



Annual Report & Accounts 2022/2023



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On the cover

Pictured are Josie Rowe and Gwen Murray walking through Wickford Memorial Park

Chair's Foreword

This year I thought it would be useful to reflect on my report in last year's annual report. This set out the prospects for the next few years and identified three main issues:

- Cost of living in the U.K.
- Financial implications for the charity sector
- Major workforce issues

In April 2021 the charity set out its plan for the way ahead, putting in place strengthened governance arrangements, to enable it to make necessary changes to its operational issues, both within the charity and the external influences over which we have minimum control.

The first part of this report reflects on the actions we took and the resultant impact.



The new governance arrangements included increasing the number of meetings of the Finance and Risk Committee and monthly meetings of the Governance Committee. These increases improved the speed of decision making, enabling the charity to react effectively to the rapidly changing environment. The increase in the number of trustees strengthened the Board's perspectives, resulting in improvements in the Board decision making.

The Charity retained its relatively healthy financial situation considering the rising costs across all parts of the charity. This, in the main, thanks to the CEO and the managers plus the regular oversight by the Finance and Risk Committee. The work of the Charity is scrutinised regularly by the Services Committee to ensure we meet our charitable objectives.

The final main issue to be managed is workforce, and the charity made a conscious decision to pay above the Real Living Wage to ensure that we were to maintain a stable workforce. This was achieved throughout the year, despite the challenges we faced, and thanks must be given to all the managers, who have successfully maintained and recruited staff to meet the needs of the organisation. As part of the new governance arrangements, the Finance and Risk Committee were charged with the responsibility of monitoring and implementing changes, to ensure the charity could meet both its service and financial objectives. The work of this Committee was essential, and on behalf of the Trustees I would like to acknowledge their work during this period.

I would also like to take this opportunity to thank all the local authorities who have supported the Charity during this year, because their help and financial support enabled us to get through one of the most challenging times for Carers Choices.

Finally – the Way Ahead. It is clear the Charity still faces significant challenges, but it is my belief that we have all strategies, procedures and processes in place to ensure that Carers Choices is in a good place for the next few years. This will be enhanced by the work the Board is going to carry out around developing services to meet the needs of a very rapidly changing care environment.

A handwritten signature in black ink, reading "B. R. Terry".

BRIAN R TERRY Chair

CEO's Foreword

Reflecting on last year I can see that in a difficult environment we have traversed the waves with a better than budget financial performance and reaching more carers. This is great news as we continue to grow as an organisation and recover ground taken by the pandemic. It has taken 3 years to get back to the same position.

As an organisation I can see that we are very focused on our core purpose to support Carers and their beneficiaries. This means making sure our services flex and change to the needs of those that we serve and those that we can potentially help.

There remain many examples of organisations I hear about that are rigidly fixed upon outputs that don't deliver outcomes for people. We are flexing our Home Care provision further now with the clear marker that we can provide 4 calls a day, 7 days a week. This is domiciliary care territory but we have the Carers Choices spin on it. No short meaningless calls, with different staff and turning up at the wrong times. We agree the time, duration appropriate for tasks and the staff that will turn up – no nasty surprises. This approach has already been welcomed.

And we've now got an extension to our Care Quality Commission registration to be able to deliver overnight respite at the White House. Carers and clients alike have been be-moaning the problems they face getting an overnight break away from each other. We've now made their dreams come true.

Amongst this we have a 98% rating from our staff about being proud to work for Carers Choices. This is fantastic and I'm so pleased that we have a shared vision and the dedication to deliver to it. Clients have voted an 85% net promoter score – in context, above 20% is great, above 50% is amazing and above 80% is the top percentile.

Recruitment has been critical to our progress and I'm so pleased with how we are attracting great talent to add to our existing strong teams. Our plans mean that we'll continue to recruit and grow our ambitions on increased delivery.

We have challenges with the White House as a structure, but we are working on solutions that strengthen our position for the future. In the meantime, it is business as usual.



Success is a collaboration of effort. I am thankful that I have a strong, experienced Board of Trustees that support, advise and constructively challenge, and a dedicated knowledgeable management team to lead the organisation. And finally, I say thank you to the front-line staff that care about the people we support. It isn't something to be taken for granted – we are successful because we all care.

Best wishes

A handwritten signature in black ink, reading "Paul Ramsden".

PAUL RAMSDEN Chief Executive

Year at a Glance

Clients

297

clients supported accessing the day centres or within the home

Up 6% from the previous year



12,815

hours supporting clients within the community

Up 16% from the previous year

Community

Day Centres

10,267

day centre attendances

Up 11% from the previous year



6,058

journeys transporting clients to the day centres

Down 3% from the previous year

Transport

Young Carers

76

Young Carers supported across Castle Point and Basildon

Up 23% from the previous year



Case Study

We found out that one of our Rainbow clients was going to be on her own over the Xmas period, so two of my staff picked her up on all 3 days and brought her into the centre. They watched Xmas films, did some baking, had a pamper session and had a trip to the seaside! We are closed over the Xmas period to allow staff to spend time with their families, but these two members of staff couldn't allow this young lady to be at home alone.



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 now have 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 is integral to our Homecare services.

In 2023 we were able to expand our Homecare further by covering typical **domiciliary care** services and expanding our geographical area further. Our Rainbow Centre is now offering a new service of **Overnight Respite** to give clients a great night away.

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.

Case Study

We received a referral from Southend Social Services asking for assistance for a gentleman who was under the safeguarding team after being robbed of money and his car by a paving company. All other care companies that had been approached said that they were unable to assist the gentleman in getting his shopping as he did not have access to cash for his shopping.

This gentleman had become isolated and afraid to leave his home after these fraudsters physically took him to the bank to try to get more money out of his account. We looked at all the options and decided that we could arrange a soldo card for the shopping to be done.

We have now been assisting this client for two months and this has been a lifeline to him, as when the assessment was carried out the gentleman was almost out of food, and he was very anxious and scared. The gentleman looks forward to seeing the worker each fortnight and is building up trust with the worker and has informed us that he feels comfortable with the person in his home.

