

**OFFICE COPY**

**COMPANY REGISTRATION NUMBER: 02959566**

**CHARITY REGISTRATION NUMBER: 1057505**

**Redbridge Carers Support Service  
Company Limited by Guarantee  
Financial Statements  
For the year ended  
31 March 2020**

**LESSER & CO. LTD**

**Chartered Accountants & Senior Statutory Auditor  
147 Station Road  
North Chingford  
London  
E4 6AG**

# **Redbridge Carers Support Service**

**Company Limited by Guarantee**

## **Financial Statements**

**Year ended 31 March 2020**

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# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report)**

**Year ended 31 March 2020**

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the company for the year ended 31 March 2020.

#### **Reference and administrative details**

**Registered charity name** Redbridge Carers Support Service

**Charity registration number** 1057505

**Company registration number** 02959566

**Principal office and registered office** 12 Clements Court  
Clements Lane  
Ilford  
Essex  
IG1 2QY

**The trustees** Debra Hastings-Henry (Chair)  
Bushra Tahir (Vice Chair)  
Antony Sobers  
Barry Bates  
Nicholas Hurst (Treasurer)  
Harbans Singh Chahal  
Madelaine Baker  
Dr Sudarshan Kapur

**Company secretary** Glynis Donovan

**Auditor** Lesser & Co. Ltd  
Chartered Accountants & Registered Auditors  
147 Station Road  
North Chingford  
London  
E4 6AG

**Bankers** CafBank Ltd  
25 Kings Hill Avenue  
West Malling  
Kent ME19 4JQ  
  
HSBC  
126 High Road  
Ilford  
Essex IG1 1DA

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year ended 31 March 2020**

Aldermore  
1st Floor, Block B  
Western House  
Lynch Wood  
Peterborough PE2 6FZ

Nationwide Building Society  
Kings Park Road  
Moulton Park  
Northampton NN3 6NW

Hampshire Trust Bank plc  
PO Box 74003  
London EC2P 2QR

#### **Solicitors**

Edward Oliver & Bellis  
19 Broadway Market  
Fencepiece Road  
Barkingside  
Ilford  
Essex  
IG6 2JW

#### **Structure, governance and management**

##### **Governing Document**

Redbridge Carers Support Service (RCSS) is a company limited by guarantee, Company number 2959566, and a registered Charity, Charity number 1057505. Its constitution is set out in its Memorandum and Articles of Association.

RCSS was incorporated on 17th August 1994 as a Company Limited by Guarantee. The company was established under a Memorandum of Association which established the objects and powers of the 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 £1. The Company attained registration with the Charities Commission on 15th August 1996.

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2020**

#### **Structure, governance and management *(continued)***

##### **Our Mission Statement**

'Our mission is to make a positive difference to the lives of unpaid carers in the diverse communities of Redbridge by providing them with a range of services, support and recognition'.

##### **Organisational Structure**

Under the requirements the Board of Trustees consists of no less than 5 and no more than 20. This year there were 8 members of the Board who met every 5-6 weeks. Trustees are responsible for the strategic direction and policy of the charity. At present Board members come from a variety of backgrounds relevant to the governance and work of the charity. The majority are carers or are ex carers. The Secretary also sits on the Board but has no voting rights. Staff representatives also attend Board meetings to give reports but have no voting rights.

A scheme of delegation is in place and the day to day responsibility of the provision of services rests with the Executive Director and Senior Managers. The Executive Director is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met.

##### **Our Staff**

- Glynis Donovan, Executive Director
- Cathy O'Keeffe, Operations Director
- Doris Holder, Office Manager
- Theresa Sparks, Finance Officer
- Emma Smart, Young Adult Carers Project Manager (left 17/09/2019)
- Kate Stewart, Young Adult Carers Project Manager (joined 15/10/2019)
- Rani Raju, Community Support Worker/New Arrivals
- Sylvia Williams, Community Support Worker
- Jahan McCready, Community Support Worker
- Tina Patel, Older Carers Health & Wellbeing Coordinator
- Sue Grant, Dementia Carers Support Worker & Young Adult Carers Support Worker
- Harriet Owusu, Project Manager, Working for Carers Project
- Kasia Kuczynska, Senior Employment Personal Advisor, Working for Carers Project
- Josephine Akintoye, Employment Personal Advisor, Working for Carers Project
- Ashani Imbert, Employment Personal Advisor, Working for Carers Project (maternity cover, left 28/02/2020)
- Sonia Chaudhuri, Admin Officer, Working for Carers Project (left 03/01/2020)
- Liam Donovan, Temporary Marketing & Outreach Officer, Working for Carers Project (left 01/08/2019)
- Mohima Akthar, Admin Coordinator, Working for Carers Project (joined 17/03/2020)

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2020**

#### **Structure, governance and management *(continued)***

##### **Recruitment and Appointment of Board of Trustees**

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. Under the requirements of the Memorandum and Articles of Association Trustees are elected at the organisation's annual general meeting. Each year one-third of the Trustees or, if their number is not three or a multiple of three, the number nearest to one-third shall retire from office. They may be re-elected but can only serve a consecutive 12 years in aggregate.

