

Carers Choices
peace of mind



Annual Report & Accounts
2021/2022





In Memory of Stuart Michael Blackshaw, who sadly passed away on the 15th August 2022.

Stuart served the Charity from 2002 until 2018, being Chair from 2009 to 2012.
We remember him and all his dedication to furthering the Charities objectives.
Our deepest condolences go to Marion and his family.

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Chair's Foreword

Looking forward to the next few years we are aware there are going to be significant impacts on the overall cost of living in the UK affecting all aspects of life. There will be significant financial implications for the charity sector but it is also clear that there will be major workforce issues across all sectors of the economy for a multiple of reasons, the majority of which are outside our control.

By April 2021 we were aware of the difficulties and issues we would continue to face, to a greater extent, and the organisation adapted itself to meet these challenges. As in the previous year 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 for the years ahead. It was decided it was necessary to strengthen our governance arrangements taking into consideration equality and diversity and as a result three new trustees were appointed and we were able to reconstitute our governance sub committees. This enabled us to concentrate on all the issues facing the organisation and make decisive and speedy changes necessary to meet the challenges.



The organisation ensured that we continued to follow all national and local guidance available and we managed to bring all our services back operationally but with some changes necessary to workforce issues. Our financial situation remained positive as we continued to enhance our services, for example, Home Help services.

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 both in the workplace and client's homes.

It is also important that the work carried out by the CEO and the senior managers, who worked tirelessly over the whole period, is recognised. The Board really appreciated all their efforts.

I personally would like to thank all the trustees for 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. It is also clear that there is going to be intense pressure on the cost of living for all sectors and individuals especially in the charity sector. We are already feeling the impact on our workforce and the ability to provide services for our clients. We have already developed a strategy for the next three years and our financial situation is better than it would have been anticipated 18 months ago. We have also strengthened our governance and operational procedures to meet the challenges we face and enable us to react to rapidly changing circumstances

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

This year has been one of stability and regaining our foothold in the marketplace. COVID had a significant impact upon us and during the year continued to provide challenges. Importantly we have constantly risen to those challenges, making sound decisions at pace to ensure that we can continue to support all the carers that we do.

Teamwork is the critical tool for our success here; we have a strong, dynamic team from the Board down to each and every staff member. Pulling together, flexing and having a single focus – to deliver excellent respite and support for our clients and carers.

Through the year we've taken the opportunity to conduct a lot of housekeeping, and adapting to a new environment:

- Circumstances out of our control meant the permanent closure of the Coffee Grind and we sold the equipment from that.
- We focused upon our remaining Charity Shop in Wickford to ensure that it amplifies the quality that our brand stands for. As well as providing a revenue source for the Charity it is another front-line service that promotes our services.
- We implemented a recruitment exercise for new Trustees, attracting new talent and expertise to the Board. This increases our number from 5 to 9 and has reinvigorated both the finance and risk and services committees.
- The Poppy Pavilion, host to our Silver Birch Wickford Centre, had major electrical problems due to a roof leak which prevented us opening. The landlord has now resolved this and we have re-opened the centre for clients from both our day centres and also young carers.
- Our Men's Shed launch was postponed due to COVID and so we pressed ahead with the launch and attracting new members. This continues to grow and provide a valuable service to prevent isolation of Men in our local community.
- We faced problems recruiting new staff to add capacity but by adopting new strategies have largely managed to resolve the majority of these. I'm so pleased with the influx of new staff to complement our existing excellent workers.

The year was a solid foundation for our plans that will reap rewards as we move forward. There remain challenges with high inflation, increasing utility costs (which impact upon the charity and the staff) and a slow down on grant funding. We have prepared well for these and by adopting a 'it is what it is' philosophy means we continue to flex and adapt.



My thanks to everyone who has contributed to this year's success – this includes my Board of Trustees (now expanded) for their guidance and advice, and every one of the staff and volunteers. We are effective as one Team and our impact is greater than the sum of our parts.

Best wishes

A handwritten signature in black ink, appearing to read 'Paul Ramsden'.

PAUL RAMSDEN Chief Executive

Year at a Glance

Clients

281

clients supported
accessing the day
centres or within
the home

Up 67% from the
previous year



Day Centres

9,248

day centre
attendances

Up 33% from the
previous year



Young Carers

62

Young Carers
supported across
Castle Point and
Basildon

Up 11% from the
previous year





11,046

hours supporting clients within the community

Up 71% from the previous year

Community



6,226

journeys transporting clients to the day centres

Up 84% from the previous year

Transport

Silver Birch provided me with some much-needed respite without feeling guilty or worried. I knew my Mum was safe, secure, and cared for but most importantly having fun. The staff were attentive, supportive and always there to provide us with any help, advice or a friendly chat. It's was the best thing we did!

Thank you
Yvette Feagan





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.

My Mum who has Alzheimers has been going to the Silver Birch day centre for over a year now and she really enjoys her day.

The staff have been brilliant who work in the day centre and the office staff behind the scenes have been excellent regarding booking and organising transport.

My Mum doesn't stop talking about her day when she gets home as they do so much i.e singing, dancing, quizzes and gardening etc. The day centre even cook dinners fresh onsite for the people that attend and this means I know my Mum has eaten a good healthy meal. Fantastic service and would recommend anyone who has a relative who has Dementia and wants to send them to a centre who really care.

Thank You!!!!
Chris Tanner



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, specifically:

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.



My dad Len has been going to Silver Birch Dementia Day Centre for some time now and absolutely loves going. At the moment he goes one day a week but is always asking when is he being picked up! I receive messages and videos of what he's doing which is great and he's always smiling! All the staff are amazing and I really recommend this day centre. Thank you for looking after my dad so well..

Angela Brown



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

How we do it

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

Home Help and Community Care

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

Young Carers

operating in Castle Point and Basildon supporting 62 Young Carers through weekly support clubs and one to one's.

Men's 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 36 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 76 clients.



Looking Forward

We have embedded our Strategic Objectives into our operations and use these to focus our priorities.

1

Pay and Conditions for staff review

We are maintaining our focus on staffing, including plans to implement the Real Living Wage from 1st June 2022 for all staff and a new pay structure for all those working in the community. Throughout the year we have implemented other measures including workforce retention bonuses for front line staff and Christmas hampers.

This remains a focus over the coming year, especially how we balance out financial support for staff with keeping charges fair to clients and ensuring that we are sustainable as an organisation.