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 our 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 objectives, 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 mum started going to the Silver Birch in 2017 after she had been diagnosed with Dementia. She was always saying to us how she enjoyed it.



In 2022 my mum got Covid. After coming out of hospital she was not able to talk much and wasn't able to walk. We tried to get her walking again but it wasn't to be, but we were more worried about her mental state as she was just stuck in her bedroom looking at 4 walls. We knew we had to get her back to her club at Silver Birch. We spoke with them, and they had really missed her too. Between us we came up with a plan to get her back there.

We got a wheelchair for her, and they came round in the mini bus to pick her up. The compassion and the care they showed to my mum from the moment Gill and the other minibus staff came into the lounge to get her, not rushing her, talking to her calmly. The staff at Silver Birch are amazing.

The difference in her mental state by getting back to Silver Birch is unbelievable; I truly believe she wouldn't be with us today if she hadn't gone back to the club, she is just so much happier. And although now she isn't able to tell us what she has done at the club, we really love to see their Facebook page with photos of her doing crafts etc, as we can see how happy she is there. BIG WELL-DONE CERY'S & HER TEAM AT SILVER BIRCH, YOU ARE DOING AN AMAZING JOB :-)



Community Care

With the help of our amazing community care support workers, our client is able to continue her love and passion for her horse.

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 76 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 34 clients over a 5-day period, specialising in more profound disabilities.

Overnight Respite service for clients to stay at the White House in custom made bedrooms

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 81 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 implemented the Real Living Wage into the organisation from 1st June 2022. This was especially important given the cost-of-living crisis hitting everyone and particularly lower income families. At Christmas we continued with our hampers to all staff – these were made by the management team and were welcomed by staff.

We have agreed that from 1st April 2023 front line staff will receive at least the Real Living Wage increase which amounts to approximately 10%.

2

Maintenance of the White House

Scheduled works on the White House revealed poor maintenance in the past and significant deterioration of the external panels and wood, with dry and wet rot. Negotiations have begun with the Council for solutions given the shared objectives and the landlord responsibilities. A suggestion of re-location to the Council Offices is currently being explored.

3

Multiple location growth

This continues to be a desire for further growth of the day centres, but the lack of properties that are either suitable, in a good location or are affordable is currently absent from the marketplace.

4

Strategy and Growth Fund

A further £40k has been added to the £250k strategy fund based upon the write-off of a vehicle owned by the Charity. This fund will be used to grow the Charity rather than support low revenues.

5

Contingency planning

COVID and sickness have impacted upon staffing levels that have been increased to ensure continuity of services. These continue to cause sporadic problems but the severity of illnesses has decreased following vaccinations.

6

Finance Plan

Our financial outturn is above the agreed breakeven budget, contributing money to the unrestricted reserves. This next year will maintain a cautious approach with a modest aim of 3.7% surplus.

7

Trading Company

The Wickford Shop has increased revenues and completed a re-brand. The promotion and displays in the shop are exactly the standard that was hoped for and the staff are congratulated. With the pressures of the cost of living the revenues will need to increase to guarantee the sustainability of the shop after this year.

Review

As part of the annual review of the Strategic Plan, these priorities will be re-considered and amended where necessary given the operating environment and how we can grow our reach of more Carers and those they care for.

We have seen a steady growth in our reach and this growth is sustainable. There remain a number of challenges with the harsh economic climate and the threat of a recession. Our focus will remain on how we can continue add most benefit to those we support.



Day Centres

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



The 22/23 year has been a much more settled year in the Rainbow Centre. We recruited some fantastic new staff and finally found ourselves fully staffed for the first time in quite a while. Our client base remained the same, as one of our older clients passed away suddenly just after Xmas and we gained a new client later in the year.

With Covid restrictions relaxing during the year, we were able to get our clients back out in the community – not to the same level as we were pre pandemic, but we were able to re-introduce some of our old favourites such as bowling, a visit to the cinema and eating out!

We diversified our usual service after Essex County Council were struggling to fund transport to college for a couple of their Service Users. This enabled us to showcase our amazing staff, their expertise and professionalism, so much so that we gained a new day centre client from it!

Glenwood and Lancaster Special schools restarted their Transitions Fairs this year and Rainbow staff attended both, so hopefully this will equate to some new starters next year.

We created two bedrooms in the Rainbow Centre with some careful planning and design. After being onboarded by Essex County council and updating our registration with the Care Quality Commission, we officially opened our doors for Rainbow Respite in March!

Case Study

We had a new starter from Aveley, she was struggling to find a service near her and was feeling very isolated. She commenced at the day centre and settled in straight away, making new friends some of whom lived close by, and she could share a bus run with. Due to our transport service, she was able to not only get into club but also continue her day with her new friends all the way home. Her daughter went out of her way to call us to comment on what a good mood her mum comes home in and how when she attended at the taster sessions, she could feel complete peace of mind that she knew her mum was being well looked after.

Our Silver Birch Centres are a service providing 6 hours of respite for carers whilst simultaneously providing activities for the brain for our clients.

Through keeping them stimulated this aids in the slowing down of the rate of deterioration for an older adult who is isolated or has a diagnosis of Dementia.

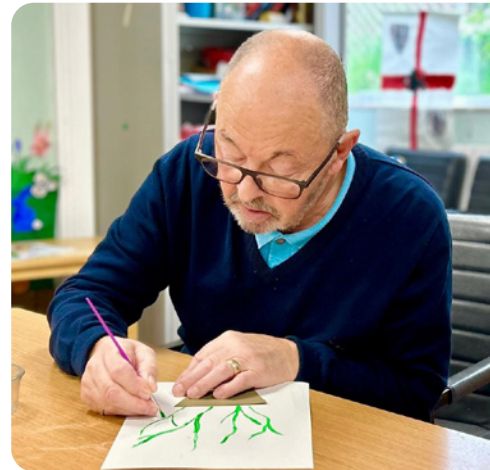
We have facilities to support all our clients from Early Onset to Later Stage Dementia and share space with our Rainbow centres so we are able to support any adults with mobility needs.

