

COMPANY REGISTRATION NUMBER: 02959566
CHARITY REGISTRATION NUMBER: 1057505

**Redbridge Carers Support Service
Company Limited by Guarantee
Financial Statements
31 March 2018**

LESSER & CO.
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 2018

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Redbridge Carers Support Service

Company Limited by Guarantee

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

Year ended 31 March 2018

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 2018.

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
Madelaine Baker (co-opted on 11 September 2017, and elected at the AGM on 10 November 2017)
Debra Hastings-Henry (co-opted on 11 September 2017, and elected at the AGM on 10 November 2017)
Dr Sudarshan Kapur (co-opted on 11 September 2017, and elected at the AGM on 10 November 2017)

Company secretary	Glynis Donovan
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Auditor	Lesser & Co. Ltd Chartered Accountants & Senior Statutory Auditor 147 Station Road North Chingford London E4 6AG
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Bankers	CafBank Ltd 25 Kings Hill Avenue West Malling Kent ME19 4JQ HSBC 126 High Road Ilford, Essex, IG1 1DA Aldermore 1 st Floor, Block B Western House Lynch Wood Peterborough PE2 6FZ
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Redbridge Carers Support Service

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

Year ended 31 March 2018

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.

Redbridge Carers Support Service

Company Limited by Guarantee

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

Year ended 31 March 2018

Structure, governance and management *(continued)*

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 8 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.

Our Staff

- Glynis Donovan, Executive Director
- Cathy O'Keeffe, Older Carers Service Manager & Deputy to the Executive Director
- Shamshia Ali, Community Support Manager (left 31st January 2018)
- Doris Holder, Office Manager
- Theresa Sparks, Finance Officer
- Emma Smart, Young Adult Carers Project Manager (returned from maternity leave 5th 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 (left 8th March 2018)
- Tina Patel, Older Carers Wellbeing Coordinator
- Sue Grant, Dementia Support Worker & Young Adult Carers Support Worker
- Kate Kuczynska, Employment Personal Advisor, Working for Carers
- Syeda Hussain, Employment Personal Advisor, Working for Carers (left 12th January 2018)
- Lisa Hasler, Employment Personal Advisor, Working for Carers (joined 9th January 2017, left 15th March 2018)
- Liam Donovan, Administrator, Working for Carers (joined 25th August 2017)
- Harriet Owusu, Project Manager, Working for Carers Project

Redbridge Carers Support Service

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

Year ended 31 March 2018

Structure, governance and management *(continued)*

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 this year.

Risk Management

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 2018

Objectives and activities *(continued)*

Our Range of Services

- 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, Training & Education 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

Redbridge Carers Support Service

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

Year ended 31 March 2018

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.

Redbridge Carers Support Service

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

Year ended 31 March 2018

Achievements and performance *(continued)*

Chair's Statement - Tony Sobers

Once again, I can say it has been a pleasure to serve as chair of RCSS. We have had a very busy and successful year, managing our commitment to provide a high level of service for carers through separately funded projects that complement our core work. Like other organisations in the voluntary sector we have weathered the increase in economic uncertainty, but despite this we will strive to maintain our funding goals. Three new trustees joined our team this year; Dr Sudarshan Kapur, Madelaine Baker and Debra Hastings-Henry all of whom bring new skills and experience to the board. I look forward to working with them for a long time to come.

During the last year charities and business in general coped with the operational requirements of the GDPR legislation. Although not due to come into force until late May 2018, we had to consider and fully understand the implications for us as a charity and for our service users, particularly around consent to hold information. I am pleased to report that we have robust procedures in place to comply with this important legislation and to safeguard personal information.

We also took an opportunity to commence an Organisational Strengths Review or OSR to consider how we work not only as an organisation but as a group of people. The process will be ongoing over the course of the next year and I am confident that the review will further strengthen our organisation and help to sustain our vital support for carers.

Whilst Glynis will cover the details of our ongoing project work I'll take the opportunity to thank every one of our staff, volunteers, trustees and contributors who have helped deliver the much needed support activities over the past year. I would also like to thank the funders and all the individual donors who have made it possible.

