

COMPANY REGISTRATION NUMBER: 02959566
CHARITY REGISTRATION NUMBER: 1057505

Redbridge Carers Support Service
Company Limited by Guarantee
Financial Statements
For the year ended
31 March 2017

LESSER & CO. LTD
Chartered Accountants & Senior Statutory Auditor
147 Station Road
North Chingford
London
E4 6AG

Redbridge Carers Support Service

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2017

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2017

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the company for the year ended 31 March 2017.

Reference and administrative details

Registered charity name Redbridge Carers Support Service

Charity registration number 1057505

Company registration number 02959566

Principal office and registered office 12 Clements Court
Clements Lane
Ilford
Essex
IG1 2QY

The trustees Antony Sobers (Chair)
Barry Bates (Vice Chair)
Nicholas Hurst (Treasurer)
Harbans Singh Chahal
Bushra Tahir
Margaret Casale (Resigned 5 December 2016)

Company secretary Glynis Donovan

Auditor Lesser & Co. Ltd
Chartered Accountants & Senior Statutory Auditor
147 Station Road
North Chingford
London
E4 6AG

Bankers CafBank Ltd
25 Kings Hill Avenue
West Malling
Kent ME19 4JQ

HSBC
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Ilford, Essex IG1 1DA

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Aldermore
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Peterborough PE2 6FZ

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2017

Nationwide Building Society
Kings Park Road
Moulton Park
Northampton NW3 6NW

Hampshire Trust Bank plc
PO Box 73115,
London EC4P 4GP

Solicitors

Edward Oliver & Bellis
19 Broadway Market
Fencepiece Road
Barkingside
Ilford
Essex IG6 2JW

Structure, governance and management

Governing Document

Redbridge Carers Support Service (RCSS) is a company limited by guarantee, Company number 2959566, and a registered Charity, Charity number 1057505. Its constitution is set out in its Memorandum and Articles of Association.

RCSS was incorporated on 17th August 1994 as a Company Limited by Guarantee. The company was established under a Memorandum of Association which established the objects and powers of the company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. The Company attained registration with the Charities Commission on 15th August 1996.

Our Mission Statement

'Our mission is to make a positive difference to the lives of unpaid carers in the diverse communities of Redbridge by providing them with a range of services, support and recognition'.

Organisational Structure

Under the requirements the Board of Trustees consists of no less than 5 and no more than 20. This year there were 6 members of the Board who met every 5-6 weeks. Trustees are responsible for the strategic direction and policy of the charity. At present Board members come from a variety of backgrounds relevant to the governance and work of the charity. The majority are carers or are ex carers. The Secretary also sits on the Board but has no voting rights. Staff representatives also attend Board meetings to give reports but have no voting rights.

A scheme of delegation is in place and the day to day responsibility of the provision of services rests with the Executive Director and Senior Managers. The Executive Director is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met.

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2017

Our Staff

- Glynis Donovan, Executive Director
- Cathy O'Keeffe, Older Carers Service Manager & Deputy to the Executive Director
- Shamshia Ali, Community Support Manager
- Doris Holder, Office Manager
- Theresa Sparks, Finance Officer
- Emma Smart, Young Adult Carers Project Manager (on maternity leave from December 2016 to June 2017)
- Rani Raju, New Arrivals Project Manager & Employment Personal Advisor, Working for Carers
- Sylvia Williams, Community Support Officer
- Jahan McCready, Community Support Officer
- Beverley George, Community Support Officer
- Janel Selby, Young Adult Carers Development and Engagement Officer (left 6th May 2016)
- Tina Patel, Older Carers Health & Wellbeing Support Worker Project (joined 7th September 2016)
- Sue Grant, Dementia Support Worker (joined 18th July 2016) & Young Adult Carers Support Worker (joined 5th June 2017)
- Kate Kuczynska, Employment Personal Advisor, Working for Carers Project (joined 27th February 2017)
- Harriet Owusu, Project Manager, Working for Carers Project (joined 28th March 2017)
- Syeda Hussain, Employment Personal Advisor, Working for Carers Project, (joined 28th March 2017)
- Regina Byrne, Counselling Service Coordinator (left July 2016)

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Year ended 31 March 2017

Recruitment and Appointment of Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. Under the requirements of the Memorandum and Articles of Association Trustees are elected at the organisation's annual general meeting. Each year one-third of the Trustees or, if their number is not three or a multiple of three, the number nearest to one-third shall retire from office. They may be re-elected but can only serve a consecutive 12 years in aggregate.

The Trustees meet every 5-6 weeks. The Chair or Joint Chairs, Vice Chair and Treasurer are elected by fellow Trustees at the first general meeting following the annual general meeting. The Audit and Risk Sub Group meets quarterly and reports to the Board. The day-to-day management of the Charity is delegated to the Executive Director.

The RCSS Office

We are fortunate to have great administrative support at RCSS. Our administration and finance officers are extremely knowledgeable and skilled. The Trustees would like to thank our office staff, Theresa Sparks (Finance) and Doris Holder (Office Manager) for the smooth running of the office. Staff are largely responsible for their own administration. We would like to take this opportunity of thanking all our office volunteers who helped out this year.