2

Maintenance of the White House

A new lease was agreed and signed with the Council for a further 10 years (with a 7-year break point). The schedule of works was included and we have been assured that this will start in the autumn of the new financial year.

3

Multiple location growth

Identifying new potential suitable buildings remains our biggest challenge. We spent a lot of time visiting places in Thurrock that have not produced results. Thurrock council remain interested in us developing a centre but the lack of properties is hampering our efforts to develop this.

4

Strategy and Growth Fund

£250k has been designated by the Trustees for the implementation of the Strategic Plan. We are maintaining our commitment to finding suitable premises and locations for investment.



5

Contingency planning

As part of our contingency planning, we have deliberately overstaffed where possible to safeguard the continuity and delivery of services. This has proved wise with staff illnesses principally COVID and has meant over the year there was only 1 week where we had to move to reduced opening.

6

Finance Plan

We have set our budget as cautious for the following year with hints at further pressures and a potential recession. This year we have maintained our breakeven plans and generated a small surplus.

7

Trading Company

We continue to look at the marketplace for rental opportunities but with a main focus upon maximising the potential and benefits from the Wickford Shop. The expectation is that in the new financial year we will be promoting the Poppy Pavilion and increasing revenue.

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 Rainbow Centre is for Adults with Disabilities serving 36 clients over a 5-day period, specialising in more profound disabilities.



The 21/22 year has been an eventful year for both clients and staff in the Rainbow Centre. We continued to live with the new restraints we were presented with due to the COVID, but through due diligence to the new measures we put in place, we were able to keep all our staff and clients safe and well throughout the year. Like many businesses, COVID has thrown us a real curve ball and has made even the simplest of plans impossible.

All our clients returned back to the centre doing their usual days after the lockdowns ended. We sourced outside entertainment to come in and visit the centre, rather than take unnecessary risks going out into the community. We started drama on Tuesdays and wheelchair dancing on Wednesdays. We joined forces with the Silver Birch clients for a good old knees up when we had singers in and many magical moments were made having both groups join together.

We had 3 new clients join us last year and a few of our clients increased their days. We also did our first overnight stay in a client's home to provide respite for the parents, so they could have a holiday. With new clients, came new staff, which proved much harder to achieve post COVID, than pre COVID. All our staff have to be fully vaccinated against COVID and wear a mask at all times. Some applicants were not happy to do this, but eventually we managed to employ 4 fantastic new support Workers towards the end of 2021.

Financially, the Rainbow Centre remains solid and continues to be profitable. Plans for the future will be to extend our overnight respite services, both in client's homes and in two new bedrooms which will be created in the centre itself. We are still on the lookout for a new site for a new Rainbow Centre, but in the current housing market, this is proving very difficult.

Our son Billy loves attending Carers Choices. It has helped him engage with other adults and given us peace of mind that he is in a safe environment and always well looked after. They take the clients out on day trips to engage with the community. He loves playing games with the staff and other clients. He has grown in his mentality and has learnt to gain more independence away from family. Over time they have gained a full insight into his personality and behaviour, and have acted accordingly in a professional manner and adjust to his needs.

Carrieanne

Our Silver Birch centres provide a well needed 6 hours of respite for our carers and also provide stimulation and socialisation for our clients who have been isolated particularly due to the pandemic.

Our centres are Dementia specialist and we support a range of clients from those with Early Onset Dementia to more Advanced Dementia.

Since the pandemic we have been focused on increasing the number of clients we support in Benfleet. The Poppy Pavilion in Wickford was out of action due to a major electrical outage but eventually resolved in the Spring. Before re-opening we are planning to renovate the outside, re-organise internally and decorate further. Once this has occurred, we will be re-opening in the new financial year. Our existing clients in Wickford are still being supported by attending Benfleet through the use of our minibus services.

We have been successful in welcoming many of our clients back after the pandemic, although health concerns were still a factor, our carers recognised the need for the respite and stimulation our centre provides.

We made the decision to make our Silver Birch centres more inclusive, using facilities we have available across both our Rainbow and Silver Birch centres we have been able to support clients with more complex needs. Our transport service also enabled clients who are isolated due to mobility issues to attend as they are fully wheelchair accessible.

We have received such positive feedback from both existing clients and new clients about the benefits they see our centre making to their loved ones and the outlet that gives them as carers to be able to relax knowing their loved one is in a safe, friendly and stimulating environment. We have also been able to assist clients with restricted mobility by providing some rehabilitation and enabling them to regain their confidence and strength to have less reliance upon aids.

Our clients receive a hot 2 course lunch cooked on site, as well as a light breakfast upon arrival and refreshments throughout the day.



Home Help and Community Care

This is our service working in the local community supporting people in their own home. We undertake tasks that you would normally do but are now struggling with.



The Charity started with work in the community and added other services based upon need. We recently expanded our community work to include Home Help and then differentiated between our Care Companion work and when we undertake Personal Care as part of the support package.

The Personal Care element is a tiny part and we are regulated by the Care Quality Commission for it. We have continued to maintain our "Good" rating.

During the year we have seen a marked increase in these services to the extent that capacity to deliver services has impacted. We embarked upon a major recruitment exercise and developed different strategies to increase the number of staff and available hours. These strategies proved to be successful but recruitment is anticipated to continue as the hours increase. In particular finding staff for visits that involve personal care was and continues to be a problem.

Our service now is spread across South Essex and as we bring on more staff, we are developing each of the district areas more.

All our staff are fully trained, insured and provided with uniform, id and equipment. Staff continue to take lateral flow tests to check for COVID – client safety is paramount.

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.

Our Young Carers groups continue to grow both in Castle Point and Basildon. Each group has a session every week including during the school holidays – a change we implemented based upon feedback from our Young Carers.

Every session is planned out so that there is an activity organised and this includes guests that join and bring a skill to teach the Young Carers. The group is a focused session to inspire and help Young Carers to build up their confidence, self-worth and resilience.

The Castle Point group is supported by Castle Point Borough Council which we are extremely grateful for. The Basildon group relies upon fundraising and donations. This group is now operating from the Poppy Pavilion in Wickford, which is in an ideal setting.

We have plans for the coming year to run other activities through successful fundraising. These include self-defence and youth violence awareness sessions and boat trips for all.



Men's Shed

Our Men's Shed 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.

During COVID the Men's Shed was not operational but since then there has been a hive of activity to get it ready for a launch in April to new members.

