

CARING CONNECTIONS LIMITED

England & Wales · Charity number 1013152

Details

Other names	CARE AND RESPITE SUPPORT SERVICES LIMITED, CROSSROADS CARE KNOWSLEY INCORPORATED, KNOWSLEY CROSSROADS CARING FOR CARERS
Status	Registered
Legal form	Charitable company
Company number	02722484
Registered	1992-07-23
Register	View on the Charity Commission register

Contact

Address	Caring Connections Edward House North Mersey Business Centre Knowsley Industrial Park Liverpool L33 7UY
Phone	01512892761
Email	PAUL.GROWNEY@CARINGCONNECTIONS.ORG.UK
Website	www.caringconnections.org.uk

Activities

Objects: TO RELIEVE THE STRESSES EXPERIENCED BY CARERS, AND CHILDREN AND ADULTS WHO HAVE CARE NEEDS, AS A RESULT OF DISABILITY, ILLNESS OR AGE BY OFFERING A RESPITE SERVICE THROUGH THE PROVISION OF COMMUNITY BASED SUPPORT WORKERS. THE AREA OF BENEFIT SHALL BE KNOWSLEY, MERSEYSIDE AS AGREED BY THE BOARD OF TRUSTEES OF CROSSROADS ASSOCIATION

Activities: Caring Connections is a registered charity which specialises in providing a range of projects and services aiming to improve the health and wellbeing of vulnerable groups across the Liverpool city region. The organisation is registered with CQC to deliver targeted home care services to adults with care needs within the local community.

Classification

- **How:** Provides Human Resources, Provides Services, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** KNOWSLEY, MERSEYSIDE
- Cheshire East
- Cheshire West & Chester
- Halton
- Knowsley
- Lancashire
- Liverpool City
- St Helens
- Warrington
- Wirral

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£4,910,445	£4,769,976	£271,376	213
2024-03-31	£4,394,612	£4,370,451	£130,907	198
2023-03-31	£2,960,863	£2,925,135	£106,746	136
2022-03-31	£1,211,395	£1,178,105	£71,018	65
2021-03-31	£887,280	£826,959	£78,185	60

Trustees

Name	Role	Appointed
Christopher Paul Williams		2026-06-24
Cieran Culligan		2024-09-18
Elizabeth Titley		2019-01-15
Laura Helen Evans		2026-06-24
Mark Richmond		2020-10-01
Michael Jonathan Lea		2024-12-17
Rebecca Emily Keegan		2024-12-17

CARING CONNECTIONS LIMITED

England & Wales - Charity number 1013152

Accounts

Charity Registration No. 1013152

Company Registration No. 02722484 (England and Wales)

CARING CONNECTIONS LIMITED

(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT AND FINANCIAL STATEMENTS FOR

THE YEAR ENDED 31 MARCH 2025

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

COMPANY INFORMATION

Trustees:	J Wild E Titley M Richmond C Culligan R Keegan M Lea
Charity number:	1013152 (England and Wales)
Company number:	02722484 (England and Wales)
Registered office:	1a Edward House Woodward Road Knowsley Industrial Park Liverpool L33 7UY
Auditors:	Monetta LLP Statutory Auditors Chartered Accountants 110-114 Duke Street Liverpool L1 5AG

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

CONTENTS

	Page
Trustees' report	1 - 6
Report of the Independent auditors	7 - 9
Statement of financial activities	10
Balance sheet	11
Statement of cashflows	12
Notes to the financial statements	13 - 18
Appendix 1 - Social Value Report	

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2025

The trustees, who are the directors for the purpose of company law, present their annual trustees' report with the financial statements of the charitable company for the year ended 31 March 2025 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The legal and administrative information set out at the beginning of the Annual Report forms part of this report.

The financial statements comply with the Memorandum and Articles of Association, the Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019.

Our purposes, objectives and activities

Caring Connections Limited is a registered charity, specialising in the delivery of care and support services across Merseyside. The charity is a registered provider with the Care Quality Commission and on the contracted framework with all Merseyside local authorities.

Alongside the commitment of 'connecting people to the highest quality of care' Caring Connections is also dedicated to the delivery of projects which support the ethos of 'improving the lives of local people'. These projects work to reduce social isolation and improve the health and wellbeing of local people across the Liverpool City Region.

Services provided include:

- Adult Care
- Children's Care
- End of Life Support
- Bereavement Support Services
- Professional Counselling
- Dementia Support

The central activity is the provision of home care services to older people with the central ethos of 'Connecting People to the highest quality of care'.

The trustees have paid due regard to guidance issued by the Charity Commission on public benefit, including the guidance 'public benefit: running a charity' (PB2) in deciding what activities the charity should undertake. Affordability and access to our services is important to us and is reflected in our pricing policies.

Achievements and performance

Domiciliary Care Services

Caring Connections had its most successful year in its history in 24/25, supporting more people, working across more deprived communities and greatly enhancing the number of hours of care provision.

CC provides care to the following groups of people (this list is not exhaustive):

Physical Disabilities
Palliative Care
End of Life
Stroke
Dementia
Mental Health
Long Term Health Conditions

In 24/25 Caring Connections delivered 215000 hours of domiciliary care to vulnerable adults within deprived communities across the Northwest. The charity delivered on average 17000 hours of targeted social care support per month.

Hour Breakdown by Care Branch:

Knowsley	68099 Hours
Warrington	41744 Hours
Wirral	21319 Hours
Wigan	84635 Hours

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2025 (Continued)

In total the charity supported 1122 individuals / families through social care services in 24/25.

This year the charity delivered domiciliary care services across the following areas:

Knowsley
Sefton
Liverpool
St Helens
Cheshire West and Chester
Wirral
Wigan
Warrington
St Helens

CC is contracted through local authorities for the provision of care services with a small number of private paying service users. CC is a lead care provider for Warrington MBC / Wigan MBC and Knowsley MBC, CC is a spot purchase supplier for Wirral MBC / Cheshire West and Chester MBC / Liverpool CC / St Helens MBC and Sefton MBC. CC delivers a small service for private clients and those whom pay through direct payments.

Client Feedback:

"All your care staff are so cheerful, happy, and smiley. They are polite, friendly and very helpful"

"All the carers have gone above and beyond our expectations, and have greatly eased our stress to help my Mum"

"I would be lost without these lovely carers. They are so polite and helpful. Thank you!"

"Everyone has been so helpful and attentive. I cannot fault anything, the care has been outstanding"

Supporting those affected by Homelessness

Caring Connections also successfully continued and grew its provision of supporting those affected by and at risk of homelessness within the Liverpool City Region.

Liverpool YMCA: Provision of complex care within hostel accommodation
The Whitechapel Centre: Lead care provider on hospital discharge programme
Liverpool City Council: Lead care provider in Aigburth Driver Harm Reduction Unit

Employment

In 24/25 Caring Connections provided employment to over 379 individuals from across the Northwest targeting individuals from the deprived communities. CC was announced the as Merseyside Employer of the Year at the Merseyside Independent Business Awards.

Awards

Finalist: Health and Wellbeing Award – Merseyside Independent Business Awards
Finalist: Business Person of the Year: Paul Gowney – Merseyside Independent Business Awards
Finalist: Jurgita Vallukaite / Annie Humphries – Women Achieving Greatness in Social Care
Finalist: Medium Business of the Year: Knowsley Business Awards
Winner: Community Impact of the Year: Knowsley Business Awards
Winner: Employer of the Year: Merseyside Independent Business Awards

Research and Innovation

As a charitable organization, we are constantly seeking ways to innovate and enhance our unique selling proposition. Over the past year, we have been developing a research division within our organization, concentrating on innovation in care, challenges in caregiving, the psychology of care workers, and dementia care.

Key Areas Include:

CEO serves as a supervisor for a PhD researcher who is studying care workers involved in dementia care.

We have become a member of the ARC (Applied Research Collaboration).

Additionally, we are part of the NWC living labs project, with our outstanding liaison, Megan Polden.

We recently secured funding for our inaugural research project, which focuses on the challenges faced by home care providers during hospital discharges.

Two members of Caring Connections' frontline care team have been accepted into the prestigious EQUADEM research internships.

Counselling Services

Over the year of 24/25 the organisation delivered 3779 fully funded one to one bereavement counselling sessions. The service specialises in supporting those affected by complex bereavement including suicide.

Fully funded bereavement sessions were delivered across Knowsley, St Helens, Cheshire, Liverpool and Wigan. The service supported 345 individuals through one to one fully funded bereavement counselling.

Annual Staff Awards 2024

In October, we hosted the Annual Caring Connections Awards. This is a night where we celebrate the best people at Caring Connections, and is an opportunity for them to be recognised for the incredible work they do, and their commitment to care.

Making a Difference Award - Hiyam Sharif

Rising Star Award - Katelynn Croft

Johnpaul Award - Annie Humphreys

Barbara Bettie Award - Megan Larkin

Learner of the Year - Caroline Unsworth

Above and Beyond Award - Zainab Adegoke

Long Service Award - Mavis Marsh

Home Care Hero - Rebekah Baldwin

Warrington Carer of the Year - Darren Westwood

Wirral Carer of the Year - Mohini Shabnam

Merseyside Carer of the Year - Radu Zah

Wigan Carers of the Year - Nicole Graves & Ella Burgess

Employee of the Year - Brian Nolan

Quality

Knowsley Branch proudly maintained the GOOD rating with Care Quality Commission through inspection.

Wirral Branch achieved GOOD in all areas in PAMMS inspection with Wirral MBC and Chester and Cheshire West MBC.

Social Value Projects

Bridging Communities: Telephone befriending service delivered across Knowsley to support individuals affected by social isolation. This service delivered 364 sessions supporting 30 individuals through befriending services and interventions. This team was supported by a team of 10 befriending volunteers.

Social Isolation Events: Care branches started the delivery of community social events supporting individuals in the community to come together.

Christmas Dinner Appeal: On Christmas Day, we partnered with Sunshine House Wigan to deliver over 70 Christmas dinners to those who are isolated and live alone. This was across our branches, and we received excellent feedback on this from those we visited.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2025 (Continued)

Family Events: We transformed the Knowsley Office into a Halloween Spooktacular, complete with a Scare Tunnel and DJ, for all of our Caring Connections families and friends. We had our 2 branch Christmas parties too, with a visit from Santa, his elves, and the Grinch!

Financial Review

The end of year produced a surplus of £140,469 against a surplus of £24,161 in the year-ended 31 March 2024.

Plans are in place to increase the number of support hours we deliver in order to drive us closer to long-term sustainability. In order to deliver this growth we will need to invest in recruitment, training and retention.

Our total income for the year was £4,910,445 against a total income for the previous year of £4,394,612.

The reserves of the charity increased by £140,469 and totalled £271,376.

Reserves Policy

The Trustees have established a policy that the Charity should aim to retain unrestricted reserves (that are those funds that are freely available) that will cover 3 months of core costs not including care delivery costs due to these being under statutory contracts. The freely available reserves as at 31 March 2025 was £238,151.

At present the organisation has received social investment funding to manage cash flow and support the development of organisation. The organisation has substantially reduced overheads and developed a new business model focussed on surplus generating activities.

In addition, the Charity retains reserves to cover possible redundancy payments should the charity have to reduce the size of its operation.

Principal Funding Sources

Knowsley Council
NHS Merseyside and Cheshire ICB
St Helens Council
Blackpool Council
Cheshire West and Chester Council
Warrington MBC
Sefton Council
Liverpool YMCA
The Whitechapel Centre
The Key Fund
Social Investment Fund
The Oliver Lymes Trust
Big Lottery Fund
The Key Fund
LCR Cares
Department of Communities, Media & Sport
Department of Health
John Moore's Foundation
Community Foundation for Merseyside
LCVS
Price Parry Fund
Souter Charitable Trust
Ravensdale Trust
Wigan MBC

The trustees are extremely grateful to all those who have provided funding either directly or via donations. The charity is only able to provide excellent care support thanks to the funding it receives.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2025 (Continued)

Risk Management

The trustees have a risk management strategy in place that includes:

An annual review of the risks that the Charity may face;
The establishment of systems and procedures designed to reduce or eliminate those risks identified in the strategy;
The implementation of procedures designed to minimise any potential impact on the Charity should those risks materialise.

The risk management exercise focuses on all areas of risk including non-financial. The exercise also addresses issues around the recruitment and retention of staff, together with the appropriate remuneration scales enable the Charity to continue to be the first choice of local people wanting to work in the care sector.

Future Plans

The organisation is seeking to expand its charitable services and build support for individuals affected by bereavement. As an organisation we seek to invest in initiatives that improve staff morale and improve quality of the front line care services. We have set further targets of improving our staff numbers and increasing our reach across the Liverpool city region in terms of our care services.

Key Developments Include

To develop a fifth branch in the North West region
Improve our employment offer to disadvantaged communities
Invest in staff social activities and engagement programmes
To develop a number of social activities for service users
To continue to build our organisational unrestricted reserves.

General Information

Caring Connections Limited was registered as a charity by the Charity Commissioners for all purposes in June 1992 (certificate number 1013152).

Caring Connections Limited is a Company Limited by Guarantee, as defined by the Companies Act 1985. The Charity is governed by its Memorandum and Articles of Association which define its aims, objectives, duties and responsibilities.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr J W Wild	
Mrs E Titley	Chair of Board
Mrs R Keegan	
Mr C Culligan	
Mr M A Richmond	
Mr M Lea	

Appointment of Trustees

Trustees may at their discretion admit individuals or organisations to membership, providing they have paid any annual subscription if appropriate. The Board of Trustees may appoint a person who is willing to act to be a Trustee, either to fill a casual vacancy or as an additional Trustee.

Organisational Structure

The Board of Trustees administers the Charity. The Board meets bi-monthly and more frequently if required. The Charity is subject to inspections by the Care Quality Commission (CQC).

The Charity is also required to provide monitoring information to its funders in relation to charitable funders in which we had to provide project monitoring / grant end reports.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2025 (Continued)

CQC concern themselves with ensuring that the quality of care provided by our charity meets government standards of quality and safety. As an organisation we strive to reach excellent standards in CQC audits.

Public Benefit

The Charity exists to provide services to members of the public with care needs and also for carers. This support enables people to live fulfilling lives as part of their local community. Without this support their own health and wellbeing may suffer as may the carers' health and wellbeing. It is part of our ethos to develop services to meet the changing needs of people with care needs and their carers and to be responsive to requests for support. Any surplus generated from the provision of our services is reinvested in improving the service we deliver.

Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires that the charity trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its income and expenditure for the year. In preparing the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements 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 on that basis.

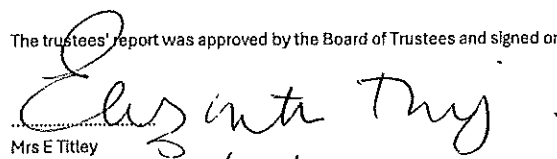
The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement as to disclosure of information to auditors

So far as the trustees are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the company's auditors are unaware, and they have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The trustees' report was approved by the Board of Trustees and signed on their behalf by:


Mrs E Tittle
Trustee
Dated 3/12/25

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CARING CONNECTIONS LIMITED

Opinion

We have audited the financial statements of Caring Connections Limited ('the charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and Notes to the financial statements, 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).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources 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.

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 charitable 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

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

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

We have nothing to report in this regard.

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, which includes the directors' report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CARING CONNECTIONS LIMITED (Continued)

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within 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 and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement in the trustees' report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations was as follows:

We ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

We identified the laws and regulations applicable to the charitable company through discussions with trustees;

We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charitable company;

We assessed the extent of compliance with the laws and regulations identified above through making enquiries of the trustees and reviewing supporting documentation; and identified laws and regulations were communicated within the audit team regularly and the team remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit,

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CARING CONNECTIONS LIMITED (Continued)

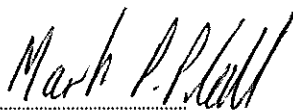
Making enquiries of the trustees as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

In addition to the above, our procedures to respond to identified risks included reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations discussed above.

There are inherent limitations in the audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that auditors would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion. A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Mark Platt
(Senior Statutory Auditor)
for and on behalf of Monetta LLP
Statutory Auditor
Chartered Accountants
110-114 Duke Street
Liverpool
L1 5AG
Date:

3/12/2025

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income:					
Donations, grants and legacies	3	1,300	174,488	175,788	290,151
Charitable activities	4	4,734,657	-	4,734,657	4,104,461
Total Income		4,735,957	174,488	4,910,445	4,394,612
Expenditure:					
Charitable activities	5	4,562,397	192,943	4,755,340	4,358,820
Other - interest payable	9	14,636	-	14,636	11,631
Total Expenditure		4,577,033	192,943	4,769,976	4,370,451
Net income/(expenditure) and net movement in funds for year		158,924	(18,455)	140,469	24,161
Reconciliation of funds					
Total funds brought forward		79,227	51,680	130,907	106,746
Total funds carried forward		238,151	33,225	271,376	130,907

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

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

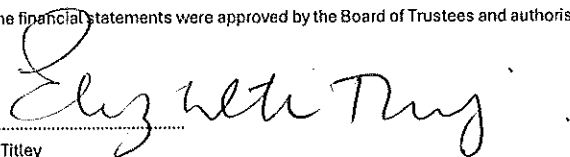
BALANCE SHEET AS AT 31 MARCH 2025

Company Registration Number. 02722484

	Notes	2025 £	2024 £
Fixed assets			
Tangible assets	10	14,869	11,385
Current assets			
Debtors	11	537,390	356,964
Cash at bank and in hand		384,709	366,452
		<u>922,099</u>	<u>723,416</u>
Liabilities			
Creditors falling due within one year	12	(523,017)	(410,961)
Net current assets		<u>399,082</u>	<u>312,455</u>
Total assets less current liabilities		<u>413,951</u>	<u>323,840</u>
Creditors falling due after more than one year	13	(142,575)	(192,933)
Net Assets		<u>271,376</u>	<u>130,907</u>
The funds of the charity			
Unrestricted funds		238,151	79,227
Restricted funds		33,225	51,680
Total charity funds	18	<u>271,376</u>	<u>130,907</u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and authorised for issue on:


E Tingle
Trustee

Date:

3/12/25

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

STATEMENT OF CASHFLOWS FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash generated by operations	16		75,642		22,272
Cash absorbed by investing activities					
Purchases of fixed assets			(7,350)		(478)
Financing activities					
Proceeds from borrowings		-		205,400	
Repayment of borrowings		(50,035)		(55,193)	
Net cash generated from/(used in) financing activities			(50,035)		150,207
Increase/(decrease) in cash and cash equivalents			18,257		172,001
Cash and cash equivalents at beginning of year			366,452		194,451
Cash and cash equivalents at end of year			384,709		366,452

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. Status

Caring Connections Limited is a private company, limited by guarantee incorporated in England and Wales under company number 02722484. The registered office address is First Floor 1a Edward House Woodward Road, Knowsley Industrial Park, Liverpool, England, L33 7UY.