The Trustees meet every 5-6 weeks. The Chair or Joint Chairs, Vice Chair and Treasurer are elected by fellow Trustees at the first general meeting following the annual general meeting. The Audit and Risk Sub Group meets quarterly and reports to the Board. The day-to-day management of the Charity is delegated to the Executive Director.

##### **Risk Management**

The Trustees have assessed risks to the service and acted to put in place systems to mitigate those risks. The Trustees' Audit and Risk Sub Group meets quarterly to review risks, policies and procedures. Over the year this group has been reviewing and revising its policies regarding business risks, HR risks, financial risks, premises risks, health and safety and other identified risk factors. During the year all policies and procedures have been reviewed and updated.

##### **Objectives and activities**

The purpose of the charity is the provision of practical help, emotional support, advice, informal advocacy, health and wellbeing activities and information to unpaid carers in the London Borough of Redbridge. By unpaid carers, we mean people who give help and support to a relative, a child, a spouse or a partner, a friend or a neighbour who, due to disability, illness or frailty/vulnerability, cannot manage in the community without help.

Carers can be any age and may or may not be living with the person who needs care. RCSS is an independent, carer-led organisation working with carers for carers. We support carers aged 17+.

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2020**

#### **Objectives and activities *(continued)***

##### **Our Range of Services and Activities**

- Emotional Support
- Practical Support
- Welfare Benefits/Debt Advice
- Home Visits
- Welfare Checks
- Advice and Information
- Informal Advocacy
- Referral and Access to Services
- Referral and Access to Respite Care
- Support for Older Carers
- Support for Dementia Carers
- Training
- Working for Carers Project supporting carers who want to return to employment, training and/or volunteering
- Volunteer Befriending
- Health & Wellbeing Activities
- Advice Surgeries
- Employment Advice
- Complementary Therapies
- Support Groups
- Carers Bulletin, formally called The Redbridge Carer Newsletter
- Website
- Information Packs
- Giving Carers a Voice via Consultation/Engagement Activities
- Forums and Events, including Carers Week and Carers' Rights Day
- Support for Carers in Newly Arrived, Refugee and Migrant Communities
- Support for Young Adult Carers

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2020**

#### **Strategic report**

The following sections for achievements and performance and financial review form the strategic report of the company.

#### **Achievements and performance**

Redbridge Carers Support Service exists to support local carers with their caring responsibilities. There are 27,000 - 30,000 carers in Redbridge - around one in ten of the local population (source: National Census 2011).

A carer is a person who provides unpaid care and support to someone who is ill, disabled, frail or elderly. Carers can be mothers, fathers, sons, daughters, sisters, brothers, friends or partners. A carers' role can often be stressful, demanding and time consuming, as well as physically tiring and mentally draining. The huge positive impact and contribution that unpaid carers make is often unrecognised.

Knowing that services are locally available from Redbridge Carers Support Service and that we are there to help with and reduce many problems carers face is very important to them.



# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2020**

#### **Achievements and performance *(continued)***

##### **Chair's Statement - Debra Hastings-Henry**

Once again, the Trustees Annual Report reflects the excellent work RCSS has performed over the year and its crucial support to hundreds of carers and their families in Redbridge. This support also extends to carers in other N E London boroughs, through our Working for Carers Project. And, as I write my report in September, I must commend the RCSS staff and volunteers for their inspirational and innovative approach to supporting carers during the coronavirus pandemic 'lockdown'.

For good governance and leadership to work well in a small charity it is vital that we, as Trustees have a good working relationship with the RCSS management team and all staff. To this end, staff volunteer to attend our Board meetings to tell us about their role in the organisation and to give us first-hand snap shots of the work they do and/or the carers they support. The Board finds this immensely informative and useful and gives us an inside picture of the fantastic work staff perform, whether they work directly or indirectly with carers. None of this would be possible without the financial support of our core contract with the council, funders of our various projects as well as our individual donors. I would like to thank the following for our contracts and grants:

- The London Borough of Redbridge (Carers Support Services Contract; Strategic Partner)
- Mulberry Trust (Carers of People with Dementia)
- The Goldsmiths' Company Charity (Carers of People with Dementia)
- Ajahma Charitable Trust, via Carers Trust (Carers of People with Dementia)
- City Bridge Trust (Active Older Carers Project)
- The National Lottery Community Fund, previously called The Big Lottery Fund (Young Adult Carers Transition Project)
- Working for Carers, led by Carers Trust and funded by the European Social Fund and The National Lottery Community Fund
- Carers Trust (Grants for Carers)
- Woodford Green United Free Church

We would also like to thank all those who have made individual donations throughout the year. Your support, no matter how small, is much appreciated.

We thank them all for their funding.

I would also like to thank our volunteers, including the RCSS Board of Trustees, for the enormous contribution they make to the charity. They do a great job and give their time so that we can reach more and more carers adding so much value to the marvellous work the RCSS staff perform. Finally, I would like to give huge thanks to Glynis Donovan, our Executive Director, the RCSS management team and all RCSS staff who work so hard to support carers, ensuring they achieve positive outcomes and have a voice. Their commitment to supporting carers is admirable. Although there are many challenges ahead, I look forward to another successful year as Chair of RCSS.