As planned a container was purchased and was refurbished by the Men's Shed members and the Shed Leaders Colin and Arthur. This was also kitted out with racking to securely store wood and tools and finally signage was posted around to highlight the shed.

In the coming year the hope is to spread the word further and attract more members through the launch and other events. The men have plans to exhibit at local shows to promote the shed even further.

The Men are mainly self-sufficient and have started applying for other funding to continue to buy more equipment and wood. They have a number of ideas and have started building items to sell at shows.





Charity Shop

Our Charity Shop in Wickford highlights our services to the community and provides a revenue stream to the Charity.

We consolidated our trading activities to just one charity shop located in Wickford High Street. This involved a restructure and rebranding exercise of the shop to ensure that it was in line with the Charity's quality image.

The results of this are to move the shop into a boutique look.

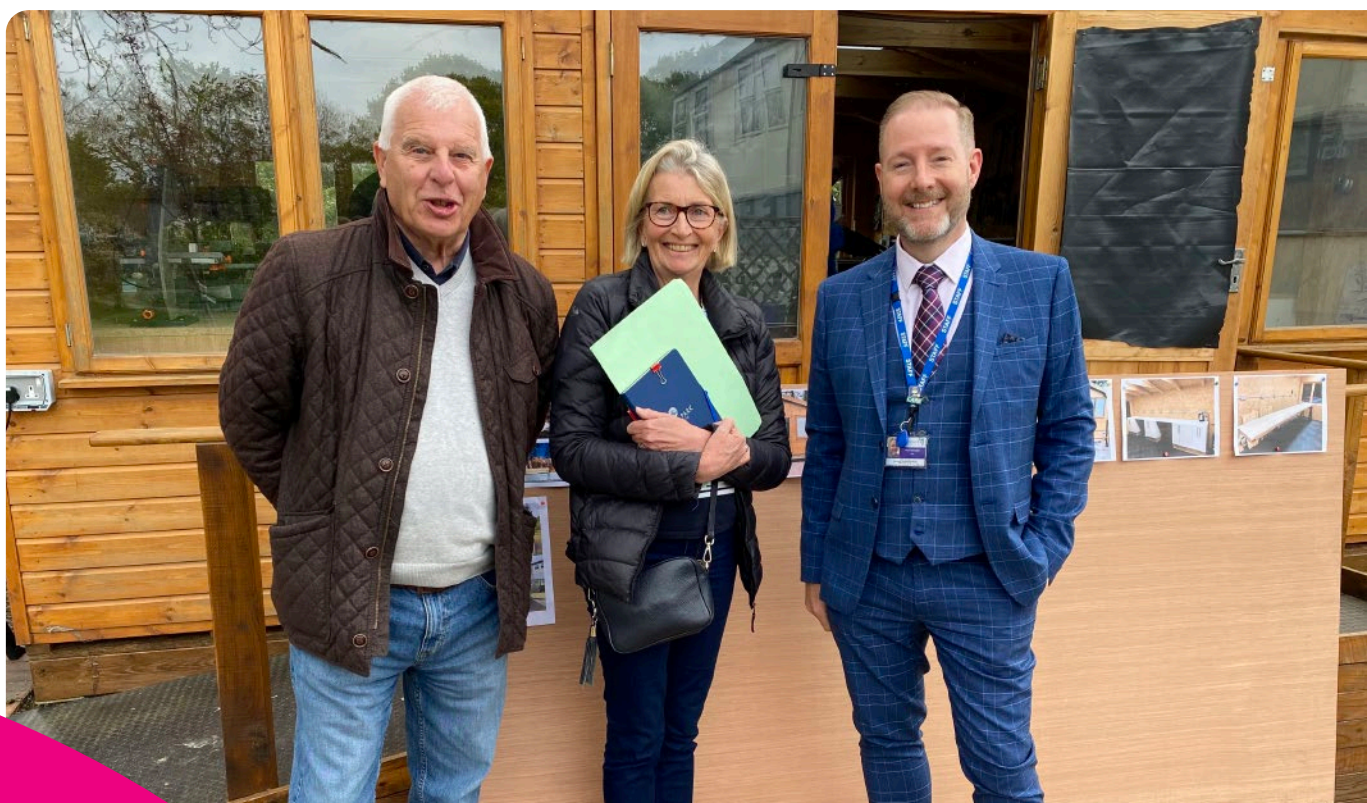
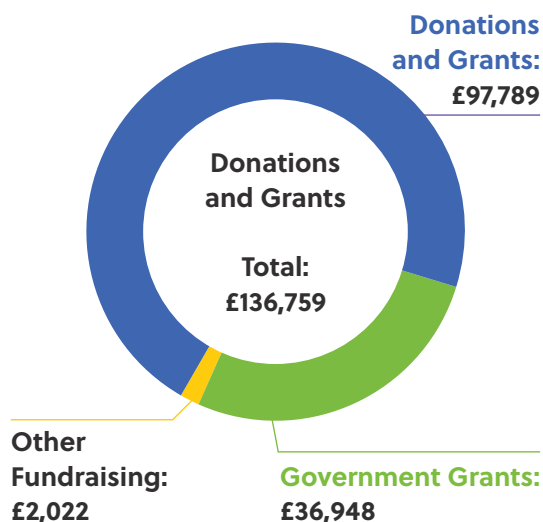
Fundraising

Donations and Grants can add further value to our services and support our Young Carers and Men's Shed projects.

Over the year we submitted a number of applications for funding generally aimed at our Young Carers and Men's Sheds projects. Unfortunately, the majority were not successful. Indications are that there is a marked reduction in available grants.

The funding we did gain has provided funds for Young Carers around a Youth Violence project, tools for the Men's Shed and the container, and a small grant to support the re-opening of the Poppy Pavilion. We also carried out work for the NHS contacting Carers to understand their needs post COVID.

In total we received £136,759 in grants and donations over the year, including the Castle Point BC grant for Young Carers. We are indebted to each and every grant maker and donor. Our grateful thanks to all.