Risk Management & Quality Assurance

The Trustees have assessed risks to the service and acted to put in place systems to mitigate those risks. The Trustees' Audit and Risk Sub Group meets quarterly to review risks, policies and procedures. Over the year this group has been reviewing and revising its policies regarding business risks, HR risks, financial risks, premises risks, health and safety and other identified risk factors. During the year all policies and procedures have been reviewed and updated.

Objectives and activities

The purpose of the charity is the provision of practical help, emotional support, advice, advocacy, health and wellbeing activities and information to unpaid carers in the London Borough of Redbridge. By unpaid carers, we mean people who give help and support to a relative, a child, a spouse or a partner, a friend or a neighbour who, due to disability, illness or frailty/vulnerability, cannot manage in the community without help.

Carers can be any age and may or may not be living with the person who needs care. RCSS is an independent, carer-led organisation working with carers for carers.

Redbridge Carers Support Service

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2017

Objectives and activities *(continued)*

Our Range of Services and Activities:

- Emotional Support
- Practical Support
- Welfare Benefits/Debt Advice
- Home Visits
- Welfare Checks
- Advice and Information
- Informal Advocacy
- Referral and Access to Services
- Referral and Access to Respite Care
- Support for Older Carers
- Training
- Volunteer Befriending
- Health & Wellbeing Activities
- Advice Surgeries
- Employment Advice
- Complementary Therapies
- Support Groups
- Newsletter
- Website
- Information Packs
- Counselling Service
- Giving Carers a Voice via Consultation/Engagement Activities
- Forums and Events, including Carers Week and Carers' Rights Day
- Support for Carers in Newly Arrived, Refugee and Migrant Communities
- Support for Young Adult Carers

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2017

Achievements and performance *(continued)*

Strategic report

The following sections for achievements and performance and financial review form the strategic report of the company.

Achievements and performance

Redbridge Carers Support Service exists to support local carers with their caring responsibilities. There are 27,000 - 30,000 carers in Redbridge - around one in ten of the local population (source: National Census 2011).

A carer is a person who provides unpaid care and support to someone who is ill, disabled, frail or elderly. Carers can be mothers, fathers, sons, daughters, sisters, brothers, friends or partners. A carers' role can often be stressful, demanding and time consuming, as well as physically tiring and mentally draining.

Knowing that services are locally available from Redbridge Carers Support Service and that we are there to help with and reduce many problems carers face is very important to them. The huge positive impact and contribution that unpaid carers make is often unrecognised.

Chair's Statement - Tony Sobers

Once again, I have the pleasure of writing the Chair's statement to go with this year's audited accounts and I am extremely happy to be able to tell you about some of the successes, both organisationally and individually. First and foremost, this year we secured a new Contract from the London Borough of Redbridge by winning the tender to provide core carers' services, renewing our support to carers for a further three-year period. This funding will enable RCSS to deliver the core services and infrastructure that underpins other funded projects and activities.

Every year our aim is to run additional externally funded projects that enhance the core services we deliver on behalf of the Council. We have been incredibly successful at match funding the core budget, and once again this year, thanks to the enormous fundraising efforts of our Executive Director, Glynis Donovan, and her Deputy, Catherine O'Keeffe, we have largely managed that.

I would like to take this opportunity of thanking all our funders, listed below:

- The London Borough of Redbridge (Carers Support Services Contract; Strategic Partner; Supporting Carers of people with dementia)
- The Henry Smith Charity (Older Carers Project)
- Mulberry Trust (Older Carers Project)
- The Tudor Trust (New Arrivals Project)
- The Tudor Trust (Hardship Fund)
- The Hilden Charitable Fund (New Arrivals)
- RCVS (Fit for Fun)
- City Bridge Trust (Active Older Carers Project)
- Big Lottery Fund (Young Adult Carers Transition Project)

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2017

Achievements and performance *(continued)*

- Big Lottery Fund (Development Survey Fund administered by Carers Trust)
- Big Lottery Fund/European Social Fund (ESF) (Working for Carers)
- The Morrison's Foundation (Older Carers Project)
- The Grace Trust (Older Carers Project)
- About Time Project (Cooperative), (Young Adult Carers administered by Carers Trust)
- Carers Trust (Grants for Carers)
- Fowler, Smith & Jones Charitable Trust (Young Adult Carers Mentoring)
- The Media Practice Ltd
- Sainsbury's Local, Ilford High road, Ilford
- Sainsbury's Carrier Bag Donation (Holborn)
- Edwards Duthie (solicitors, Ilford)

The Trustees are very proud with RCSS' fundraising success but we never take for granted the fact that projects and contracts come to an end and, therefore, there is a constant need to seek funding from a variety of sources. We are particularly pleased to see new funders added to the list of our supporters.

Last year we celebrated our twentieth anniversary, which is a feat that would not have been possible had RCSS not filled a genuine need. Our organisation goes from strength to strength due to solid management and leadership, who identify the needs of groups of carers and seek to find ways to develop new and innovative projects to support them. Our strategic partnership work has earned RCSS an excellent reputation in the borough, working alongside colleagues and stakeholders in the statutory and voluntary sector, to raise awareness of the huge contribution carers make and to champion their cause. I would like to take this opportunity to thank all our partners, successive Mayors and our Patrons, Mike Gapes MP, Ilford South and Wes Streeting MP, Ilford North.