1.1. Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. Caring Connections Limited meets the definition of a Public Benefit Entity under FRS 102.

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

1.2. Going concern

At the time of approving the accounts the Trustees consider that the charity has adequate reserves and revenue streams to continue in operational existence for the foreseeable future. The Trustees continue to adopt the going concern basis of accounting in preparing the accounts.

1.3. Charitable funds

Restricted funds are funds to be used in accordance with specific restrictions imposed by the fund providers. Unrestricted funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects.

1.4. Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. The value of services provided by volunteers has not been included in these accounts.

Donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected.

1.5. Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount can be measured reliably.

1.6. Tangible fixed assets

Fixed assets are stated at costs less depreciation. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Fixtures and fittings	20% per annum on reducing balance
Computers	25% per annum on straight line

1.7. Pensions

The charity operates defined contribution pension schemes. Contributions payable to the charity's pension schemes are charged to the statement of financial activities in the period to which they relate.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025 (Continued)

2. Critical accounting estimates and judgements

In the application of the charitable company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

3. Donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Grants	-	174,488	174,488	290,151
Donations	1,300	-	1,300	-
	<u>1,300</u>	<u>174,488</u>	<u>175,788</u>	<u>290,151</u>

4. Charitable activities

	2025 £	2024 £
Service provided under contract	<u>4,734,657</u>	<u>4,104,461</u>

5. Charitable activities expenditure

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Staff costs	4,104,915	192,943	4,297,858	3,938,868
Depreciation	3,867	-	3,867	3,389
Rents	66,766	-	66,766	64,520
Travel & subsistence	37,251	-	37,251	51,686
Other staff costs	85,981	-	85,981	65,930
Computing	56,185	-	56,185	56,413
Printing, postage and stationery	556	-	556	2,080
Telecommunication expenditure	28,896	-	28,896	20,080
Equipment hire	4,600	-	4,600	5,563
Repairs & renewals	72	-	72	303
Insurances	32,743	-	32,743	41,848
Subscriptions	24,175	-	24,175	3,724
Legal & professional	22,972	-	22,972	2,398
Bad and doubtful debts	26,376	-	26,376	39,167
Other operating expenses	14,112	-	14,112	14,230
Advertising and promotional costs	2,250	-	2,250	2,664
Utilities	-	-	-	164
	<u>4,511,717</u>	<u>192,943</u>	<u>4,704,660</u>	<u>4,313,027</u>
Share of governance costs (see note 6)	50,680	-	50,680	45,793
	<u>4,562,397</u>	<u>192,943</u>	<u>4,755,340</u>	<u>4,358,820</u>

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025 (Continued)

6. Support costs

	Governance costs £	2025 £	Governance costs £	2024 £
<u>Legal and professional</u>				
Audit and accountancy	50,680	50,680	45,793	45,793
	<u>50,680</u>	<u>50,680</u>	<u>45,793</u>	<u>45,793</u>
<u>Analysed between</u>				
Charitable activities	<u>50,680</u>	<u>50,680</u>	<u>45,793</u>	<u>45,793</u>

7. Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year (2024: £nil).

During the year, the trustees received no expenses from the charity (2024: £nil).

8. Employees

The average monthly number of employees during the year was:

	2025	2024
Care support workers	195	174
Administrative staff	18	24
	<u>213</u>	<u>198</u>

Employment costs	2025 £	2024 £
Wages and salaries	3,972,802	3,629,509
Social security costs	271,872	251,863
Pension costs	53,184	57,496
	<u>4,297,858</u>	<u>3,938,868</u>

The number of employees whose total employee benefits (excluding employer pension costs) amounted to over £60,000 in the year were as follows:

	2025	2024
£60,001 - £70,000	-	1
£70,001 - £80,000	1	-

9. Other expenditure

	2025 £	2024 £
Interest on loans	14,636	6,438
Interest on employment taxes	-	5,193
	<u>14,636</u>	<u>11,631</u>

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025 (Continued)

10. Tangible fixed assets

	Fixtures and fittings £	Computers £	Total £
Cost			
At 1 April 2024	18,791	26,385	45,176
Additions	-	7,350	7,350
At 31 March 2025	18,791	33,735	52,526
Depreciation			
At 1 April 2024	10,931	22,860	33,791
Depreciation charged in the year	1,437	2,429	3,866
At 31 March 2025	12,368	25,289	37,657
Net book value			
At 31 March 2025	6,423	8,446	14,869
At 31 March 2024	7,860	3,525	11,385

11. Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Trade debtors	362,273	230,256
Other debtors	3,606	6,191
Prepayments and accrued income	171,511	120,518
	537,390	356,965

12. Creditors: amounts falling due within one year

	2025 £	2024 £
Loan borrowings <12 months	50,651	50,328
Other taxation and social security	59,334	48,242
Trade creditors	43,693	68,479
Accruals and deferred income	354,872	234,263
Other creditors	14,467	9,649
	523,017	410,961

13. Creditors: amounts falling due after one year

	2025 £	2024 £
Loan borrowings >12 months	142,575	192,933

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025 (Continued)

14. Loans

	2025 £	2024 £
Financing loans	193,226	243,261
Payable within one year	50,651	50,328
Payable after one year	142,575	192,933

The loans are unsecured and bear interest at commercial rates.

15. Remuneration of key management personnel

The trustees consider that the key management personnel comprise the trustees and the Senior Management Team on the signing date as follows:-

	Appointed	Resigned
J Wild		
E Tittley		
M Richmond		
C Culligan	18/09/2024	
M Lea	17/12/2024	
R Keegan	17/12/2024	
Senior Management Team		
P Growney		
K Turner		
R Fraser		

The remuneration of key management personnel is as follows:

	2025 £	2024 £
Wages and salaries	167,914	231,763
Social security costs	19,406	25,812
Pension costs	3,734	4,605
	191,054	262,180

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

	2025 £	2024 £
Net movement in funds	140,469	24,161
Adjustments for:		
Depreciation	3,867	3,389
Decrease/(increase) in debtors	(180,426)	(91,097)
Increase/(decrease) in creditors	111,732	85,819
Cash generated from operations	75,642	22,272

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025 (Continued)

17. Analysis of net (debt)/funds changes

	At 1 April 2024 £	Cashflows £	At 31 March 2025 £
Cash at bank and in hand	366,452	18,257	384,709
Loans falling due within one year	(50,328)	(323)	(50,651)
Loans falling due after more than one year	(192,933)	50,358	(142,575)
	<u>123,191</u>	<u>68,292</u>	<u>191,483</u>

18. Analysis of fund movements

	At 1 April 2024 £	Income £	Expenditure £	At 31 March 2025 £
Restricted funds - bereavement project	51,680	174,488	192,943	33,225
General funds - unrestricted	79,227	4,735,957	4,577,033	238,151
Total funds	<u>130,907</u>	<u>4,910,445</u>	<u>4,769,976</u>	<u>271,376</u>

	At 1 April 2023 £	Income £	Expenditure £	At 31 March 2024 £
Restricted funds - bereavement project	40,416	258,431	247,167	51,680
General funds - unrestricted	66,330	4,136,181	4,123,284	79,227
Total funds	<u>106,746</u>	<u>4,394,612</u>	<u>4,370,451</u>	<u>130,907</u>

19. Analysis of net assets

	General funds £	Restricted funds £	Total funds £
At 31 March 2025			
Tangible fixed assets	14,869	-	14,869
Current assets	888,874	33,225	922,099
Creditors	(665,592)	-	(665,592)
Net assets at year-end	<u>238,151</u>	<u>33,225</u>	<u>271,376</u>

	General funds £	Restricted funds £	Total funds £
At 31 March 2024			
Tangible fixed assets	11,385	-	11,385
Current assets	671,736	51,680	723,416
Creditors	(603,894)	-	(603,894)
Net assets at year-end	<u>79,227</u>	<u>51,680</u>	<u>130,907</u>

CARING CONNECTIONS LIMITED

England & Wales - Charity number 1013152

Accounts

Charity Registration No. 1013152

Company Registration No. 02722484 (England and Wales)

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

ANNUAL REPORT AND FINANCIAL STATEMENTS FOR

THE YEAR ENDED 31 MARCH 2024

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees:	J Wild	
	E Titley	
	M Richmond	
	K Zwolinski	Resigned - 29/11/2024
	P Neilson-Holding	Resigned - 05/10/2024
	C Culligan	Appointed - 18/09/2024
	R Keegan	Appointed - 17/12/2024
	M Lea	Appointed - 17/12/2024

Charity number: 1013152 (England and Wales)

Company number: 02722484 (England and Wales)

Registered office: 1a Edward House
Woodward Road
Knowsley Industrial Park
Liverpool
L33 7UY

Auditors: Monetta LLP
Statutory Auditors
Chartered Accountants
110-114 Duke Street
Liverpool
L1 5AG

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

CONTENTS

	Page
Trustees' report	1 - 5
Report of the independent auditors	6 - 8
Statement of financial activities	9
Balance sheet	10
Statement of cashflows	11
Notes to the financial statements	12 - 17
Appendix 1 - Social Value Report	

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

The trustees, who are the directors for the purpose of company law, present their annual trustees' report with the financial statements of the charitable company for the year ended 31 March 2024 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The legal and administrative information set out at the beginning of the Annual Report forms part of this report.

The financial statements comply with the Memorandum and Articles of Association, the Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019.

Our purposes, objectives and activities

Caring Connections Limited is a registered charity, specialising in the delivery of care and support services across Merseyside. The charity is a registered provider with the Care Quality Commission and on the contracted framework with all Merseyside local authorities.

Alongside the commitment of 'connecting people to the highest quality of care' Caring Connections is also dedicated to the delivery of projects which support the ethos of 'improving the lives of local people'. These projects work to reduce social isolation and improve the health and wellbeing of local people across the Liverpool City Region.

Services provided include:

- Adult Care
- Children's Care
- End of Life Support
- Bereavement Support Services
- Professional Counselling
- Dementia Support

The central activity is the provision of home care services to older people with the central ethos of 'Connecting People to the highest quality of care'.

The trustees have paid due regard to guidance issued by the Charity Commission on public benefit, including the guidance 'public benefit: running a charity' (PB2) in deciding what activities the charity should undertake. Affordability and access to our services is important to us and is reflected in our pricing policies.

Achievements and performance

Domiciliary Care Services

Caring Connections had its most successful year in its history in 23/24, supporting more people, working across more deprived communities and greatly enhancing the number of hours of care provision.

CC provides care to the following groups of people (this list is not exhaustive):

- Physical Disabilities
- Palliative Care
- End of Life
- Stroke
- Dementia
- Mental Health
- Long Term Health Conditions

In 23/24 Caring Connections delivered 207000 hours of domiciliary care to vulnerable adults within deprived communities across the Northwest. On average supporting over 400 people per day and providing on average 17200 hours of care per month.

In total the charity supported 1036 individuals through social care services in 23/24.

This year the charity delivered domiciliary care services across the following areas:

- Knowsley
- Sefton
- Liverpool
- St Helens
- Cheshire West and Chester

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024 (Continued)

- Wirral
- Wigan
- Warrington
- St Helens
- Blackpool

CC is contracted through local authorities for the provision of care services with a small number of private paying service users. CC is a lead care provider for Warrington MBC / Wigan MBC and Knowsley MBC, CC is a spot purchase supplier for Wirral MBC / Cheshire West and Chester MBC / Liverpool CC / St Helens MBC / Sefton MBC and Blackpool MBC.

Supporting those affected by Homelessness

Caring Connections also successfully continued and grew its provision of supporting those affected by and at risk of homelessness within the Liverpool City Region.

- Liverpool YMCA: Provision of complex care within hostel accommodation
- The Whitechapel Centre: Lead care provider on hospital discharge programme
- Liverpool City Council: Lead care provider in Aigburth Driver Harm Reduction Unit

Employment

- In 23/24 Caring Connections provided employment to over 415 individuals from across the Northwest targeting individuals from the deprived communities.
- CC was awarded the NAVAJO quality mark for its commitment to the LGBTQIA.

Awards:

- Katy Turner Care Services Manager of Knowsley was awarded a British Empire Medal for services to social care.
- Rachael Fraser Care Services Manager of Wigan was awarded a British Empire Medal for services to social care.
- The organisation was finalists in a number of national and local awards including the Women achieving greatness in Social Care Awards and Knowsley Business Awards.

Counselling Services

- Over the year of 23-24 the organisation delivered 3800 fully funded one to one bereavement counselling sessions. The service specialises in supporting those affected by complex bereavement including suicide.
- Fully funded bereavement sessions were delivered across Knowsley, St Helens, Cheshire, Liverpool and Wigan.

Social Value Projects

Caring Connections launched a range of social value projects across the Northwest:

- Bridging Communities: Telephone befriending service delivered across Knowsley to support individuals affected by social isolation.
- Winter Wellbeing Hamper Project: Winter warmer hampers delivered across Knowsley to residents at greater risk of negative health affects of colder weather. Packs included a long-life food hamper
- Social Isolation Events: Care branches started the delivery of community social events supporting individuals in the community to come together.
- Carry that Christmas Appeal: CC in partnership with Lightbody Health conducted a walk challenge with the aim of collecting toys for local children in Poverty.

Financial review

The end of year produced a surplus of £24,161 against a surplus of £35,728 in the year ended 31st March 2023.

Plans are in place to increase the number of support hours we deliver in order to drive us closer to long-term sustainability. In order to deliver this growth we will need to invest in recruitment, training and retention.

Our total income for the year was £4,394,612 against a total income for the previous year of £2,960,863 in the year ended 31st March 2023.

The reserves of the charity increased by £24,161 and totalled £130,907.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024 (Continued)

Reserves policy

The Trustees have established a policy that the Charity should aim to retain unrestricted reserves (that are those funds that are freely available) that will cover 3 months of core costs not including care delivery costs due to these being under statutory contracts. The freely available reserves as at 31 March 2024 was £79,227.

At present the organisation has received social investment funding to manage cash flow and support the development of organisation. The organisation has substantially reduced overheads and developed a new business model focussed on surplus generating activities.

The principal funding sources are detailed below:

- Knowsley Council
- NHS Merseyside and Cheshire ICB
- St Helens Council
- Blackpool Council
- Cheshire West and Chester Council
- Warrington MBC
- Sefton Council
- Liverpool YMCA
- The Whitechapel Centre
- The Key Fund
- Social Investment Fund
- The Oliver Lymes Trust
- Big Lottery Fund
- The Key Fund
- LCR Cares
- Department of Communities, Media & Sport
- Department of Health
- John Moore's Foundation
- Community Foundation for Merseyside
- LCVS
- Price Parry Fund
- Souter Charitable Trust
- Ravensdale Trust
- Wigan MBC

The trustees are extremely grateful to all those who have provided funding either directly or via donations. The charity is only able to provide excellent care support thanks to the funding it receives.

Risk management

The trustees have a risk management strategy in place that includes:

- An annual review of the risks that the Charity may face;
- The establishment of systems and procedures designed to reduce or eliminate those risks identified in the strategy;
- The implementation of procedures designed to minimise any potential impact on the Charity should those risks materialise.

The risk management exercise focuses on all areas of risk including non-financial. The exercise also addresses issues around the recruitment and retention of staff, together with the appropriate remuneration scales enable the Charity to continue to be the first choice of local people wanting to work.

Future plans

The organisation is seeking to expand its charitable services and build support for individuals affected by bereavement. As an organisation we seek to invest in initiatives that improve staff morale and improve quality of the front line care services. We have set further targets of improving our staff numbers and increasing our reach across the Liverpool city region in terms of our care services.

Key developments include:

- To develop a fifth branch in the North West region
- Improve our employment offer to disadvantaged communities
- Invest in staff social activities and engagement programmes
- To increase services to individuals bereaved through suicide

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024 (Continued)

- To develop a number of social activities for service users
- To continue to build our organisational unrestricted reserves.

Caring Connections Limited was registered as a charity by the Charity Commissioners for all purposes in June 1992 (certificate number 1013152).

Caring Connections Limited is a Company Limited by Guarantee, as defined by the Companies Act 1985. The Charity is governed by its Memorandum and Articles of Association which define its aims, objectives, duties and responsibilities.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr J W Wild	
Mrs E Tittley	
Mr P Neilson	Resigned - 05/10/2024
Mr K Zwolinski	Resigned - 29/11/2024
Mr M A Richmond	

Appointment of trustees

As set out in the Articles of Association, Trustees are appointed by members at the Annual General Meeting of the Charity. Trustees may at their discretion admit individuals or organisations to membership, providing they have paid any annual subscription if appropriate. The Board of Trustees may appoint a person who is willing to act to be a Trustee, either to fill a casual vacancy or as an additional Trustee.

Organisational structure

The Board of Trustees administers the Charity. The Board meets bi-monthly and more frequently if required. The Charity is subject to inspections by the Care Quality Commission (CQC).

The Charity is also required to provide monitoring information to its funders in relation to charitable funders in which we had to provide project monitoring / grant end reports.

CQC concern themselves with ensuring that the quality of care provided by our charity meets government standards of quality and safety. As an organisation we strive to reach excellent standards in CQC audits.

Trustee induction and training

New Trustees spend time with the Management team having the aims and objectives and the policies and procedures of the Charity explained to them. Every trustee receives a comprehensive Induction pack which includes a copy of the latest CQC report, a copy of the Articles of Association and the latest Annual Report.

Public benefit

The Charity exists to provide services to members of the public with care needs and also for carers. This support enables people to live fulfilling lives as part of their local community. Without this support their own health and wellbeing may suffer as may the carers' health and wellbeing. It is part of our ethos to develop services to meet the changing needs of people with care needs and their carers and to be responsive to requests for support. Any surplus generated from the provision of our services is reinvested in improving the service we deliver.

The trustees' report was approved by the Board of Trustees.

Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires that the charity trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its income and expenditure for the year. In preparing the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024 (Continued)

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 on that basis.

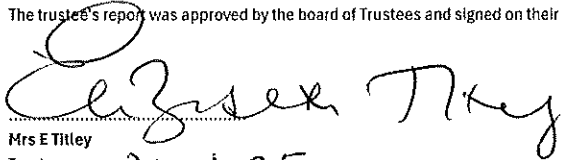
The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement as to disclosure of information to auditors

So far as the trustees are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the company's auditors are unaware, and they have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The trustee's report was approved by the board of Trustees and signed on their behalf by:


Mrs E Tiley

Trustee

Date: 24.1.25.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CARING CONNECTIONS LIMITED

Opinion

We have audited the financial statements of Caring Connections Limited ('the charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and Notes to the financial statements, 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).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources 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.

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 charitable 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other Information

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

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

We have nothing to report in this regard.

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, which includes the directors' report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CARING CONNECTIONS LIMITED (Continued)

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within 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 and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement in the trustees' report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations was as follows:

We ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

We identified the laws and regulations applicable to the charitable company through discussions with trustees;

We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charitable company;

We assessed the extent of compliance with the laws and regulations identified above through making enquiries of the trustees and reviewing supporting documentation; and identified laws and regulations were communicated within the audit team regularly and the team remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit,

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

Making enquiries of the trustees as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

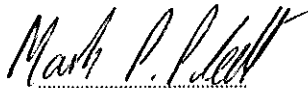
REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CARING CONNECTIONS LIMITED (Continued)

In addition to the above, our procedures to respond to identified risks included reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations discussed above.

There are inherent limitations in the audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that auditors would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion. A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Mark Platt
(Senior Statutory Auditor)
for and on behalf of Monetta LLP
Statutory Auditor
Chartered Accountants
110-114 Duke Street
Liverpool
L1 5AG
Date:

24/1/2025

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024	Restricted funds 2024	Total funds 2024	Total funds 2023
Income:		£	£	£	£
Donations, grants and legacies	3	31,720	258,431	290,151	247,500
Charitable activities	4	4,104,461	-	4,104,461	2,713,363
Total Income		4,136,181	258,431	4,394,612	2,960,863
Expenditure:					
Charitable activities	5	4,111,653	247,167	4,358,820	2,921,503
Other - Interest payable	9	11,631	-	11,631	3,632
Total Expenditure		4,123,284	247,167	4,370,451	2,925,135
Net Income/(expenditure) and net movement in funds for year		12,897	11,264	24,161	35,728
Reconciliation of funds					
Total funds brought forward		66,330	40,416	106,746	71,018
Total funds carried forward		79,227	51,680	130,907	106,746

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

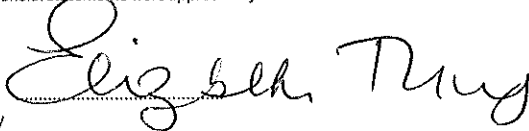
CARING CONNECTIONS LIMITED
(A company limited by guarantee)

Company Registration No. 02722484
BALANCE SHEET AS AT 31 MARCH 2024

		2024	2023
	Notes	£	£
Fixed assets			
Tangible assets	10	11,385	14,297
Current assets			
Debtors	11	358,964	265,867
Cash at bank and in hand		366,452	194,451
		<u>723,416</u>	<u>460,318</u>
Liabilities			
Creditors falling due within one year	12	(410,961)	(325,142)
Net current assets		<u>312,455</u>	<u>135,176</u>
Total assets less current liabilities		<u>323,840</u>	<u>149,473</u>
Creditors falling due after more than one year	13	(192,933)	(42,727)
Net Assets		<u>130,907</u>	<u>106,746</u>
The funds of the charity			
Unrestricted income funds		79,227	66,330
Restricted income funds		51,680	40,416
Total charity funds	18	<u>130,907</u>	<u>106,746</u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and authorised for issue on:


E Titley
Trustee

Date: 24.1.25.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

		2024		2023	
	Notes	£	£	£	£
Cash generated by operations	16		22,272		96,643
Cash absorbed by investing activities					
Purchases of fixed assets			(478)		(10,489)
Financing activities					
Proceeds from borrowings		205,400			
Repayment of borrowings		(55,193)		(18,715)	
Net cash generated from/(used in) financing activities			150,207		(18,715)
Increase/(decrease) in cash and cash equivalents			172,001		67,439
Cash and cash equivalents at beginning of year			194,451		127,012
Cash and cash equivalents at end of year			366,452		194,451

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1 Status

Caring Connections Limited is a private company, limited by guarantee incorporated in England and Wales under company number 02722484. The registered office address is First Floor 1a Edward House Woodward Road, Knowsley Industrial Park, Liverpool, England, L33 7UY.

1.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. Caring Connections Limited meets the definition of a Public Benefit Entity under FRS 102.

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

1.2 Going concern

At the time of approving the accounts the Trustees consider that the charity has adequate reserves and revenue streams to continue in operational existence for the foreseeable future. The Trustees continue to adopt the going concern basis of accounting in preparing the accounts.

1.3 Charitable funds

Restricted funds are funds to be used in accordance with specific restrictions imposed by the fund providers. Unrestricted funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects.

1.4 Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. The value of services provided by volunteers has not been included in these accounts.

Donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount can be measured reliably.

1.6 Tangible fixed assets

Fixed assets are stated at costs less depreciation. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Fixtures and fittings	20% per annum on reducing balance
Computers	25% per annum on straight line

1.7 Pensions

The charity operates defined contribution pension schemes. Contributions payable to the charity's pension schemes are charged to the statement of financial activities in the period to which they relate.

2 Critical accounting estimates and judgements

In the application of the charitable company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2024

3 Donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Grants	31,720	258,431	290,151	247,500
	<u>31,720</u>	<u>258,431</u>	<u>290,151</u>	<u>247,500</u>

4 Charitable activities

	2024 £	2023 £
Service provided under contract	<u>4,104,461</u>	<u>2,713,363</u>

5 Charitable activities expenditure

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Staff costs	3,691,701	247,167	3,938,868	2,616,574
Depreciation	3,389	-	3,389	2,256
Rents	64,520	-	64,520	41,669
Travel & subsistence	51,686	-	51,686	30,187
Other staff costs	65,930	-	65,930	49,236
Computing	56,413	-	56,413	37,314
Printing, postage and stationery	2,080	-	2,080	2,272
Telecommunication expenditure	20,080	-	20,080	12,588
Equipment hire	5,563	-	5,563	6,670
Repairs & renewals	303	-	303	194
Insurances	41,848	-	41,848	26,845
Subscriptions	3,724	-	3,724	26,003
Legal & professional	2,398	-	2,398	3,053
Bad and doubtful debts	39,167	-	39,167	21,624
Pension fines	-	-	-	1,400
Other operating expenses	14,230	-	14,230	22,157
Advertising and promotional costs	2,664	-	2,664	2,949
Utilities	164	-	164	1,651
	<u>4,065,860</u>	<u>247,167</u>	<u>4,313,027</u>	<u>2,904,642</u>
Share of governance costs (see note 6)	45,793	-	45,793	16,861
	<u>4,111,653</u>	<u>247,167</u>	<u>4,358,820</u>	<u>2,921,503</u>

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2024

6 Support costs

	Governance costs £	2024 £	Governance costs £	2023 £
<u>Legal and professional</u>				
Audit and accountancy	45,793	45,793	16,861	16,861
	45,793	45,793	16,861	16,861
<u>Analysed between</u>				
Charitable activities	45,793	45,793	16,861	16,861

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. (2023: nil)

During the year, the trustees received no expenses from the charity. (2023: nil)

8 Employees

The average monthly number of employees during the year was:

	2024	2023
Care support workers	174	123
Administrative staff	24	13
	198	136

Employment costs	2024 £	2023 £
Wages and salaries	3,629,509	2,427,992
Social security costs	251,863	159,250
Pension costs	57,496	32,132
	3,938,868	2,619,374

The number of employees whose total employee benefits (excluding employer pension costs) amounted to over £60,000 in the year were as follows:

	2024	2023
£60,001 - £70,000	1	0

9 Other expenditure

	2024 £	2023 £
Interest on loans	6,438	3,230
Interest on employment taxes	5,193	402
	11,631	3,632

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2024

10 Tangible fixed assets

	Fixtures and fittings £	Computers £	Total £
Cost			
At 1 April 2023	18,791	25,907	44,698
Additions	-	478	478
At 31 March 2024	18,791	26,385	45,176
Depreciation			
At 1 April 2023	9,135	21,267	30,402
Depreciation charged in the year	1,796	1,593	3,389
At 31 March 2024	10,931	22,860	33,791
Net book value			
At 31 March 2024	7,860	3,525	11,385
At 31 March 2023	9,656	4,640	14,296

11 Debtors

	2024 £	2023 £
Amounts falling due within one year:		
Trade debtors	230,256	119,389
Other debtors	6,191	5,707
Prepayments and accrued income	120,518	140,774
	356,965	265,870

12 Creditors: amounts falling due within one year

	2024 £	2023 £
Loan borrowings	50,328	18,763
Other taxation and social security	48,242	56,679
Trade creditors	68,479	23,463
Accruals and deferred income	234,263	217,781
Other creditors	9,649	8,456
	410,961	325,142

13 Creditors: amounts falling due after more than one year

	2024 £	2023 £
Loan borrowings	192,933	42,727

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2024

14 Loans

	2024	2023
	£	£
Financing loans	243,261	61,490
Payable within one year	50,328	18,763
Payable after one year	192,933	42,727

The loans are unsecured and bear interest at commercial rates.

15 Remuneration of key management personnel

The trustees consider that the key management personnel comprise the trustees and the Senior Management Team on the signing date as follows:-

Trustees	Appointed	Resigned
J Wild		
E Tittley		
M Richmond		
C Culligan	18/09/2024	
M Lea	17/12/2024	
R Keegan	17/12/2024	
P Neilson-Holding		05/10/2024
K Zwolinski		29/11/2024

Senior Management Team

P Growney	
K Turner	
R Fraser	
H Sanchez	28/02/2024
A Holden	31/03/2024

	2024	2023
	£	£
The remuneration of key management personnel is as follows:		
Aggregate remuneration	231,763	140,897

16 Reconciliation of net movement in funds to net cash flow from operations

	2024	2023
	£	£
Net movement in funds	24,161	35,728
Adjustments for:		
Depreciation	3,389	2,256
Decrease/(increase) in debtors	(91,097)	(133,632)
Increase/(decrease) in creditors	85,819	192,291
Cash generated from operations	22,272	96,643

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2024

17 Analysis of net (debt)/funds changes

	At 1 April 2023 £	Cashflows £	At 31 March 2024 £
Cash at bank and in hand	194,451	172,001	366,452
Loans falling due within one year	(18,763)	(31,565)	(50,328)
Loans falling due after more than one year	(42,727)	(150,206)	(192,933)
	<u>132,961</u>	<u>(9,770)</u>	<u>123,191</u>

18 Analysis of fund movements

	At 1 April 2023 £	Income £	Expenditure £	At 31 March 2024 £
Restricted funds - bereavement project	40,416	258,431	247,167	51,680
General funds - unrestricted	66,330	4,136,181	4,123,284	79,227
Total funds	<u>106,746</u>	<u>4,394,612</u>	<u>4,370,451</u>	<u>130,907</u>

	At 1 April 2022 £	Income £	Expenditure £	At 31 March 2023 £
Restricted funds - bereavement project	68,432	91,391	119,407	40,416
General funds - unrestricted	2,586	2,869,472	2,805,728	66,330
Total funds	<u>71,018</u>	<u>2,960,863</u>	<u>2,925,135</u>	<u>106,746</u>

19 Analysis of net assets

	General funds £	Restricted funds £	Total funds £
At 31 March 2024			
Tangible fixed assets	11,385	-	11,385
Current assets	671,736	51,680	723,416
Creditors	(603,894)	-	(603,894)
Net assets at year end	<u>79,227</u>	<u>51,680</u>	<u>130,907</u>

	General funds £	Restricted funds £	Total funds £
At 31 March 2023			
Tangible fixed assets	14,297	-	14,297
Current assets	419,902	40,416	460,318
Creditors	(367,869)	-	(367,869)
Net assets at year end	<u>66,330</u>	<u>40,416</u>	<u>106,746</u>



SOCIAL VALUE REPORT 2023-2024

TABLE OF CONTENTS

INTRODUCTION

MESSAGE FROM CEO

2023/2024 IMPACT THEMES

CARE

EMPLOYMENT

CELEBRATION

FUNDING

CHARITY

OUTREACH

ACKNOWLEDGEMENTS

INTRODUCTION

Caring Connections had its most successful year in its history in 23/24. We have supported more people than ever, working across deprived communities and enhancing the number of care hours we provide.

Caring Connections provide care to the following groups of people:

- Physical disability
- Palliative care
- End of life
- Stroke patients
- Dementia
- Those with mental health diagnoses
- Long term health conditions

This year, the charity delivered domiciliary care services across the following areas:

- Knowsley
- Sefton
- Liverpool
- St Helens
- Cheshire West and Cheshire
- Wirral
- Wigan
- Warrington
- Blackpool

Caring Connections is a registered charity, and we specialise in delivering care and support services throughout Merseyside.

This is achieved through Care Quality Commission (CQC) registered care at home, as well as projects across the community. We work primarily with North-West local authorities in providing our social care services.

We are committed to connecting people to quality care, always striving to provide the highest quality of service. As an independent non-profit organisation, we champion those who are underrepresented in our community.

This report will outline the social value of the services we provide at Caring Connections over the last year (1st April 2023 - 31st March 2024).

Social value is the positive impact that we have within our local communities, through our clients, staff and beyond. This is something we commit to strongly at Caring Connections.

A MESSAGE

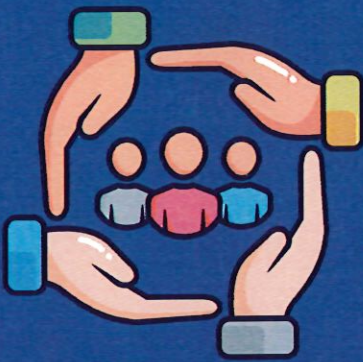


FROM CARING CONNECTIONS CEO, PAUL GROWNEY

"We are really proud of our achievements at Caring Connections this year. The team have worked above and beyond in supporting vulnerable adults and disadvantaged communities across the Northwest. This has been our most impactful year in our 32-year history, managing more branches, supporting more individuals, employing more staffs and changing more people's lives.

I would personally like to thank our staff teams who have worked tirelessly this year, demonstrated true resilience and often put others needs before their own. I truly believe we employ the best care workers around and am indebted to each one of them for their service over the past year."

OUR 2023/2024 IMPACT THEMES



EMPLOYMENT



CARE



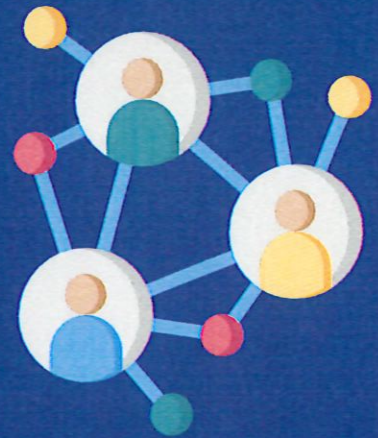
CELEBRATION



FUNDING



CHARITY



OUTREACH



CARE

**IN 2023/2024, CARING CONNECTIONS
DELIVERED**

207000 HOURS

**OF DOMICILIARY CARE TO VULNERABLE
ADULTS ACROSS THE NORTHWEST**

**ON AVERAGE, OVER
400 PEOPLE A DAY
WERE SUPPORTED
BY CARING
CONNECTIONS**

**ON AVERAGE, WE
PROVIDED 17200
HOURS OF CARE
PER MONTH**

**1036 INDIVIDUALS
WERE SUPPORTED BY CARING
CONNECTIONS THROUGH SOCIAL CARE
SERVICES IN 2023/2024**

CARE CONTRACTS



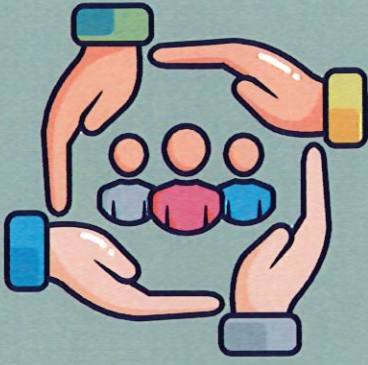
Caring Connections is contracted through local authorities for the provision of care services, with a small number of private paying service users.

LEAD CARE PROVIDER

Warrington MBC
Wigan MBC
Knowsley MBC

SPOT PURCHASE SUPPLIER

Wirral MBC
Cheshire West and
Chester MBC
Liverpool CC
St Helens MBC
Sefton MBC
Blackpool MBC



EMPLOYMENT

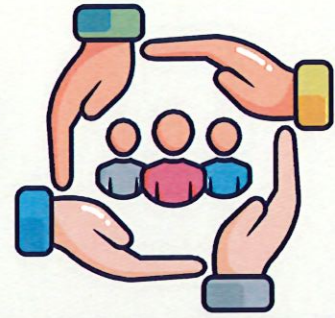
**IN 2023/2024, CARING CONNECTIONS
PROVIDED EMPLOYMENT TO OVER**

415 INDIVIDUALS

**ACROSS THE NORTHWEST, TARGETING
INDIVIDUALS FROM DEPRIVED COMMUNITIES**

**During this year, we
embarked upon a number of
workforce wellbeing
activities.**

WORKFORCE WELLBEING



Our management team took on some team building at Contained Liverpool, beating the escape room.



Our Warrington office chose to take on the World's Fastest Zipline!



The Knowsley Office hosted our Annual Santa's Grotto for staff and their families, as well as making some home visits.

EMPLOYMENT



Merseyside & Cheshire LGBTIQ+ Chartermark



In October 2023, Caring Connections were awarded the NAVAJO Chartermark.