Bob Smale Carers Choices Vice Chairman, Penny Langran Fowler, Smith & Jones, Paul Ramsden Carers Choices CEO

Financial Review

Total Revenue for the year is slightly down against last year but the noticeable difference is the increase in service delivery and the reduction in donations, principally the COVID grants. Both Day Services and Community Care is increasing as we regain our services to the community. A change in accounting rules means that the following is from our consolidated accounts.

| | 2021/2022 | 2020/2021 |
|--------------------------|------------|------------|
| Donations | £134,737 | £546,990 |
| Day Centres | £766,136 | £664,859 |
| Community Services | £207,263 | £141,094 |
| Other Income | £53,641 | £29,979 |
| Other Trading Activities | £60,390 | £39,406 |
| Total | £1,222,167 | £1,422,328 |
| Expenditure | £1,208,994 | £1,282,499 |
| Deficit/Surplus | £13,173 | £139,829 |

Our **Balance Sheet** remains strong with the addition of the small surplus.

| | 2021/2022 | 2020/2021 |
|--------------------|-----------|-----------|
| Fixed Assets | £271,805 | £286,114 |
| Net Current Assets | £606,106 | £578,624 |
| Total Net Assets | £877,911 | £864,738 |
| Restricted Funds | £25,794 | £22,241 |
| Unrestricted Funds | £852,115 | £842,497 |
| Total Funds | £877,911 | £864,738 |

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.

The Trustees have also designated £250k of unrestricted funds for the delivery of the Strategic Plan. An analysis of the funds:

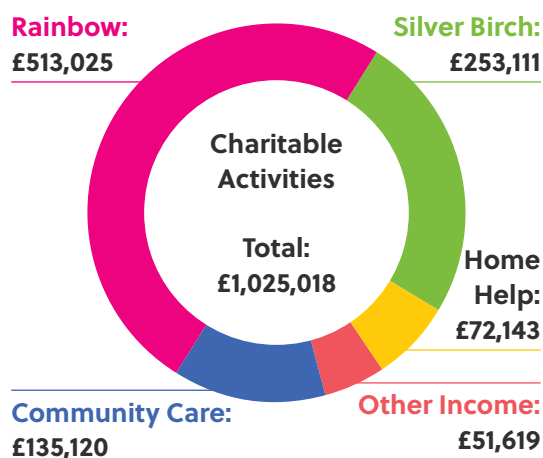
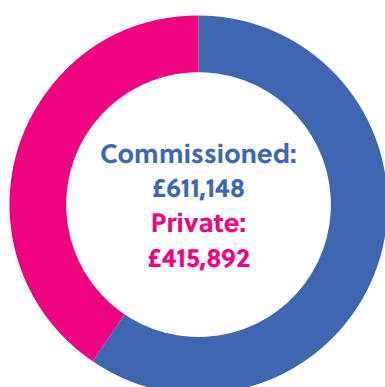
| Funds | 1st April 2022 | 1st April 2021 |
|--------------------------|----------------|----------------|
| Unrestricted reserves | £852,117 | £842,497 |
| Tangible Fixed Assets | £271,805 | £286,114 |
| 3 months expenditure* | £302,249 | £276,000 |
| Designated Funds | £250,000 | £190,000 |
| Unrestricted Balance | £28,064 | £90,383 |
| Restricted cash reserves | £25,794 | £22,241 |

*Total Expenditure for 2021/2022 divided by 4

Principal Funding Sources

As previously mentioned, grant funding has become increasingly difficult and we have seen a marked reduction in the funding that we are attracting. Strategically we have envisaged this and are focused upon the service delivery through a mixture of private and commissioned services.

Castle Point Borough Council continue to fund us to provide the support services for Young Carers which we are indebted to them for. This allows us to run the groups and then add other services with small donations and grants that we can get.



Future Periods

Our focus for future periods remains on maintaining stability and steady growth if possible. We are always alive to opportunities where we can find cohorts of people that are lacking a service that we can provide. All our services are built upon need.

We expect to remain profitable over the next financial year and see growth across service areas with a considerable increase in the staffing to bring capacity to the community services area.

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. We commenced a recruitment exercise and were very pleased to have brought on 3 new Trustees – Mr S Parry, Ms V Oladosu and Mr C Pitts.

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 Trustees.

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. Trustees are encouraged to attend sessions to gain a greater understanding of the charity's work.

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 by the committees before presentation to the Board.

Our Auditors

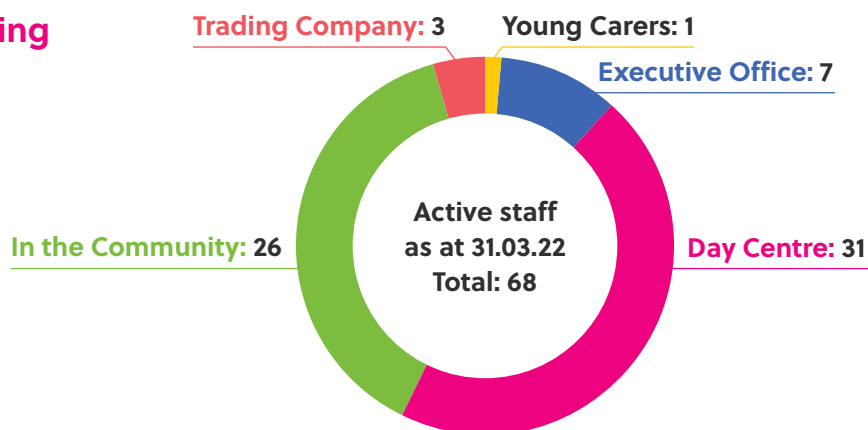
In accordance with good governance practices, we will market test our auditor provision for the next financial year auditing.



