Registered number: 3973439 Charity number: 1081256

LUTON FRIENDSHIP HOMECARERS

(A Company Limited by Guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2016

Trustees who server during the year

Alison M Cornwall-Dwyer (appointed 3 August 2000, resigned 12 October 2015) Gary Gunter (appointed 3 August 2000) Joyce McLeary (appointed 3 August 2000) Joriville Fetalino

Company registered number

3973439

Charity registered number

1081256

Registered office

92 Hastings Street, Luton, Bedfordshire, LU1 5BH

Company secretary

Joyce McLeary

Auditors

Colledge Redfern, 2, Nascot Street, Watford, Herts, WD17 4RB

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2016

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their annual report together with the audited financial statements of LUTON FRIENDSHIP HOMECARERS (the company) for the year ended 31 March 2016. The Trustees confirm that the Annual Report and financial statements of the company comply with the current statutory requirements, the requirements of the company's governing document and the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in March 2005.

Structure, governance and management

a. CONSTITUTION

The company is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association on 14 April 2000.

The company is constituted under a Memorandum of Association dated 14 April 2000 and is a registered charity number 1081256.

The principal object of the company is to contribute positively to its local community by offering a home care service which is driven by high standard of quality; and the need to meet the environs diverse ethnic mix.

There have been no changes in the objectives since the last annual report.

b. METHOD OF APPOINTMENT OR ELECTION OF TRUSTEES

The management of the company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association.

c. ORGANISATIONAL STRUCTURE AND DECISION MAKING

The management committee meet monthly with the Trustees to monitor, develop and promote the activities and objectives of the charity.

The Business Manager and Care Manager oversee the day to day running of the charity. Decisions are made in accordance with the charity's policies, procedures and code of conduct. If the Business Manager does not posses the authority to approve certain decisions, then recommendations are made to the management committee.

d. RISK MANAGEMENT

The Trustees have assessed the major risks to which the company is exposed, in particular those related to the operations and finances of the company, and are satisfied that systems and procedures are in place to mitigate our exposure to the major risks.

Objectives and Activities

a. POLICIES AND OBJECTIVES

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance

TRUSTEES' REPORT (continued) FOR THE YEAR ENDED 31 MARCH 2016

published by the charity commission relating to public benefit.

The charity's objectives and principles continue to be that of:

- Providing a high quality home care and personal service to the elderly and housebound
- Offering a sensitive service that is tailored to the specific cultural needs of all the various ethnic/cultural groups seeking support and care.
- Working with other voluntary organisations to promote the needs of the elderly and housebound within the community and to other statutory agencies.
- Being an advocate in providing a link to enable service users to access other essential services.
- Seeking to broaden the remit of the charity to include working with children within their home environment

Charity's Credo

Our purpose:

To build a company dedicated to our clients.

Our parameter: We focus our efforts exclusively on:

- What we are passionate about.
- What we can become best at.
- What drives our economic stability.

Our principles:

- We are above all the agents of our clients.
- Our people are our greatest asset. We should select them attentively and invest in them passionately.
- We are unrelenting in pursuit of excellence.
- Pursuing our ambition to be the best healthcare provider is a never-ending process.
- "Good enough" never is.

b. STRATEGIES FOR ACHIEVING OBJECTIVES

- · To provide a service of choice
- Provision of a service to the community where professionalism and quality is paramount
- Ensure our staff feel valued and provide the appropriate training and development opportunities such that high standards are achieved and sustained.

c. ACTIVITIES FOR ACHIEVING OBJECTIVES

Home care is defined as domiciliary services which assist the service user to function as independently as possible and/or continue to live in their own home. Services include routine household tasks within or outside the home, personal care of the client or respite care in support of the client's regular carers. The charity believes that everyone has a right to remain in their own home, regardless of age, illness or infirmity for as long as they can. As a home care provider we will always respect the rights of the service user to confidentiality and

TRUSTEES' REPORT (continued) FOR THE YEAR ENDED 31 MARCH 2016

privacy. We offer a sensitive care service tailored to meet the service users specific requirements. Our service delivery includes but is not limited to:

Personal Care Services

- · Assisting in getting in and out of bed
- · Assistance with dressing
- · Personal hygiene
- · Preparing and aiding the service user to eat their meals
- Continence management
- · Moving and handling
- · Carry out activities under the direction of a nurse, occupational therapist or physiotherapist
- · Administration of medication
- Prepare meals (nutritional advice, special diets)
- Other forms of support/care to meet service user's needs as agreed in the care plan

Non-Personal Care Services

- · House cleaning and washing up
- · Laundry and ironing
- Shopping
- · Collecting pensions, benefits, prescriptions

d. GRANT MAKING POLICIES

The charity was created to service the elderly and vulnerable members of society. In the course of satisfying the objectives of the charity and where resources allow, the charity may contribute to local charitable groups/organisations and individuals referred by local government bodies. Applications must be received in writing and are considered by the management committee.

Locally, the charity continues to offer support through the local authority to those requiring emergency short-term assistance in the community.

e. PROGRAMME RELATED INVESTMENTS

From time to time the charity may contribute to other charities which share its ethos. In making such contributions there is no expectation for the charity to accrue any financial gains.

Achievements and performance

a. GOING CONCERN

After making appropriate enquiries, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

b. REVIEW OF ACTIVITIES

b. REVIEW OF ACTIVITIES

Two of the Charity's major successes during the past year have been:

TRUSTEES' REPORT (continued) FOR THE YEAR ENDED 31 MARCH 2016

- a) securing the freehold of its HQ building at 92 Hastings Street
- b) achieving an overall rating of Good form the Care Quality Commission's inspection.

Both of the above were underpinned with a solid financial performance in the market place. Friendship Care continues to build its reputation through the quality of its service and being value for money.

Finance

During this period the Charity saw a slight growth in its revenue base, despite a decline in its average number of SU base.

	2015-16	2014-15	Increase /Surplus	% Growth
Revenue	818165	772567	45598	6%
Surplus	59869	21265	38604	182%

Revenue has risen by 6% and the Charity has seen a massive increase in surplus of 182%. This points to two things; the Charity being able to keep its cost base down whilst delivering larger care packages at higher margins; thereby further enhancing the increasing stability of its income stream. Stabilising the finances of the Charity has been a focus of the Management, achieved by driving down cost and improving margins through its pricing. In this period a number of indicators suggest that the Charity is in a strong position to grow and continue to provide a good quality service to the vulnerable members of the community in Luton. This is evidenced by the Charity's ability to continue to attract a steady number of privately funded SU who value their Service in terms of quality and value for money.

Care Quality Commission Inspection

A CQC representative visited the Charity on the 30th March 2016 to carry out their annual inspection / audit. Their audit is based on 5 key areas, assessing whether the service provided is: Safe, Caring, Responsive, Effective and Well Led.

The final report concluded an overall GOOD rating, as the Charity had hoped. A GOOD rating does not necessarily mean perfection but demonstrates that the Charity is on the right track, doing the right things and will achieve continuous improvement.

Quality of Service (QoS) Survey Results

Luton Friendship Homecarers have experienced another good year in which it provided a quality care service to its clients. This is clear from the Quality Assurance survey that was conducted among both the Service Users (SU) and their Next-of-Kin (NoK) during July – August 2015. The results are reflective of their SU base which averages 80 during the year.

As response to the survey, the Charity received thirty one (31) replies from SUs (38.75%) and twenty six (26) from their NoKs (36.1%). The overall response rate has fallen slightly from 37.8% in 2014/15 to approximately 37.5%.

This has been invaluable feedback enabling them to analyse and examine the quality of service currently being delivered not only to the SUs but as perceived by their NoKs.

In general, the questionnaire highlighted the constructive attributes of the agency. 87.1% of Service Users rated the service as Outstanding and the remaining 12.9% rated the service as Good. Furthermore, greater than 93% of their NoK rated the Service as Good or better (31% excellent and 62% Good). These are indeed an encouraging set of figures which give the Charity a strong platform on which to build.