- The London Borough of Redbridge (Contract for the Provision of A Carers Support Service; Strategic Partnership Grant)
- The Henry Smith Charity (Older Carers Project)
- Mulberry Trust (Older Carers Project)
- The Tudor Trust (New Arrivals Project)
- The Hilden Charitable Fund (New Arrivals Project)
- The City of London Corporation's Charity, the City Bridge Trust (Active Older Carers Project)
- Big Lottery Fund (Development Survey Fund administered by Carers Trust)
- European Social Fund and the National Lottery, through the Big Lottery Fund (Working for Carers Project)
- Big Lottery Fund (Young Adult Carers Project)
- Carers Trust (Grants for Carers)
- Sainsbury's Local, Ilford High Road, Ilford
- Edwards Duthie (Solicitors, Ilford)
- The Media Practice Ltd

As another financial year draws to a close we will as always approach the next with renewed enthusiasm. Thank you to everyone who shares that enthusiasm.

Redbridge Carers Support Service

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

Year ended 31 March 2018

Achievements and performance *(continued)*

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

Once again it has been a very busy and successful year for RCSS! We kicked off the year with the knowledge that our bid to the London Borough of Redbridge to continue to provide 'A Carers Support Service' in the borough was successful! The new contract runs from April 2017 - March 2020, with the option for an extension until 2022. This is fantastic news and means RCSS has the security this contract brings to lever in valuable project funding as well as develop our existing core services. Our new contract will help us develop the delivery of specialist outreach and support for carers of people with dementia and exciting new health and wellbeing services.

At RCSS support staff undertake robust holistic assessments of carers' needs and aspirations when they join our service, using person-centred plans, which are regularly reviewed and updated with the aim of bringing about positive outcomes for carers.

June was a particularly exciting month for RCSS with more funding news that our Young Adult Carers 4-year application to The Big Lottery was successful. This is a fitting reward for Emma Smart who returned to RCSS from maternity leave to take up her post managing the YAC project. Funding also provides for a part-time project support worker and we welcome Sue Grant into this role. The age range of the new project has been extended, from 17 - 30 years based on a growing evidence for support for young adult carers over 25. The project will deliver support for young adult carers to help them achieve their aspirations and sustain education and/or employment.

June also saw a very busy 'Carers Week', under the theme of 'Building Carer Friendly Communities. RCSS delivered several events over the week across the borough to raise awareness about the amazing job carers do for the person they care for and the community. Carers and their families had the opportunity to get involved in our many health and wellbeing activities throughout the week, in addition to attending talks and classes and our 'Information Day' at the central library.

In July Stephen Timms MP (LB of Newham) hosted the launch of the Working for Carers Project at the prestigious Portcullis House. This is a London-wide employment, training and volunteering project, funded by The Big Lottery and European Social Fund (ESF). RCSS is the lead for 8 north east boroughs and employs project staff to support carers who want to return to work or pursue education or volunteering opportunities.

This year we welcomed three new members to the RCSS Trustee Board, Dr Sudarshan Kapur, Madelaine Baker and Debra Hastings-Henry. All three were elected at our AGM in November 2017. They come with a wealth of experience, knowledge, skills and commitment to the work our hard-working staff do to support carers in Redbridge and beyond!

This year we were also successful with a bid to The Big Lottery Capabilities Fund to undertake an Organisational Strengths Review (OSR). The funding is being used to assess our infrastructure to ensure we have the staff and other resources to match our funding success and ensure our internal and external operations are as dynamic and robust as possible. The review was carried out by an external Consultant and will form the basis of a new RCSS Operational Plan.

During October 2017 and January 2018 RCSS was involved in several consultation events about proposed changes to charging for Adult Social Care and Remodelling of Day Services. To ensure that service users and carers had opportunities to speak directly to decision makers RCSS and voluntary sector partners such as One Place East, Age UK RBH, Action on Hearing Loss and Healthwatch Redbridge, in partnership with the Council, arranged some public meetings including a Day Service Engagement event on 7th November at City Gates Church, Ilford. The event was fully accessible with BSL Interpreters, speech to text recorders, LD support and the facilitated debates and discussions was captured by a graphic artist. The overall consensus was one of concern that the proposals would

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Year ended 31 March 2018

Achievements and performance *(continued)*

hit services users and carers most in need of support the hardest, greatly reducing choice and scope for independent living. The outcome agreed at Redbridge Council Cabinet on 6th March 2018 was detailed in our newsletter.

During November 2017 we held our annual Carers Rights Day, which was entitled 'An Audience Between...Carers and Professionals'. We held two workshops, one in the morning on Reshaping Day Opportunity Services in Redbridge, with speakers Suzanne Wright, LBR Development & Engagement Manager, Mary Byrne, Head of Service at Cranbrook and Loxford HASS and Cllr. Mark Santos, Cabinet member for Health & Social Care. A lively debate and Q&A session, where carers could voice their questions and concerns about the proposed changes to Day Services.

The afternoon workshop was in two parts. Firstly, carers heard from Stuart Burr from Job Centre Plus who talked about welfare benefits. The second part of the workshop was presented by Claire Brandon from Quaker Social Action, who delivered a session on 'Thinking Ahead', things to think about when someone you have cared for passes away. This was a very practical session and a subject which often goes unsaid. Carers found the discussion very informative and useful.

Our Core Services for Carers, including Dementia Support

The Community Support Team; Beverley George, Jahan McCready and Sylvia Williams have continued to provide an excellent standard of support during a very difficult time in terms of austerity measures and significant changes to health and social care services and welfare benefit reforms. Carers are presented with increasingly complex needs and our frontline support workers are on hand practically to help carers navigate complex care and support pathways. The team are also supporting carers emotionally, providing a sympathetic, listening ear during welfare checks, support groups and in day to day contact. The excellent news that we will continue to be commissioned by LBR to provide carers support services also brought new targets and Key Performance Indicators and a fresh focus on health and wellbeing and preventative work. The team met these new challenges admirably, providing advice, information and person centred planning to 291 new carers and continued support to an average of 700 carers per quarter, many of whom accessed the 723 health and wellbeing activities delivered over the year. Evaluation of our support services was incredibly positive with carers giving us 98% overall satisfaction rates during feedback.

The new contract with LBR also includes provision for specialised support for carers of someone with dementia. This complex and essential role is fulfilled by a dedicated Dementia Support Worker, Sue Grant. Sue had already established a successful support group at Elderberries Day Centre, but we were acutely aware that many other dementia carers were still unable to engage our services without their dependents. Therefore, a new monthly group was established at the IRDSA Hall, Barkingside including an activity for people with dementia delivered by Shelagh Conway, (formally of the Alzheimer's Society), assisted by specially trained volunteers.

Older Carers Services

Tina Patel, Older Carers Wellbeing Coordinator has engaged and supported 250 carers aged 75+ over the last year via our Active Older Carers project. The project funded by the City of London Corporation's charity, the City Bridge Trust was formally launched at the Kenneth More Theatre on 18th May 2017. The event, attended by 60 carers and 21 professional organisations, focused on health and wellbeing and was introduced by the Worshipful the Mayor of Redbridge Councillor Linda Huggett. Carers have benefitted from improvements to physical and emotional health via exercise classes and workshops. Peer groups and social trips and outings including The Lion King show and Brick Lane Theatre have enabled carers to make new friends and reduce isolation. Carers, volunteers and staff welcomed a visit from City Bridge Trust Grants Officer Jack Joslin on 26th October 2017, during which, carers took the opportunity to describe the positive impact of this work.

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

Year ended 31 March 2018

Achievements and performance *(continued)*

The Older Carers Services continue to thrive as the cornerstone of our home and community based services managed by Cathy O'Keeffe, Older Carers Services Manager. One of our longest running services, the older carers project continues to provide dedicated support to elderly, frail and housebound carers enabling them to keep in touch with services via home visits and receive companionship from our dedicated volunteer befrienders. Around 600 home and community visits were carried out during this financial year. We would also like to pay tribute to our extremely talented and diverse volunteers all of whom make a huge difference to carers and contribute significantly to our organisational development. We trained and inducted 17 new volunteers 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 massage, reiki, head and neck massage. Our thanks to our therapists Michelle Harris and Shilpa Patel for providing 72 sessions of our home therapy services.

Young Adult Carers Project (17-30 years)

The Young Adult Carers Project successfully secured funding of £285,231 from Big Lottery to continue the project for a further 4 years. This new funding allows us to continue to provide intensive 1-2-1 support, social activities and a range of different workshops. Additionally, to meet the needs of carers accessing the Project we have been able to increase the age range to 30 years and now support young adult carers aged 17 – 30 years.

Within the first year of the new funding, we have supported young adult carers with a range of issues from managing their caring role and emotional wellbeing, benefits, housing, education, employment and relationships. We have run a number of social activities e.g. dinners, escape room, trampolining and workshops, some of which are Assessment and Qualifications Alliance (AQA) accredited including, budgeting, employability, team building. We have also recruited 3 volunteer mentors who are currently undertaking their training and will start mentoring young adult carers in the near future.

We have successfully raised the profile of young adult carers in Redbridge, through a Young Adult Carers Forum Group and the training of professionals from social care, health, education and voluntary services and will continue to build on this in the year ahead.

Working for Carers

Funded by the European Social fund and the National Lottery, through the Big Lottery Fund, the Working for Carers (WfC) project has been funded to engage with and support carers to move closer and into education/ training and employment. The project is funded to support carers London wide and as one of four lead hubs, Redbridge Carers Support Service lead on supporting carers who reside/provide care for in the areas of Redbridge, Barking & Dagenham, Newham, Tower Hamlets, Waltham forest, Hackney and Havering.

The project is designed to support carers via 1:1 support and a variety of employability workshops including CV Writing, Interview Skills and Job Searching Techniques. Carers are assisted by an Employment Support Advisor who works with them in creating SMART action plans and addressing their personal challenges. The WfC project began operation in April 2017 having since engaged over 200 carers with 129 being registered onto the project. Over 48 carers have been identified as having moved into employment, education and training opportunities with some of them now skilled to successfully job search independently.

We have been successful in partnering with organisations such as Smart Works - who provide interview coaching and access to free interview clothing with the support of a personal shopper;

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

Year ended 31 March 2018

Achievements and performance *(continued)*

Careerfix London - who provide recruitment and employability coaching services. They have supported our carers with delivering workshops around 'Health and Well Being' and 'Positive Thinking'. The project has also been working in partnership with Deloitte, a Corporate and independent consulting organisation, who have supported the project by facilitating Mindfulness workshops and workshops on Self Employment.

While working across 8 London Boroughs, the Working for Carers project continues to raise the profile of Redbridge Carers Support Service and to promote the services available for carers residing in the Redbridge borough.

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 six 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 a considerable unmet need, necessitating yet more development and outreach work.

This year we have supported 163 carers from newly arrived/refugee and migrant communities and indirectly, a further 702 beneficiaries (family members) who speak some 19 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 makes a tangible and positive difference to carers in communities that are so often overlooked and/or neglected by support provision. 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.

Strategic Work

Our Strategic Partner work, sitting on key strategic and stakeholder boards, raises awareness about carers in the diverse communities in Redbridge and the many and varied issues they face. This includes support for carers in some of the most marginalised and 'seldom heard' communities in the borough.

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.

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

Year ended 31 March 2018

Achievements and performance *(continued)*

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 exceeded all targets set by our funders this year, achieving the planned outcomes.

Redbridge Carers Support Service

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

Year ended 31 March 2018

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. 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. Over the year as a prudent measure the Board reviewed the level of its reserves and increased them to reflect risk. As part of this review the Board approved a Contingency Reserve (see note 18 of the audited accounts).

Plans for the future

A grant for an Organisational Strengths Review (OSR), funded by the Big Lottery Capabilities Fund, has given the RCSS Board and staff the opportunity to review and improve its infrastructure so that our policies, procedures, profile, marketing, communications and fundraising abilities are of the highest standard. One of the OSR key recommendations was the need to raise our profile with carers, professionals and funders by improving our social media presence and developing a new website. At the same time develop a new marketing, communications and fundraising strategy, which will form part of a new Operational Plan. Moving forward, the RCSS Board and staff are extremely excited about the next chapter in the history of RCSS, reaching more carers and the people they care for and supporting their diverse needs with vigour.

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.

Our objectives for the coming year:

- Continue to ensure sustainable core and project income from a diverse range of funders
- Implement the recommendations from the Organisational Strengths Review (OSR)
- 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

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Year ended 31 March 2018

- Seek funding to promote new innovative ways of supporting carers
- Seek consortia funding via our network membership with Carers Trust
- Seek funding to develop our counselling service
- Seek funding to further expand, train and support our diverse pool of volunteers
- Continue to seek financial support and goods in kind from the corporate sector and build on our existing relationships.
- 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
- Seek funding and develop partnership working to bridge gaps in services and respond to emerging needs, e.g. support for carers of people with dementia and the people they care for.
- Collaborate with key partner organisations to expand services as part of our 'whole family' approach.

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

- Trustees Mr Barry Bates and Mrs Bushra Tahir are registered carers who also access RCSS' services.
- Trustee Mr Nicholas Hurst is a registered carer with RCSS.
- Dr Sudarshan Kapur is a registered carer with RCSS.
- Mrs Madelaine Baker is a volunteer for RCSS.

Responsibilities of the Trustees

The trustees (who are also directors of Redbridge Carers Support Service for the purposes of company law) are responsible for preparing the Trustees Annual 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 financial year which 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, for that period.

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Company Limited by Guarantee

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

Year ended 31 March 2018

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 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 proper accounting records that 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. The trustees 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.

Auditor

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Lesser & Co. Ltd is deemed to have been re-appointed in accordance under section 487(2) of the Companies Act 2006.

Signed by order of the trustees on 8 October 2018:


GLYNIS DONOVAN
Company Secretary

Registered office:
12 Clements Court
Clements Lane
Ilford
Essex
IG1 2QY

Redbridge Carers Support Service

Company Limited by Guarantee

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

Year ended 31 March 2018

Opinion

We have audited the financial statements of Redbridge Carers Support Service (the 'company') for the year ended 31 March 2018 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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.

In our opinion the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2018 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;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

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 2018

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

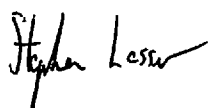
- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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.



Mr Stephen Lesser (Senior Statutory Auditor)

For and on behalf of
Lesser & Co. Ltd
Chartered Accountants and Registered Auditors

147 Station Road
North Chingford
London
E4 6AG

8 October 2018

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 2018

Responsibilities of trustees

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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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 2018

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Redbridge Carers Support Service

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

31 March 2018

		Unrestricted funds £	2018 Restricted funds £	Total funds £	2017 Total funds £
	Note				
Income and endowments					
Donations	5	10,932	—	10,932	8,511
Charitable activities	6	240,677	234,716	475,393	435,801
Investment income	7	2,270	—	2,270	2,012
Total income		<u>253,879</u>	<u>234,716</u>	<u>488,595</u>	<u>446,324</u>
Expenditure					
Expenditure on charitable activities	8,9	206,679	312,267	518,947	385,632
Total expenditure		<u>206,679</u>	<u>312,267</u>	<u>518,947</u>	<u>385,632</u>
Net (expenditure)/income and net movement in funds		<u>47,200</u>	<u>(77,551)</u>	<u>(30,352)</u>	<u>60,692</u>
Reconciliation of funds					
Total funds brought forward		173,283	154,021	327,304	266,613
Total funds carried forward		<u>220,483</u>	<u>76,470</u>	<u>296,952</u>	<u>327,305</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 31 form part of these financial statements.

Redbridge Carers Support Service

Company Limited by Guarantee

Statement of Financial Position

31 March 2018

		2018	2017
		£	£
Fixed assets			
Tangible fixed assets	14	8,203	462
Current assets			
Debtors	15	6,896	12,161
Cash at bank and in hand		294,417	325,876
		<u>301,313</u>	<u>338,037</u>
Creditors: amounts falling due within one year	16	<u>12,564</u>	<u>11,194</u>
Net current assets		<u>288,749</u>	<u>326,843</u>
Total assets less current liabilities		<u>296,952</u>	<u>327,305</u>
Net assets		<u>296,952</u>	<u>327,305</u>
Funds of the charity			
Restricted funds		76,470	154,021
Unrestricted funds		<u>220,482</u>	<u>173,284</u>
Total charity funds	18	<u>296,952</u>	<u>327,305</u>

These financial statements were approved by the board of trustees and authorised for issue on 8 October 2018, and are signed on behalf of the board by:

Tony Sobers
Chair



The notes on pages 21 to 31 form part of these financial statements.

