)

Key skills: Financial/management experience, strategy & operational, project management and process improvement.



Ann Braithwaite

Key skills: Management, Education (including young people), Computing and IT.



Roger Rhodes

Key skills: Financial management and investment, business management, local charitable networking.



Wayne Weedon (Company Secretary)

Key skills: Chartered Global Management Accountant, Business, Financial Management & Control, IT & Strategic Change Management, with the ability to shape the direction of organisations.



Gillian West

Key skills: Experience in professional regulatory, discipline, governance and compliance work; HR and business process.

The majority of our Trustees are currently carers or have been carers at some point in their lives.

Thank you for supporting us

We are grateful for donations from a range of organisations, events and individuals including in memoriam and legacies. Every pound helps! Thank you to:

Arthur Rank Hospice Charity
 Buckden and District Churches Together
 Charles Chadwick-Healey Charitable Trust
 Foundation of Hinchingsbrooke School
 Godmanchester Wives Group
 Huntingdon Civil Service Sports & Leisure
 Huntingdon Freeman's Trust
 Luminus Group
 Maxine Lester Residential Lettings
 Provincial Grand Lodge Of Cambridgeshire
 Rampton 77 Committee
 Rotary Club March Trust Fund
 Rotary Club of Ramsey
 St Ives Methodist Church
 St Ivo Masonic Lodge
 St Neots Rotary Club
 St Neots United Reformed Church

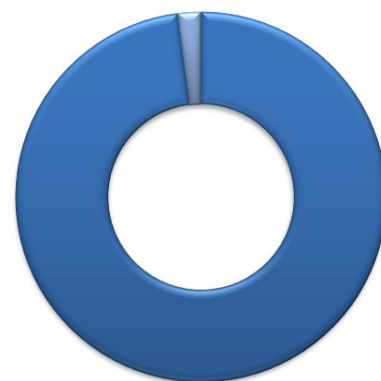
Beautiful Swagger Ltd
 Cambridgeshire Community Foundation
 City & University of Cambridge Masonic Charitable Trust
 Girton Town Charity
 Gt. Shelford Day Club
 Huntingdon District Council
 Huntingdon Grafham Water Lions
 March Town Council Mayors Charity Ball
 Mayor Of Godmanchester Charity Fund
 Quarterly Luncheon Club
 Ridgeons Family Community First Fund
 Rotary Club Of Huntingdon
 St Bedes School Form 9LK
 St Ives Rotary Club
 St Mark's Church, Newnham
 St Neots Tangent Club
 Wisbech & Walsoken Sick Poor Charity

Mr John Ayres
 Mr Ray Best
 Ms Anne Davis
 Ms Christina Gled
 Mr Anthony Haigh
 Mrs Margaret Kerry
 Ms Kathy Marshall
 Mrs Frances Murton
 Mrs Margaret Pearce Higgins
 Ms Jean Potter
 B Robson (Estate of)
 Mrs Stewart
 Mrs Sue Taylor
 Mrs Tutt
 Miss June Daphne Waller

Mrs Anne Bell
 Mrs Pamela Campbell
 Mrs Sonia Garbett
 Mrs Susan Gordon-Roe
 Mrs Vera Jackson
 Mrs Pauline Lutman
 Mrs Pauline Miller
 P Newman
 Mr Colin Phillips
 Mr Phillip Prowse
 Mr Ralph Slayter
 Mrs Jean Swanson
 Master Thompson
 Wendy Tween (deceased)
 Mrs Wells

Mr & Mrs Richard Bellamy
 Mrs Valerie Corrigan
 Mr Ivor Gilling
 Miss Alison Haigh
 Mr Ronald Jones
 Mr David Kettle
 Mrs Murton
 Mrs Owen
 Mr Ian Pinn
 Dr Maryan Pye
 Mr Edward Smith
 Mr Hugh Taylor
 P D Tucker
 Mrs Pamela Usher

**For every £1 raised through donations
 98p is spent directly on charitable
 activities**



Britain's Best Breakfast: one of our Foodie Friends competitions. We raised awareness during Britain's Best Breakfast this year.

References are available to view on our website:

<http://www.carerstrustcambridgeshire.org/refs>.



... the people carers turn to



“I can still have a life while caring”

Ella McKenzie, Young Adult Carer

Telephone

0345 241 0954 or 01480 499090

Email

care@carerstrustcambridgeshire.org

Website

www.carerstrustcambridgeshire.org

Office Hours

Monday-Thursday 9.00am-5pm
Friday 9.00am-4.30pm

Address

4 The Meadow, Meadow Lane
St Ives, Cambridgeshire,
PE27 4LG

Stay in touch



“The service was first class. I did not realise how the organisation had grown and the many services which are available now”

West Anglia Crossroads Caring for Carers (known as Carers Trust Cambridgeshire and Carers Trust Peterborough), is a Registered Charity No. 1091522.

A company limited by guarantee.

Registered in England No. 4379948

Registered Office: 4 The Meadow, Meadow Lane,
St Ives, Cambridgeshire, PE27 4LG

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David Thorpe Photography & Paul Robert Williams

Ver 0.1 August 2015



Previously known as:

