

Carers Choices
peace of mind



**Annual Report & Accounts
2020/2021**



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On the cover

Pictured is Sarah Fogarty,
Day Opportunities Manager
with Girlie Tschuma from
the Rainbow Day Centre

Chair's Foreword

Commencing this year's foreword with a reminder of what was stated last year.

"2020/2021 is going to be a very challenging year with the outbreak of the pandemic COVID-19".

It is clear now that we really were not truly aware of the impact the pandemic would have on the U.K. and on Carers Choices in particular.



I believe it is reasonable to state that during April 2020 we were unaware of the significant impact the pandemic would have on the organisation. The only way to describe our situation was how could we secure the organisation's future - it was about survival and therefore actions were taken to ensure that Carers Choices had a future.

The organisation ensured that we followed all national and local guidance available which resulted in our services being suspended for several months with the exception of home visits and home working etc became the norm. After many months we arranged for some of our services to return with restrictions e.g. day care, etc. We also put in place significant safety checks, for example PPE, social distancing, etc. The use of furloughing was helpful in the retention of staff.

The executive actively pursued all available grant opportunities and we were very grateful to the local authorities who continued to provide funding during the whole period.

On behalf of the Board I would like to thank all staff for their amazing resilience and effort in continuing to provide services when allowed to do so. It is also appreciated their willingness to be vaccinated and work safely to enable Carers Choices to continue providing services as appropriate.

It is also important that the work carried by the CEO and the senior managers who worked tirelessly over the whole period in all aspects of the work required. The Board really appreciated all your efforts.

I personally would like to thank the trustees for all their support during this period especially attending virtual meetings and making the required decisions.

Looking forward is quite difficult as COVID is not going to disappear for a considerable time and also there are going to be significant changes in health and social care which will have major impact on our future. We have already developed a strategy for the next three years and our financial is better than it would have been anticipated 18 months ago.

However, I believe we are in a strong position to continue 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

CEO's Foreword

We cannot ignore the impact of COVID on the nation and on our organisation. Through taking decisive action and with the good fortune of funders and commissioners we have weathered that storm better than others.

But it was a tough time and I'm incredibly pleased with the staff team that I have around me, how they coped with the 24/7 nature of our role with changing circumstances but always focused upon the exceptional care that we provide every day.



Equally as a Board it was challenging to lead the organisation through factors outside our control. This meant constantly reviewing and reforming plans, new ways of working and ultimately focused on the outcomes that we can deliver. I am grateful for the support from the Board and in particular that of the Chair and Vice Chair.

We still managed to support a lot of people last year directly or indirectly. We led the charge when our service and carers were largely forgotten and fought for each and every carer and client that we care for.

Our new impact report is the start of things to come as we profile what we have achieved, and look forward to what we can achieve, as we provide practical and tangible support for Carers and the people they care for.

Our Mission is to deliver high quality respite, which we have done in spades and will continue to do. Thank you to everyone, staff, trustees, funders, commissioners and supporters that have enabled us to continue to support our existing carers and clients, to reach out and to plan for a future where we have even more impact and support more people.

Our resolve has not been diminished by the pandemic, it was certainly challenged, but we have responded and have a determination and vigour now and looking forward.

Best wishes



PAUL RAMSDEN Chief Executive

Year at a Glance

Clients

168

clients supported accessing the day centres or within their home



6,464

hours supporting clients within the community

Community

Day Centres

6,918

day centre attendances



3,372

journeys transporting clients to the day centres

Transport

Young Carers

56

Young Carers supported across Castle Point and Basildon



My son Jacob has received love, care and support from Carers Choices for many years. Carers Choices has also provided fantastic support to us as a family.

Kind regards
Deborah Campagna





Who We Are

At Carers Choices we provide the practical care and support for Carers and the people they care for. We respond to changing needs and develop services that help and support people in our community.

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. We have now a combined department to deliver both centres, sharing resources and working together efficiently.

In 2020 we added a new **Home Help service**. This service is already helping out a number of people in South Essex and runs alongside our Respite service.

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.**

Visit our website at www.carerschoices.org for more information.

Louise has been attending the Rainbow centre for a number of years now, and really enjoys the company and interaction that the Rainbow centre provides. Louise has a one-to-one carer, which means during the day, Louise will have her own personal carer, as well as interaction with other carers and clients. The centre is extremely flexible and adaptable, and Sarah the day manager is always looking for new ideas and caring plans.

For us as a family the centre is essential to our way of life. It allows us our time during the day to attend to other assignments, and gives Louise the chance to interact with others. All the carers are extremely dedicated people, who really do care about the clients. The centre also provides us with a carer who frequently takes Louise out on a weekend, to places of Louise's choosing. So well done to Sarah and her team.

Mike Garland



What Do We Do

Carers Choices is the leading Essex based Charity supporting Carers and the people they care for through dedicated and specialist respite services. We provide services in the home and in innovative day centre settings to meet the needs of Carers.

What is our Mission?

Our Mission is to deliver **high quality respite**.

Our Purpose

All charities have charitable objects, accepted by the Charity Commission as the purpose of the organisation. It sets out our goals and those who will benefit.

Our Objects are to relieve the stresses experienced by Carers and Beneficiaries.

Carers

Any person or people involved in the provision of care for a person or people who have care needs as a result of a disability, illness or age;

Beneficiaries

Any person or people who have care needs as a result of a disability, illness or age.

Carers Choices have been coming to our home for over 10 years. They are professional and very friendly, always respectful and caring towards our son and our needs.

They are more than carers, they have become friends who care.

We are thankful that they have continued to attend throughout the past year, always wearing PPE and keeping us safe.

Jane Greenfield



What do we want to achieve?

We have set and developed some overriding Strategic Planning Objectives. These are:

1

Ensure that Carers Choices continues to provide the client support and services both near term and in the future

2

Continuous facility development, recognising changes in client needs, numbers and locations

3

Provide the necessary funding and financial management to achieve the plan objectives and ensure the longevity of Carers Choices as an organisation

And to deliver these objectives we have a set of values:

Empathetic

We stand in your shoes and take your place with our services

Integrity

We deliver person centred care based upon our assessments

Care

We care about each other, treating everyone fairly, with dignity and respect

Excellence

We strive to be the best, innovating and providing services responding to the needs of our community



Our son Manuel felt welcomed at the Rainbow Centre right from the start. The staff have been wonderful in supporting him particularly during the initial challenging period of adjustment. Now Rainbow has become a very important part of Manu's life; attending everyday gives him a sense of purpose. For our family it was very important to find a provision in which Manu's personality could flourish: it gives us peace of mind to know that he is safe and happy at Rainbow.
Kojo and Gabriella Ndenecho

How we do it

We deliver our support for Carers through several different service areas:

Home Help and Respite

Trained staff providing a CQC registered service helping 26 Carers to take a break and providing help in the home including domestic tasks.

Young Carers

Operating in Castle Point and Basildon supporting 56 Young Carers through weekly support clubs and one to one's.

Men' Shed

An innovative support mechanism for men in the community that are either isolated or in danger of being isolated.

Day Opportunities

Rainbow Centre; for Adults with Disabilities serving 31 clients over a 5-day period, specialising in more profound disabilities

Silver Birch Centre; specialist dementia centres in Essex operating 5 days a week giving Carers a quality 6-hour break and providing cognitive stimulation therapy to clients, supporting 111 carers and clients.



Looking Forward

This new normal remains a threat, but the Charity is financially strong and has the ability to continue to function well irrespective. A new Strategic Plan has just been agreed with the following objectives:

1

Pay and Conditions for staff review

Staff are key to the delivery of our services and we have historically kept low attrition rates. As an employer in the Charitable sector, we constantly look at ways to ensure staff feel continually appreciated. As there are problems holding events this is more challenging as is the threat of higher household bills. We need capacity to achieve our objectives and we need to differentiate ourselves to attract the right talent to complement our existing excellent staff.

2

Maintenance of the White House

Our operations emanate from the White House in Benfleet which is suffering from the weather. A schedule of works has been agreed with the council and we are about to sign a new lease to secure our future in the short/medium term.

3

Multiple location growth

Further centres of a suitable size in other geographical locations would increase the reach of the Charity as well as reduce risks associated with one centre.

Multiple locations spread the reach and the risk of the organisation. Sustainability relies upon finding the appropriate buildings in the right locations across South and North Essex.

4

Strategy and Growth Fund

The Board has agreed to designate a sum of money from the reserves of £250k to help deliver the strategic plan. It is hoped that this along with grant and fundraising will enable us to continue to grow in a sustainable way.

5

Contingency planning

There are many threats that we can foresee and this is a good opportunity to revisit our contingency planning. The Pandemic tested us and our continuity plans worked well and our reliance on the latest technology including cloud storage and VOIP enabled us to continue to work effectively.

We have a concern that there are grants that assist and enhance the services that we provide. Without access to these or the availability of them will impact upon growth and we need to plan for different scenarios.

COVID will continue to impact upon staffing with higher levels of absence due to isolation rules. We will test out our processes to ensure that they can react to these situations.

6

Finance Plan

A new financial plan will be developed with high and low targets over the 3-year period. This will include an analysis of margins and cash flow to enable release of reserves for investment in the delivery of the Strategic Plan.

7

Trading Company

The current strategy is to maintain and maximise the return from the 1 shop and rationalise expenditure from the closure of the Hadleigh Shop. The trading company has repaid loans to the charity and is currently in profit with a margin around 12%. There are opportunities to focus on the Wickford shop and consider expanding opening hours.



We are proud of our achievements and the reputation we have for delivering services that are high quality and essential to maintain carer's ability to continue their unpaid caring role.

Day Centres

Our two day Centres are the Rainbow Centre for Adults with Disabilities and the Silver Birch Centre for Elderly and those with Dementia.



Our Rainbow Centre is for Adults with Disabilities serving 31 clients over a 5-day period, specialising in more profound disabilities

Our **Rainbow Centre** has existed since around 2005 and the Silver Birch started in 2013. We are commissioned privately and by the local authorities and NHS for client attendance.

Both centres closed due to COVID restrictions and the majority of staff were furloughed. As soon as we were legally able, we re-opened firstly the Rainbow Centre and then the Silver Birch Centre.

Our Rainbow Centre is in Benfleet located at the White House on Kiln Road. We were able to support clients virtually using modern technology, zoom calls, facetime and telephone calls. We organised 1-1 and group sessions with clients which was invaluable for them and their carers.

We commenced building work at the centre to create more individual rooms that would enable us to socially distance clients as we re-opened the centre. At first, we supported carers either in crisis or about to go into

crisis through client attendance and gradually all our clients re-attended. Financially we benefitted from a decision by local authority commissioners, particularly Essex County Council to continue to pay invoices during the period for not only those supported in the centre but for frustrated visits where we were supporting virtually. This was a life line to the Charity, particularly as the majority of clients are funded.

As a Carer for my elderly mother Carers Choices have been providing a much welcomed and needed respite and sitting service for almost five years. I can relax knowing that my mother is safe, happy and cared for and this has been especially reassuring over the past year. She looks forward to the visits very much and refers to the Support Workers as her friends. I would like to give Carers Choices a five star rating.

Sarah and Pam Palmer

Our Silver Birch Centres are specialist dementia centres in Essex operating 5 days a week giving Carers a quality 6-hour break and providing cognitive stimulation therapy to clients, supporting 111 carers and clients.

The Silver Birch was operating in Orsett, Southend, Wickford and Benfleet. Unfortunately, we had to take the decision to consolidate into just the one centre at Benfleet. Social distancing created difficulties at the other centres and client numbers remained low. The majority of clients are private rather than commissioned and people were reluctant to come back to the centre due to health concerns.

As the Silver Birch Centre re-opened this slowly demonstrated that it was safe to re-attend the centre. Transport services enabled clients from across South Essex to attend the Benfleet Centre.

The centre is a club for people who are elderly or have dementia. The environment is friendly and family orientated and it was a pleasure to see people returning and enjoying themselves. Each session offers something different with a wide variety of activities that stimulates the brain and helps with movement and dexterity.

Over the year we have been fortunate to add 2 further minibuses to the fleet of vehicles. This will enable us to decommission 2 vehicles that were proving costly on repairs.

All our clients receive a two course 'home cooked' style meal every day as well as tea and toast on arrival and refreshments throughout the day.



Home Help and Respite

Home Help and Respite are services provided in the Home through our dedicated mobile community staff. We undertake tasks that you would normally do but are now struggling with.



We have been providing Respite services since 1981, supporting Carers caring for a friend or loved one. This is a regulated service by the Care Quality Commission that inspect us on a regular basis. We have maintained our Good rating with them. The majority of our work in Respite is not regulated as only Personal Care is covered. Nevertheless, we operate to the same standard across the business.

Our staff have either an NVQ qualification or the care certificate or are currently studying for one. In addition, we provide training on specialist subject areas defined by our client's needs. This would, for example, include Parkinson's, Epilepsy, Dementia and End of Life.

During the last year we continued to deliver our services in the Home in very difficult circumstances due to the Pandemic. Some staff were furloughed but others continued throughout. We already had good supplies of personal protective equipment and this was further supplemented by Public Health England and the local authorities. Having enough supplies was not an issue for us.

A number of people cancelled their visits as they were concerned about anyone coming into their homes but they were also fortunate that other family members, furloughed or working from home could support them.

The drop in hours and the decision to keep providing this service had a severe negative effect on the organisation with big losses in this area. These effects have continued into the new financial year and it will take some time to regain the number of hours previously delivered and the financial sustainability of the service.

Young Carers

We support Young Carers in Castle Point and Basildon. A Young Carer is someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled, has a mental health condition or misuses drugs or alcohol.

Throughout lockdown we supported our Young Carers through virtual visits, using technology such as zoom and dropping off activities at their homes. As soon as we could, after the schools re-opened, we started running sessions at the White House. Gradually more and more Young Carers have been attending.

Our Young Carers group is a support group providing group, peer and individual support for each young carer. Each session is planned for activities that are useful and increase the confidence and resilience of each young carer.

We have added to our Castle Point group with new young carers. Each young carer is assessed in the home before attending the session, so that we are aware of all issues. This helps us customise our support. We are fortunate and grateful for the ongoing support of Castle Point Borough Council for this group.

The Basildon group is supported financially by the Charity with generally no other revenue sources other than gifts in kind. We plan to fundraise locally and with grant organisations to support this group. We have also run this group from the White House due to lack of premises availability in Basildon. Once we have secured new premises, we will relocate it to within Basildon.



Men's Shed

Our Men's Sheds is a place to pursue practical interests at leisure, to practice skills and enjoy making and mending. It is about social connections and friendship building, sharing skills and knowledge, and having a great time.

We have been building a Men's Shed since before lockdown but the Pandemic has severely affected the progress on the build. The shed has been constructed and we have a small team of volunteers that have been customising it. They have also been collecting tools that have been generously donated.

To complement the shed a container was always planned next to the shed for secure storage of tools and wood. This has been acquired and the volunteers have set about to refurbish it.

Extra funding to support the creation has been applied for and it is planned that in Spring 2022 the shed will be open for new members to join and enjoy.



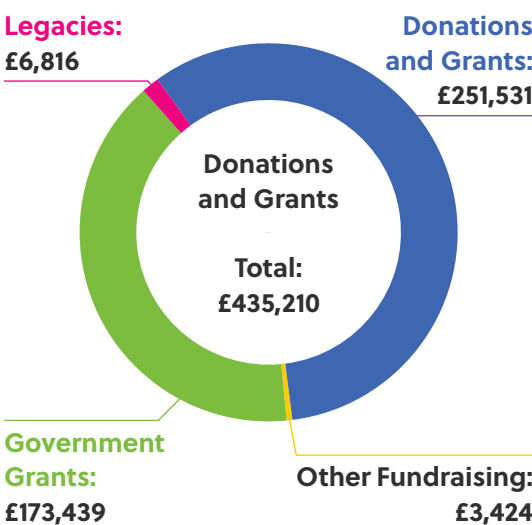
Fundraising

Additional donations and grants help the Charity to deliver additional services and particularly add capital projects including building work and vehicles.

Over the last year fundraising activity was reduced with a swing towards Government grant support. We were fortunate that the Wolfson foundation offered us a grant previously restricted for another project to be converted to unrestricted funding. This was used to support the Charity through the Pandemic.

A number of other funds from government on top of the furlough funding were available through the year. These related to the services we deliver and assisted with infection control, workforce support and other COVID related activities.

Our trading company gained grants and supports whilst closed and when opened the Wickford Shop continued to perform well. We were able to pay off loans from the Charity and in the next financial year it will gift aid £20k.



Paul Ramsden, CEO, receiving a new minibuss from Paul Tarrant, Provincial Grand Master for Essex Freemasons

Financial Review

Total revenue for the last year dipped slightly from the previous year. It was held up by government grants including the Furlough Scheme. Expenditure was higher with increased costs of running the business due to COVID measures.

Funding from private clients was significantly down but commissioned services continued to pay for our services and frustrated visits.

	2020/2021	2019/2020
Donations	£432,000	£213,000
Day Centres	£664,000	£804,000
Community Services	£140,000	£205,000
Other Income	£32,000	£110,000
Total	£1,268,000	£1,332,000
Expenditure	£1,173,000	£1,076,000
Deficit/Surplus	£95,000	£256,000

Our **Balance Sheet** has been strengthened with the surplus and the addition of two further minibuses. Throughout the year we were able to release restricted funds across service areas and reduce down from £44k to £22k.

	2020/2021	2019/2020
Fixed Assets	£277,000	£213,000
Net Current Assets	£559,000	£527,000
Total Net Assets	£836,000	£741,000
Restricted Funds	£22,000	£44,000
Unrestricted Funds	£814,000	£697,000
Total Funds	£836,000	£741,000

Restricted reserves are those funds that the donor has specified must be undertaken when the funds were made available. This could be for a particular project or purchase of an asset.

Designated funds have been allocated by the Trustees for a particular purpose. These have been taken from the cash unrestricted reserves so exclude fixed assets.

Unrestricted funds are those reserves that remain once restricted and designated funds have been accounted for. They include fixed assets at cost less depreciation.

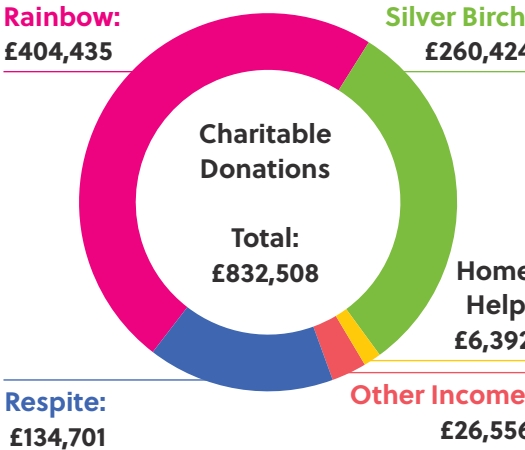
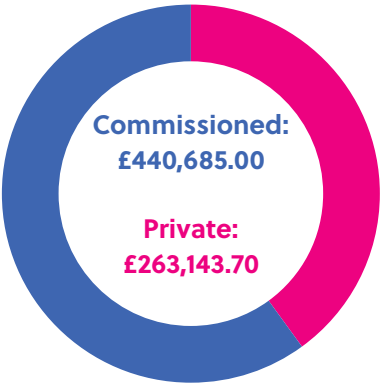
Our **Reserves Policy** has been revised in the current climate to hold monies equivalent to three months of expenditure and that residual monies be designated for the delivery of the Strategic Plan and in particular development of the Charities work to reach more Carers. £190k has been designated from unrestricted reserves which will be increased to £250k. An analysis of the funds:

Funds	1st April 2021	31st Oct 2021
Unrestricted reserves	£813,538	£859,803
Tangible Fixed Assets	£277,078	£294,917
3 months expenditure	£276,000	£276,000
Designated Funds	£250,000	£250,000
Unrestricted Balance	£10,460	£38,886
Restricted cash reserves	£22,241	-

Principal Funding Sources

We remain indebted to the support from Castle Point Borough Council for a grant to support Young Carers in Castle Point. We are also grateful for the different donations and grants received. During the last year we utilised the furlough scheme and also public health grants to mitigate some of our expenditure especially that over and above the normal.

During the year and the Pandemic our funding changed considerably with the majority of our funds from service delivery coming from commissioned services.



Future Periods

The focus on future is the delivery of the new strategic plan and to grow our service provision. We hope to increase both day centres and home help and respite revenue streams back to pre-pandemic figures. The extra costs associated with delivery will remain with us and cut into our ability to generate a surplus, necessary for both future development but also cash flow.

How we are Governed

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.

Subsidiary

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

Our Trustees

The Board of Trustees meet approximately 4 times a year to look at financial matters and progress against objectives set out in the Strategic 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

Board Trustees are appointed for 3-year terms and serve up to 3 terms of 3 years. COVID had an impact upon the Board with a reduction in the size to 5 Trustees. A recruitment campaign has begun to increase the numbers of Trustees.

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

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.

Board Committees

The Board has delegated tasks to three sub committees – the Finance and Risk committee, the Services Committee and the Governance 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. Recommendations are then made to the main Board.

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

Risk Management

A Strategic Risk Register has been produced and approved by the Board. This is monitored and red risks are presented at Board Meetings. It is reviewed at least annually.

Our Auditors

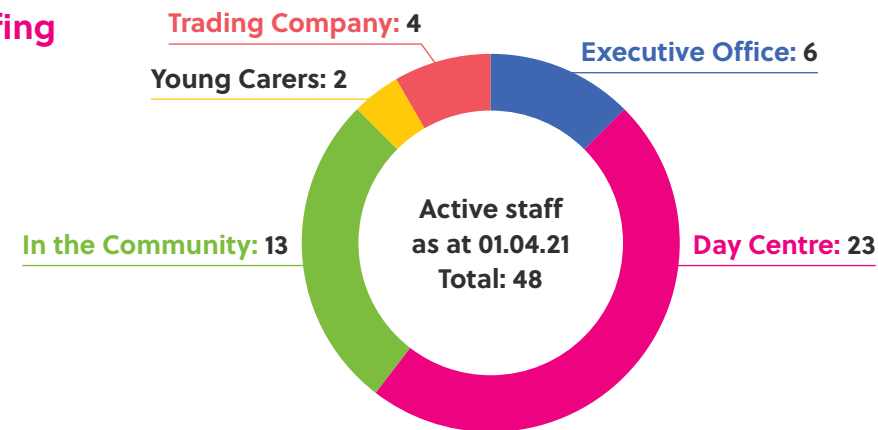
In accordance with Section 485 of the Companies Act 2006, an ordinary resolution proposing that Haslers LLP be re-appointed as auditor of the charity will be proposed at the Annual General Meeting.



Organisational Structure

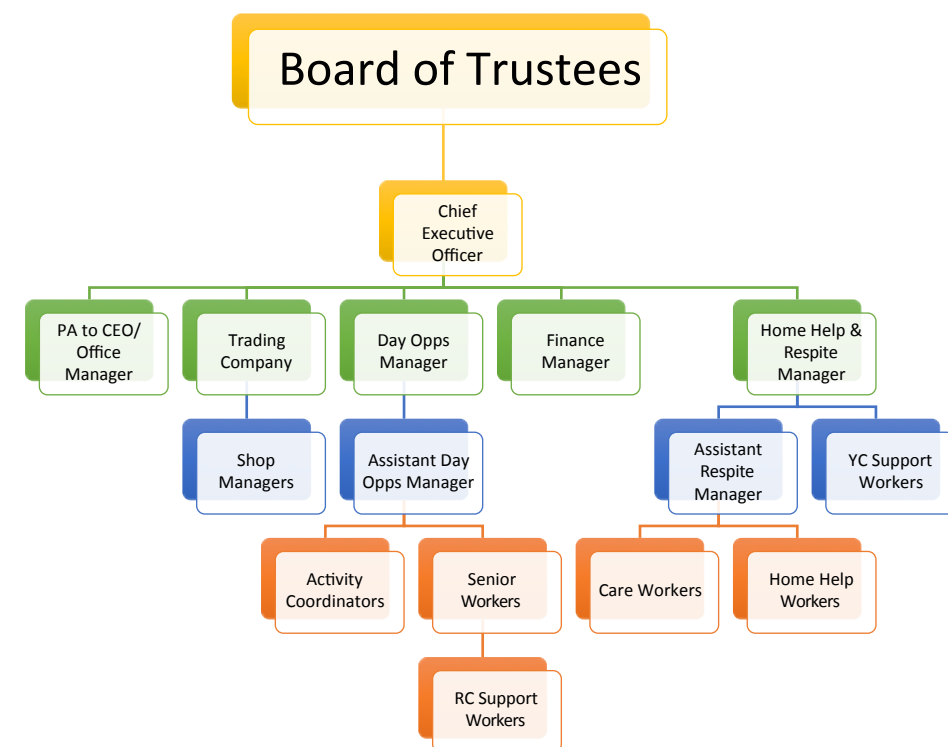
The Directors of the company delegate Operational Management to the Chief Executive. The Board have responsibilities to monitor and consider the Strategic direction of the Organisation. The Chief Executive is accountable to the Directors for performance against the Strategic Plan and within the approved budget.

Staffing



During the year we restructured the organisation focusing on the needs of the business and creating efficiencies. This resulted in merging the Rainbow and Silver Birch Centres under one experienced Manager and bringing together Home Help and Respite.

Through the consolidation of the silver birch centres at Benfleet we lost some staff but we have retained some excellent employees and will add to this as the need arises. At the end of March, we had 48 staff and 12 volunteers.



Statement of Responsibilities

Statement of responsibilities of the Trustees of Carers Choices in respect of the Trustees' Annual Report and the financial statements

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 25th November 2021 and signed on their behalf by:


BRIAN R TERRY Chair

Independent auditors report

We have audited the financial statements of Carers Choices (the 'charitable company') for the year ended 31 March 2021 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 2021 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

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

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

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

Other information

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

explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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.

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.

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Carrying out substantive testing to cover authorisation of expenditure in line with the financial processes.
- Carrying out walkthrough testing to ensure internal controls are in place to prevent errors and fraud.
- Assessment of appropriateness of accounting estimates.
- Review of large and unusual bank transactions.
- Scrutinising journals, and other adjustments posted during the year for evidence of unusual entries.

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

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

Statement of Financial Activities

Incorporating income and expenditure account for the year ended 31 March 2021.

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations and legacies	3	330,819	100,967	431,786	212,995
Charitable activities	4	835,932	-	835,932	1,116,277
Other trading activities	5	340	-	340	2,396
Investments	6	-	-	-	456
Total income		1,167,091	100,967	1,268,058	1,332,124
Expenditure on:					
Raising funds		20	-	20	620
Charitable activities		1,086,125	86,721	1,172,846	1,075,461
Total expenditure		1,086,145	86,721	1,172,866	1,076,081
Net income		80,946	14,246	95,192	256,043
Transfers between funds	14	35,996	(35,996)	-	-
Net movement in funds		116,942	(21,750)	95,192	256,043
Reconciliation of funds:					
Total funds brought forward		696,595	43,991	740,586	484,543
Net movement in funds		116,942	(21,750)	95,192	256,043
Total funds carried forward		813,537	22,241	835,778	740,586

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

The notes on pages 12 to 30 form part of these financial statements.



CARERS CHOICES
(A company limited by guarantee)
REGISTERED NUMBER: 04320986

BALANCE SHEET
AS AT 31 MARCH 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	10	277,076	213,256
Investments	11	2	2
		<u>277,078</u>	<u>213,258</u>
Current assets			
Debtors	12	98,819	175,153
Cash at bank and in hand		507,505	419,338
		<u>606,324</u>	<u>594,491</u>
Creditors: amounts falling due within one year	13	(47,623)	(67,163)
Net current assets		<u>558,701</u>	<u>527,328</u>
Total assets less current liabilities		<u>835,779</u>	<u>740,586</u>
Net assets excluding pension asset		<u>835,779</u>	<u>740,586</u>
Total net assets		<u>835,779</u>	<u>740,586</u>
Charity funds			
Restricted funds	14	22,241	43,991
Unrestricted funds	14	813,538	696,595
Total funds		<u>835,779</u>	<u>740,586</u>

CARERS CHOICES
(A company limited by guarantee)
REGISTERED NUMBER: 04320986

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2021

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 20 December 2021 and signed on their behalf by:


BRIAN R TERRY Chair

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	2020 £
Cash flows from operating activities		
Net cash used in operating activities	183,304	215,846
Cash flows from investing activities		
Purchase of tangible fixed assets	(95,138)	(151,437)
Net cash used in investing activities	<u>(95,138)</u>	<u>(151,437)</u>
Cash flows from financing activities		
Net cash provided by financing activities	<u>-</u>	<u>-</u>
Change in cash and cash equivalents in the year	<u>88,166</u>	<u>64,409</u>
Cash and cash equivalents at the beginning of the year	419,339	354,930
Cash and cash equivalents at the end of the year	<u>507,505</u>	<u>419,339</u>

The notes on pages 12 to 30 form part of these financial statements

Notes to the Financial Statements

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.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

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.

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 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the statement of financial activities as the related expenditure is incurred.

2.5 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.

2.6 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 20% Straight line with 10% residual value
- Fixtures and fittings – 20% Straight line
- Silver Birch fixed assets - 4% Straight line

2.7 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.

2.8 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.

2.9 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.

2.10 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.

2.11 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.

2.12 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.



CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

3. Income from donations and legacies

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Donations & Grants	157,380	94,151	251,531	207,995
Legacies	-	6,816	6,816	5,000
Government grants	173,439	-	173,439	-
	<u>330,819</u>	<u>100,967</u>	<u>431,786</u>	<u>212,995</u>
<i>Total 2020</i>	<u>72,815</u>	<u>140,180</u>	<u>212,995</u>	

4. Income from charitable activities

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Respite in the home	134,701	-	134,701	205,433
Rainbow Day Centre	404,435	-	404,435	353,274
Silver Birch Centres	260,424	-	260,424	451,233
Hire of meeting rooms	1,230	-	1,230	17,368
Home Help	6,392	-	6,392	-
Other fundraising events	3,424	-	3,424	16,466
Other contractual income	2,173	-	2,173	20,211
Transport	23,153	-	23,153	52,292
Total 2021	<u>835,932</u>	<u>-</u>	<u>835,932</u>	<u>1,116,277</u>
<i>Total 2020</i>	<u>1,111,277</u>	<u>5,000</u>	<u>1,116,277</u>	

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Other fundraising events	340	340	2,396
<i>Total 2020</i>	<u>2,396</u>	<u>2,396</u>	

6. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Bank interest	-	-	456
<i>Total 2020</i>	<u>456</u>	<u>456</u>	

CARERS CHOICES
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

7. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £	Total funds 2020 £
Project costs	1,121,763	51,083	1,172,846	1,075,461

Analysis of direct costs

	Total funds 2021 £	Total funds 2020 £
Staff costs	918,638	852,967
Depreciation	31,318	24,736
Advertising	627	4,689
Bad debts	-	1,784
Rent	22,368	33,270
Project costs	25,793	39,176
Travel	23,983	36,187
Training courses	1,464	4,909
Equipment and repairs	32,544	14,717
Printing, postage and stationery	1,366	2,156
Bank charges	174	104
Water, light and heat	10,227	12,811
Staff uniform	9,545	5,381
Premises expenses	3,585	2,304
Sundry expenses	13,521	8,030
Photocopier and franking	1,031	1,433
Telephone	4,833	2,538
Computer expenses	11,065	2,643
Subscriptions	9,681	5,037
	1,121,763	1,054,872

CARERS CHOICES
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

7. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2021 £	Total funds 2020 £
Staff costs	14,794	11,251
Governance	28,309	2,708
Auditors Remuneration	7,980	6,630
	51,083	20,589

8. Auditors' remuneration

	2021 £	2020 £
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	7,980	6,630

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

9. Staff costs

	2021 £	2020 £
Wages and salaries	862,481	800,022
Social security costs	47,501	42,000
Contribution to defined contribution pension schemes	23,450	22,196
	<u>933,432</u>	<u>864,218</u>

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

	2021	2020
Office	6	5
Home Help & Respite	19	13
Day Centres - Silver Birch & Rainbow	42	42
Young Carers	3	3
	<u>70</u>	<u>63</u>

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

	2021 No.	2020 No.
In the band £60,001 - £70,000	1	1

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 £65,000 (2020: £63,725)

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

10. Tangible fixed assets

	Leasehold property improvements £	Motor vehicles £	Fixtures and fittings £	Silver Birch fixed assets £	Total £
Cost or valuation					
At 1 April 2020	166,035	200,701	45,255	18,781	430,772
Additions	14,485	72,021	8,632	-	95,138
At 31 March 2021	<u>180,520</u>	<u>272,722</u>	<u>53,887</u>	<u>18,781</u>	<u>525,910</u>
Depreciation					
At 1 April 2020	75,646	112,680	19,043	10,147	217,516
Charge for the year	6,173	16,253	8,140	753	31,319
At 31 March 2021	<u>81,819</u>	<u>128,933</u>	<u>27,183</u>	<u>10,900</u>	<u>248,835</u>
Net book value					
At 31 March 2021	<u>98,701</u>	<u>143,789</u>	<u>26,704</u>	<u>7,881</u>	<u>277,075</u>
At 31 March 2020	<u>90,389</u>	<u>88,021</u>	<u>26,212</u>	<u>8,634</u>	<u>213,256</u>

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

11. Fixed asset investments

	Investments in subsidiary companies £
Cost or valuation	
At 1 April 2020	2
At 31 March 2021	2
Net book value	
At 31 March 2021	2
At 31 March 2020	2

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 year were:

Name	Profit/(Loss) £	Net assets £
Carers Choices Trading Company Ltd	44,637	28,963

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

12. Debtors

	2021 £	2020 £
Due after more than one year		
Amounts owed by group undertakings	-	22,750
	-	22,750
Due within one year		
Trade debtors	94,268	101,980
Amounts owed by group undertakings	-	9,493
Other debtors	-	12,951
Prepayments and accrued income	4,551	27,979
	98,819	175,153

13. Creditors: Amounts falling due within one year

	2021 £	2020 £
Trade creditors	6,778	22,909
Other taxation and social security	9,673	12,048
Other creditors	18,076	13,653
Accruals and deferred income	13,096	18,553
	47,623	67,163

CARERS CHOICES
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Unrestricted funds					
Designated funds					
Designated Funds - all funds	190,000	-	-	-	190,000
General funds					
General Funds - all funds	506,595	1,167,091	(1,086,144)	35,996	623,538
Total Unrestricted funds	696,595	1,167,091	(1,086,144)	35,996	813,538
Restricted funds					
Silver Birch Centre	17,262	-	(17,262)	-	-
Young Carers	9,610	-	(9,610)	-	-
The Rainbow Centre	95	-	(95)	-	-
Minibus Fund	10,000	16,000	-	(6,000)	20,000
Men's Shed	7,024	-	(4,783)	-	2,241
Covid-19 ICF Funding	-	36,000	(36,000)	-	-
Covid-19 CRF Funding	-	29,996	-	(29,996)	-
Covid-19 Funding	-	12,155	(12,155)	-	-
Legacy - Pamela Ann Church	-	6,816	(6,816)	-	-
	43,991	100,967	(86,721)	(35,996)	22,241
Total of funds	740,586	1,268,058	(1,172,865)	-	835,779

CARERS CHOICES
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

14. Statement of funds (continued)

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

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.

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

COVID-19 – This represents funds made available through the local council's for Infection control measures, covid responses and business support grants. This includes purchase of equipment, capital improvements, support for staff isolating and recording of testing

Pamela Ann Church Legacy - This represents funds set aside for use within Southend.

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.