Redbridge Carers Support Service

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2018

	2018	2017
	£	£
Cash flows from operating activities		
Net (expenditure)/income	(30,352)	60,692
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	4,405	988
Other interest receivable and similar income	(2,270)	(2,012)
Interest payable and similar charges	325	289
Accrued expenses	1,770	6,394
<i>Changes in:</i>		
Trade and other debtors	5,265	(2,290)
Trade and other creditors	(400)	400
Cash generated from operations	(21,257)	64,461
Interest paid	(325)	(289)
Interest received	2,270	2,012
Net cash (used in)/from operating activities	(19,312)	66,184
Cash flows from investing activities		
Purchase of tangible assets	(12,146)	(317)
Net cash used in investing activities	(12,146)	(317)
Net (decrease)/increase in cash and cash equivalents	(31,459)	65,867
Cash and cash equivalents at beginning of year	325,876	260,009
Cash and cash equivalents at end of year	294,417	325,876

The notes on pages 21 to 31 form part of these financial statements.

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2018

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.

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.

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.

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2018

3. Accounting policies *(continued)*

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.

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.

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2018

3. Accounting policies *(continued)*

Tangible assets *(continued)*

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.

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.

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2018

3. Accounting policies *(continued)*

Financial instruments *(continued)*

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.

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 2018 £	Unrestricted Funds £	Total Funds 2017 £
Donations				
Donations	10,932	10,932	8,511	8,511

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2018

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Local Authority Contracts & Strategic Partnership Grant - London Borough of Redbridge	240,677	—	240,677
Young Adult Carers – Time for Change Project managed by Carers Trust	—	—	—
Dementia Carers Support Project - London Borough of Redbridge	—	—	—
Active Older Carers Project - City Bridge	—	44,975	44,975
Young Adult Carers Project – Big Lottery	—	82,624	82,624
Working for Carers Project - European Social Fund and the National Lottery, through the Big Lottery	—	103,042	103,042
Carers Newly Arrived to the UK – The Tudor Trust	—	—	—
Older Carers Projects - Henry Smith/ Mulberry Trust/ other small funds	—	4,075	4,075
Older Carers H&WB Activities – Awards for All/Essex Community Fund Essex & Suffolk Water	—	—	—
	<u>240,677</u>	<u>234,716</u>	<u>475,393</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £
Local Authority Contracts & Strategic Partnership Grant - London Borough of Redbridge	214,733	—	214,733
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
Young Adult Carers Project – Big Lottery	—	15,078	15,078
Working for Carers Project - European Social Fund and the National Lottery, through the Big Lottery	—	85,173	85,173
Carers Newly Arrived to the UK – The Tudor Trust	—	28,000	28,000
Older Carers Projects - Henry Smith/ Mulberry Trust/ other small funds	—	25,350	25,350
Older Carers H&WB Activities – Awards for All/Essex Community Fund Essex & Suffolk Water	—	6,663	6,663
	<u>214,733</u>	<u>221,068</u>	<u>435,801</u>

7. Investment income

	Unrestricted Funds £	Total Funds 2018 £	Unrestricted Funds £	Total Funds 2017 £
Bank interest receivable	<u>2,270</u>	<u>2,270</u>	<u>2,012</u>	<u>2,012</u>

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2018

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Employment and training costs	140,977	253,948	394,925
Running costs	29,205	34,881	64,086
Premises costs	25,958	2,029	27,987
Capital costs	3,371	1,034	4,405
Support costs	7,168	20,375	27,544
	<u>206,679</u>	<u>312,267</u>	<u>518,947</u>