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2020**

#### **Achievements and performance *(continued)***

##### **Report on Services, Activities and Achievements this year from our Executive Director, Glynis Donovan**

This report relates to our activities during the financial year from April 2019 to March 2020. However, I am writing my part of the report in early September 2020, six months after the Board of Trustees and I took the decision to close the RCSS office in Ilford. We took quick action and sent staff home for health and safety reasons, due to the impending COVID 19 pandemic. I personally took part in early COVID 19 planning meetings with other voluntary sector colleagues, led by the London Borough of Redbridge. Our main aim was to ensure services were well coordinated to support the needs of our most vulnerable Redbridge residents, including carers and their families. This work was particularly crucial for those isolated residents who were 'at risk' and shielding.

The coronavirus 'lockdown' measures have required our organisation, like all others, to, completely change our ways of working and to find new, innovative ways of supporting carers, whilst ensuring staff and volunteers remain safe. All staff have been equipped to be able to work remotely from their own homes and I am proud to say they have continued to be a lifeline for carers in Redbridge and their families. This has included hundreds of welfare checks via telephone; weekly video activities, meetings and online group interaction; online training workshops for carers and professionals.

During the year we said a fond farewell to some staff who have moved on to other endeavours and a warm welcome to new staff. We also welcome new volunteers, who perform a vital role supporting both carers and RCSS' staff.

This year we have attracted new funders and continuation funding from on-going relationships with existing funders, listed in the Chair's report.

What shines throughout this report is the positive difference RCSS makes to carers and their families. This would not be possible without the incredible dedication and commitment of the RCSS staff and volunteers. Everyone works really hard and the outcomes and impacts are inspirational. I would therefore like to give huge thanks to all staff for their dedicated contribution to the organisation, along with our many volunteers, who give their time to help and befriend carers.

I would like to take this opportunity to thank our Chair, Debra Hastings-Henry, for her solid leadership throughout the year and the rest of the RCSS volunteer Board of Trustees for their dedication and commitment to the RCSS staff, volunteers and carers. This year has brought its challenges, but these have been overcome with excellent management and staff teamwork.

#### **Our Core & Dementia Services for Carers**

It has been another productive year for our Community Support Team, with Jahan McCreedy, Rani Raju and Sylvia Williams providing comprehensive advice, information and support to carers across Redbridge. 350 new carers were registered and 500 helped to access welfare benefits and financial support. Carers were helped to access £3,280 of individual grants, funding vital equipment to support them in their caring role. Some 120 support groups were held offering carers an opportunity to socialise and gain peer support and hear from a range of professional speakers keeping carers advised on local developments and available support services. Our Conversation Club continues to thrive offering carers with English as a second language a supportive place to improve their communication skills and learn and develop amongst their peers.

In June 2019 the Mayor of Redbridge, Councillor Zulfiqar Hussain, attended our Carers Week event, held at the Salvation Army in central Ilford. The theme of the week was Building Communities that Support the Health and Wellbeing of Carers. The day consisted of Yoga, a Future Planning & Power of Attorney workshop and a workshop about emotional Wellbeing, facilitated by NELFT. Some 17 organisations had stalls at the event, including LBR's Welfare Benefits Team; the Police and LFB and

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2020**

#### **Achievements and performance *(continued)***

local voluntary sector organisations.

An engagement event was held at the Central Library Ilford on 25th February as part of the Joint Carers Strategy Refresh. LBR Lead Commissioner Mobushra Baig-Daykin Joined RCSS to give a presentation on creating a Carer Friendly Borough and a vision for improving the lives of carers. 47 carers participated in facilitated discussions to explore current service provision and what could be done to improve support for carers. Further engagement events are planned to inform the Carers Strategy refresh. A successful Carers Rights Day event was held at the Salvation Army on 21st November 2019. Carers were given an overview of the LBR Welfare Benefits Team from Dawn Cove and a presentation on wills, probate and Power of Attorney by Derek Lindsey of Moneta Partnership.

Sue Grant, continues to provide specialised, tailored support to carers of someone with dementia, providing emotional support and help to navigate complex care pathways. 112 new dementia carers were registered with RCSS during this period. Carers were able to access vital peer support and a range of stimulating activities at the monthly carers group held at the IRDSA Hall in Barkingside. Activities included Boccia and Curling, afternoon tea, singing and dancing and live music. The group is attended by around 40 carers and open to those they care for. Themed activities were arranged with partner organisations including the Museum of London and Vision RCL. The group were visited by new funders the Ajahma Trust in October. We thank the Trust for their support. We also held our first Male Carers Support group in response to feedback from our service users. Carers and their loved ones have also been accessing a weekly Movement to Music class delivered by one of our long-standing physical instructors Keeley. We would like to thank our partners and also our amazing band of volunteers helping us to deliver the support groups and activities.