Finally, our thanks to the individual donors who have also supported RCSS this year, and huge thank you to the staff and volunteers who deliver our services, once again you can be proud of your achievements.

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2017

Achievements and performance *(continued)*

Report on Services, Activities and Achievements this year from our Executive Director, Glynis Donovan

I am delighted to report that 2016/17 has been yet another successful fundraising year for RCSS. In March 2017 we heard the very positive news that RCSS had won the London Borough of Redbridge tender to provide 'A Carers Support Service' over the next 3-years. Anyone who has been through the tender process for large contracts will know what hard work goes into producing an excellent bid with a very small timeframe to do it in. The hard work coupled with our excellent track record of delivering high quality carers' services in the borough, certainly paid off.

We also secured funding for a couple of brand new exciting projects, as well as for existing projects. I am pleased to say that our services and activities are reaching more and more carers throughout the borough, many of whom are from some of the most marginalised communities in Redbridge. With new funding comes new staff and we are delighted to welcome back Tina Patel, our Older Carers Wellbeing Coordinator, funded by The Corporation of London's Charity, City Bridge Trust, and Sue Grant, RCSS' dedicated worker supporting carers of people with dementia, funded by LBR. Other funding success includes a further grant from The Tudor Trust and The Hilden Charitable Fund for our work with carers in newly arrived communities. At the time of writing this report I am delighted to announce further funding from The Big Lottery Reaching Communities Fund for a 4-year Young Adult Carers Project. This new project will build on the previous 4-year 'Transition' project, also funded by The Big Lottery Reaching Communities Fund and include new educational and mentoring support for young adult carers. We welcome Emma Smart back from maternity leave to lead this project, with support from Sue Grant. There has also been success with smaller grants, as listed in the Chair's report. Also, grants from Carers Trust, for individual carers to take a well-earned break from caring.

RCSS began the year with a range of activities and events for Carers Week, which took place in June 2016.

They included: 'Carers Stress Busting Day'; 'Debt Management Workshop'; 'Nutrition Workshop'; 'Osteopath Workshop' as well as information stalls at surgeries, supermarkets and libraries across the borough. The main event took place in the Central Library, with speakers Rehana Akram from the DWP, who updated carers about welfare benefits and changes to pensions. The event also featured Mary Byrne, Head of Service, Cranbrook & Loxford Health and Social Services (HASS) and Beccy Carpenter, Lead for Community Health, Seven Kings HASS. They explained to carers about how the new systems for integrated health and social care will be delivered to Redbridge residents with the goal of offering a much more joined up approach. It was a particularly useful and interactive event, with carers asking many questions. RCSS' Patrons, Mike Gapes, MP and Wes Streeting, MP were also in attendance to support RCSS and for carers questions.

In late summer of 2016 The Carers Trust were awarded £2m for Working for Carers, a 3-year project to provide employment, training and volunteering opportunities. This London-wide project is funded by The Big Lottery Fund and The European Social Fund (ESF) and includes all The Carers Trust's London network members. RCSS is one of four Hub Leads and our Hub covers eight North East London boroughs. Along with my three other CEO colleagues from Harrow, Camden and Lewisham, we are employing Project Managers and Employment Personal Advisors to deliver the project across London and is led by Carers Trust staff. Although the project began in October 2016, due to recruitment problems, the RCSS Hub was not fully staffed until the end of March. However, I am happy to say that the 'team' hit the ground running, making real progress in all the eight boroughs of Hackney, Waltham Forest, Newham, Tower Hamlets, Barking & Dagenham, Havering and Greenwich, as well as Redbridge of course. Carers have been given 1:1 and group support, training and confidence building sessions. The project is providing excellent career opportunities for carers and offers respite and flexi support for the person they care for while accessing the project. For carers, many of whom had to give up their jobs or get part-time work, this project is the perfect way to re-enter the labour market and/or take up training and volunteering opportunities.

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Year ended 31 March 2017

Achievements and performance *(continued)*

Carers continue to benefit from RCSS's range of health and wellbeing activities, such as Meditation; Zumba; Tai Chi; Walking Group; Chair Based Exercises; Mosaic Art and Card Making. I am also incredibly grateful to Stephen Day, Manager of the Kenneth More Theatre (KMT) for giving carers the opportunity of attending dress rehearsals of the many varied performances throughout the year, including Legally Blond; Blithe Spirit; Cats; Sweeney Todd and South Pacific. These shows offer carers a well-earned break and, thanks to the KMT, they are completely free of charge to our carers.

This year's Carers Rights Day (CRD) took place at Ilford's Central Library on 25th November. The Worshipful The Mayor of Redbridge, Councillor Gurdial Bhamra and both local MP's Mike Gapes and Wes Streeting came along to meet service providers and carers. CRD is part of a national day of raising awareness of carers and to ensure carers know about their rights and entitlements. It is also an opportunity for RCSS to offer information and advice about how carers can maximise their income and get the support they need.

Last but not least, a big thank you to all staff who work so hard at RCSS, we are very fortunate to have such a talented, compassionate and skilful workforce. And, a big thank you for all our volunteers, who work tirelessly to support carers in Redbridge.

Our Core Services for Carers

The dedicated Community Support Work (CSW) Team: Shamshia Ali (Manager), Beverley George, Jahan McCready, Sylvia Williams ensure all carers receive a 'person centred plan' (PCP) and regularly carry out welfare checks. Along with all the services already listed, the team hold twice weekly advice surgeries by appointment on Tuesdays and Thursdays 10-3pm in our office.

During 2016/17 we had 3985 unpaid carers registered on our database, this includes 262 new carers who found out about our services in a number of ways - including our publicity and articles in local newspapers; our outreach sessions and events, via our website and/or through family, friends, health, voluntary or statutory service.

Over the year we held 192 support groups at various locations across the borough. These groups are vital to help carers take much needed time out for themselves whilst meeting other carers. Peer support is invaluable and many new friendships have formed and in some cases old friends have been reunited.

CSWs hold 3 'Community Drop-in Support Groups' across Redbridge to encourage carers from different parts of the borough to access our services locally. These are held once per month in Hainault, Woodford Green and Ilford. Guest speakers are invited to come along to give informative presentations about their services. This year we covered: Dementia, Mental Health, NHS Advocacy and Stroke Rehabilitation to name but a few. We also had Councillor Mark Santos, Cabinet Member for Health & Social Care speaking on Social Care changes and challenges in Redbridge. Carers were empowered to meet with Mark directly and asked him many questions about how the changes were affecting them and their families. The CSW team have arranged social activities to give carers time for themselves to focus on their health and wellbeing. Trips to Greenwich, Bethnal Green Toy Museum and William Morris Gallery in Walthamstow, have been enjoyed by the Carers.

Many of our carers have poor health and a weak support network which has an impact on the way they can access our services. We are sadly seeing an increase in emotional support, the impacts of welfare reform and an increase in demand for food vouchers, especially by those who are working and struggling the 'squeezed middle'. During this period, we carried out 211 home/welfare visits and 3897 welfare checks.

RCSS activities are regularly promoted and partners/service users invited to write or send articles for our Newsletters, which we circulated twice in the year.

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Achievements and performance *(continued)*

CSWs are seeing an increase in carers struggling with their situation, this has been a combination of many things but primarily linked to impacts resulting from the changes in welfare reform, government and local authority austerity measures. Many carers and the people they care for are experiencing reductions in their care packages. Debt plays a negative aspect to many carers' lives and CSW's play a vital role supporting carers with information, advice and signposting regarding a number of issues, including income maximisation and financial management.

The emotional support carers receive and our volunteer bilingual befriending services from are therefore, ever more vital. This year staff delivered 1406 one-to-one emotional support sessions; issued 18 emergency food vouchers and food parcels during the Christmas period and provided a range of social activities.

Counselling Service

Being a carer can often be isolating and mentally draining. There is a distinct lack of free counselling services in Redbridge. Our counselling service provides carers with the time and space to explore ways of coping with situations such as difficult behaviour. Our volunteer counsellors are third year students recruited via placements from local colleges and undergo an enhanced DBS check. There is an assessment process both for the counsellor and carers who are referred to the service. This year 20 carers accessed 185 counselling sessions. Until July 2016, our 6 counsellors were managed by our Counselling Coordinator, Regina Byrne. Unfortunately, Regina has left RCSS for pastures new. The Counselling Service is therefore on hold for the time being.

I would like to give a big thank you to Regina, who worked at RCSS for 10 years! We wish her well in her new endeavours. Also, a big thanks to our six volunteer counsellors for their contribution this year.

Complementary Therapy Service

The complementary therapy service continues to be extremely popular with carers. Our therapy services remain free for carers. Feedback shows just how much carers love to have back, reiki, head and neck massages. In this financial year carers received therapies during 145 sessions. Our thanks to our therapists Michelle Harris and Shilpa Patel for providing our home therapy services.

Young Adult Carers Transition Project (17-25 years)

The Project continued to successfully grow from previous years. Cases were increasingly complex and with staff dealing with higher levels of vulnerability e.g. homelessness, debt, lack of services.

Funding unfortunately came to an end in June 2016. However, we were able to keep the Project going while we secured new funding. As the Project came to the end, High10 completed an external evaluation of the Project. The findings were really positive:

- The Project supports over 200 young adult carers aged 17-25 years, with an estimated 510 indirect beneficiaries
- The Project provided 941 hours of breaks for carers from caring
- 85% of young adult carers reported they felt less isolated
- The Project also attracted more males than any similar project across the UK.
- 100% reported they felt more equipped and supported as they moved into adult services and adulthood
- 71% reported their overall quality of life had improved

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Year ended 31 March 2017

Achievements and performance *(continued)*

- 81% reported feeling more able to achieve their goals and aspirations

The audit also identified areas we could improve on to develop the project. We received £3000 from Fowler, Smith and Jones Charitable Trust and in December 2016 secured £285,231 from Big Lottery to continue the project for a further 4 years. The new project will build on our previous work with young adult carers and the new developments are based on feedback from the evaluation and carers and our learning over the past 5 years.