TRUSTEES' REPORT (continued) FOR THE YEAR ENDED 31 MARCH 2016

Financial review

a. RESERVES POLICY

The charity maintains reserves to cover the impact of unforeseen events and future development of the charity's operations. The trustees have evaluated the charity's risk exposure and agreed to aim for a minimum general reserve of £80,000.

b. PRINCIPAL FUNDING

The charity's principal funding is through the activities of the organisation. Any donations received will not accrue any entitlement to the decision-making authority of the charity. External funding will not divert the charity from its agreed aims and objectives. Any donations will normally be acknowledged in public reports and accounts.

The charity also recognises that there are other methods of raising funds, which have not yet been fully explored, these include social events and sponsors.

c. MATERIAL INVESTMENTS POLICY

By the very nature of the charity's business there have been no material investments. If in future, developments require such investments, the trustees would formulate such a policy.

Plans for the future

a. FUTURE DEVELOPMENTS

The following continue to be key high-level priorities set for the next period ending March 2016:

- Broaden the charity's services portfolio to include the delivery of services to children and living-in care services to adults
- Continue review of charity's governing documents
- Seek new opportunities for growth

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees (who are also directors of LUTON FRIENDSHIP HOME CARERS 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;

TRUSTEES' REPORT (continued) FOR THE YEAR ENDED 31 MARCH 2016

- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping 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.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

PROVISION OF INFORMATION TO AUDITOR

Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of
 any information needed by the charitable company's auditors in connection with preparing their report
 and to establish that the charitable company's auditors are aware of that information.

AUDITORS

The auditors are deemed to be reappointed under section 487(2) of the Companies Act 2006

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 24 November 2016 and signed on their behalf by:

Gary Gunter, Chairman

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF LUTON FRIENDSHIP HOMECARERS

We have audited the financial statements of Luton Friendship Homecarers for the year ended 31 March 2016 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 opinion we have formed.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITORS

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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

• In common with many other businesses of this size and nature, the company uses our firm to prepare and submit returns to the tax authorities and assist with the preparation of the financial statements.

SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

OPINION ON FINANCIAL STATEMENTS

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2016 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

OPINION ON OTHER MATTER PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion the information given in the Trustees' Report for the financial year for which the financial

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF LUTON FRIENDSHIP HOMECARERS

statements are prepared is consistent with the financial statements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or

the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption in preparing the Trustees' Report. \

avid J Colledge (Senior Statutory Auditor)

or and on behalf of

Colledge Redfern Chartered Certified Accountants and Statutory Auditors

2, Nascot Street Watford Herts WD17 4RB 24 November 2016

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating Income and Expenditure Account) FOR THE YEAR ENDED 31 MARCH 2016

		·	
	ι	Jnrestricted funds 2016	Total funds 2015
	Note	£	£
INCOMING RESOURCES			
Incoming resources from generated funds:			
Investment income	2	96	103
Incoming resources from charitable activities	3	827,249	772,464
TOTAL INCOMING RESOURCES		827,345	772,567
RESOURCES EXPENDED			
Charitable activities	8	786,262	748,326
Governance costs	4	2,500	2,976
TOTAL RESOURCES EXPENDED	7	788,762	
MOVEMENT IN TOTAL FUNDS FOR THE YEAR - NET INCOME FOR THE YEAR		38,583	21,265
Total funds at 1 April 2015		282,263	260,998
TOTAL FUNDS AT 31 MARCH 2016		320,846	282,263
		=======================================	

The notes on pages 12 to 17 form part of these financial statements.

LUTON FRIENDSHIP HOMECARERS

(A Company Limited by Guarantee) REGISTERED NUMBER: 3973439

BALANCE SHEET AS AT 31 MARCH 2016

			2016		2015
	Note	3	3	£	£
FIXED ASSETS					
Tangible assets	10		150,000		-
CURRENT ASSETS					
Debtors	11	216,265		137,838	
Cash at bank and in hand		57,197		207,749	
	•	273,462	•	345,587	
CREDITORS: amounts falling due within one year	12	(102,616)		(63,324)	
NET CURRENT ASSETS	,		170,846		282,263
NET ASSETS			320,846	-	282,263
CHARITY FUNDS		=		=	
Unrestricted funds	13	_	320,846		282,263
TOTAL FUNDS			320,846	-	282,263
		=		=	

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Trustees on 24 November 2016 and signed on their behalf, by:

Gary Gunter, Chairman

The notes on pages 12 to 17 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008). The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP), 'Accounting and Reporting by Charities' published in March 2005, applicable accounting standards and the Companies Act 2006.