#### **Older Carers Support**

The Older Carers Project continues to grow and develop, led by our Health and Wellbeing Coordinator Tina Patel. Tina has been engaging with over 200 older carers over the course of the year to help them improve their health via a range of physical activities, including Chair Based exercise, Tai Chi, Zumba and Yoga. Older carers have also received home visits and support to access key services and welfare benefits. We give thanks to our volunteer befrienders who are a lifeline to isolated carers and a friendly welcoming face at our support groups and activities. A number of wellbeing workshops were also delivered at the HUB space in the Central Library Ilford, teaching carers techniques for self-care and coping in difficult circumstances. The monthly coffee morning has been a cornerstone of the project and carers have enjoyed the peer support and social opportunities. They regularly hear from speakers and local service providers. On 26th September, the group held a Macmillan Cancer coffee morning event at the Central Library Ilford, raising £320. Well done to our carers, staff and volunteers and thank you to the Worshipful the Mayor of Redbridge Councillor Zulfiqar Hussain for joining us on the day.

#### **Young Adult Carers Project (17-30 years)**

We have just completed our third year of the project, funded by The National Lottery Community Fund. We have continued to successfully build on the previous years and the project continues to progress well, in keeping with the key project outcomes and activities.

The project has seen several changes in the last year. In October 2020, Kate Stewart started as the new Young Adult Carers Project Manager. We were also approved to expand the age range of the project to 16 years old, so we can better support those carers in transition from Children's Services to Adult Services.

We have continued to provide support to young adult carers in several ways, including one-to-one information, advice and guidance, support groups, social activities, complementary therapy, and personal and professional development workshops. We have held a variety of activities which provided hundreds of hours of respite to carers, improving their social networks, and enabling them to

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2020**

#### **Achievements and performance *(continued)***

form friendships and socialise. We have held movie nights, wellbeing sessions, creative workshops, dinners, family day trips and a weekend outdoor activity residential to the Lake District. We have also organised several personal and professional development workshops e.g. financial wellbeing, CV and interview skills, confidence building, and storytelling.

Our one-to-one work with young adult carers is ongoing. Over the last year, we have worked with many carers who have reached crisis, with few options for support from external services. As a result of this we are supporting carers experiencing a range of difficulties e.g. safeguarding, significant mental health difficulties, family homelessness, and severe poverty. The project is of huge value to carers because we are one of few services who provide long-term ongoing support.

Over the last year, we increased our online outreach efforts - in addition to our existing Facebook page, we have started Instagram and Twitter profiles for the project to expand our reach to those who use social media platforms other than Facebook.

Our working relationships with services throughout Redbridge remain strong. Our Young Adult Carers Project Manager attends several multi-agency meetings and steering groups locally and nationally, such as the Redbridge Children and Young People's Network, UNICEF Child Friendly Redbridge Steering Group, and Carers Trust Young Adult Carers Steering Group. We ran two joint events with the Barnardos Wellbeing Hub's Young Carers Project to introduce ourselves to the young carers who may benefit from our project as they grow older. We have also built upon our relationships with other professionals who support carers, such as volunteers of the Quilter Foundation, Quaker Social Action Move on Up Housing Project, Carers Trust, and young adult carer workers in other carers services.

We continue to deliver the young adult carers training programme to professionals to help them identify and support carers, which has been positively received.

#### **Working for Carers Project**

The Working for Carers project has successfully completed its third year of delivery, supporting unpaid carers into employment, education, and training opportunities. The project is now in its 2nd phase following the success of securing further funding from The National Community Fund and the European Social Fund (ESF) to continue delivery for a further 3 years. This will enable us to support more unpaid carers until September 2022. A launch event was facilitated and attended by staff and partners London wide, to mark the milestone. The event was also an opportunity to highlight the great work achieved and to hear live testimonies from carers of the progress and their achievements they had made since participating on the project.

The project continues to provide ongoing support to unpaid carers through one to ones with an experienced Employment Personal Advisor, peer and support groups and employability workshops. Participants attend workshops that enable them to develop skills in job searching, interview skills as well as developing an effective CV. Throughout this year, the project also facilitated workshops in Confidence Building, Stress Management and Employment Law - Rights for Carers in Employment.

Over 50 unpaid carers were referred to the Redbridge Hub Working for Carers project, with 37 unpaid carers registered onto the project. Of those registered onto the project, 16 moved into paid employment, 7 into education and training opportunities and 10 were able to exit the project with the skills to independently job search. Those remaining continue to engage with the project and receive a holistic wrap around service.

Staff have also had the opportunity to develop their skills enabling them to be able to further support participants on the project, for example, staff have attended and completed basic Mental Health Awareness training to be able to support unpaid carers with their well-being as well as their

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2020**

#### **Achievements and performance *(continued)***

employability needs. This has also enabled them to make appropriate referrals where necessary.

The Redbridge hub has also increased in staffing capacity with one member of staff returning from maternity leave and the recruitment of a new Admin Coordinator. There has also been the recruitment of a marketing volunteer to support with the increase of the Redbridge Hubs social media and digital presence.

#### **Strategic Work**

Our Strategic Partner work, sitting on key strategic and stakeholder boards, raises awareness about carers, their diversity and the many and varied issues they face.