We will continue to provide intensive 1-2-1 support, social activities and a range of different workshops. Within the new Project we can support carers aged 17-30 years and have a new part time member of staff. We will be setting up a mentoring service and running a range of development and training workshops, which will be AQA accredited. We will also be raising the profile of young adult carers within Redbridge through training professionals and setting up a Young Adult Carers Forum Group, which will provide young adult carers the opportunity to have their voice heard on a range of issues e.g. health, education and access to services. This feedback will then be used to influence local practice and policy.

Supporting Carers in Newly Arrived, Refugee and Migrant Communities

We have been providing dedicated support to carers and their families in newly arrived communities for some five years now at RCSS. Our proven track record of direct support engaging with carers in some of the most marginalised communities is now well established across the borough, as well as regionally and nationally through our membership of the Carers Trust. We have developed unique, pioneering, innovative, holistic support services for these carers and their families.

We have found that there is considerable unmet need, so yet more development and outreach work needs to be undertaken. Project funding has enabled us to expand these truly exemplary support services, which are designed to meet the emotional, social, health and learning needs of carers (and by default, their families and those they care for). We are currently supporting 158 carers and their families (636 beneficiaries - children and adults). These carers and their families speak 17 different languages. Many of the carers accessing the project are battling to overcome poverty, homelessness/eviction, language barriers, discrimination and trauma from violent repression in their country of origin. Many also cope with mental or physical illness of family members and mental health problems for this group of carers is much higher than for our carers in general. Language is crucial to integration and with Redbridge being one of the most ethnically diverse boroughs in London, we have set up innovative support services, e.g. to help remove language barriers. The 'Conversation Club' offer carers with English as a second language the opportunity to learn English by our ESOL qualified staff. The Club, along with health and wellbeing classes and IT classes, also supports carers to further integrate by boosting their confidence and improving their life skills. Our intervention and prevention approach makes a positive difference to carers in communities that are so often overlooked and/or neglected by the provision and support for those most needy in Redbridge. We would like to take this opportunity of thanking The Tudor Trust and the Hilden Charitable Fund for their support for this work. Our services for carers in newly arrived communities have become an integral part of what RCSS does and we will continue to seek funding to build on our already established support.

Older Carers Services and Dementia Support

It has been a very successful year for the older carers project with new funding success via the City Bridge Trust and the commencement of our dedicated services for carers of someone with dementia. The latter ground-breaking work for RCSS as we took on elements of the former local Alzheimer's Society provision, alongside partner organisations. Many of you will remember Sue Grant from her innovative improving health outcomes project 2012-2014 and we were pleased to welcome her back as the new Dementia Support Worker, providing tailored advice, information and support services, including a dedicated dementia support group at Elderberries Day Centre. We also consulted with our

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Year ended 31 March 2017

Achievements and performance *(continued)*

dementia carers to find out what the barriers are to engagement. Almost unequivocally they said it was lack of provision for the person they care for, particularly activities that they could participate in together. In response to this Sue engaged carers and their dependents with a variety of fun and stimulating activities, including Walking Football and music and dance sessions in partnership with the Green Candle Dance Company.

Similarly, we were also pleased to welcome back Tina Patel, as the Older Carers Wellbeing Coordinator. Tina is heading up an exciting new 3-year project funded by the City of London Corporation's charity the City Bridge Trust and designed to improve the health and wellbeing of older carers aged 75+. Tina has already delivered new workshops and social activities and has continued to develop our monthly older carers Coffee Morning, inviting a range of professional speakers to advise carers on the range of services on offer in Redbridge. Tina is continuing to oversee our range of weekly exercise classes and holistic therapies and is keen to hear from older carers about their support needs and interests.

Volunteers continue to play an integral role in the development of our older carers services and are the cornerstone of our dedicated befriending service. Well done to our inspirational team. We continue to welcome new applications from potential volunteers looking to make a real difference in their communities.

Strategic Work

RCSS continues to make positive differences to carers who live or care for someone in the diverse borough of Redbridge. RCSS continues to raise awareness of the enormous contribution they make to society, saving local health and social care an estimated £344 million per annum (source: Carers UK). Our Strategic Partner work, sitting on key strategic and stakeholder boards, raises awareness about carers, their diversity and the many and varied issues they face. This includes support for carers in some of the most marginalised and 'seldom heard' communities.

As a Strategic Partner to the Council, RCSS is one of a group of lead organisations that engages strategically with the Council and other public bodies to influence policy design, development and delivery of services. In addition, RCSS has a distinctive role in providing a voice for and representing the interest of carers and their families by ensuring that all public bodies are informed of the views of carers.

Throughout the year RCSS has continued its external representation by being part of all major strategic bodies relevant to carers. These include: The Carers Strategy Steering Group; Redbridge Safeguarding Adults Board (and the Older People's Safeguarding Forum); Redbridge Learning Disability Partnership Board (and its sub groups); The Dementia Partnership Board (and work streams); Healthwatch Redbridge and End of Life Planning & Development.

We continue to be a network member of the Carers Trust and an affiliate member of Carers UK. These relationships mean that RCSS not only influences strategic work in Redbridge but also, regionally and nationally.

Annual Work Plan

RCSS has successfully met all targets set by our funders this year and has successfully achieved the planned outcomes.

