

Carers Choices

peace of mind



TRUSTEES' ANNUAL REPORT AND ACCOUNTS

For the year ended 31 March 2020

Limited by Guarantee
Company Number: 04320986
Registered Charity Number: 1093483

CARERS CHOICES
(A company limited by guarantee)

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2020**

Trustees	B R Terry, Chairman M D Jones, Vice Chair (resigned 31 July 2020) M Y Morgan, Treasurer (resigned 11 February 2020) E Greenwood, Trustee (resigned 30 April 2020) M P Hayes, Trustee L H McKeogh, Trustee E Smith, Trustee R R Smale, Trustee W J Dodds, Trustee (resigned 30 April 2020) Cllr. Liz Wass, Co-opted Cllr. Colin MacLean, Co-opted
Company registered number	04320986
Charity registered number	1093483
Registered office	The White House Kiln Road Benfleet Essex SS7 1BU
Company secretary	P Ramsden
Chief Executive Officer	P Ramsden
Independent auditors	Haslers Chartered Accountants Old Station Road Loughton Essex IG10 4PL
Bankers	CAF Bank 25 Kings Hill Avenue West Malling Kent ME19 4JQ
Solicitors	Pinney Talfourd LLP 54 Station Road Upminster Essex RM14 2TU

About Carers Choices

The Charity was formed in 1981 in Thundersley, Essex to support Carers through practical respite solutions. Originally just offering Respite in the Home (sitting service) we added Young Carers in the 1990's followed by the first Day Centre for Adults with Disabilities (Rainbow Centre).

Over the following years we moved from Thundersley to Canvey Island and back again, to our current base behind the Council Offices on Kiln Road.

In 2014 we recognised the crisis in Dementia Care and created an innovative solution with the Silver Birch Centres.

Our aim is to relieve the burden on Carers for a few hours whilst at the same time providing a rewarding experience for the client. Quality is second to none.

Chairman's Foreword

In 2019/2020 the organisation Charity continued its commitment to the same strategies of ensuring financial stability in conjunction with the development of services provided to the local communities. The charity undertook its regular review of its long-term strategy and its financial plans to ensure that the way forward was well defined.

The organisation financial plans were developed following the previous year's surplus which enabled us to set adequate reserves but also set aside significant finances to develop services in different parts of the county. This is particularly true of our dementia services which we have been able to expand following this approach.

I would like, therefore, to record my appreciation to the Board of Trustees, the Executive Committee, the Finance and Risk Committee and the Services Committee for their confidence, hard work and support during this period that has enabled the Charity to successfully implement its key objectives. It is also important that I place on record the Board's appreciation of the hard work and dedication of the Chief Executive, Mr Paul Ramsden, and his staff and volunteers for without their efforts none of this would have been achieved.

During this year, the charity achieved all the business objectives approved by the Board, in addition, including the ongoing expansion of our services which reflects the dedication of all of our staff and volunteers in achieving this success. The charity also continued its ongoing review of its management structure to reflect the growing demand for its services to ensure the structure effectively met the challenges resulting from range of services provided.

During the year ongoing changes were made within our service provision and these, along with strong organisational structures resulting in the improving financial situation it is important to note that the excellent services continued to be the driver behind the organisation's success. This has been achieved by providing the required services to the local community continued

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throughout the year and all staff and volunteers should be proud of their achievements during the year.

I would also like to thank all the organisations who supported Carers Choices both financially and otherwise for their support throughout the year as this is essential to our ability to continuing service provision.

Looking forward it is becoming clear that in the year 2020/21 is going to be a very challenging with the outbreak of the pandemic COVID19. We are fortunate that our financial situation is robust, however, it is clear the charity will be faced with significant issues and must be ready to take decisive action when required to ensure the future of the organisation. Working in the current environment is difficult as the future of the economy, etc. is difficult to predict with Government and local government having difficulty in defining the way ahead.

However, I believe we are in a strong position to continuing to provide our excellent services especially as we have in place strong governance arrangements and the ability to take the necessary decisions quickly.

BRIAN R TERRY, CHAIR OF TRUSTEES

Chief Executive Foreword

As in previous years the Charity has continued to support more and more people in the local community through expanding our services, at Head Office and geographically. In many instances we have done this through forming strong partnerships against shared agendas. This has proved to be worthwhile and cost effective.

The growing crisis in Dementia Care is all too evident and we responded by investing in a new centre in Wickford at the Poppy Pavilion. We were fortunate to be supported by many funders including Veolia for the building costs. Alongside we purchased a new minibus for Wickford and a new one for Benfleet as we recognised that offering transport for clients is an essential service. Both were financed from funding that we had received.

Promoting our services and differentiating between these and other offerings is always a difficulty. Experience tells us that once we have that introduction Carers and Clients love our services. We have always maintained that rather than just talk about it we deliver to the needs of the local community.

As we ended the financial year many challenges were on the horizon, not least the Pandemic. 2019/20 was a successful year for the Charity as we strengthened our financial position, poised to invest in further centres across Essex for both our clients with dementia and adults with disabilities. These challenges ahead may cause us to pause our plans and ensure that the Charity weathers the storm.

I am immensely proud of the efforts, commitment and determination of the staff, volunteers and Trustees, all exceeding expectations. This is to me how we make a true difference to people's lives, through going that extra mile, continuing to innovate and having an intimate understanding of the pressures faced by Carers on a daily basis.

Our reward for our hard work is often the simplest of things, as we see markedly reduced stress, the relief that they are not alone and we provide that shoulder to lean on. Our impact is difficult to quantify because it is intangible – how can you measure that Carers feel they can cope for longer because of the respite services we provide? It is a feeling, maintaining resilience and carrying on for longer.

We do this because we believe in people, especially the Carers and Clients we support every day.

Paul Ramsden, Chief Executive

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Structure, Governance and Management

Particulars

Carers Choices is a registered charity and a company limited by guarantee. It was formed in 1981 and incorporated in 2001, with a memorandum and articles of association.

The Directors of the Company are also Charity Trustees that serve a three-year term. Each year at the AGM there is an election where new Trustees can be appointed or existing ones to be re-elected.

In line with Charity Commission Guidance, the Charity has a trading subsidiary – Carers Choices Trading Company Ltd – for non-primary purpose trading, to operate the two Charity shops and Community Café. The Directors of this are Mr R Smale, Mr L McKeogh (Trustees of the Charity) and Mr P Ramsden (Chief Executive of the Charity).

All the Trustees are non-remunerated and give their time freely.

The Board of Trustees meet approximately 4 times a year to look at financial matters and progress against objectives set out in the Corporate Plan. The Board's role is clear and has determined the following five areas of responsibility:

- Vision, Mission and Strategic Direction
- Performance and corporate Behaviour
- Legal and Regulatory Compliance
- Guardian of the Charity's Assets
- Capacity to Govern

The Board has delegated tasks to three sub committees – the Finance and Risk committee, the Services Committee and the Executive Committee.

The Finance and Risk Committee provides specialist support and scrutiny to the Board. Meetings are held prior to Board meetings to scrutinise financial activities and performance against budget. The Services Committee hears and discusses operational delivery in each service area. These then makes recommendations to the main Board.

The Executive Committee is constituted of the Chairman, Vice Chairman and Chief Executive and meets monthly to progress matters ahead of Board Meetings. All committees report to the Board.

Trustee Induction and Training

All new Trustees attend a meeting with the Chair and Chief Executive where a pack of information is provided. This includes the Annual Report, Strategic Plan and Organisational Structure.

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Typically, this meeting lasts for 2-3 hours and is an open opportunity to discuss the organisation and look at relevant skills of new Trustees's.

All Trustees complete a skills audit table in order to ensure that gaps are identified and training undertaken to enhance the skills and expertise of trustees.

Organisational Structure

The Directors of the company delegate Operational Management to the Chief Executive. The Board have responsibilities to monitor and consider the Strategic direction of the Organisation.

The Chief Executive is accountable to the Directors for performance against the Strategic Plan and within the approved budget.

Risk Management

A new Strategic Risk Register has been produced, endorsed by the Committees and approved by the Board. This is monitored through the committees and red risks are presented at each Board Meeting. It is reviewed at least annually.

Objectives and Activities for the Public Benefit

As a Charity our purpose is defined within our Memorandum and Articles as Charitable Objects. These are:

- To relieve the stresses experienced by Carers and beneficiaries

Mission

Our mission is to provide the quality of care and support for Beneficiaries and Carers in Essex to enable them to exercise positive choices.

Strategic Objectives for 2019/20

- Open new Silver Birch Centre
- Additional Rainbow Centre consideration
- Research feasibility of providing residential respite care

Significant Activities for Public Benefit

The Trustees have had due regard to the guidance on public benefit published by the Charity Commission in section 17(5) of the 2011 Charities Act.

The Parent Charity and its subsidiary provide a range of services to carers and their beneficiaries. We do this through the following departmental areas:

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- Respite in the Home
- Rainbow Day Centre for Adults with Disabilities
- Silver Birch Centres for Elderly and Dementia Clients
- Young Carers Service

Staffing

Our staffing has grown over the year and is now 12 full time staff, 63 part-time staff and 59 volunteers. The increase comes mainly from staff at the front line operating in the day centres. Our volunteers work across the organisation, in the day centres, with our young carers and also in the shops and café. They bring skills, experience and increased capacity that equates to around 9 extra members of full-time staff.

Organisation

This year we provided over 82,000 hours of support across Respite and the Day Centres. Additionally, our Young Carers were supported through weekly and one-to-one sessions.

We are now delivering day opportunity services at Benfleet for adults with disabilities, elderly and dementia clients and Young Carers in Castle Point. Our Respite in the Home works out of Benfleet also, covering predominantly Castle Point, Wickford and Basildon.

We have 3 further centres across South Essex supporting those living with dementia and/or elderly.

Fundraising

We continue to maximise our services through applying for additional funds from grant providers and also by running events primarily at the White House and at local community events.

Achievements and Performance

2019/20 was a positive year for the Charity continuing to implement the Strategic Plan. At the end of March however we moved into lockdown that is a serious threat to the Charity in the next financial year.

This was the first year that our new CRM system records all our activities and integrates with our accounts system. We are grateful for the not-for-profit Salesforce CRM system provided at no cost.

Our staff embraced the new system and we reduced bureaucracy and paperwork by implementing a system linked into Salesforce for recording attendances. This is part of the vision towards a paperless office.

Our trading activities have struggled with further issues at the Hadleigh Shop and a difficult time for the Coffee Grind. The Men's shed has been built and a number of volunteers now recruited and starting to kit the shed out inside.

Rainbow Day Centre – Sarah Fogarty, Rainbow Day Centre Manager

The Rainbow Day Centre has increased in numbers to an average of 15 clients per day. Some of our clients have already told us that they will be increasing the amounts of days they attend as soon as they finish college in July 2020, so a decision was made to source a new centre on Canvey Island. Half of our clients live on Canvey, so those clients will attend the Canvey site with the remainder attending the Benfleet site. This will allow us to build up two centres, which is preferable as no-one wants to attend an empty centre. A new site was found on Canvey, which was an empty shell. Initially leased as a Pets at Home branch but never opened. A builder quoted us to develop this site and the figure was around 60K. The benefit to this was that we could develop the building to suit our purposes. The plan was to open the centre with a shop/café on site that the Rainbow clients would run themselves.

Sarah had decided to open up her house to some of the Rainbow clients for overnight respite. She had various adaptations made to make her house wheelchair accessible. She recognised that some of the Rainbow clients had not been able to access conventional respite either due to lack of confidence in the provider or because of a previously bad experience with respite. A business plan was submitted to the board and one of the parents whose son had never had overnight respite spoke to the trustees to let them know why she was allowing her 31-year-old son to have overnight respite for the first time. Sarah began her application as registered manager with the CQC for this additional location and had already marketed this service with Social Services.

A slightly older gentleman (59) with early onset dementia joined Rainbow in November 2019. His family felt that he was too young and lively to join Silver Birch, so tried him out with us. This worked really well as he was able to help out with the less able clients in Rainbow, but the staff were able to help him when his memory let him down. We set up 'In Shed' which is an indoor version of Men's Shed for people with disabilities or who are unable to access a Men's Shed. One of our volunteers Jeff ran this on a Monday morning with our gentleman with dementia and another client who was also quite able bodied.

Rainbow had another very good year and the future is looking very promising.

Respite Breaks – Carol Doble, Respite Care

This year has been a good year for respite. We set on a new member of staff for our Wickford/Basildon area – a new area for us to tie in with Silver Birch Wickford.

We finally hit our 1000+ hours a month target. A proud moment for all of us, especially as we are caring for poorly and vulnerable people who can be with us one month and sadly gone the next. It can be a constant struggle to keep our hours up.

Sadly, in March 2020 the pandemic hit and 4 of our staff had to furlough due to their own health problems, but the remaining staff, including myself, continued to visit clients. Some clients chose to isolate and not have visits, but the ones who did were very grateful that we kept the continuity up and, in some cases, we were the only people visiting.

We have rebuilding to do but we are all still here and slowly building our hours up.

Silver Birch Centres

The Silver Birch Centres have continued to grow throughout the year with the successful transfer to Wickford from Vange. We also opened up a centre in Thurrock with the support of the Orsett Cricket Club. This means there are four centres operating now in South Essex.

Plans to expand in other areas across Essex continued to develop, forming new partnerships and understanding of the support that people with dementia needed. Our approach remains to provide Cognitive Stimulation Therapy through an activity programme at each centre. This means that the break for the Carer is enhanced by a positive experience for the cared for.

As we looked ahead our plans for expansion had to be put on hold and at the end of the financial year we had to close as we went into lockdown. Our hope is that we can open soon to support Carers with the pressures they face often misunderstood.

Financial Review

Accounts

We produce monthly management accounts which are scrutinised by the Finance and Audit Committee. We hold physical meetings every quarter or as the need arises. The committee report to the Board on their activities. Accounts are taken directly from our accounting package (Xero) which enables any queries to be dealt with efficiently. We utilise accrual accounting.

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Reserves Policy

Our Reserves Policy has been revised in the current climate to hold monies equivalent to three months of expenditure and that residual monies be designated for the delivery of the Strategic Plan and in particular development of the Charities work to reach more Carers.

From the accounts this translates to:

Unrestricted Funds	£696,595
Tangible Assets	£213,256
Total less Tangible Assets	£483,339
Three Months Expenditure	£268,865
Total Less Expenditure	£214,474

The Trustees have designated £190k for business developments identified to deliver the Strategic Plan over the next few years.

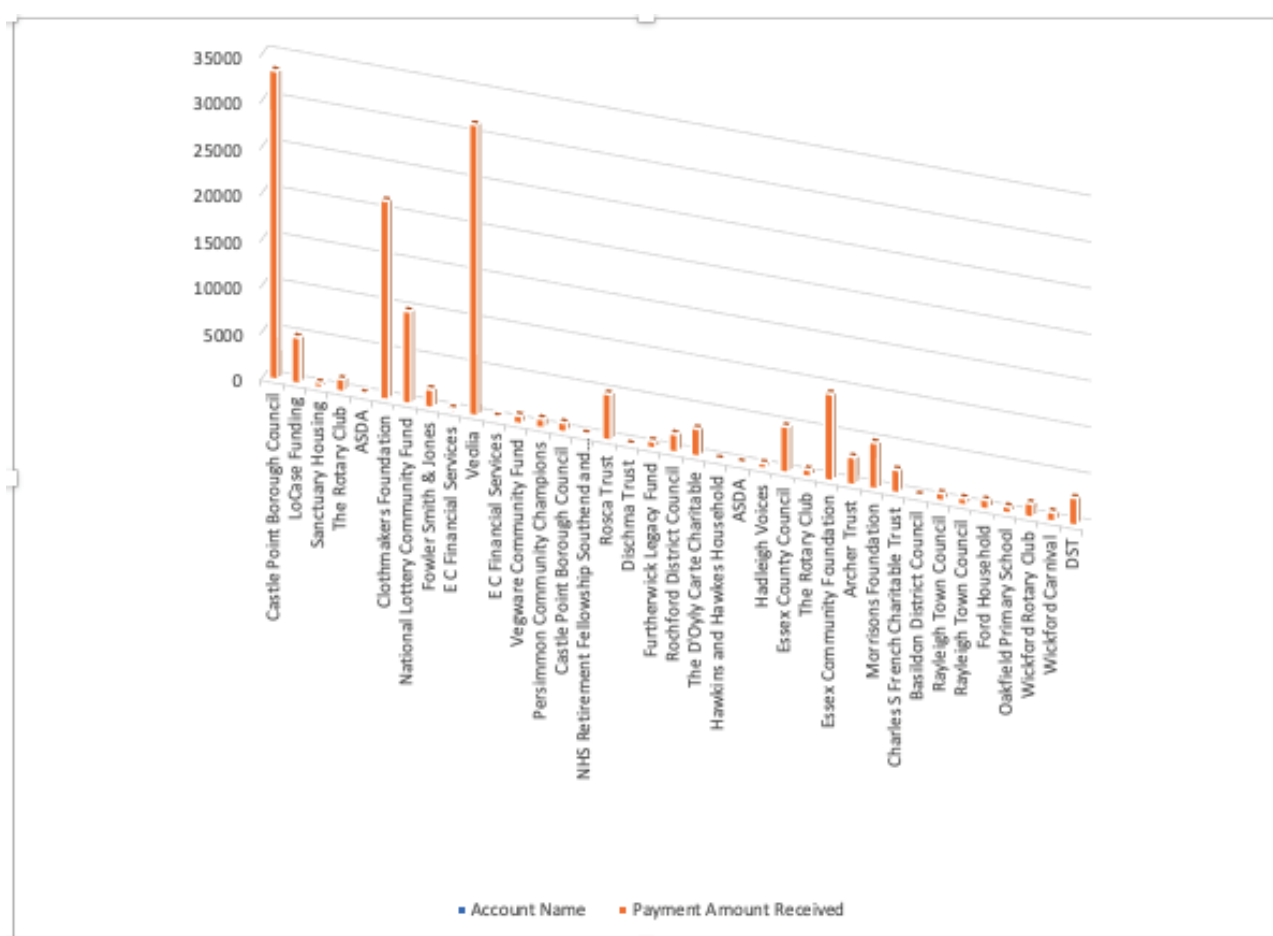
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Principal Funding Sources

Our principal funding comes from providing chargeable services for Clients in the Day Centres and Respite in the Home. We utilise donations, grants and fundraising to supplement and add further value to our services. We are extremely grateful for all the support we have had over the year.

Throughout the year we have received donations from individuals, from companies and we have been successful with a number of funding applications from grant making foundations. Castle Point Borough Council remains a supporter of our Young Carers work, without which we would struggle to provide the support we do.

We were also very fortunate to receive funding through Veolia as we refurbished the Poppy Pavilion as our new Silver Birch Centre. Overall money from donations was just over £212k. As a small charity this has made a huge difference to the additional projects that we have been able to deliver.



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Plans for Future Periods

The strategic plan for Carers Choices continues to be revisited each year and refreshed looking back at our achievements and looking forward. This has proved to be an accurate plan to drive forward our ambitions, with the strategic objectives met consistently.

Auditors

Haslers were appointed auditors of the company in accordance with section 485 of the Companies Act 2006, a resolution proposing that they be re-appointed will be put at the Annual General Meeting.

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Trustees Responsibilities in relation to financial statements

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

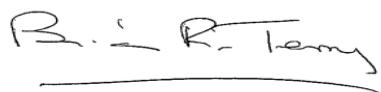
Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources 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 judgments and accounting estimates that are reasonable and prudent;
- 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 adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In preparing this report, the Trustees have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the Trustees on 28th January 2021 and signed on their behalf by:

A handwritten signature in black ink, appearing to read 'B. Terry', with a horizontal line underneath.

Brian Terry

Chairman and Trustee

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CARERS CHOICES

Opinion

We have audited the financial statements of Carers Choices (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of financial activities, the balance sheet, the 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 Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 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; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 charitable 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.

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CARERS CHOICES (CONTINUED)

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditors' report thereon. Our opinion on the financial statements does not cover the other information and 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CARERS CHOICES (CONTINUED)

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditors' report.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



Haslers

Chartered Accountants
Statutory Auditors

Old Station Road

Loughton

Essex

IG10 4PL

18 January 2021

Haslers are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

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**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2020**

	Note	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Income from:					
Donations and legacies	3	72,815	140,180	212,995	128,417
Charitable activities	4	1,111,276	5,000	1,116,276	940,908
Other trading activities	5	2,396	-	2,396	1,042
Investments	6	456	-	456	200
Total income		1,186,943	145,180	1,332,123	1,070,567
Expenditure on:					
Raising funds		620	-	620	488
Charitable activities		1,067,593	7,867	1,075,461	950,278
Total expenditure		1,068,213	7,867	1,076,080	950,766
Net income		118,730	137,313	256,043	119,801
Transfers between funds	14	150,730	(150,730)	-	-
Net movement in funds		269,460	(13,417)	256,043	119,801
Reconciliation of funds:					
Total funds brought forward		427,135	57,408	484,543	364,742
Net movement in funds		269,460	(13,417)	256,043	119,801
Total funds carried forward		696,595	43,991	740,586	484,543

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 21 to 38 form part of these financial statements.

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REGISTERED NUMBER: 04320986

BALANCE SHEET
AS AT 31 MARCH 2020

	Note	2020 £	2019 £
Fixed assets			
Tangible assets	10	213,256	67,363
Investments	11	2	2
		<u>213,258</u>	<u>67,365</u>
Current assets			
Debtors due after more than 1 year		22,750	10,500
Debtors due within 1 year		152,403	125,236
Cash at bank and in hand		419,338	354,930
		<u>594,491</u>	<u>490,666</u>
Creditors: amounts falling due within one year	13	(67,163)	(73,488)
Net current assets		<u>527,328</u>	<u>417,178</u>
Total assets less current liabilities		<u>740,586</u>	<u>484,543</u>
Net assets excluding pension asset		<u>740,586</u>	<u>484,543</u>
Total net assets		<u><u>740,586</u></u>	<u><u>484,543</u></u>
Charity funds			
Restricted funds	14	43,991	57,408
Unrestricted funds	14	696,595	427,135
Total funds		<u><u>740,586</u></u>	<u><u>484,543</u></u>

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BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2020

The entity was entitled to exemption from audit under section 477 of the Companies Act 2006.

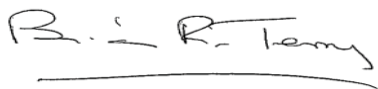
The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 144 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees on 18 January 2021 and signed on their behalf by:



B R Terry Chairman



R R Smale
Vice Chairman

The notes on pages 21 to 38 form part of these financial statements.

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**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2020**

	2020 £	2019 £
Cash flows from operating activities		
Net cash used in operating activities	215,846	175,631
Cash flows from investing activities		
Purchase of tangible fixed assets	(151,437)	(29,871)
Net cash used in investing activities	(151,437)	(29,871)
Cash flows from financing activities		
Net cash provided by financing activities	-	-
Change in cash and cash equivalents in the year	64,409	145,760
Cash and cash equivalents at the beginning of the year	354,930	209,170
Cash and cash equivalents at the end of the year	419,339	354,930

The notes on pages 21 to 38 form part of these financial statements

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

1. General information

Carers Choices is a company, limited by guarantee and incorporated in England and Wales, United Kingdom, with a registration number 04320986. The address of the registered office is The White House, Kiln Road, Benfleet, Essex, SS7 1BU.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Carers Choices meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

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NOTES TO THE FINANCIAL STATEMENTS
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2. Accounting policies (continued)

2.3 Expenditure (continued)

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

2.4 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Short-term leasehold property	-	4% Straight line
Motor vehicles	-	13% Straight line with 10% residual value
Fixtures and fittings	-	20% Straight line
Silver Birch fixed assets	-	4% Straight line

2.6 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the statement of financial activities.

2.7 Debtors

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

2.8 Cash at bank and in hand

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

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NOTES TO THE FINANCIAL STATEMENTS
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2. Accounting policies (continued)

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

2.10 Pensions

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

2.11 Fund accounting

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

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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

Investment income, gains and losses are allocated to the appropriate fund.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

3. Income from donations and legacies

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Donations	67,815	140,180	207,995	128,417
Legacies	5,000	-	5,000	-
	<u>72,815</u>	<u>140,180</u>	<u>212,995</u>	<u>128,417</u>
<i>Total 2019</i>	<u>54,905</u>	<u>73,512</u>	<u>128,417</u>	

4. Income from charitable activities

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Respite in the home	205,432	-	205,432	163,296
Day Care Centre	353,274	-	353,274	278,065
Silver Birch Centres	451,233	-	451,233	405,058
Hire of meeting rooms	17,368	-	17,368	15,668
Transport	-	-	-	500
Other fundraising events	11,466	5,000	16,466	10,805
Other contractual income	20,211	-	20,211	20,926
Transport	52,292	-	52,292	46,590
Total 2020	<u>1,111,276</u>	<u>5,000</u>	<u>1,116,276</u>	<u>940,908</u>
<i>Total 2019</i>	<u>940,908</u>	<u>-</u>	<u>940,908</u>	

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2020 £	Total funds 2020 £	<i>Total funds 2019 £</i>
Other fundraising events	2,396	2,396	1,042

6. Investment income

	Unrestricted funds 2020 £	Total funds 2020 £	<i>Total funds 2019 £</i>
Bank interest	456	456	200
<i>Total 2019</i>	200	200	

7. Analysis of expenditure by activities

	Activities undertaken directly 2020 £	Support costs 2020 £	Total funds 2020 £	<i>Total funds 2019 £</i>
Project costs	1,054,872	20,589	1,075,461	950,278

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

7. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2020 £	<i>Total funds 2019 £</i>
Staff costs	852,967	729,733
Depreciation	24,736	44,899
Advertising	4,689	2,938
Bad debts	1,784	383
Rent	33,270	34,066
Project costs	39,176	36,485
Travel	36,187	25,650
Training courses	4,909	1,693
Equipment and repairs	14,717	18,929
Printing, postage and stationery	2,156	2,096
Bank charges	105	70
Water, light and heat	12,811	10,419
Staff uniform	5,381	5,057
Premises expenses	2,304	2,263
Sundry expenses	8,030	6,948
Photocopier and franking	1,433	2,537
Telephone	2,538	2,081
Computer expenses	2,643	3,223
Subscriptions	5,035	2,129
	1,054,872	931,599

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

7. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2020 £	<i>Total funds 2019 £</i>
Staff costs	11,251	11,614
Governance	2,708	640
Auditors Remuneration	6,630	6,425
	20,589	18,679

8. Auditors' remuneration

	2020 £	<i>2019 £</i>
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	6,630	6,425

9. Staff costs

	2020 £	<i>2019 £</i>
Wages and salaries	842,022	725,168
Contribution to defined contribution pension schemes	22,196	16,179
	864,218	741,347

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

9. Staff costs (continued)

The average number of persons employed by the Charity during the year was as follows:

	2020	<i>2019</i>
Office	5	<i>7</i>
Respite in the Home	13	<i>13</i>
Silver Birch Centre	25	<i>8</i>
The Rainbow Centre	17	<i>19</i>
Young Carers	3	<i>4</i>
	<hr/> 63 <hr/>	<hr/> <i>51</i> <hr/>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2020 No.	<i>2019 No.</i>
In the band £60,001 - £70,000	1	<i>1</i>

The key management personnel of the charity comprise the trustees and the senior management. The total amount of employee benefits received by key management personnel for their services to the charity was £63,725 (2019: £62,400)

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

10. Tangible fixed assets

	Leasehold property improvements £	Motor vehicles £	Fixtures and fittings £	Silver Birch fixed assets £	Total £
Cost or valuation					
At 1 April 2019	84,773	125,593	30,996	18,781	260,143
Additions	81,262	75,108	14,259	-	170,629
At 31 March 2020	<u>166,035</u>	<u>200,701</u>	<u>45,255</u>	<u>18,781</u>	<u>430,772</u>
Depreciation					
At 1 April 2019	71,172	98,987	13,227	9,394	192,780
Charge for the year	4,474	13,693	5,816	753	24,736
At 31 March 2020	<u>75,646</u>	<u>112,680</u>	<u>19,043</u>	<u>10,147</u>	<u>217,516</u>
Net book value					
At 31 March 2020	<u>90,389</u>	<u>88,021</u>	<u>26,212</u>	<u>8,634</u>	<u>213,256</u>
At 31 March 2019	<u>13,602</u>	<u>26,606</u>	<u>17,768</u>	<u>9,387</u>	<u>67,363</u>

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**NOTES TO THE FINANCIAL STATEMENTS
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11. Fixed asset investments

	Investments in subsidiary companies £
Cost or valuation	
At 1 April 2019	2
At 31 March 2020	<u>2</u>
Net book value	
At 31 March 2020	<u>2</u>
<i>At 31 March 2019</i>	<u>2</u>

Principal subsidiaries

The following was a subsidiary undertaking of the Charity:

Name	Holding
Carers Choices Trading Company Ltd	100%

The financial results of the subsidiary for the period were:

Name	Profit/(Loss) £	Net assets £
Carers Choices Trading Company Ltd	(10,395)	(5,155)

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**NOTES TO THE FINANCIAL STATEMENTS
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12. Debtors

	2020 £	2019 £
Due after more than one year		
Amounts owed by group undertakings	22,750	10,500
	<u>22,750</u>	<u>10,500</u>
Due within one year		
Trade debtors	101,980	97,742
Amounts owed by group undertakings	9,493	3,843
Other debtors	12,951	566
Prepayments and accrued income	27,979	23,085
	<u>175,153</u>	<u>135,736</u>

13. Creditors: Amounts falling due within one year

	2020 £	2019 £
Trade creditors	22,909	20,685
Other taxation and social security	12,048	10,612
Other creditors	13,653	19,442
Accruals and deferred income	18,553	22,749
	<u>67,163</u>	<u>73,488</u>

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**NOTES TO THE FINANCIAL STATEMENTS
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14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2020 £
Unrestricted funds					
Designated funds					
Designated Funds - all funds	190,000	-	-	-	190,000
General funds					
General Funds - all funds	237,135	1,186,944	(1,068,214)	150,730	506,595
Total Unrestricted funds	427,135	1,186,944	(1,068,214)	150,730	696,595
Restricted funds					
Silver Birch Centre	48,423	17,400	(3,023)	(45,538)	17,262
Young Carers	8,890	3,780	(3,060)	-	9,610
The Rainbow Centre	95	-	-	-	95
Core Grant	-	5,000	-	(5,000)	-
Minibus Fund	-	55,500	-	(45,500)	10,000
Silver Birch Centre - Wickford	-	35,000	-	(35,000)	-
Magic Table Fund	-	500	-	(500)	-
Men's Shed	-	28,000	(1,784)	(19,192)	7,024
	57,408	145,180	(7,867)	(150,730)	43,991
Total of funds	484,543	1,332,124	(1,076,081)	-	740,586

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**NOTES TO THE FINANCIAL STATEMENTS
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14. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2018 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2019 £</i>
Unrestricted funds					
Designated funds					
Designated Funds - all funds	-	-	-	190,000	190,000
General funds					
General Funds - all funds	364,742	997,055	(934,662)	(190,000)	237,135
Total Unrestricted funds	364,742	997,055	(934,662)	-	427,135
Restricted funds					
Silver Birch Centre	-	57,747	(9,324)	-	48,423
Young Carers	-	14,530	(5,640)	-	8,890
The Rainbow Centre	-	1,235	(1,140)	-	95
	-	73,512	(16,104)	-	57,408
Total of funds	364,742	1,070,567	(950,766)	-	484,543

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Silver Birch Centres - This represents funds set aside for activity focused day centres for people living with dementia.

Silver Birch Centres (Wickford) - This represents funds set aside for activity focused day centre for people living with dementia based in Wickford.

Young Carers - This represents funds set aside for carers under the age of 18 who help to look after a relative with a disability, illness, mental health condition, or drug or alcohol problem.

The Rainbow Centre - This represents funds set aside for the purpose designed centre, tailored care and support, medication administration and other services for adults with disabilities.

Designated funds - Funds designated by the Trustees for delivery of the Strategic Plan and in particular objectives as referenced in the Trustees Report.

Minibus fund - This represents funds set aside for the purchase of new minibuses at the Silver Birch Centres.

Magic Table fund - This represent funds set aside for the purchase of a new Magic table device at one of the Silver Birch Centres.

Core Grant - This represents funds set aside to help fund the installation of an airconditioning unit at one of the Silver Birch Centres.

Mens Shed - This represents funds set aside to help fund the Mens Shed project

Transfers of funds - The transfers from restricted to unrestricted funds relate purchases of fixed assets for the Silver Birch centre and to purchase minibuses. The funds have therefore been spent in line with the restriction and have been transferred to unrestricted on this basis.

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**NOTES TO THE FINANCIAL STATEMENTS
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15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2020 £
Designated funds	190,000	-	-	-	190,000
General funds	237,135	1,186,944	(1,068,214)	150,730	506,595
Restricted funds	57,408	145,180	(7,867)	(150,730)	43,991
	<u>484,543</u>	<u>1,332,124</u>	<u>(1,076,081)</u>	<u>-</u>	<u>740,586</u>

Summary of funds - prior year

	Balance at 1 April 2018 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2019 £
Designated funds	-	-	-	190,000	190,000
General funds	364,742	997,055	(934,662)	(190,000)	237,135
Restricted funds	-	73,512	(16,104)	-	57,408
	<u>364,742</u>	<u>1,070,567</u>	<u>(950,766)</u>	<u>-</u>	<u>484,543</u>

16. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	178,894	34,362	213,256
Fixed asset investments	2	-	2
Debtors due after more than one year	22,750	-	22,750
Current assets	516,576	55,167	571,743
Creditors due within one year	(67,165)	-	(67,165)
Difference	45,538	(45,538)	-
Total	<u>696,595</u>	<u>43,991</u>	<u>740,586</u>

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**NOTES TO THE FINANCIAL STATEMENTS
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16. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior period

	<i>Unrestricted funds 2019 £</i>	<i>Restricted funds 2019 £</i>	<i>Total funds 2019 £</i>
Tangible fixed assets	67,363	-	67,363
Fixed asset investments	2	-	2
Debtors due after more than one year	10,500	-	10,500
Current assets	422,758	57,408	480,166
Creditors due within one year	(73,488)	-	(73,488)
Total	427,135	57,408	484,543

17. Reconciliation of net movement in funds to net cash flow from operating activities

	2020 £	2019 £
Net income for the period (as per Statement of Financial Activities)	256,043	119,801
Adjustments for:		
Depreciation charges	24,736	44,899
Increase in debtors	(32,395)	(17,397)
Increase/(decrease) in creditors	(7,563)	28,328
Net cash provided by operating activities	240,821	175,631

18. Analysis of cash and cash equivalents

	2020 £	2019 £
Cash in hand	419,339	354,930
Total cash and cash equivalents	419,339	354,930

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**NOTES TO THE FINANCIAL STATEMENTS
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19. Analysis of changes in net debt

	At 1 April 2019 £	Cash flows £	At 31 March 2020 £
Cash at bank and in hand	354,930	64,409	419,339
	<u>354,930</u>	<u>64,409</u>	<u>419,339</u>

20. Operating lease commitments

At 31 March 2020 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2020 £	2019 £
Not later than 1 year	18,600	17,500
Later than 1 year and not later than 5 years	51,700	65,625
	<u>70,300</u>	<u>83,125</u>

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NOTES TO THE FINANCIAL STATEMENTS
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21. Related party transactions

During the year transactions with the following related parties occurred:

Carers Choices Trading Company Ltd	-	100% owned by Carers Choices
4SX Ltd	-	P Ramsden is a director
Mrs Marianne Morgan	-	Trustee

During the year the charity incurred expenditure on behalf of Carers Choices Trading Company Ltd amounting to £15,460 (2019: £12,965). Interest of 2% was charged on the loan amounting to £456 (2019: £179).

During the year, income was received from 4SX Ltd amounting to £43,380 (2019: £45,755).

During the year, income was received from Mrs Marianne Morgan, a trustee, amounting to £536 (2019: £4,375).

At the year-end the following amounts were due from/(to) the related parties:

	2020	2019
	£	£
Carers Choices Trading Company Ltd	25,219	14,343
4SX Ltd	3,605	3,738
Mrs Marianne Morgan	-	518
	28,824	18,599