As a Strategic Partner to the Council, RCSS is one of a group of lead organisations that engages strategically with the Council and other public bodies to influence policy design, development and the delivery of services. During 2019/20 the Strategic Partners Fund was reviewed and replaced by the Redbridge Grant Fund. RCSS was successful in receiving 2-year funding from April 2020 to continue to develop our representation of carers at strategic level, particularly working closely with the council to refresh the Redbridge Carers Strategy.

RCSS has a distinctive role in providing a voice for and representing the interest of carers and their families by ensuring that all public bodies are informed of the views of carers. For example, this includes facilitating informal and formal consultations; sitting on the Board (as Chair) of Healthwatch Redbridge; Redbridge Safeguarding Adults Board; Carer Friendly Environment Meetings; BHR Carers Network bi-monthly meetings; Young and Young Adult Schools/Colleges Pilot Planning meetings, working with Children's Services and the London-wide Working for Carers Steering Group and Hub Lead for N E London boroughs.

We continue to be a Network Partner of the Carers Trust and an affiliate member of Carers UK. These relationships mean that RCSS not only influences strategic work in Redbridge but also, regionally and nationally.

#### **Annual Work Plan**

RCSS has successfully met all targets set by our funders this year and has successfully achieved the planned outcomes.

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2020**

#### **Financial review**

#### **Reserves Policy**

The Trustees recognise the need for a reserves policy. To this end they have designated an Operational Reserve and a Contingency Reserve, which in effect are the level of reserves the Trustees believe they need. Over the coming year as a prudent measure the Board reviewed the level of its reserves and increased them to reflect risk. This is to ensure this fund is sufficient to meet the items of potential expenditure and/or loss of income, including the termination and wind down costs of the charity.

#### **Plans for the future**

As the older and disabled population continues to increase the strain on carers is ever apparent. The need for RCSS's support for carers has never been more vital. Our holistic intervention and prevention approach have always been one of our major strengths. By assisting carers who need our services the most, we avert potential crisis situations and help carers manage their caring role and their lives. This year we have continued to develop quality, new, innovative, ground-breaking services, supporting more and more carers across the borough, as evidenced in the annual increase in carers registered with us.

RCSS will continue to develop and expand its support to carers in Redbridge. We will be prioritising the needs of those carers who are isolated, vulnerable and/or marginalised. We will be continuing to monitor health and social care services, particularly in relation to their statutory duties and responsibilities under the Care Act 2014.

#### **Our fundraising objectives for the coming year:**

- Continue to ensure sustainable core and project income from a diverse range of funders
- Learn from our projects and promote their success
- Continue to use external expert advice from a range of professionals
- Continue to commission external evaluation for our projects
- Continue to build lasting relationships with our funders
- Continue to seek donations and sponsorships to fund social activities to give carers a break, enhanced by our newly designed website and social media activity
- Seek funding to promote new innovative ways of supporting carers
- Seek consortia funding via our network membership with Carers Trust
- Seek funding to develop our digital offer for carers through the provision of online services and support
- Build on our projects and prioritise further funding to develop services for isolated, frail carers in Redbridge by expanding our house bound services for the most vulnerable carers
- Seek funding to develop our counselling service and explore the development of coaching support for carers

# Redbridge Carers Support Service

## Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2020

#### Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the company's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

The trustees' annual report and the strategic report were approved on 25th November 2020 and signed on behalf of the board of trustees by:

  
Glynis Donovan  
Company Secretary

Registered office:  
12 Clements Court  
Clements Lane  
Ilford  
Essex  
IG1 2QY

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of Redbridge Carers Support Service**

**Year ended 31 March 2020**

#### **Opinion**

We have audited the financial statements of Redbridge Carers Support Service (the 'company') for the year ended 31 March 2020 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2020 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;
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

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

#### **Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.



# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2020**

- Seek funding to further expand, train and support our diverse pool of volunteers
- Continue to seek financial support and goods in kind from the corporate sector and build on our existing relationships with e.g. Quilters through Carers Trust and also local businesses/companies
- Increase the profile and the needs of carers including maintaining and developing further crucial links with local politicians, decision-makers and business leaders
- Secure further funding to sustain positive health and wellbeing outcomes for carers.

#### **Strict transparency is maintained to avoid conflict of interest in respect of:**

- Trustees Mr Barry Bates and Mrs Bushra Tahir are registered carers who also access RCSS' services.
- Trustee Mr Nicholas Hurst is a registered carer with RCSS.

#### **Trustees' responsibilities statement**

The trustees (who are also the directors of Redbridge Carers Support Service for the purposes of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of Redbridge Carers Support Service (continued)**

**Year ended 31 March 2020**

#### **Other Information**

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

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

We have nothing to report in this regard.

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

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

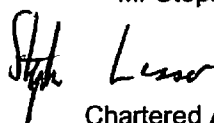
#### **Matters on which we are required to report by exception**

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

We have nothing to report in respect of the following matters in relation to which 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.