This was for our commitment to inclusivity and equality for the LGBTQ+ community, and was led by HR manager, Julie Griffiths.



At Caring Connections, we are passionate about celebrating our staff and local communities. This didn't stop in 2023/2024, and we are so proud to celebrate the following:

British Empire Medals

Employees of the Month

National and local award nominations
and wins

Spotlight moment: Jane Ashton

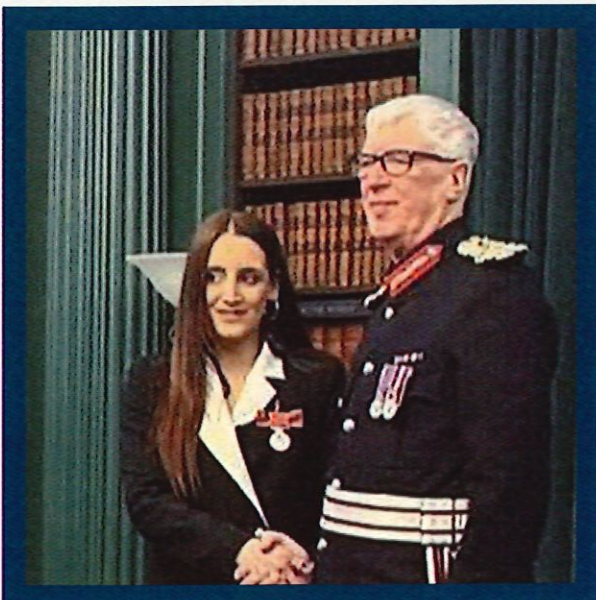
BRITISH EMPIRE MEDALS



Rachael Fraser, Quality Director, was recognised in the New Years Honours List, for her work supporting vulnerable adults throughout the pandemic.

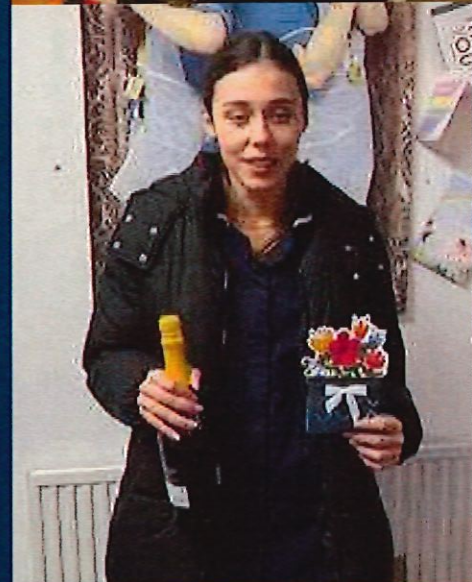


"I couldn't have done it any of what I've done in social care without the support of Claire and Paul. I can't forget the frontline team, who, despite being me picking up the award, have achieved so much in the field. This medal is for all of the team, I am just proud to have received it" - Rachael Fraser



In the King's Birthday Honours, Katy Turner was recognised for her services to social care during the pandemic.

2023/2024 EMPLOYEES OF THE MONTH





LOCAL AND NATIONAL AWARDS

This year, we are fortunate to have been recognised for the work that we do here at Caring Connections.



Julie Griffiths: Workforce Development Leader
(Finalist)

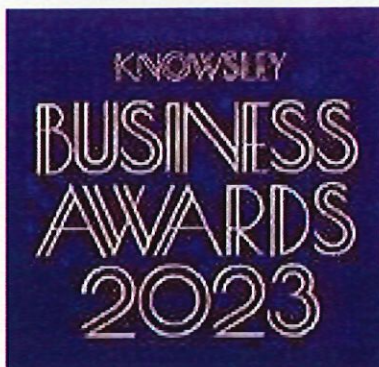
Amanda Holden: Lifetime Achievement Award
(Finalist)

Heidi Sanchez: Quality Assurance Leader
(Finalist)



Julie Griffiths: HR/Recruiter Award
(National Finalist)

Amanda Holden: Social Care Superwoman
(National Finalist)



Julie Griffiths: Employee of the Year
(Highly Commended)

Community Impact Award
(Highly Commended)



THE GREAT BRITISH AWARDS
BUSINESS & COMMUNITY
Celebrating the Best of Achievement

Paul Growney: Male Entrepreneur of the Year

(Nomination)

Business of the Year
(Nomination)

CARING CONNECTIONS AWARDS

2023



We also hosted an awards ceremony of our own, celebrating the tireless work of all of our staff across branches. Our award winners were:

Rising Star Award - *Molly Jackson*

Rising Star Award - *Leah Titley*

Home Care Hero Award - *Sharon Dickson*

Reablement Award - *Dominic Lewington*

Above & Beyond Award - *Leah Holden*

Barbara Bettle Award - *Christine Torres*

John Paul Award - *Dawn Kilbride*

Making a Difference Award - *Ellis Hutchinson*

Warrington Branch Carer of the Year - *Megan Kirkham*

Knowsley Branch Carer of the Year - *Debbie Rossiter*

Wirral Carer of the Year - *Kay Phillips*

Wigan Carer of the Year - *Jurgita Valiukaite*

Organisational Overall Employee of the Year - *Claire Melling*

SPOTLIGHT MOMENT



This year, we celebrated the actions of Wigan carer, Jane Ashton. When providing care in a client's home, the man went into cardiac arrest. Jane provided emergency CPR, and saved the man's life.

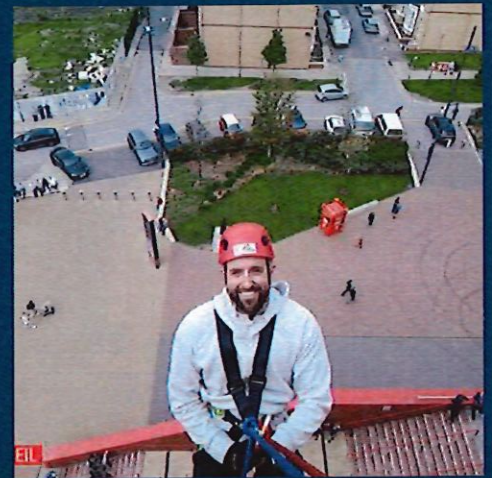
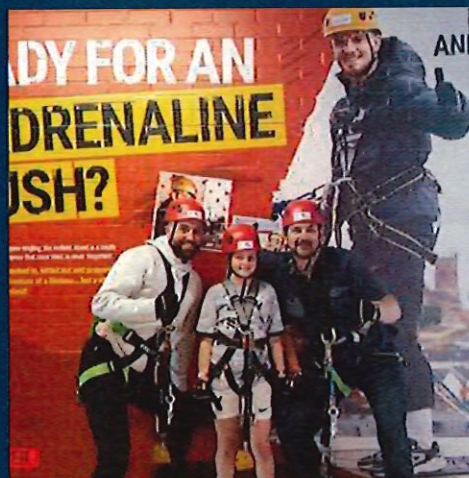


She was presented with flowers by Andrea Woodcock, from Wigan council, to thank her for her quick thinking and her heroic actions. Jane is an inspiration to all social workers, and is an example of how valuable care workers are.

CHARITY



This year, our team took on a number of challenges to raise funds for some of our chosen charities.



There were no fears of heights, as Izzy, Danny and Paul took on the Anfield Abseil. This was in aid of Alfie's Squad, a charity supporting children bereaved through suicide.



Paul, Amanda and Mel raised money for the Whiston Hospital's Playground SOS Appeal. In July 2023, they abseiled down Liverpool Cathedral!

Carry That... 2023-2024



This year, Caring Connections partnered with Lightbody Health CIC, raising awareness for suicide prevention across Liverpool. This was all in aid of Alfie's Squad.

WORLD SUICIDE PREVENTION DAY

Some of the team took part in the **Carry that Weight** Challenge on Saturday 11th September. This involved walking a full marathon distance, from Southport to Otterspool, carrying a weight of 35lbs on their back. Approximately 60,000 steps later, they were glad to see the finish line!





CARRY THAT CHRISTMAS 2023

The festive period saw us continue our work with Lightbody Health CIC, and launched a Christmas Toy appeal across our branches.



**We collected over 350
toys that were donated to
families struggling at
Christmas across
Knowsley.**

**We organised a 12km
walk through Liverpool
City Centre with the
collection of toys, to raise
awareness.**



FUNDING



Throughout the year, we have been incredibly grateful to those who have provided funding for the work that we do and the projects we run.



Livv **Key**
housing group **Fund**



The National Lottery

£20,000 to support bereavement counselling

Knowsley Public Health

£5,000 towards our Winter Warmer Hampers

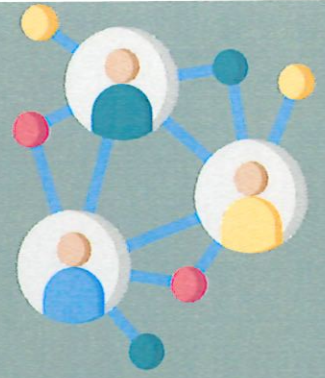
Livv Housing

£5,000 to fund our Huyton Lunch Club Service

The Key Fund

Social Investment and Charity support

OUTREACH PROGRAMMES

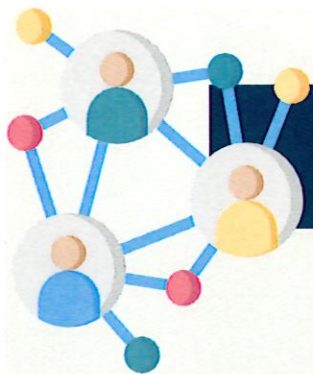


This year saw the launch of a number of new social value projects at Caring Connections, as well as the continuation of past projects. We don't just provide domiciliary care, we are passionate about supporting those in need within our local community.