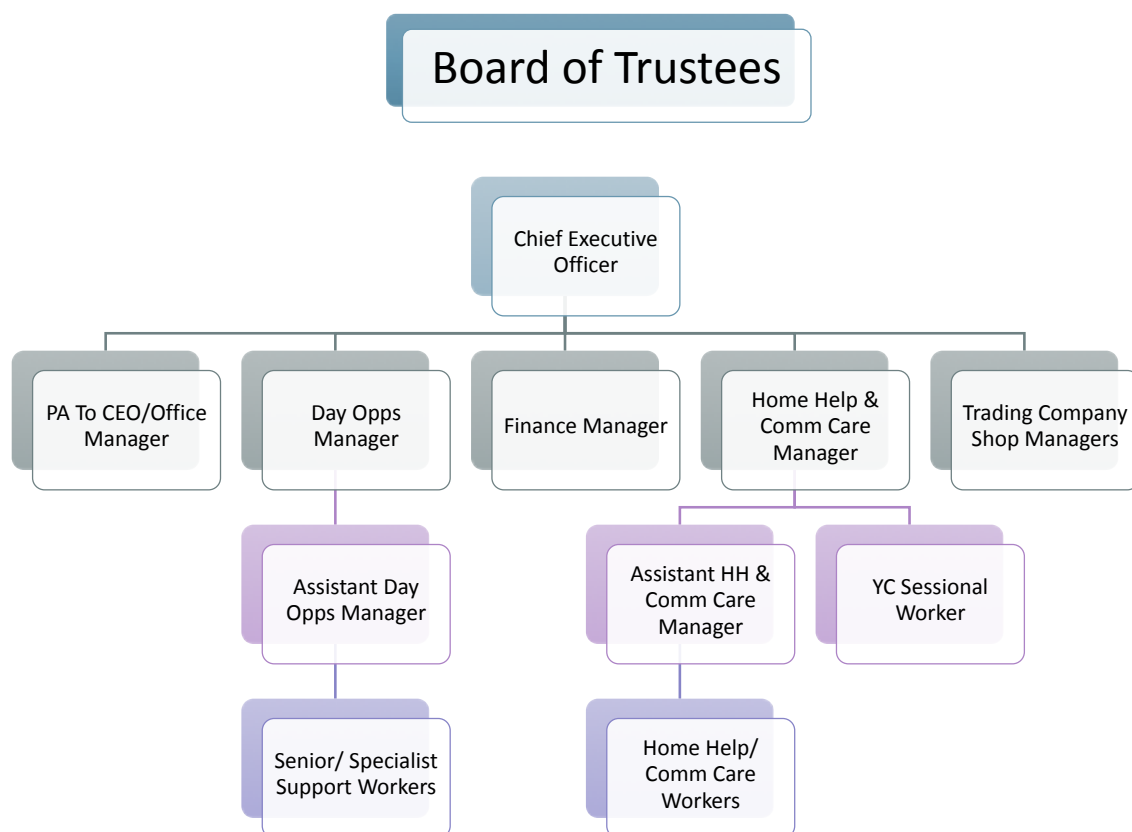
Organisational Structure

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



We operate with two main service areas – Day Centres and Health and Wellbeing Community Services. This is our work in the centres and work in the community. We have recruited new staff to increase staffing across the centres, but the majority of the increase comes from our work in the community. At the end of March, we had 68 staff (48 2021) and 10 volunteers (12 2021).



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).

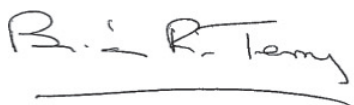
Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources 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 21st September 2022 and signed on their behalf by:



BRIAN R TERRY Chair

Independent auditors report

We have audited the financial statements of Carers Choices (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2022 which comprise the consolidated statement of financial activities, the consolidated balance sheet, the charity balance sheet, the consolidated 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 Group's and of the parent charitable company's affairs as at 31 March 2022 and of the Group's 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 Group 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 Group's or the parent 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
- the parent charitable company has not kept sufficient accounting records; or
- the parent charitable company 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 Group's and the parent 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 Group or the parent 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 151 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.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Date: 21st September 2022

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

Consolidated Statement of Financial Activities

Incorporating income and expenditure account for the year ended 31 March 2022.

| | Note | Unrestricted funds 2022 £ | Restricted funds 2022 £ | Total funds 2022 £ | Total funds 2021 £ |
|------------------------------------|------|---------------------------------|-------------------------------|--------------------------|--------------------------|
| Income from: | | | | | |
| Donations and legacies | 3 | 98,055 | 36,682 | 134,737 | 546,990 |
| Charitable activities | 4 | 1,027,040 | - | 1,027,040 | 835,932 |
| Other trading activities | 5 | 60,390 | - | 60,390 | 39,406 |
| Total income | | 1,185,485 | 36,682 | 1,222,167 | 1,422,328 |
| Expenditure on: | | | | | |
| Raising funds | | 6,078 | - | 6,078 | 135 |
| Charitable activities | | 1,169,787 | 33,129 | 1,202,916 | 1,282,364 |
| Total expenditure | | 1,175,865 | 33,129 | 1,208,994 | 1,282,499 |
| Net movement in funds | | 9,620 | 3,553 | 13,173 | 139,829 |
| Reconciliation of funds: | | | | | |
| Total funds brought forward | | 842,497 | 22,241 | 864,738 | 724,909 |
| Net movement in funds | | 9,620 | 3,553 | 13,173 | 139,829 |
| Total funds carried forward | | 852,117 | 25,794 | 877,911 | 864,738 |

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

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2022

| | Note | 2022 £ | 2021 £ |
|--|------|-----------------------|-----------------------|
| Fixed assets | | | |
| Tangible assets | 9 | 271,805 | 286,114 |
| | | <u>271,805</u> | <u>286,114</u> |
| Current assets | | | |
| Debtors | 11 | 160,416 | 98,943 |
| Cash at bank and in hand | | 511,331 | 534,843 |
| | | <u>671,747</u> | <u>633,786</u> |
| Creditors: amounts falling due within one year | 12 | (65,641) | (55,162) |
| Net current assets | | <u>606,106</u> | <u>578,624</u> |
| Total assets less current liabilities | | <u>877,911</u> | <u>864,738</u> |
| Total net assets | | <u><u>877,911</u></u> | <u><u>864,738</u></u> |
| Charity funds | | | |
| Restricted funds | 13 | 25,794 | 22,241 |
| Unrestricted funds | 13 | 852,117 | 842,497 |
| Total funds | | <u><u>877,911</u></u> | <u><u>864,738</u></u> |

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

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2022

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

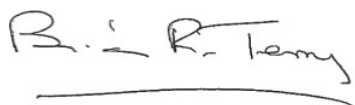
The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 151 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 21 September 2022 and signed on their behalf by:



B R Terry
Chairman

The notes on pages 38 to 56 form part of these financial statements.