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2017

Financial review

Reserves Policy

The Trustees recognise the need for a reserves policy. To this end they have designated an Operational Reserve, which in effect is the level of reserves the Trustees believe they need. Over the coming year as a prudent measure the Board reviewed the level of its reserves and increased them to reflect risk. This is to ensure this fund is sufficient to meet the items of potential expenditure and/or loss of income, including the termination and wind down costs of the charity.

Plans for the future

As the older and disabled population continues to increase the burden on carers is ever apparent. The need for RCSS's support for carers has never been more vital. Our holistic intervention and prevention approach has always been one of our major strengths. By assisting carers who need our services the most, we avert potential crisis situations and help carers manage their caring role and their lives. This year we have continued to develop quality, new, innovative, ground breaking services, supporting more and more carers across the borough, as evidenced in the annual increase in carers registered with us.

RCSS will continue to develop and expand its support to carers in Redbridge. We will be prioritising the needs of those carers who are isolated, vulnerable and/or marginalised. We will be continuing to monitor health and social care services, particularly in relation to their statutory duties and responsibilities under the Care Act 2014. The austerity measures at national and local level have led to greater hardship for carers and their families. In order to ensure RCSS is 'fit for purpose' plans are underway to carry out an Organisational Review, prioritising building capabilities, maximising our resources and business planning. This work will be conducted by an external consultant and is funded by the Big Lottery Capabilities Fund.

Our fundraising objectives for the coming year:

- Continue to ensure sustainable core and project income from a diverse range of funders;
- Learn from our projects and promote their success;
- Continue to use external expert advice from a range of professionals;
- Continue to commission external evaluation for our projects;
- Continue to build lasting relationships with our funders;
- Continue to seek donations and sponsorships to fund social activities to give carers a break;
- Seek funding to promote new innovative ways of supporting carers;
- Seek consortia funding via our network membership with Carers Trust;
- Build on our projects and prioritise further funding to develop services for isolated, frail carers in Redbridge by expanding our house bound services for the most vulnerable carers;
- Seek funding to develop our counselling service;
- Seek funding to further expand, train and support our diverse pool of volunteers;

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2017

- Continue to seek financial support and goods in kind from the corporate sector and build on our existing relationships with e.g. Sainsbury's, Morrison's and other local companies;
- Increase the profile and the needs of carers including maintaining and developing further crucial links with local politicians, decision-makers and business leaders;
- Secure further funding to sustain positive health and wellbeing outcomes for carers;
- Continue to engage with carers in Redbridge and facilitate engagement activities and facilitate formal and informal consultations.

Strict transparency is maintained to avoid conflict of interest in respect of:

- Trustees Mr Barry Bates, Mrs Margaret Casale and Mrs Bushra Tahir are registered carers who also access RCSS' services.
- Trustee Mr Nicholas Hurst is a registered carer with RCSS.

Trustees' responsibilities statement

The trustees, who are also directors 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 company trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, 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 applicable Charities SORP;
- 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 company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2017

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the company's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

The trustees' annual report and the strategic report were approved on Am O'Shea and signed on behalf of the board of trustees by:


Glynis Donovan
Company Secretary

Redbridge Carers Support Service

Company Limited by Guarantee

Independent Auditor's Report to the Members of Redbridge Carers Support Service

Year ended 31 March 2017

We have audited the financial statements of Redbridge Carers Support Service for the year ended 31 March 2017 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

This report is made solely to the 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 company's members those matters we are required to state to them in an auditor's 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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.

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 and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. 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 company's affairs as at 31 March 2017 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Redbridge Carers Support Service

Company Limited by Guarantee

Independent Auditor's Report to the Members of Redbridge Carers Support Service *(continued)*

Year ended 31 March 2017

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 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.

Stephen Lesser. 9th October 2017

Mr Stephen Lesser (Senior Statutory Auditor)

For and on behalf of
Lesser & Co. Ltd
Chartered Accountants & Senior Statutory
Auditor

147 Station Road
North Chingford
London
E4 6AG

Redbridge Carers Support Service
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)

31 March 2017

			2017		2016
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations	5	8,511	—	8,511	4,611
Charitable activities	6	214,733	221,068	435,801	360,728
Investment income	7	2,012	—	2,012	1,518
Total income		<u>225,256</u>	<u>221,068</u>	<u>446,324</u>	<u>366,857</u>
Expenditure					
Expenditure on charitable activities	8,9	<u>224,969</u>	<u>160,663</u>	<u>385,632</u>	<u>367,062</u>
Total expenditure		<u>224,969</u>	<u>160,663</u>	<u>385,632</u>	<u>367,062</u>
Net income/(expenditure) and net movement in funds		<u>287</u>	<u>60,405</u>	<u>60,692</u>	<u>(205)</u>
Reconciliation of funds					
Total funds brought forward		<u>172,997</u>	<u>93,616</u>	<u>266,613</u>	<u>266,818</u>
Total funds carried forward		<u>173,284</u>	<u>154,021</u>	<u>327,305</u>	<u>266,613</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 21 to 30 form part of these financial statements.