The Poppy Pavilion re launched and was an immediate success. We renovated the building so it would stand out in the park and gathered a team to prep the inside ready for our launch day. We quickly managed to increase to being open 3 days a week with the aim to be 5 days a week as soon as possible. The families of our clients love the space at Wickford and most have increased to extra days now they are across at this centre.

We have built a strong working relationship with other organisations through attendance of community events such as CAVS breakfast. United in kind is a charity whom we have built a partnership with, they have been very generous in donating many knitted items from their “Hug in a shrug” group. They have also been fundraising to donate money so we can purchase a new karaoke machine for our clients to use. Music is such an amazing resource we use in our centres so this will be incredibly beneficial for our clients.

We have grown our fleet of vehicles and most days at least 7 transport runs are happening both AM and PM. We have also been able to use our fleet to aid other charities such as “Headway” with their transport issues.

We receive very positive feedback in many forms from our carers including client survey results, comments on our social media and face to face comments. Many carers have told us that without the day centre their loved ones would have had to make the transfer into long term care but this has allowed them continue to live independently.



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.



Support Worker accompanies our client to hospital appointments, shopping and to the hairdressers.

Over the year our work in the community has continued to increase especially with the successful recruitment of a number of new staff. We achieved over the 1000 hours target before the end of the year with a rough split of 45% home help visits and 55% community care.

The expectation is that this will continue to grow throughout the next year and we will continue to recruit new staff to take on this extra work.

A new framework for the Care Quality Commission will come in later in the next year and we have started preparations looking at the new quality statements and outcomes. Our CQC rating remains at 'Good'. CQC suspended inspections but have not had any cause to re-inspect.

Staff sickness, particularly COVID has impacted upon delivery of hours at certain times through the year, however, the severity of the illness is much reduced and in line with government guidance we are now beginning to treat COVID just like colds and flu.

As we recruit staff in particular areas, we are expanding our reach, but we recently acquired some seed funding and have started recruiting for the Maldon district area. Our evidence suggests a high need in this area, and this will feature as part of our growth strategy next year.

Young Carers

We support Young Carers on Monday and Tuesday Evenings 5.30pm – 7.30pm and during school holidays.

All the sessions and the newly introduced holiday ones have proved very popular with the Young Carers and their families. Monday evenings initially started as Self Defence Classes from some funding that we obtained. These lessons have proved to be very beneficial to the Young Carers especially in confidence building and anger management.

The difference in some of the Young Carers has been commented on by parents and schools. The funding has now ended for the lessons, and we are fundraising to continue with the lessons by having a fundraiser meal at Zen City on Wednesday 28th June 2023. On average between 10 – 14 attend on a Monday evening.

Tuesday evening sessions have seen the group grow in numbers over the last few months; we are receiving more and more referrals from Essex Youth Service. The group is a mixture of Castle Point and Basildon Young Carers. On average we have between 15 – 24 attendees on a Tuesday evening.

Over the last year we have had boating trips in the summer, art classes, trips out including bowling, a trip to the zoo and the Hyde Hall Christmas Lights trail. A small group completed the London Bridges Walk with Sharon raising money for The Alzheimer's Society, which was a team building experience for the Young Carers involved and they were passionate about raising monies for another good cause.

We have monthly Yoga Classes, ad hoc boxing lessons and outdoor sports activities, painting, crafts, baking sessions also to teach life skills. We attended a Youth market in March and have lots of activities planned for the new year.

Working with Young Carers always comes with it challenges but they truly are an inspiration to be involved with.



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.

The Men's Shed operates under the umbrella of Carers Choices but generally runs through the excellent work of the shed leaders and members. It is well attended, with new members coming forward this year.

The conversion of the container was completed throughout the year and a new project started to provide a link between the shed and container. The members have sourced materials and constructed this link area, securing it from weather and trespassers.

The Shed caters for all interests of its members, carrying out repairs that aid the charity on wooden materials and electrical equipment. The Shed receives donations of tools on a sporadic basis but this has resulted in a good array of tools.

The men that frequent the Shed do so because they enjoy it, which is exactly why we introduced and found funding for the initiative.

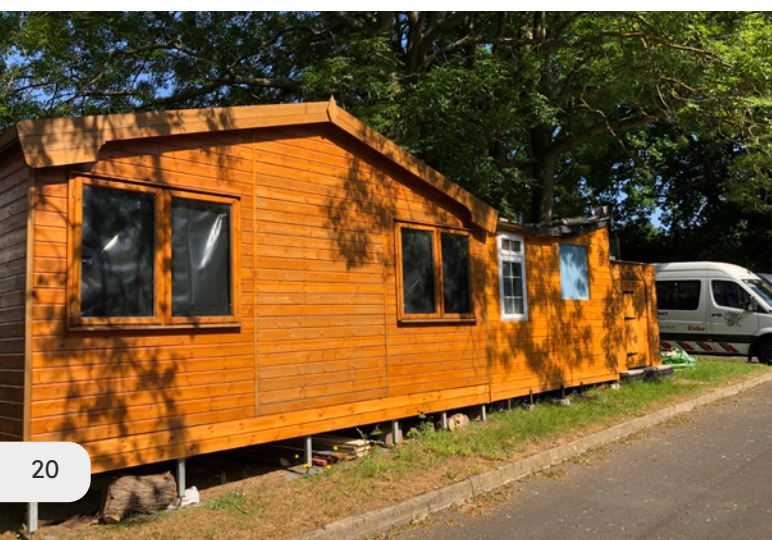


Charity Shop

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

Our shop in Wickford continues to highlight our services in the Wickford area and we're very proud of the work that the staff and volunteers put in to make it so attractive. We've completely embraced the boutique look, offering really good quality clothes at good prices. Wickford as a town has its challenges and currently the two main supermarkets are closed for re-build. This has and will continue to impact upon the footfall in the town.

Through the year we have had some success selling through eBay and we will continue to reach more people through other platforms including Vinted. With the Poppy Pavilion open 3 days a week this remains a great way of signposting to the dementia centre.