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

CHARITY BALANCE SHEET
AS AT 31 MARCH 2022

| | Note | 2022 £ | 2021 £ |
|--|------|----------------|----------------|
| Fixed assets | | | |
| Tangible assets | 9 | 265,255 | 277,076 |
| Investments | 10 | 2 | 2 |
| | | <u>265,257</u> | <u>277,078</u> |
| Current assets | | | |
| Debtors | 11 | 156,794 | 98,819 |
| Cash at bank and in hand | | 505,787 | 507,505 |
| | | <u>662,581</u> | <u>606,324</u> |
| Creditors: amounts falling due within one year | 12 | (59,558) | (47,625) |
| Net current assets | | <u>603,023</u> | <u>558,699</u> |
| Total assets less current liabilities | | <u>868,280</u> | <u>835,777</u> |
| Total net assets | | <u>868,280</u> | <u>835,777</u> |
| Charity funds | | | |
| Restricted funds | 13 | 20,794 | 22,241 |
| Unrestricted funds | 13 | 847,486 | 813,536 |
| Total funds | | <u>868,280</u> | <u>835,777</u> |

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

CHARITY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2022

The Charity's net movement in funds for the year was £32,503 (2021 - £95,191).

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

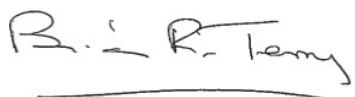
The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 151 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 21 September 2022 and signed on their behalf by:


B R Terry

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

| | 2022 £ | 2021 £ |
|---|-----------|-----------|
| Cash flows from operating activities | | |
| Net cash used in operating activities | 14,204 | 97,160 |
| Cash flows from investing activities | | |
| Purchase of tangible fixed assets | (39,737) | (95,139) |
| Net cash used in investing activities | (39,737) | (95,139) |
| Cash flows from financing activities | | |
| Net cash provided by financing activities | - | - |
| Change in cash and cash equivalents in the year | (25,533) | 2,021 |
| Cash and cash equivalents at the beginning of the year | 536,864 | 534,843 |
| Cash and cash equivalents at the end of the year | 511,331 | 536,864 |

The notes on pages 38 to 56 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 2022**

3. Income from donations and legacies

| | Unrestricted funds 2022 £ | Restricted funds 2022 £ | Total funds 2022 £ | Total funds 2021 £ |
|--------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Donations & Grants | 61,107 | 36,682 | 97,789 | 251,532 |
| Legacies | - | - | - | 6,816 |
| Government grants | 36,948 | - | 36,948 | 288,642 |
| | <u>98,055</u> | <u>36,682</u> | <u>134,737</u> | <u>546,990</u> |
| <i>Total 2021</i> | <u><u>446,023</u></u> | <u><u>100,967</u></u> | <u><u>546,990</u></u> | |

4. Income from charitable activities

| | Unrestricted funds 2022 £ | Total funds 2022 £ | Total funds 2021 £ |
|--------------------------|------------------------------------|-----------------------------|-----------------------------|
| Community Care | 135,120 | 135,120 | 134,702 |
| Rainbow Day Centre | 513,025 | 513,025 | 404,435 |
| Silver Birch Centres | 253,111 | 253,111 | 260,424 |
| Hire of meeting rooms | 536 | 536 | 1,230 |
| Home Help | 72,143 | 72,143 | 6,392 |
| Other fundraising events | 2,022 | 2,022 | 3,424 |
| Other contractual income | - | - | 2,173 |
| Transport | 51,083 | 51,083 | 23,152 |
| Total 2022 | <u>1,027,040</u> | <u>1,027,040</u> | <u>835,932</u> |
| <i>Total 2021</i> | <u><u>835,932</u></u> | <u><u>835,932</u></u> | |

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

5. Income from other trading activities

Income from fundraising events

| | Unrestricted funds 2022 £ | Total funds 2022 £ | <i>Total funds 2021 £</i> |
|--------------------------------|--|---------------------------------------|---------------------------------------|
| Other fundraising events | 351 | 351 | 340 |
| Income from Trading subsidiary | 60,039 | 60,039 | 39,066 |
| | <u>60,390</u> | <u>60,390</u> | <u>39,406</u> |
| <i>Total 2021</i> | <u><u>39,406</u></u> | <u><u>39,406</u></u> | |

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

6. Analysis of expenditure by activities

| | Activities undertaken directly 2022 £ | Support costs 2022 £ | Total funds 2022 £ | Total funds 2021 £ |
|---------------|---|-------------------------------|-----------------------------|-----------------------------|
| Project costs | 1,177,641 | 25,275 | 1,202,916 | 1,282,365 |

Analysis of direct costs

| | Total funds 2022 £ | Total funds 2021 £ |
|----------------------------------|-----------------------------|-----------------------------|
| Staff costs | 956,969 | 978,631 |
| Depreciation | 39,194 | 34,037 |
| Advertising | 6,203 | 828 |
| Rent | 43,263 | 51,177 |
| Project costs | 17,990 | 25,793 |
| Travel | 31,066 | 23,984 |
| Training courses | 7,018 | 1,464 |
| Equipment and repairs | 14,299 | 33,759 |
| Printing, postage and stationery | 1,138 | 1,580 |
| Bank charges | 626 | 477 |
| Water, light and heat | 20,952 | 13,649 |
| Staff uniform | 1,827 | 10,076 |
| Premises expenses | 3,863 | 4,385 |
| Sundry expenses | 15,521 | 14,362 |
| Photocopier and franking | 869 | 1,031 |
| Telephone | 2,834 | 5,081 |
| Computer expenses | 8,407 | 11,065 |
| Subscriptions | 5,385 | 10,713 |
| Repairs and maintenance | 4,481 | 1,657 |
| Cafe supplies | - | 452 |
| Profit on disposal of assets | (4,264) | 7,081 |
| | 1,177,641 | 1,231,282 |

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

6. Analysis of expenditure by activities (continued)

Analysis of support costs

| | Total funds 2022 £ | <i>Total funds 2021 £</i> |
|-----------------------|---------------------------------------|---------------------------------------|
| Staff costs | 10,114 | 14,794 |
| Governance | 6,761 | 28,309 |
| Auditors Remuneration | 8,400 | 7,980 |
| | <hr/> 25,275 <hr/> | <hr/> 51,083 <hr/> |

7. Auditors' remuneration

| | 2022 £ | <i>2021 £</i> |
|--|--------------------|-------------------|
| Fees payable to the Charity's auditor for the audit of the Charity's annual accounts | 8,400 <hr/> | 7,980 <hr/> |

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

8. Staff costs

| | Group 2022 £ | <i>Group 2021 £</i> | Charity 2022 £ | <i>Charity 2021 £</i> |
|--|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| Wages and salaries | 890,739 | 921,234 | 848,808 | 862,481 |
| Social security costs | 48,688 | 47,501 | 48,688 | 47,501 |
| Contribution to defined contribution pension schemes | 27,655 | 24,689 | 26,065 | 23,450 |
| | 967,082 | 993,424 | 923,561 | 933,432 |