Redbridge Carers Support Service

Company Limited by Guarantee

Statement of Financial Position

31 March 2017

		2017	2016
		£	£
Fixed assets			
Tangible fixed assets	14	462	1,133
Current assets			
Debtors	15	12,161	9,871
Cash at bank and in hand		325,876	260,009
		<u>338,037</u>	<u>269,880</u>
Creditors: amounts falling due within one year	16	<u>11,194</u>	<u>4,400</u>
Net current assets		326,843	265,480
Total assets less current liabilities		327,305	266,613
Net assets		<u>327,305</u>	<u>266,613</u>
Funds of the charity			
Restricted funds		154,021	93,616
Unrestricted funds		173,284	172,997
Total charity funds	18	<u>327,305</u>	<u>266,613</u>

These financial statements were approved by the board of trustees and authorised for issue on 9th Oct 2017, and are signed on behalf of the board by:



Tony Sobers
Chair

The notes on pages 21 to 30 form part of these financial statements.

Redbridge Carers Support Service

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2017

	2017 £	2016 £
Cash flows from operating activities		
Net income/(expenditure)	60,692	(205)
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	988	602
Other interest receivable and similar income	(2,012)	(1,518)
Interest payable and similar charges	289	91
Accrued expenses/(income)	6,394	(197)
<i>Changes in:</i>		
Trade and other debtors	(2,290)	4,821
Trade and other creditors	400	84,889
Cash generated from operations	64,461	88,483
Interest paid	(289)	(91)
Interest received	2,012	1,518
Net cash from operating activities	66,184	89,910
Cash flows from investing activities		
Purchase of tangible assets	(317)	(752)
Net cash used in investing activities	(317)	(752)
Net increase in cash and cash equivalents	65,867	89,158
Cash and cash equivalents at beginning of year	260,009	170,851
Cash and cash equivalents at end of year	325,876	260,009

The notes on pages 21 to 30 form part of these financial statements.

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2017

1. General information

The company is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 12 Clements Court, Clements Lane, Ilford, Essex, IG1 2QY.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

3. Accounting policies

Expenditure

In order to reflect the expenditure incurred in pursuance of the company's principal objectives, expenditure is split between management and administration expenditure and direct expenditure. Management and administration expenditure covers salary costs, professional fees, recruitment costs, bank charges and sundry expenses

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Transition to FRS 102

The entity transitioned from previous UK GAAP to FRS 102 as at 1 April 2015. Details of how FRS 102 has affected the reported financial position and financial performance is given in note 19.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2017

3. Accounting policies *(continued)*

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2017

3. Accounting policies *(continued)*

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office furniture and equipment - 33% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2017

3. Accounting policies *(continued)*

Impairment of fixed assets *(continued)*

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the company are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the company becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2017

3. Accounting policies *(continued)*

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

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

5. Donations

	Unrestricted Funds £	Total Funds 2017 £	Unrestricted Funds £	Total Funds 2016 £
Donations				
Donations	<u>8,511</u>	<u>8,511</u>	<u>4,611</u>	<u>4,611</u>

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2017

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £
Local Authority Contracts & Grants - London Borough of Redbridge	214,733	–	214,733
Older Carers Projects - Henry Smith	–	–	–
Charity/Mulberry Trust and other small funders	–	–	–
Young Adult Carers – Time for Change Project managed by Carers Trust	–	2,097	2,097
Dementia Carers Support Project - London Borough of Redbridge	–	25,144	25,144
Active Older Carers Project - City Bridge	–	33,563	33,563
Older Carers H&WB Activities – Essex Community Fund – Brooks Family Fund	–	–	–
Young Adult Carers Transition Project – Big Lottery	–	–	–
Working for Carers Project - Big Lottery/European Social Fund	–	100,251	100,251
Young Adult Carers – Various Small Funds	–	–	–
Carers Newly Arrived to the UK – The Tudor Trust	–	28,000	28,000
Older Carers Projects – The Henry Smith Charity/Mulberry Trust	–	25,350	25,350
Older Carers H&WB Activities – Awards for All/Essex	–	6,663	6,663
Community Fund Essex & Suffolk Water	–	–	–
	<u>214,733</u>	<u>221,068</u>	<u>435,801</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £
Local Authority Contracts & Grants - London Borough of Redbridge	215,292	–	215,292
Older Carers Projects - Henry Smith	731	–	731
Charity/Mulberry Trust and other small funders	–	–	–
Young Adult Carers – Time for Change Project managed by Carers Trust	–	21,018	21,018
Dementia Carers Support Project - London Borough of Redbridge	–	–	–
Active Older Carers Project - City Bridge	–	–	–
Older Carers H&WB Activities – Essex Community Fund – Brooks Family Fund	–	2,500	2,500
Young Adult Carers Transition Project – Big Lottery	–	39,908	39,908
Working for Carers Project - Big Lottery/European Social Fund	–	–	–
Young Adult Carers – Various Small Funds	–	4,320	4,320
Carers Newly Arrived to the UK – The Tudor Trust	–	35,000	35,000
Older Carers Projects – The Henry Smith Charity/Mulberry Trust	–	30,000	30,000
Older Carers H&WB Activities – Awards for All/Essex	–	11,959	11,959
Community Fund Essex & Suffolk Water	–	–	–
	<u>216,023</u>	<u>144,705</u>	<u>360,728</u>