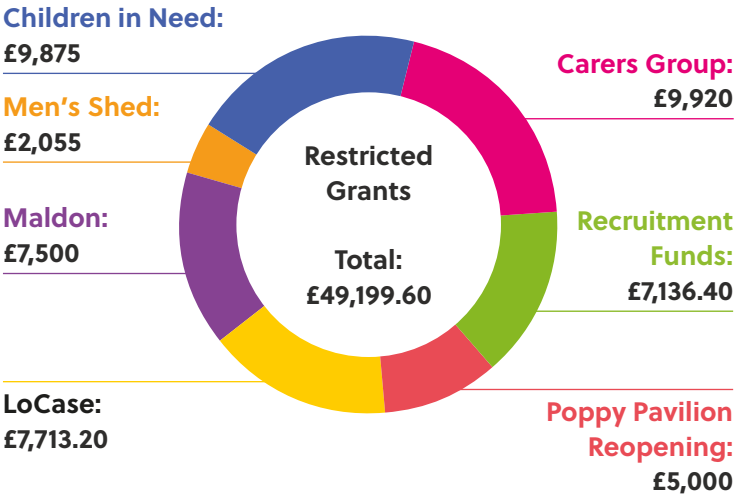


Fundraising

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

This year we saw a further reduction in grant funding available. Our general aim is to utilise grants and donations to support Young Carers and the Men's Shed that struggle for funding. Donations are always welcome and add to our other services such as helping with activity costs.

We have been fortunate to have won funding for a new Carers Group, for expansion of our services into Maldon, a grant for low energy technologies and money to help us to re-open the Poppy Pavilion.



We also received money through the Kickstart scheme, domiciliary fuel support and Care recruitment through Essex County Council.

In total we received £49,385 in grants and donations over the year, not 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.



Financial Review

Revenue has increased over last year, even with a further drop in donations, due to strong performance from the service areas. The overall surplus is above budget but below our general expectations, however, it is a strong recovery post COVID and puts in a good position for the following year.

	2022/2023	2021/2022	2020/2021
Donations	£104,375	£134,737	£546,990
Day Centres	£876,841	£766,136	£664,859
Community Services	£262,964	£207,263	£141,094
Other Income	£12,670	£53,641	£29,979
Other Trading Activities	£70,489	£60,390	£39,406
Total	£1,327,339	£1,222,167	£1,422,328
Expenditure	£1,287,003	£1,215,544	£1,282,499
Deficit/Surplus	£40,336	£6,623	£139,829

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

	2022/2023	2021/2022	2020/2021
Fixed Assets	£272,924	£265,255	£286,114
Net Current Assets	£638,773	£606,106	£578,624
Total Net Assets	£911,697	£871,361	£864,738
Restricted Funds	£22,011	£25,794	£22,241
Unrestricted Funds	£889,686	£845,567	£842,497
Total Funds	£911,697	£871,361	£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.

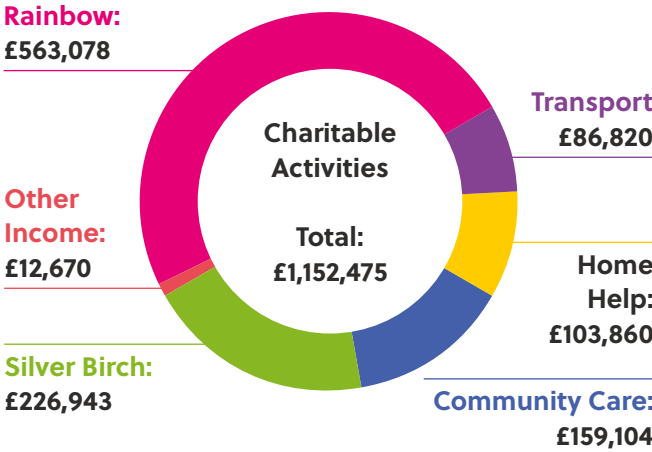
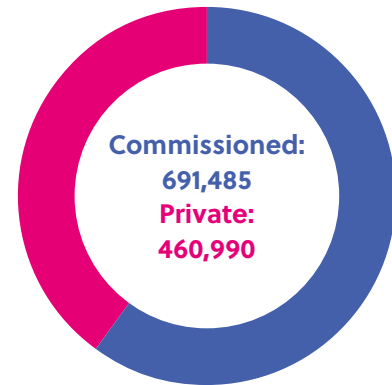
The Trustees have also designated £289,250 of unrestricted funds for the delivery of the Strategic Plan. An analysis of the funds:

Funds	1st April 2023	1st April 2022	1st April 2021
Unrestricted reserves	£889,021	£842,486	£842,497
Tangible Fixed Assets	£272,924	£265,255	£286,114
3 months expenditure	£321,985	£302,499	£320,625
Designated Funds	£289,250	£250,000	£190,000
Unrestricted Balance	£4,862	£40,434	£45,758
Restricted cash reserves	£22,011	£24,732	£22,241

Principal Funding Sources

Our Principal funding relies upon paid for services in the home and in the day centres. A mixture of private funds and commissioned funds are utilised. This strategy ensures that ongoing sustainability of the charity in a tough operating environment.

We remain indebted to Castle Point Borough Council for continuing to fund our Young Carers group. We have found an increased need for our group, with an increase in numbers and activities.



Future Periods

We have seen steady growth over the last 12 months and hope that this can continue. We have budgeted for this increased growth and an increase in staffing to deliver it. The concerns over the White House as a base continue, but we hope to have some resolution during the year.

We expect that our new overnight respite service will take off well and that the Silver Birch Centre in Wickford will soon operate 5 days a week. With an increased liaison with the hospitals, we hope to be able to provide more support for people to leave hospital and be supported at home.

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, Mr C Pitts (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 Corporate Plan. The Board's role is clear and has determined the following five areas of responsibility:

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

Board Trustees are appointed for 3-year terms and serve up to 3 terms of 3 years.

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. This then makes recommendations to the main Board.

The **Governance Committee** is constituted of the Chairman, Vice Chairman and Chief Executive and meets bi-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.