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

| | Group 2022 | <i>Group 2021</i> |
|--------------------------------------|-----------------------|-----------------------|
| Executive Office | 7 | 6 |
| Home Help & Community Care | 26 | 19 |
| Day Centres - Silver Birch & Rainbow | 31 | 42 |
| Young Carers | 1 | 3 |
| Trading Company | 3 | 3 |
| | 68 | 73 |

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

| | Group 2022 No. | <i>Group 2021 No.</i> |
|-------------------------------|-------------------------------|-------------------------------|
| 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 £70,000 (2021: £65,000)

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

9. Tangible fixed assets

Group

| | Leasehold property improvements £ | Motor vehicles £ | Fixtures and fittings £ | Silver Birch fixed assets £ | Total £ |
|--------------------------|--|------------------------|-------------------------------|-----------------------------------|------------|
| Cost or valuation | | | | | |
| At 1 April 2021 | 188,085 | 272,722 | 59,970 | 18,781 | 539,558 |
| Additions | 2,470 | 37,267 | - | - | 39,737 |
| Disposals | (58,523) | (48,930) | (15,476) | (18,781) | (141,710) |
| At 31 March 2022 | 132,032 | 261,059 | 44,494 | - | 437,585 |
| Depreciation | | | | | |
| At 1 April 2021 | 83,828 | 128,933 | 29,783 | 10,900 | 253,444 |
| Charge for the year | 7,357 | 21,898 | 9,309 | - | 38,564 |
| On disposals | (58,523) | (41,404) | (15,401) | (10,900) | (126,228) |
| At 31 March 2022 | 32,662 | 109,427 | 23,691 | - | 165,780 |
| Net book value | | | | | |
| At 31 March 2022 | 99,370 | 151,632 | 20,803 | - | 271,805 |
| At 31 March 2021 | 104,257 | 143,789 | 30,187 | 7,881 | 286,114 |

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

9. Tangible fixed assets (continued)

Charity

| | Short-term leasehold property £ | Motor vehicles £ | Fixtures and fittings £ | Other fixed assets £ | Total £ |
|--------------------------|--|------------------------|-------------------------------|----------------------------|------------|
| Cost or valuation | | | | | |
| At 1 April 2021 | 180,520 | 272,722 | 53,887 | 18,781 | 525,910 |
| Additions | 2,470 | 37,267 | - | - | 39,737 |
| Disposals | (58,523) | (48,930) | (15,476) | (18,781) | (141,710) |
| At 31 March 2022 | 124,467 | 261,059 | 38,411 | - | 423,937 |
| Depreciation | | | | | |
| At 1 April 2021 | 81,819 | 128,933 | 27,183 | 10,900 | 248,835 |
| Charge for the year | 5,844 | 21,898 | 8,334 | - | 36,076 |
| On disposals | (58,523) | (41,404) | (15,401) | (10,900) | (126,228) |
| At 31 March 2022 | 29,140 | 109,427 | 20,116 | - | 158,683 |
| Net book value | | | | | |
| At 31 March 2022 | 95,327 | 151,632 | 18,295 | - | 265,254 |
| At 31 March 2021 | 98,701 | 143,789 | 26,705 | 7,881 | 277,076 |

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

10. Fixed asset investments

| | Investments in subsidiary companies £ |
|--------------------------|---|
| Charity | |
| Cost or valuation | |
| At 1 April 2021 | 2 |
| | <hr/> |
| At 31 March 2022 | 2 |
| | <hr/> <hr/> |
| Net book value | |
| At 31 March 2022 | 2 |
| | <hr/> |
| At 31 March 2021 | 2 |
| | <hr/> <hr/> |

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 | 2,750 | 9,633 |

CARERS CHOICES
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

11. Debtors

| | Group 2022 £ | <i>Group 2021 £</i> | Charity 2022 £ | <i>Charity 2021 £</i> |
|--------------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| Due within one year | | | | |
| Trade debtors | 131,630 | <i>94,291</i> | 131,598 | <i>94,267</i> |
| Other debtors | 18,328 | <i>-</i> | 17,489 | <i>-</i> |
| Prepayments and accrued income | 10,458 | <i>4,652</i> | 7,707 | <i>4,552</i> |
| | 160,416 | <i>98,943</i> | 156,794 | <i>98,819</i> |

12. Creditors: Amounts falling due within one year

| | Group 2022 £ | <i>Group 2021 £</i> | Charity 2022 £ | <i>Charity 2021 £</i> |
|------------------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| Trade creditors | 1,330 | <i>7,324</i> | 1,015 | <i>6,778</i> |
| Other taxation and social security | 14,918 | <i>14,622</i> | 14,727 | <i>9,673</i> |
| Other creditors | 22,171 | <i>18,519</i> | 21,483 | <i>18,079</i> |
| Accruals and deferred income | 27,222 | <i>14,697</i> | 22,333 | <i>13,095</i> |
| | 65,641 | <i>55,162</i> | 59,558 | <i>47,625</i> |

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

13. Statement of funds

Statement of funds - current year

| | Balance at 1 April 2021 £ | Income £ | Expenditure £ | Transfers in/out £ | Balance at 31 March 2022 £ |
|---|---------------------------------|-------------|------------------|--------------------------|-------------------------------------|
| Unrestricted funds | | | | | |
| Designated funds | | | | | |
| Designated Funds - all funds | 190,000 | - | - | 60,000 | 250,000 |
| General funds | | | | | |
| General Funds - all funds | 623,536 | 1,100,114 | (1,093,245) | (37,920) | 592,485 |
| Carers Choices Trading Company Limited | 28,961 | 85,370 | (82,619) | (22,080) | 9,632 |
| | 652,497 | 1,185,484 | (1,175,864) | (60,000) | 602,117 |
| Total Unrestricted funds | 842,497 | 1,185,484 | (1,175,864) | - | 852,117 |
| Restricted funds | | | | | |
| Minibus Fund | 20,000 | - | - | - | 20,000 |
| Men's Shed | 2,241 | 3,666 | (5,113) | - | 794 |
| Workforce retention | - | 6,474 | (6,474) | - | - |
| Winter Calls Project | - | 21,542 | (21,542) | - | - |
| Youth Violence Project | - | 5,000 | - | - | 5,000 |
| | 22,241 | 36,682 | (33,129) | - | 25,794 |
| Total of funds | 864,738 | 1,222,166 | (1,208,993) | - | 877,911 |

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

13. Statement of funds (continued)

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.