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

14. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2019 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2020 £</i>
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

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Designated funds	190,000	-	-	-	190,000
General funds	506,595	1,167,091	(1,086,144)	35,996	623,538
Restricted funds	43,991	100,967	(86,721)	(35,996)	22,241
	740,586	1,268,058	(1,172,865)	-	835,779

Summary of funds - prior year

	<i>Balance at 1 April 2019 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2020 £</i>
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
	484,543	1,332,124	(1,076,081)	-	740,586

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	277,076	-	277,076
Fixed asset investments	2	-	2
Current assets	584,084	22,241	606,325
Creditors due within one year	(47,624)	-	(47,624)
Total	813,538	22,241	835,779

Analysis of net assets between funds - prior year

	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	562,113	9,629	571,742
Creditors due within one year	(67,164)	-	(67,164)
Total	696,595	43,991	740,586

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

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

	2021 £	2020 £
Net income for the year (as per Statement of Financial Activities)	95,192	256,043
Adjustments for:		
Depreciation charges	31,320	24,736
Decrease/(increase) in debtors	76,334	(32,395)
Decrease in creditors	(19,542)	(7,563)
Net cash provided by operating activities	183,304	240,821

18. Analysis of cash and cash equivalents

	2021 £	2020 £
Cash in hand	507,505	419,339
Total cash and cash equivalents	507,505	419,339

19. Analysis of changes in net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	419,338	88,167	507,505
	419,338	88,167	507,505

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

20. Operating lease commitments

At 31 March 2021 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2021 £	2020 £
Not later than 1 year	18,600	18,600
Later than 1 year and not later than 5 years	34,200	51,700
	52,800	70,300

21. Related party transactions

During the year the charity incurred expenditure on behalf of the trading subsidiary amounting to £Nil (2020: £15,460). Interest of 2% was charged on the loan amounting to £250 (2020: £179).

During the year, income was received from entities under common control amounting to £7,953 (2020: £43,380).

During the year, income was received from a trustee amounting to £Nil (2019: £536).

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

	2021 £	2020 £
Trading subsidiary	145	25,219
Entities under common control	-	3,605
	145	28,824



Who's Who

Patron

Rebecca Harris MP

Trustees

B R Terry Chairman	M D Jones Vice Chair (resigned 31 July 2020)	E Greenwood Trustee (resigned 30 April 2020)
M P Hayes Trustee	L H McKeogh Trustee	E Smith Trustee
W J Dodds Trustee (resigned 30 April 2020)	Cllr. Liz Wass Co-opted	Cllr. Colin MacLean Co-opted

Our Accountants

Haslers Chartered Accountants
Old Station Road
Loughton
Essex IG10 4PL

Our Solicitors

Pinney Talfourd LLP
54 Station Road
Upminster
Essex RM14 2TU

Bankers

CAF Bank
25 Kings Hill Avenue
West Malling
Kent ME19 4JQ

Nat West Bank
250 Bishopsgate
Spitalfields
London EC2M 4AA

Cooperative Bank
P.O. Box 101
1 Balloon Street
Manchester M60 4EP

Executive Leadership Team

Paul Ramsden
Chief Executive

Sarah Fogarty
Day Opportunities Manager

Sharon Box
Home Help and Respite Manager
(Registered Manager)
Young Carers Manager

Laura Watts
Executive Support and PA to CEO

Our Thanks



Castle Point Borough Council
www.castlepoint.gov.uk

The Wolfson*
Foundation

Wolfson Foundation
www.wolfson.org.uk



Essex County Council
www.essex.gov.uk



Southend Borough Council
www.southend.gov.uk



Thurrock Council
www.thurrock.gov.uk



Essex Community Foundation
www.essexcommunityfoundation.org.uk



Essex Freemasons
www.essexfreemasons.org.uk

Having experienced various types of support in the last six months my husband and I are delighted with the service provided by Carers Choice. Knowing that the same person comes at the same time each week is a great advantage and less time is spent on ticking boxes which was our experience previously. It is affordable and being able to pay by direct debit and receiving a monthly invoice makes it easier to keep track. Our current helper is always punctual and has excellent communication skills. I have no hesitation in recommending this service.

Carmel & Norman Simpson





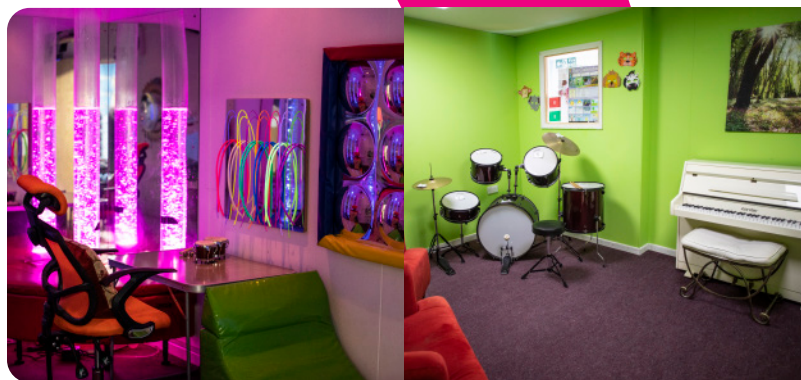
For More Information

Carers Choices
The White House
Kiln Road
Benfleet
Essex SS7 1BU

📞 0300 302 1212

🌐 www.carerschoices.org

📘 www.facebook.com/carerschoices



Charity Number 1093483

Company Number 04320986. Company registered in England and Wales.