1.2 Company status

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

1.3 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 company and which have not been designated for other purposes.

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

1.4 Incoming resources

All incoming resources are included in the Statement of Financial Activities when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Donated services or facilities, which comprise donated services, are included in income at a valuation which is an estimate of the financial cost borne by the donor where such a cost is quantifiable and measurable. No income is recognised where there is no financial cost borne by a third party.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

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

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

1. ACCOUNTING POLICIES (continued)

1.5 Resources expended

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

Support costs are those costs incurred directly in support of expenditure on the objects of the company and include project management carried out at Headquarters. Governance costs are those incurred in connection with administration of the company and compliance with constitutional and statutory requirements.

Grants payable are charged in the year when the offer is made except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled. Grants offered subject to conditions which have not been met at the year end are noted as a commitment, but not accrued as expenditure.

1.6 Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Plant & machinery - 20% straight line
Fixtures & fittings - 5% straight line
Office equipment - 25% straight line
Computer equipment - 20% straight line

2. INVESTMENT INCOME

		Unrestricted funds 2016 £	Total funds 2015 £
	Interest	96	103
3.	INCOMING RESOURCES FROM CHARITABLE ACTIVITIES		
		Unrestricted	Total
		funds 2016	funds 2015
		£	£
	Care for elderly and housebound	827,249	772,464

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

4.	GOVERNANCE COSTS				
			Uı	restricted	Total
				funds	funds
				2016	2015
				£	£
	Auditors' remuneration		=	2,500	2,976
5.	DIRECT COSTS				
		Basis of	Care for	Total	Total
		Allocation	elderly and	2016	2015
		Allocation	£	£	£
	Wages & salaries		620,070	620,070	583,255
	NI & pension		41,962	41,962	43,365
	Other staff costs		56,190	56,190	53,014
	Care cover & contract fees		13,337	13,337	11,871
	Legal & professional fees		24,520	24,520	21,670
	Insurance		2,314	2,314	2,487
			758,393	758,393	715,662
6.	SUPPORT COSTS				
		Basis of	Care for	Total	Total
		Allocation	elderly and	2016	2015
			£	3	£
	Office premises		9,026	9,026	14,506
	Office supplies & services		12,997	12,997	14,503
			22,023	22,023	29,009

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

7.	ANALYSIS OF RESOURCES	S EXPENDED I	BY EXPENDITU	RE TYPE		
					Other costs 2016 £	Total 2015 £
	Care for elderly and housebo Donations to other charities	und			780,416 5,846	744,671 3,655
	Charitable activities				786,262	748,326
	Governance				2,500	2,976
					788,762	751,302
8.	ANALYSIS OF RESOURCES	S EXPENDED I	BY ACTIVITIES			
		Activities undertaken directly 2016	Grant funding of activities 2016 £	Support costs 2016 £	Total 2016 £	Total 2015 £
	Care for elderly and housebound Donations to other charities	758,393 -	- 5,846	22,023 -	780,416 5,846	744,671 3,655
	Total	758,393	5,846	22,023	786,262	748,326
9.	NET INCOME					
	This is stated after charging:					
					2016 £	2015 £
	Auditors' remuneration				2,500 	2,976
	During the year, no Trustees	received any re	muneration (201	5 - CNII \		

During the year, no Trustees received any remuneration (2015 - £NIL).

During the year, no Trustees received any benefits in kind (2015 - £NIL).

During the year, no Trustees received any reimbursement of expenses (2015 - £NIL).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

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- -
2015 £
6,1 <i>7</i> 9 1,659
7,838
2015
£
5,568 7,482
7,169
3,105
3,324
3

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

13. STATEMENT OF FUNDS

	Brought Forward £	Incoming resources £	Resources Expended £	Carried Forward £
Unrestricted funds				
General Operating Funds General funds	282,263 -	- 827,345	- (788,762)	282,263 38,583
	282,263	827,345	(788,762)	320,846
SUMMARY OF FUNDS				
	Brought Forward £	Incoming resources £	Resources Expended £	Carried Forward £
General funds	282,263	827,345	(788,762)	320,846