Men's Shed - This represents funds set aside to help fund the Mens Shed project.

Workforce retention - This represents funds received to aid retention of staff.

Winter Calls Project - To ascertain support that carers where receiving and to provide information on other support they could possibly access.

Youth Violence Project - Youth Violence Project for Young Carers.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

13. Statement of funds (continued)

Statement of funds - prior year

| | <i>Balance at 1 April 2020 £</i> | <i>Income £</i> | <i>Expenditure £</i> | <i>Transfers in/out £</i> | <i>Balance at 31 March 2021 £</i> |
|---|--|---------------------|--------------------------|-----------------------------------|---|
| Unrestricted funds | | | | | |
| Designated funds | | | | | |
| Designated Funds - all funds | 190,000 | - | - | - | 190,000 |
| General funds | | | | | |
| General Funds - all funds | 506,595 | 1,167,091 | (1,086,145) | 35,996 | 623,537 |
| Carers Choices Trading Company Limited | (15,676) | 154,270 | (109,634) | - | 28,960 |
| | 490,919 | 1,321,361 | (1,195,779) | 35,996 | 652,497 |
| Total Unrestricted funds | 680,919 | 1,321,361 | (1,195,779) | 35,996 | 842,497 |
| 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 | 724,910 | 1,422,328 | (1,282,500) | - | 864,738 |

CARERS CHOICES
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

14. Summary of funds

Summary of funds - current year

| | Balance at 1 April 2021 £ | Income £ | Expenditure £ | Transfers in/out £ | Balance at 31 March 2022 £ |
|------------------|--|---------------------|--------------------------|-----------------------------------|---|
| Designated funds | 190,000 | - | - | 60,000 | 250,000 |
| General funds | 652,497 | 1,185,484 | (1,175,864) | (60,000) | 602,117 |
| Restricted funds | 22,241 | 36,682 | (33,129) | - | 25,794 |
| | <u>864,738</u> | <u>1,222,166</u> | <u>(1,208,993)</u> | <u>-</u> | <u>877,911</u> |

Summary of funds - prior year

| | <i>Balance at 1 April 2020 £</i> | <i>Income £</i> | <i>Expenditure £</i> | <i>Transfers in/out £</i> | <i>Balance at 31 March 2021 £</i> |
|------------------|--|---------------------|--------------------------|-----------------------------------|---|
| Designated funds | 190,000 | - | - | - | 190,000 |
| General funds | 490,919 | 1,321,361 | (1,195,779) | 35,996 | 652,497 |
| Restricted funds | 43,991 | 100,967 | (86,721) | (35,996) | 22,241 |
| | <u>724,910</u> | <u>1,422,328</u> | <u>(1,282,500)</u> | <u>-</u> | <u>864,738</u> |

CARERS CHOICES
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

15. Analysis of net assets between funds

Analysis of net assets between funds - current year

| | Unrestricted funds 2022 £ | Restricted funds 2022 £ | Restricted funds - class ii 2022 £ | Endowment funds 2022 £ | Total funds 2022 £ |
|-------------------------------|------------------------------------|----------------------------------|--|---------------------------------|-----------------------------|
| Tangible fixed assets | 271,806 | - | - | - | 271,806 |
| Current assets | 645,953 | 25,794 | - | - | 671,747 |
| Creditors due within one year | (65,641) | - | - | - | (65,641) |
| Total | 852,118 | 25,794 | - | - | 877,912 |

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

| | Group 2022 £ | Group 2021 £ |
|--|--------------------|--------------------|
| Net income for the year (as per Statement of Financial Activities) | 13,173 | 139,829 |
| Adjustments for: | | |
| Depreciation charges | 38,564 | 34,535 |
| Disposal of fixed assets | 15,483 | - |
| Increase in debtors | (61,281) | (91,255) |
| Increase in creditors | 8,264 | 14,051 |
| Net cash provided by operating activities | 14,203 | 97,160 |

17. Analysis of cash and cash equivalents

| | Group 2022 £ | Group 2021 £ |
|--|--------------------|--------------------|
| Cash in hand | 511,331 | 505,787 |
| Total cash and cash equivalents | 511,331 | 505,787 |

CARERS CHOICES
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

18. Analysis of changes in net debt

| | At 1 April 2021 £ | Cash flows £ | At 31 March 2022 £ |
|--------------------------|-------------------------|-----------------|--------------------------|
| Cash at bank and in hand | 534,843 | (23,512) | 511,331 |
| | <u>534,843</u> | <u>(23,512)</u> | <u>511,331</u> |

19. Operating lease commitments

At 31 March 2022 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

| | Charity 2022 £ | Charity 2021 £ |
|--|----------------------|----------------------|
| Not later than 1 year | 18,600 | 18,600 |
| Later than 1 year and not later than 5 years | 16,700 | 34,200 |
| | <u>35,300</u> | <u>52,800</u> |

20. Related party transactions

During the year the charity received a donation from the trading subsidiary amounting to £22,080 (2021: £Nil). Interest of 2% was charged on the loan to the trading subsidiary of £Nil (2021: £250).

During the year, income was received from entities under common control amounting to £Nil (2021: £7,953).

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

| | 2022 £ | 2021 £ |
|--------------------|-----------|------------|
| Trading subsidiary | - | 145 |
| | <u>-</u> | <u>145</u> |



Who's Who

Patron

Rebecca Harris MP

Trustees

B R Terry
Chairman

R R Smale
Vice Chair

M P Hayes
Trustee

L H McKeogh
Trustee

T V Oladosu
Trustee

S P Parry
Trustee

C A Pitts
Trustee

E Smith
Trustee

Cllr. L McCarthy-Calvert
Co-opted

Cllr. S Mountford
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
Community Care Manager

Laura Watts
Executive Support and PA to CEO

Our Thanks



Castle Point Borough Council

www.castlepoint.gov.uk



Southend Borough Council

www.southend.gov.uk



Essex Community Foundation

www.essexcommunityfoundation.org.uk



Charles S French Charitable Trust

www.csfct.org.uk



Essex County Council

Essex County Council

www.essex.gov.uk



Thurrock Council

www.thurrock.gov.uk



Fowler, Smith and Jones

www.fsjtrust.org.uk



NHS

www.nhs.uk



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.