Mr Stephen Lesser (Senior Statutory Auditor)



For and on behalf of  
Lesser & Co. Ltd

Chartered Accountants and Registered Auditors

147 Station Road  
North Chingford  
London  
E4 6AG

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of Redbridge Carers Support Service** *(continued)*

**Year ended 31 March 2020**

#### **Responsibilities of trustees**

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

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

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

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Independent Auditor's Report to the Members of Redbridge Carers Support Service *(continued)***

#### **Year ended 31 March 2020**

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

#### **Use of our report**

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

**Redbridge Carers Support Service**  
**Company Limited by Guarantee**  
**Statement of Financial Activities**  
**(including income and expenditure account)**

**Year ended 31 March 2020**

			2020		2019
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>					
Donations	5	7,915	—	7,915	6,700
Charitable activities	6	240,677	243,408	484,085	568,447
Investment income	7	3,135	—	3,135	2,609
<b>Total income</b>		<u>251,727</u>	<u>243,408</u>	<u>495,135</u>	<u>577,756</u>
<b>Expenditure</b>					
Expenditure on charitable activities	8,9	267,405	248,398	515,803	538,494
<b>Total expenditure</b>		<u>267,405</u>	<u>248,398</u>	<u>515,803</u>	<u>538,494</u>
<b>Net (expenditure)/income and net movement in funds</b>		<u>(15,678)</u>	<u>(4,990)</u>	<u>(20,668)</u>	<u>39,262</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		249,940	86,273	336,213	296,951
<b>Total funds carried forward</b>		<u>234,262</u>	<u>81,283</u>	<u>315,545</u>	<u>336,213</u>

The statement of financial activities includes all gains and losses recognised in the year.  
All income and expenditure derive from continuing activities.

The notes on pages 22 to 32 form part of these financial statements.

# Redbridge Carers Support Service


## Company Limited by Guarantee

### Statement of Financial Position

31 March 2020

	Note	2020 £	£	2019 £
<b>Fixed assets</b>				
Tangible fixed assets	14		2,748	7,525
<b>Current assets</b>				
Debtors	15	15,727		11,949
Cash at bank and in hand		313,921		337,767
		329,648		349,716
<b>Creditors: amounts falling due within one year</b>	16	16,851		21,028
<b>Net current assets</b>			312,797	328,688
<b>Total assets less current liabilities</b>			315,545	336,213
<b>Net assets</b>			315,545	336,213
<b>Funds of the charity</b>				
Restricted funds			81,283	86,273
Unrestricted funds			234,262	249,940
<b>Total charity funds</b>	18		315,545	336,213

These financial statements were approved by the board of trustees and authorised for issue on 25/11/20, and are signed on behalf of the board by:



Debra Hastings-Henry  
Chair

The notes on pages 22 to 32 form part of these financial statements.

# Redbridge Carers Support Service

## Company Limited by Guarantee

### Statement of Cash Flows

Year ended 31 March 2020

	2020 £	2019 £
<b>Cash flows from operating activities</b>		
Net (expenditure)/income	(20,668)	39,262
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	6,291	5,893
Other interest receivable and similar income	(3,135)	(2,609)
Interest payable and similar charges	124	331
Accrued (income)/expenses	(4,177)	8,464
<i>Changes in:</i>		
Trade and other debtors	(3,778)	(5,054)
Cash generated from operations	(25,343)	46,287
Interest paid	(124)	(331)
Interest received	3,135	2,609
Net cash (used in)/from operating activities	(22,332)	48,565
<b>Cash flows from investing activities</b>		
Purchase of tangible assets	(1,514)	(5,215)
Net cash used in investing activities	(1,514)	(5,215)
<b>Net (decrease)/increase in cash and cash equivalents</b>	(23,846)	43,350
<b>Cash and cash equivalents at beginning of year</b>	<b>337,767</b>	<b>294,417</b>
<b>Cash and cash equivalents at end of year</b>	<b>313,921</b>	<b>337,767</b>

The notes on pages 22 to 32 form part of these financial statements.

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Notes to the Financial Statements**

**Year ended 31 March 2020**

#### **1. General information**

The company is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 12 Clements Court, Clements Lane, Ilford, Essex, IG1 2QY.

#### **2. Statement of compliance**

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

#### **3. Accounting policies**

##### **Expenditure**

In order to reflect the expenditure incurred in pursuance of the company's principal objectives, expenditure is split between management and administration expenditure and direct expenditure. Management and administration expenditure covers salary costs, professional fees, recruitment costs, bank charges and sundry expenses

##### **Basis of preparation**

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

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

##### **Going concern**

There are no material uncertainties about the charity's ability to continue.

##### **Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

##### **Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.



# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Notes to the Financial Statements *(continued)***

**Year ended 31 March 2020**

#### **3. Accounting policies *(continued)***

##### **Incoming resources**

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

##### **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 classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

##### **Tangible assets**

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

# **Redbridge Carers Support Service**

## **Company Limited by Guarantee**

### **Notes to the Financial Statements *(continued)***

**Year ended 31 March 2020**

#### **3. Accounting policies *(continued)***

##### **Tangible assets *(continued)***

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

##### **Depreciation**

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office furniture and equipment - 33% straight line

##### **Impairment of fixed assets**

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the company are assigned to those units.