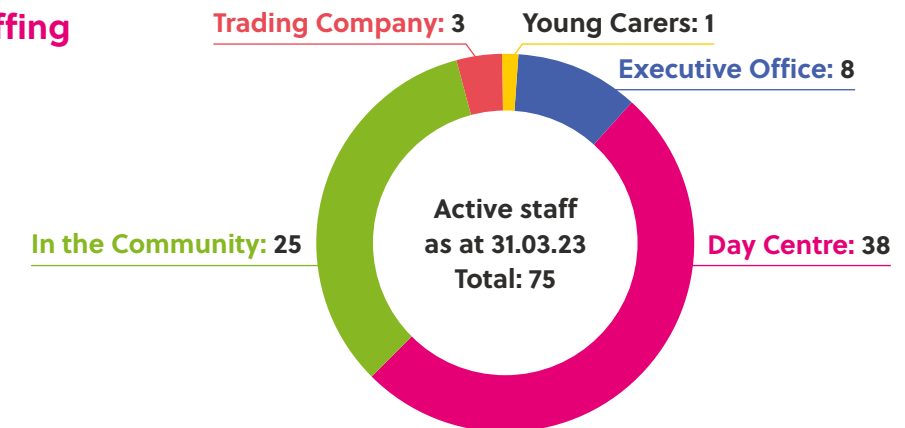
Our Auditors

In accordance with good governance practices, we market tested audit services for the Charity. Haslers LLP as our previous accountants provided the best understanding of our needs and so were re-appointed.

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



Our two main areas relate to care in the home and care in our day centres. These make up the majority of our service delivery. Over the last year we have continued to increase our staffing to enable us to grow our Homecare delivery and particularly support re-opening of the Poppy Pavilion. By the end of March, we had 75 staff (62 2022) and 6 volunteers (13 2022).

COME AND JOIN OUR TEAM!

98% of our staff are proud to work for Carers Choices

- Full and part time specialist support workers
- Community carers
- Home help support workers
- Morning & afternoon drivers

0300 302 1212

Competitive rates of pay. Apply to join our team today.
jobs@carerschoices.org www.carerschoices.org

FASHION Show

RAISING FUNDS FOR YOUNG CARERS

TUESDAY 30 MAY

5:30pm - 8:30pm

THE WHITE HOUSE, KILN ROAD, BENFLEET, ESSEX SS7 1BU

PRELOVED & NEW PROM DRESSES & MEN'S FORMAL WEAR ALL AT AFFORDABLE PRICES. HUGE VARIETY OF SIZES, COLOURS & STYLES!

Specialist Centre for Dementia and Older Adults

Free Taster Session

Breakfast and a hot 2 course lunch included plus refreshments during the day

Activities include:

- Socialisation
- Trips
- Baking
- Pool Table
- Arts & Crafts
- Pamper Sessions
- Reminiscence
- Cognitive Stimulation
- Singing & Dancing
- Outdoor Space

YOUNG CARERS @ Carers Choices

COME AND JOIN IN THE FUN AT OUR **Fundraising**

ROCK & ROLL BINGO Evening

BINGO WITH A TWIST

ALL PROCEEDS GOING TO OUR YOUNG CARERS FOR DAY TRIPS OUT

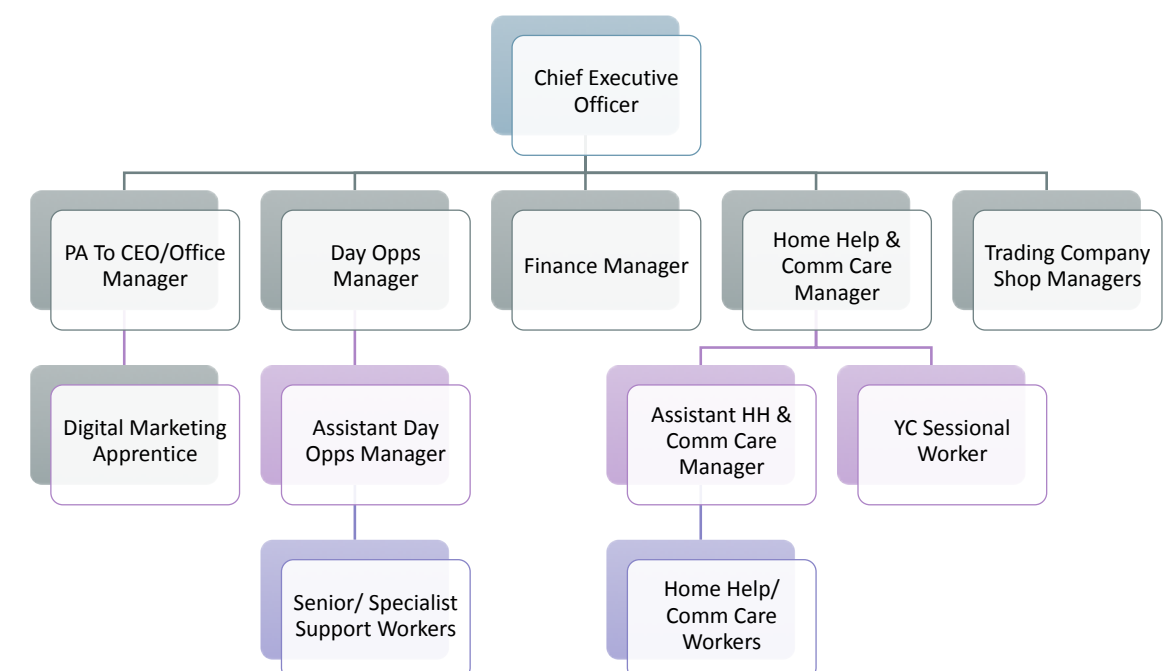
You will be played a snippet of a song and have 30 seconds to mark the title off your bingo card. Feel free to sing along to the songs too and make it a night to remember. There will be prizes for a long and full house. Bring along your own nibbles and drinks.

SATURDAY 14TH MAY 2022

CARERS CHOICES
 The White House, Kiln Road, Benfleet SS7 1BU
 Doors open at 7.00pm to start playing at 7.30pm
 £5.00 per person to play includes all bingo cards

Charity no. 1093483

Board of Trustees



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).

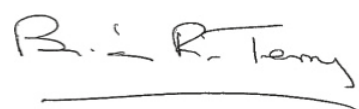
Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources 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;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements.