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2017

7. Investment income

	Unrestricted Funds £	Total Funds 2017 £	Unrestricted Funds £	Total Funds 2016 £
Bank interest receivable	<u>2,012</u>	<u>2,012</u>	<u>1,518</u>	<u>1,518</u>

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £
Employment and training costs	150,830	101,751	252,581
Running costs	33,842	37,610	71,452
Premises costs	16,132	4,777	20,911
Capital costs	988	60	1,048
Support costs	<u>23,177</u>	<u>16,465</u>	<u>39,640</u>
	<u>224,969</u>	<u>160,663</u>	<u>385,632</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £
Employment and training costs	156,378	92,526	248,905
Running costs	32,508	24,738	57,246
Premises costs	18,399	5,309	23,708
Capital costs	602	61	663
Support costs	<u>22,515</u>	<u>14,026</u>	<u>36,540</u>
	<u>230,402</u>	<u>136,660</u>	<u>367,062</u>

9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2017 £	Total fund 2016 £
Employment and training costs	252,581	—	252,581	248,905
Running costs	71,452	—	71,452	57,246
Premises costs	20,911	—	20,911	23,708
Capital costs	1,048	—	1,048	663
Governance costs	—	39,640	39,640	36,540
	<u>345,992</u>	<u>39,640</u>	<u>385,632</u>	<u>367,062</u>

10. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2017 £	2016 £
Depreciation of tangible fixed assets	<u>988</u>	<u>602</u>

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2017

11. Auditors remuneration

	2017	2016
	£	£
Fees payable for the audit of the financial statements	<u>3,880</u>	<u>3,800</u>

12. Staff costs and emoluments

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2017	2016
	£	£
Wages and salaries	230,254	226,981
Social security costs	35,203	34,871
Employer contributions to pension plans	4,863	4,594
	<u>270,320</u>	<u>266,446</u>

The average head count of employees during the year was 11 (2016: 9). The average number of full-time equivalent employees during the year is analysed as follows:

	2017	2016
	No.	No.
Provision of services and support (includes part time)	10	8
Management and administration	1	1
	<u>11</u>	<u>9</u>

No employee received employee benefits of more than £60,000 during the year (2016: Nil).

13. Trustee remuneration and expenses

There was no remuneration in respect of Directors. Directors were paid expenses of £334 (2016: £168).

14. Tangible fixed assets

	Equipment £	Total £
Cost		
At 1 April 2016	53,069	53,069
Additions	317	317
At 31 March 2017	<u>53,386</u>	<u>53,386</u>
Depreciation		
At 1 April 2016	51,936	51,936
Charge for the year	988	988
At 31 March 2017	<u>52,924</u>	<u>52,924</u>
Carrying amount		
At 31 March 2017	<u>462</u>	<u>462</u>
At 31 March 2016	<u>1,133</u>	<u>1,133</u>

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2017

15. Debtors

	2017	2016
	£	£
Prepayments and accrued income	8,868	6,232
Rent deposit	3,000	3,000
Other debtors	293	639
	<u>12,161</u>	<u>9,871</u>

16. Creditors: amounts falling due within one year

	2017	2016
	£	£
Accruals and deferred income	10,794	4,400
Other creditors	400	—
	<u>11,194</u>	<u>4,400</u>

17. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £4,863 (2016: £4,594).

18. Analysis of charitable funds

Unrestricted funds

	At 1 April 2016	Income	Expenditure	At 31 March 2017
	£	£	£	£
General funds	82,997	225,256	(224,969)	83,284
Designated Fund	90,000	—	—	90,000
	<u>172,997</u>	<u>225,256</u>	<u>(224,969)</u>	<u>173,284</u>

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2017

18. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 April 2016 £	Income £	Expenditure £	At 31 March 2017 £
Young Adult Carers Transition Project – Big Lottery	11,282	–	(11,282)	–
Carers Newly Arrived to the UK – The Tudor Trust	27,588	28,000	(31,688)	23,900
Older Carers Projects – The Henry Smith Charity/Mulberry Trust	28,038	25,350	(24,277)	29,111
Working for Carers Project - Big Lottery/European Social Fund	–	100,251	(21,913)	78,338
Older Carers H&WB Activities – Awards for All/Essex Community Fund	8,412	6,663	(10,994)	4,081
Essex & Suffolk Water				
Older Carers H&WB Activities – Essex Community Fund – Brooks Family Fund	1,400	–	(1,400)	–
Young Adult Carers – Time for Change Project managed by Carers Trust	4,324	2,097	(6,421)	–
Young Adult Carers – Various Small Funds	12,572	–	(7,555)	5,017
Active Older Carers Project - City Bridge	–	33,563	(19,989)	13,574
Dementia Carers Support Project - London Borough of Redbridge	–	25,144	(25,144)	–
	<u>93,616</u>	<u>221,068</u>	<u>(160,663)</u>	<u>154,021</u>

The income funds of the charity include restricted funds comprising the unexpended balances of grants held on trust to be applied for specific purposes.

19. Transition to FRS 102

These are the first financial statements that comply with FRS 102. The company transitioned to FRS 102 on 1 April 2015.

No transitional adjustments were required in the retained funds or income or expenditure for the year.