##### **Financial instruments**

A financial asset or a financial liability is recognised only when the company becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

# Redbridge Carers Support Service

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2020

#### 3. Accounting policies *(continued)*

##### Financial instruments *(continued)*

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

##### Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

#### 4. Limited by guarantee

The charity is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

#### 5. Donations

	Unrestricted Funds £	Total Funds 2020 £	Unrestricted Funds £	Total Funds 2019 £
Donations				
Donations	<u>7,915</u>	<u>7,915</u>	<u>6,700</u>	<u>6,700</u>

# Redbridge Carers Support Service

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2020

#### 6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Local Authority Contracts & Grants - London Borough of Redbridge	240,677	—	240,677
Deloitte Employment, Education and Training Support Fund	—	—	—
Active Older Carers Project - City Bridge Trust	—	11,600	11,600
Young Adult Carers – The National Lottery Community Fund	—	70,854	70,854
Working for Carers Project - European Social Fund and The National Lottery Community Fund through Carers Trust	—	140,981	140,981
Carers of People with Dementia - Ajahma Charitable Trust, Mulberry Trust, The Goldsmiths' Company Charity	—	19,859	19,859
Young Adult Carers - Funding from various small funds	—	114	114
Older Carers Project - Funding from previous years	—	—	—
	<u>240,677</u>	<u>243,408</u>	<u>484,085</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Local Authority Contracts & Grants - London Borough of Redbridge	240,677	—	240,677
Deloitte Employment, Education and Training Support Fund	—	4,750	4,750
Active Older Carers Project - City Bridge Trust	—	46,787	46,787
Young Adult Carers – The National Lottery Community Fund	—	69,042	69,042
Working for Carers Project - European Social Fund and The National Lottery Community Fund through Carers Trust	—	185,907	185,907
Carers of People with Dementia - Ajahma Charitable Trust, Mulberry Trust, The Goldsmiths' Company Charity	—	18,000	18,000
Young Adult Carers - Funding from various small funds	—	320	320
Older Carers Project - Funding from previous years	—	2,964	2,964
	<u>240,677</u>	<u>327,770</u>	<u>568,447</u>

#### 7. Investment income

	Unrestricted Funds £	Total Funds 2020 £	Unrestricted Funds £	Total Funds 2019 £
Bank interest receivable	<u>3,135</u>	<u>3,135</u>	<u>2,609</u>	<u>2,609</u>

# Redbridge Carers Support Service

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2020

#### 8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Employment and training costs	195,653	191,387	387,039
Running costs	28,512	42,239	70,751
Premises costs	29,328	2,549	31,877
Capital costs	4,484	1,808	6,292
Support costs	9,428	10,415	19,844
	<u>267,405</u>	<u>248,398</u>	<u>515,803</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Employment and training costs	161,397	235,141	396,538
Running costs	27,517	64,326	91,843
Premises costs	20,073	4,780	24,853
Capital costs	4,506	1,387	5,892
Support costs	7,034	12,333	19,368
	<u>220,527</u>	<u>317,967</u>	<u>538,494</u>

#### 9. Expenditure on charitable activities by activity type

	Activities undertaken directly	Support costs	Total funds 2020 £	Total fund 2019 £
Employment and training costs	387,039	—	387,039	396,538
Running costs	70,751	—	70,751	91,843
Premises costs	31,877	—	31,877	24,853
Capital costs	6,292	—	6,292	5,892
Governance costs	—	19,844	19,844	19,368
	<u>495,959</u>	<u>19,844</u>	<u>515,803</u>	<u>538,494</u>

#### 10. Net (expenditure)/income

Net (expenditure)/income is stated after charging/(crediting):

	2020 £	2019 £
Depreciation of tangible fixed assets	<u>6,291</u>	<u>5,893</u>

#### 11. Auditors remuneration

	2020 £	2019 £
Fees payable for the audit of the financial statements	<u>4,800</u>	<u>4,740</u>

# Redbridge Carers Support Service

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2020

#### 12. Staff costs and emoluments

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2020	2019
	£	£
Wages and salaries	348,354	355,911
Social security costs	32,253	35,060
Employer contributions to pension plans	6,432	5,567
	<u>387,039</u>	<u>396,538</u>

The average head count of employees during the year was 13 (2019: 13). The average number of full-time equivalent employees during the year is analysed as follows:

	2020	2019
	No.	No.
Provision of services and support (includes part time)	12	12
Management and administration	1	1
	<u>13</u>	<u>13</u>

No employee received employee benefits of more than £60,000 during the year (2019: Nil).

#### 13. Trustee remuneration and expenses

There was no remuneration in respect of Directors. Directors were paid expenses of £579 (2019: £539).