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 26th September 2023 and signed on their behalf by:



BRIAN R TERRY Chair of Trustees

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 2023 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 2023 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:

Based on our understanding of the legal and regulatory frameworks that are applicable to the entity we have considered those that have a direct and indirect material impact on the financial statements and operations of the company. These include but are not limited to the Charities Act 2011, GDPR, and Employment and Health & Safety legislation.

We obtained an understanding of how the company are complying with those legal and regulatory frameworks by making inquiries to the management. We corroborated our inquiries through our review of documentation generated and assessing the extent of compliance with the relevant laws and regulations.

We discussed among the audit engagement team regarding the opportunities and incentives, including management override of controls, that may exist within the organisation for fraud and how and where fraud might occur in the financial statements.

As a result of performing the above, we identified the greatest potential for material misstatements due to fraud are in the following areas, and our specific procedures performed to address these are described below:

The risk of management override of controls is the area where the financial statements were most susceptible to material misstatement due to fraud. In addition, the key principal risks related to the existence of inappropriate journal entries to impact the profit for the year and management bias in accounting estimates.

Procedures performed to address these were as follows:

- Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud, including known or suspected instances of non-compliance with laws and regulations, and fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgements made by management in its significant accounting estimates;
- Identifying and testing journal entries, in particular any unusual journal entries posted around the year-end and journal entries posted by infrequent system users; and
- Ensuring that funds have been stated correctly and no misappropriation has occurred

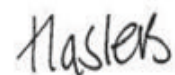
Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed 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: 26th September 2023

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 2023.

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	As restated Total funds 2022 £
	Note				
Income from:					
Donations and legacies	3	54,990	49,385	104,375	134,737
Charitable activities	4	1,152,475	-	1,152,475	1,027,040
Other trading activities	5	70,489	-	70,489	60,390
Total income		1,277,954	49,385	1,327,339	1,222,167
Expenditure on:					
Raising funds		19	12	31	6,078
Charitable activities		1,253,816	33,156	1,286,972	1,209,466
Total expenditure		1,253,835	33,168	1,287,003	1,215,544
Net income		24,119	16,217	40,336	6,623
Transfers between funds	14	20,000	(20,000)	-	-
Net movement in funds		44,119	(3,783)	40,336	6,623
Reconciliation of funds:					
Total funds brought forward		845,567	25,794	871,361	864,738
Net movement in funds		44,119	(3,783)	40,336	6,623
Total funds carried forward		889,686	22,011	911,697	871,361

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

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

CARERS CHOICES
(A Company Limited by Guarantee)
REGISTERED NUMBER: 04320986

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	As restated 2022 £
Fixed assets			
Tangible assets	9	272,924	265,255
		<u>272,924</u>	<u>265,255</u>
Current assets			
Debtors	11	204,540	160,416
Cash at bank and in hand		538,056	511,331
		<u>742,596</u>	<u>671,747</u>
Creditors: amounts falling due within one year	12	(103,823)	(65,641)
Net current assets		<u>638,773</u>	<u>606,106</u>
Total assets less current liabilities		<u>911,697</u>	<u>871,361</u>
Total net assets		<u><u>911,697</u></u>	<u><u>871,361</u></u>
Charity funds			
Restricted funds	14	22,011	25,794
Unrestricted funds	14	889,686	845,567
Total funds		<u><u>911,697</u></u>	<u><u>871,361</u></u>

CARERS CHOICES
(A Company Limited by Guarantee)
REGISTERED NUMBER: 04320986

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2023

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

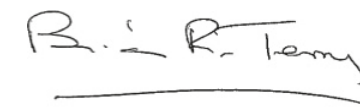
The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

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 26th September 2023 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 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	9	272,924	265,255
Investments	10	2	2
		<u>272,926</u>	<u>265,257</u>
Current assets			
Debtors	11	202,250	156,794
Cash at bank and in hand		533,492	505,787
		<u>735,742</u>	<u>662,581</u>
Creditors: amounts falling due within one year	12	(97,636)	(59,558)
Net current assets		<u>638,106</u>	<u>603,023</u>
Total assets less current liabilities		<u>911,032</u>	<u>868,280</u>
Total net assets		<u>911,032</u>	<u>868,280</u>
Charity funds			
Restricted funds	14	22,011	25,794
Unrestricted funds	14	889,021	842,486
Total funds		<u>911,032</u>	<u>868,280</u>

CARERS CHOICES
(A Company Limited by Guarantee)
REGISTERED NUMBER: 04320986

CHARITY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2023

The Charity's net movement in funds for the year was £42,752 (2022 - £32,502).

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 26th September 2023 and signed on their behalf by:


B R Terry

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	2022 £
Cash flows from operating activities		
Net cash used in operating activities	42,576	14,204
Cash flows from investing activities		
Purchase of tangible fixed assets	(50,740)	(39,737)
Proceeds from sale of investments	34,889	-
Net cash used in investing activities	(15,851)	(39,737)
Change in cash and cash equivalents in the year	26,725	(25,533)
Cash and cash equivalents at the beginning of the year	511,331	536,864
Cash and cash equivalents at the end of the year	<u>538,056</u>	<u>511,331</u>

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.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

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 – 12.5% Straight line
- Fixtures and fittings – 20% 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 2023

3. Income from donations and legacies

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations	54,990	49,385	104,375	97,789
Government grants	-	-	-	36,948
Total 2023	54,990	49,385	104,375	134,737
<i>Total 2022</i>	<i>98,055</i>	<i>36,682</i>	<i>134,737</i>	

4. Income from charitable activities

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Home Help	103,860	103,860	72,143
Community Care	159,104	159,104	135,120
Rainbow Day Centre	563,078	563,078	513,025
Silver Birch Centres	226,943	226,943	253,111
Transport	86,820	86,820	51,083
Hire of meeting rooms	10,750	10,750	536
Other fundraising events	1,920	1,920	2,022
Total 2023	1,152,475	1,152,475	1,027,040
<i>Total 2022</i>	<i>1,027,040</i>	<i>1,027,040</i>	