	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	23,177	16,465	39,640
	<u>224,969</u>	<u>160,663</u>	<u>385,632</u>

9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2018 £	Total fund 2017 £
Employment and training costs	394,925	—	394,925	252,581
Running costs	64,086	—	64,086	71,452
Premises costs	27,987	—	27,987	20,911
Capital costs	4,405	—	4,405	1,048
Governance costs	—	27,544	27,544	39,640
	<u>491,403</u>	<u>27,544</u>	<u>518,947</u>	<u>385,632</u>

10. Net (expenditure)/income

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

	2018 £	2017 £
Depreciation of tangible fixed assets	<u>4,405</u>	<u>988</u>

11. Auditors remuneration

	2018 £	2017 £
Fees payable for the audit of the financial statements	<u>3,840</u>	<u>3,880</u>

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2018

12. Staff costs and emoluments

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

	2018	2017
	£	£
Wages and salaries	349,978	230,254
Social security costs	39,736	35,203
Employer contributions to pension plans	5,211	4,863
	<u>394,925</u>	<u>270,320</u>

The average head count of employees during the year was 13 (2017: 11). The average number of full-time equivalent employees during the year is analysed as follows:

	2018	2017
	No.	No.
Provision of services and support (includes part time)	12	10
Management and administration	1	1
	<u>13</u>	<u>11</u>

No employee received employee benefits of more than £60,000 during the year (2017: Nil).

13. Trustee remuneration and expenses

There was no remuneration in respect of Directors. Directors were paid expenses of £370 (2017: £334).

14. Tangible fixed assets

	Equipment	Total
	£	£
Cost		
At 1 April 2017	53,386	53,386
Additions	12,146	12,146
At 31 March 2018	<u>65,532</u>	<u>65,532</u>
Depreciation		
At 1 April 2017	52,924	52,924
Charge for the year	4,405	4,405
At 31 March 2018	<u>57,329</u>	<u>57,329</u>
Carrying amount		
At 31 March 2018	<u>8,203</u>	<u>8,203</u>
At 31 March 2017	<u>462</u>	<u>462</u>

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2018

15. Debtors

	2018	2017
	£	£
Prepayments and accrued income	2,635	8,868
Rent deposit	3,000	3,000
Other debtors	1,261	293
	<u>6,896</u>	<u>12,161</u>

16. Creditors: amounts falling due within one year

	2018	2017
	£	£
Accruals and deferred income	12,564	10,794
Other creditors	—	400
	<u>12,564</u>	<u>11,194</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 £5,211 (2017: £4,863).

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2018

18. Analysis of charitable funds

Unrestricted funds

	At 1 April 2017 £	Income £	Expenditure £	Transfers £	At 31 March 2018 £
General funds	83,283	253,879	(206,679)	—	130,483
Designated Fund	90,000	—	—	—	90,000
	<u>173,283</u>	<u>253,879</u>	<u>(206,679)</u>	<u>—</u>	<u>220,483</u>

Restricted funds

	At 1 April 2017 £	Income £	Expenditure £	Transfers £	At 31 March 2018 £
Young Adult Carers Project – Big Lottery	—	82,624	(50,551)	—	32,073
Carers Newly Arrived to the UK – The Tudor Trust	23,900	—	(13,241)	—	10,659
Older Carers Projects – Henry Smith/Mulberry Trust/other small funds	33,192	4,075	(33,694)	—	3,573
Working for Carers Project – European Social Fund and the National Lottery, through the Big Lottery	78,338	103,042	(168,196)	(3,101)	10,083
Young Adult Carers – Various Small Funds	5,017	—	(439)	—	4,578
Active Older Carers Project - City Bridge	13,574	44,975	(45,112)	—	13,437
Fixed Assets	—	—	(1,034)	3,101	2,067
	<u>154,021</u>	<u>234,716</u>	<u>(312,267)</u>	<u>—</u>	<u>76,470</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. Analysis of net assets between funds

	Unrestricted Funds £	Total Funds 2018 £
Tangible fixed assets	8,203	8,203
Current Assets	301,313	301,313
Creditors less than 1 year	(12,564)	(12,564)
Net assets	<u>296,952</u>	<u>296,952</u>