#### 14. Tangible fixed assets

	Equipment £	Total £
<b>Cost</b>		
At 1 April 2019	70,747	70,747
Additions	1,514	1,514
<b>At 31 March 2020</b>	<u>72,261</u>	<u>72,261</u>
<b>Depreciation</b>		
At 1 April 2019	63,222	63,222
Charge for the year	6,291	6,291
<b>At 31 March 2020</b>	<u>69,513</u>	<u>69,513</u>
<b>Carrying amount</b>		
<b>At 31 March 2020</b>	<u>2,748</u>	<u>2,748</u>
At 31 March 2019	<u>7,525</u>	<u>7,525</u>

**Redbridge Carers Support Service**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements** *(continued)*  
**Year ended 31 March 2020**

**15. Debtors**

	<b>2020</b>	2019
	<b>£</b>	£
Prepayments and accrued income	<b>10,594</b>	7,763
Rent deposit	<b>3,000</b>	3,000
Other debtors	<b>2,133</b>	1,186
	<b><u>15,727</u></b>	<u>11,949</u>

**16. Creditors: amounts falling due within one year**

	<b>2020</b>	2019
	<b>£</b>	£
Accruals and deferred income	<b><u>16,851</u></b>	<u>21,028</u>

**17. Pensions and other post retirement benefits**

**Defined contribution plans**

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £6,432 (2019: £5,567).

# Redbridge Carers Support Service

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2020

#### 18. Analysis of charitable funds

##### Unrestricted funds

	At 1 April 2019 £	Income £	Expenditure £	At 31 March 2020 £
General funds	159,940	251,727	(267,405)	144,262
Designated Fund	<u>90,000</u>	<u>—</u>	<u>—</u>	<u>90,000</u>
	<u>249,940</u>	<u>251,727</u>	<u>(267,405)</u>	<u>234,262</u>

	At 1 April 2018 £	Income £	Expenditure £	At 31 March 2019 £
General funds	130,481	249,986	(220,527)	159,940
Designated Fund	<u>90,000</u>	<u>—</u>	<u>—</u>	<u>90,000</u>
	<u>220,481</u>	<u>249,986</u>	<u>(220,527)</u>	<u>249,940</u>



# Redbridge Carers Support Service

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2020

#### 18. Analysis of charitable funds *(continued)*

##### Restricted funds

	At 1 April 2019 £	Income £	Expenditure £	At 31 March 2020 £
Carers Newly Arrived to the UK – The Tudor Trust	371	–	(371)	–
Older Carers Projects – The Henry Smith Charity/Mulberry Trust	5,354	–	(4,195)	1,159
Working for Carers Project - European Social Fund and The National Lottery Community Fund through Carers Trust	15,010	140,981	(145,940)	10,051
Young Adult Carers – The National Lottery Community Fund	26,593	70,854	(64,226)	33,221
Young Adult Carers – Funding from Various Small Funds	4,898	114	–	5,012
Active Older Carers Project - City Bridge Trust	11,628	11,600	(23,228)	(0)
Carers of People with Dementia - Ajahma Charitable Trust, Mulberry Trust, The Goldsmiths' Company Charity	17,430	19,859	(6,642)	30,647
Deloitte Employment, Education and Training Support Fund	3,250	–	(3,250)	–
Fixed Assets	1,739	–	(545)	1,194
	<u>86,273</u>	<u>243,408</u>	<u>(248,397)</u>	<u>81,284</u>

	At 1 April 2018 £	Income £	Expenditure £	At 31 March 2019 £
Carers Newly Arrived to the UK – The Tudor Trust	10,660	–	(10,289)	371
Older Carers Projects – The Henry Smith Charity/Mulberry Trust	3,572	2,964	(1,182)	5,354
Working for Carers Project - European Social Fund and The National Lottery Community Fund through Carers Trust	10,083	185,907	(180,980)	15,010
Young Adult Carers – The National Lottery Community Fund	32,073	69,042	(74,522)	26,593
Young Adult Carers – Funding from Various Small Funds	4,578	320	–	4,898
Active Older Carers Project - City Bridge Trust	13,437	46,787	(48,596)	11,628
Carers of People with Dementia - Ajahma Charitable Trust, Mulberry Trust, The Goldsmiths' Company Charity	–	18,000	(570)	17,430
Deloitte Employment, Education and Training Support Fund	–	4,750	(1,500)	3,250
Fixed Assets	2,067	–	(328)	1,739
	<u>76,470</u>	<u>327,770</u>	<u>(317,967)</u>	<u>86,273</u>

# Redbridge Carers Support Service

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2020

#### 18. Analysis of charitable funds *(continued)*

The income funds of the charity include restricted funds comprising the unexpended balances of grants held on trust to be applied for specific purposes.

#### 19. Analysis of net assets between funds

	Unrestricted Funds	Total Funds
	2020	
	£	£
Tangible fixed assets	2,748	2,748
Current Assets	329,648	329,648
Creditors less than 1 year	(16,851)	(16,851)
<b>Net assets</b>	<b>315,545</b>	<b>315,545</b>

	Unrestricted Funds	Total Funds
	2019	
	£	£
Tangible fixed assets	7,525	7,525
Current Assets	349,716	349,716
Creditors less than 1 year	(21,028)	(21,028)
<b>Net assets</b>	<b>336,213</b>	<b>336,213</b>

#### 20. Analysis of changes in net debt

	At 1 Apr 2019	Cash flows	At 31 Mar 2020
	£	£	£
Cash at bank and in hand	<u>337,767</u>	<u>(23,846)</u>	<u>313,921</u>