CARERS CHOICES
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

5. Income from other activities

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Other fundraising events	1,592	1,592	351
Income from Trading subsidiary	68,897	68,897	60,039
Total 2023	70,489	70,489	60,390
<i>Total 2022</i>	<i>60,390</i>	<i>60,390</i>	

6. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £	As restated Total funds 2022 £
Project costs	1,258,089	28,883	1,286,972	1,209,466
<i>Total 2022 as restated</i>	<i>1,184,191</i>	<i>25,275</i>	<i>1,209,466</i>	

CARERS CHOICES
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

6. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2023 £	<i>As restated Total funds 2022 £</i>
Staff costs	1,043,568	956,969
Depreciation	6,000	39,194
Advertising	6,778	6,203
Rent	45,291	43,263
Project costs	22,866	17,990
Travel	51,814	31,066
Training courses	1,840	7,018
Equipment and repairs	17,715	14,299
Printing, postage and stationery	1,492	1,138
Bank charges	880	626
Water, light and heat	23,722	20,952
Staff uniform	5,730	1,827
Premises expenses	6,683	3,863
Sundry expenses	10,634	15,521
Photocopier and franking	1,433	869
Telephone	1,971	2,834
Computer expenses	2,313	8,407
Subscriptions	8,213	5,385
Repairs and maintenance	1,327	4,481
Profit on disposal of assets	(2,181)	2,286
Total 2023	1,258,089	<i>1,184,191</i>

CARERS CHOICES
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

6. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2023 £	<i>Total funds 2022 £</i>
Staff costs	12,822	10,114
Governance	6,161	6,761
Auditors remuneration	9,900	8,400
Total 2023	28,883	<i>25,275</i>

7. Auditors' remuneration

	2023 £	<i>2022 £</i>
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	9,900	<i>8,400</i>

CARERS CHOICES
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

8. Staff costs

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Wages and salaries	968,407	890,739	927,741	848,808
Social security costs	57,450	48,688	57,450	48,688
Contribution to defined contribution pension schemes	30,533	27,655	28,982	26,065
	<u>1,056,390</u>	<u>967,082</u>	<u>1,014,173</u>	<u>923,561</u>

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

	Group 2023 No.	Group 2022 No.
Executive Office	8	7
Home Help & Community Care	26	26
Day Centres - Silver Birch & Rainbow	35	31
Young Carers	2	1
Trading Company	3	3
	<u>74</u>	<u>68</u>

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

	Group 2023 No.	Group 2022 No.
In the band £60,001 - £70,000	1	1

The key management personnel of the charity comprise the senior management. The total amount of employee benefits received by key management personnel for their services to the charity was £69,940 (2022: £70,000)

CARERS CHOICES
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

9. Tangible fixed assets

Group

	Leasehold property improvements £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2022 as restated	124,467	261,059	38,411	423,937
Additions	10,869	29,350	10,521	50,740
Disposals	(21,374)	(33,217)	(26,261)	(80,852)
At 31 March 2023	<u>113,962</u>	<u>257,192</u>	<u>22,671</u>	<u>393,825</u>
Depreciation				
At 1 April 2022 as restated	29,140	109,427	20,116	158,683
Charge for the year	3,000	-	3,000	6,000
On disposals	(18,519)	(10,620)	(14,643)	(43,782)
At 31 March 2023	<u>13,621</u>	<u>98,807</u>	<u>8,473</u>	<u>120,901</u>
Net book value				
At 31 March 2023	<u>100,341</u>	<u>158,385</u>	<u>14,198</u>	<u>272,924</u>
At 31 March 2022 as restated	<u>95,327</u>	<u>151,632</u>	<u>18,295</u>	<u>265,254</u>

CARERS CHOICES
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

9. Tangible fixed assets (continued)

Charity

	Leasehold property improvements £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2022	124,467	261,059	38,411	423,937
Additions	10,869	29,350	10,521	50,740
Disposals	(21,374)	(33,217)	(26,261)	(80,852)
At 31 March 2023	113,962	257,192	22,671	393,825
Depreciation				
At 1 April 2022	29,140	109,427	20,116	158,683
Charge for the year	3,000	-	3,000	6,000
On disposals	(18,519)	(10,620)	(14,643)	(43,782)
At 31 March 2023	13,621	98,807	8,473	120,901
Net book value				
At 31 March 2023	100,341	158,385	14,198	272,924
At 31 March 2022	95,327	151,632	18,295	265,254

CARERS CHOICES
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

10. Fixed asset investments

	Investments in subsidiary companies £
Charity	
Cost or valuation	
At 1 April 2022	2
At 31 March 2023	2
Net book value	
At 31 March 2023	2
At 31 March 2022	2
Principal subsidiaries	
The following was a subsidiary undertaking of the Charity:	
Name	Holding Included in consolidation
Carers Choices Trading Company Ltd	100% Yes
The financial results of the subsidiary for the year were:	
Name	Profit/(Loss) / Surplus/ (Deficit) for the year £ Net assets £
Carers Choices Trading Company Ltd	821 666

CARERS CHOICES
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

11. Debtors

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Due within one year				
Trade debtors	153,102	131,630	153,102	131,598
Other debtors	33,929	18,328	33,032	17,489
Prepayments	17,509	10,458	16,116	7,707
	<u>204,540</u>	<u>160,416</u>	<u>202,250</u>	<u>156,794</u>

12. Creditors: Amounts falling due within one year

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Trade creditors	10,479	1,330	10,473	1,015
Other taxation and social security	12,127	14,918	11,812	14,727
Other creditors	38,228	22,171	36,688	21,483
Accruals and deferred income	42,989	27,222	38,663	22,333
	<u>103,823</u>	<u>65,641</u>	<u>97,636</u>	<u>59,558</u>

13. Prior year adjustments

Fixed assets in Carers Choices Trading Company Ltd were disposed of in the prior year which had a net book value of £6,550, causing a reduction in net surplus by £6,550. This has been restated on the comparatives of the consolidated balance sheet and statement of financial activities.

CARERS CHOICES
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 as restated £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
Designated Funds - all funds	250,000	-	-	39,250	289,250
General funds					
General Funds - all funds	592,485	1,209,057	(1,185,760)	(16,010)	599,772
Carers Choices Trading Company Ltd	3,082	68,897	(68,075)	(3,240)	664
	<u>595,567</u>	<u>1,277,954</u>	<u>(1,253,835)</u>	<u>(19,250)</u>	<u>600,436</u>
Total Unrestricted funds	<u>845,567</u>	<u>1,277,954</u>	<u>(1,253,835)</u>	<u>20,000</u>	<u>889,686</u>
Restricted funds					
Minibus Fund	20,000	-	-	(20,000)	-
Men's Shed	794	2,740	(1,815)	-	1,719
Youth Violence Project	5,000	-	(4,895)	-	105
Domiciliary Care Fuel Subs	-	59	(59)	-	-
Dana Tinson Fund	-	7,500	(800)	-	6,700
Children in Need	-	9,875	(9,875)	-	-
Carers Group	-	9,920	(1,057)	-	8,863
Recruitment Fund	-	3,485	(3,485)	-	-
Poppy Pavilion Reopening	-	5,000	(376)	-	4,624
Locase	-	7,713	(7,713)	-	-
Kickstart	-	3,093	(3,093)	-	-
	<u>25,794</u>	<u>49,385</u>	<u>(33,168)</u>	<u>(20,000)</u>	<u>22,011</u>
Total of funds	<u>871,361</u>	<u>1,327,339</u>	<u>(1,287,003)</u>	<u>-</u>	<u>911,697</u>

CARERS CHOICES
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

14. 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.

Youth Violence Fund - Youth Violence Project for Young Carers.

Domicilliary Care Fuel Subs - A grant from Essex County Council to assist with higher fuel costs for care staff.

Dana Tinson Fund - A grant to aid expansion of Home Help and Community Care Services into the Maldon District.

Children in Need - A grant supporting our Young Carers projects.

Carers Group - A National Lottery grant supporting unpaid carers post covid with information, advice and respite.

Recruitment Fund - A grant from Essex County Council to assist with high recruitment costs aiding increased capacity.

Poppy Pavilion Reopening - A grant to support reopening costs for the Silver Birch Wickford at the poppy pavilion.

Locase - A grant to support the purchase of an electric vehicle and install energy efficient lighting in the day centres.

Kickstart - A fund supporting 16-24 year olds to move into employment .

Restricted Funds Transfer - A transfer has been made where a new minibus was purchased in the year, where no restrictions has been placed on this following the purchase.

Designated Funds Transfer - A transfer has been made from unrestricted to designated funds for future investments.

CARERS CHOICES
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

14. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2021 £</i>	<i>Income £</i>	<i>As restated Expenditure £</i>	<i>Transfers in/out £</i>	<i>As restated Balance at 31 March 2022 £</i>
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 Ltd	28,961	85,370	(89,169)	(22,080)	3,082
	652,497	1,185,484	(1,182,414)	(60,000)	595,567
Total Unrestricted funds	842,497	1,185,484	(1,182,414)	-	845,567
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	(1,215,543)	-	871,361

CARERS CHOICES
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2022 as restated £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Designated funds	250,000	-	-	39,250	289,250
General funds	595,567	1,277,954	(1,253,835)	(19,250)	600,436
Restricted funds	25,794	49,385	(33,168)	(20,000)	22,011
	<u>871,361</u>	<u>1,327,339</u>	<u>(1,287,003)</u>	<u>-</u>	<u>911,697</u>

Summary of funds - prior year

	Balance at 1 April 2021 £	Income £	As restated Expenditure £	Transfers in/out £	As restated Balance at 31 March 2022 £
Designated funds	190,000	-	-	60,000	250,000
General funds	652,497	1,185,484	(1,182,414)	(60,000)	595,567
Restricted funds	22,241	36,682	(33,129)	-	25,794
	<u>864,738</u>	<u>1,222,166</u>	<u>(1,215,543)</u>	<u>-</u>	<u>871,361</u>

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	272,926	-	272,926
Current assets	720,585	22,011	742,596
Creditors due within one year	(103,823)	-	(103,823)
Total	<u>889,688</u>	<u>22,011</u>	<u>911,699</u>

CARERS CHOICES
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

16. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds as restated 2022 £	Restricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	265,254	-	265,254
Current assets	645,953	25,794	671,747
Creditors due within one year	(65,641)	-	(65,641)
Total	<u>845,566</u>	<u>25,794</u>	<u>871,360</u>

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

	Group 2023 £	Group As restated 2022 £
Net income for the year (as per Statement of Financial Activities)	<u>40,336</u>	<u>6,623</u>
Adjustments for:		
Depreciation charges	6,000	38,564
Disposal of fixed assets	2,181	22,033
Increase in debtors	(44,123)	(61,281)
Increase in creditors	38,182	8,264
Net cash provided by operating activities	<u>42,576</u>	<u>14,203</u>

18. Analysis of cash and cash equivalents

	Group 2023 £	Group 2022 £
Cash in hand	538,056	511,331
Total cash and cash equivalents	<u>538,056</u>	<u>511,331</u>

CARERS CHOICES
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

19. Analysis of changes in net debt

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	511,331	26,725	538,056
	<u>511,331</u>	<u>26,725</u>	<u>538,056</u>

20. Operating lease commitments

At 31 March 2023 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Charity 2023 £	Charity 2022 £
Not later than 1 year	28,100	18,600
Later than 1 year and not later than 5 years	120,475	16,700
Later than 5 years	147,500	-
	<u>296,075</u>	<u>35,300</u>

21. Related party transactions

During the year the charity received a donation from the trading subsidiary amounting to £3,238 (2022: £22,080).

During the year, income was received from entities under common control amounting to £10,120 (2022: £Nil).



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

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 (Registered Manager)
Young Carers 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



NHS
www.nhs.uk



Children in Need
www.bbcchildreninneed.co.uk



Essex County Council

Essex County Council
www.essex.gov.uk



Thurrock Council
www.thurrock.gov.uk

Perry Watlington Trust



National Lottery
www.tnlcommunityfund.org.uk



For More Information

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🌐 www.carerschoices.org

📘 www.facebook.com/carerschoices

Charity Number 1093483

Company Number 04320986. Company registered in England and Wales.