HOMELESSNESS

In 2023/2024, Caring Connections successfully continued and grew its provision of supporting those affected by and at risk of homelessness within the Liverpool City Region.

- Liverpool YMCA: Provision of complex care within hostel accommodation
- The Whitechapel Centre: Lead care provider on hospital discharge programme
- Liverpool City Council: Lead care provider in Aigburth Drive Harm Reduction Unit



BEREAVEMENT COUNSELLING



THE BARBARA BETTLES
FOUNDATION

Throughout the year, we have delivered fully funded, one-to-one bereavement counselling sessions across Knowsley, St Helens, Cheshire, Liverpool and Wigan.

**4
COUNSELLORS
PROVIDING
SERVICE**

**3779
SESSIONS
PROVIDED
OVER THE YEAR**

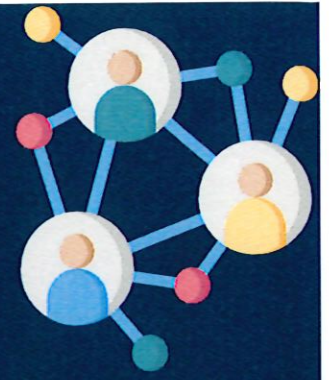
**345 CLIENTS
SUPPORTED BY
THE SERVICE**

The service provides support particularly for those who have experienced complex bereavements. These include bereavement through suicide, road traffic accidents, knife crime, murder, and COVID-related deaths.

AGE RANGE OF THOSE SUPPORTED

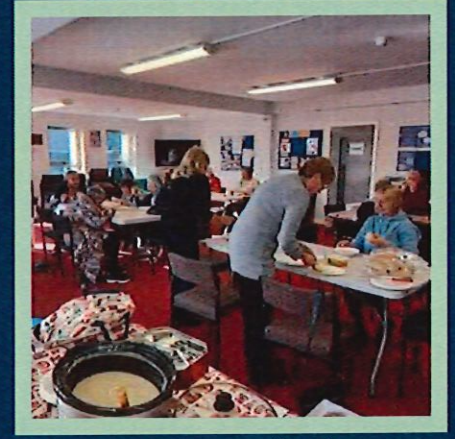
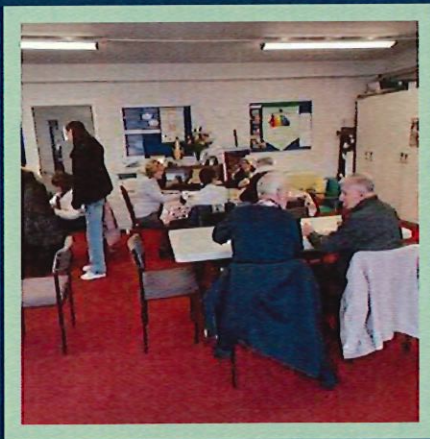
18-25: 26	50-65: 182
26-49: 103	65+: 34

SOCIAL ISOLATION



Across our care branches, we have begun the delivery of community social events. This has allowed us to support individuals in our local community to come together, with the aim to reduce loneliness and isolation.

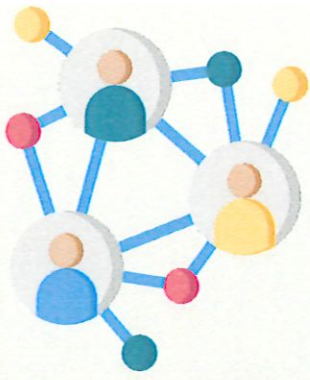
In our Knowsley branch, these are hosted in St Agnes Church, and organised by Chris Houseby.



We have also joined the Befriending Network, to help us develop best practice across our branches.

They have helped support the launch of our Befriending service, linking service users with volunteers for a weekly catch up.





WINTER WELLBEING HAMPERS

This year, we launched our winter wellbeing hamper project, co-ordinated by Michelle Adamson. We delivered these across Knowsley to residents at greater risk of negative health effects, such as those who are elderly and isolated.



ACKNOWLEDGEMENTS

We couldn't have done this year without the support of some incredible teams:

- **Knowsley Public Health**
- **Livv Housing**
- **One Knowsley**
- **The National Lottery**
- **The Key Fund**
- **Lightbody Health CIC**
- **St Agnes' Church Hall**

At Caring Connections, we would also like to thank the local and city councils that we work alongside.

Finally, we would like to thank everyone who helps provide all of our services. From our carers, to volunteers, and all those involved in Caring Connections, we couldn't do it without you!

Caring Connections

Floor One, Edward House
Earl of Derby House
Complex
North Mersey Business
Centre
Woodward Road,
Knowsley Industrial
Estate
L33 7UY



0151 289 2761



info@caringconnections.org.uk



www.caringconnections.org.uk

CARING CONNECTIONS LIMITED

England & Wales - Charity number 1013152

Accounts

Charity Registration No.1013152

Company Registration No.02722484 (England and Wales)

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

**ANNUAL REPORT AND FINANCIAL STATEMENTS FOR
THE YEAR ENDED 31 MARCH 2023**

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees:

J W Wild
E Titley
M A Richmond
K Zwolinski
P Neilson-Holding

Charity number: 1013152 (England and Wales)

Company number: 02722484 (England and Wales)

Registered office:

The Ashcroft Centre, Unit 15
Ashcroft Road
Knowsley Merseyside
L33 7TW

Auditors:

John Kerr
Statutory Auditors
Chartered Accountants
375 Eaton Road
West Derby
Liverpool
Merseyside
L12 2AH

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

CONTENTS

	Page
Trustees' report	1- 5
Report of the Independent Auditors	6-9
Statement of financial activities	10
Balance sheet	11
Statement of cashflows	12
Notes to the financial statements	13-21

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2023

The trustees, who are the directors for the purpose of company law, present their annual trustees' report with the financial statements of the charitable company for the year ended 31 March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The legal and administrative information set out at the beginning of the Annual Report forms part of this report.

The financial statements comply with the Memorandum and Articles of Association, the Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019.

Our purposes, objectives and activities

Caring Connections Limited is a registered charity, specializing in the delivery of care and support services across Merseyside. The charity is a registered provider with the Care Quality Commission and on the contracted framework with all Merseyside local authorities.

Alongside the commitment of 'connecting people to the highest quality of care' Caring Connections is also dedicated to the delivery of projects which support the ethos of 'improving the lives of local people'. These projects work to reduce social isolation and improve the health and wellbeing of local people across the Liverpool City Region.

Services provided include:

- Adult Care
- Children's Care
- End of Life Support
- Bereavement Support Services
- Professional Counselling
- Dementia Support

The central activity is the provision of home care services to older people with the central ethos of "Connecting People to the highest quality of care".

The trustees have paid due regard to guidance issued by the Charity Commission on public benefit, including the guidance 'public benefit: running a charity' (PB2) in deciding what activities the charity should undertake. Affordability and access to our services is important to us and is reflected in our pricing policies.

Achievements, performance and plans for the future

Home Care Provision

Caring Connections delivered over 148,000 hours of domiciliary care across the Liverpool City Region and Cheshire. The service supports approximately 250 people / families every day through our social care provision.

The charity specialises in the provision of CQC registered personalised home care to vulnerable adults across deprived communities. As a service we support adults with long term conditions including physical disabilities, dementia, mental health and addiction.

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (Continued) FOR THE YEAR ENDED 31 MARCH 2023

The central aim of the service is the reduction of social isolation and the promotion of independence. The service delivered contracted services to the following statutory bodies:

- Knowsley MBC
- Warrington MBC
- Blackpool MBC
- Sefton MBC
- St Helens MBC
- Cheshire West and Chester MBC
- Wirral MBC
- Liverpool CCG
- Cheshire West CCG
- Wigan MBC

Counselling Services

- Over the year of 22-23 the organisation delivered 5,143 hours of fully funded one to one bereavement counselling sessions. The service specialises in supporting those affected by complex bereavement including suicide. Throughout the pandemic the service specialised in supporting those bereaved by Covid 19.
- This service is funded solely through grant / trust funding and operates across Knowsley / St Helens / Liverpool / Cheshire West / Halton / Wigan.

Services Feedback Comments

'I have received counselling from you with a recent bereavement. I have found that it has been very helpful and a huge benefit. I am very grateful that your service is available as I would be unable to afford to pay privately. I have found it a lifeline as I was feeling very isolated and was not sure where to turn. But with your help I am now feeling much better and feel more confident to get out and meet people.'

'I came to counselling as I was struggling with the loss of my dad and I needed someone to help and to listen to me. From the first moment my therapist was great, always attentive, never judgemental and helped me with coping strategies to get me through such a difficult time. Looking back on it now I do not know how I would have got to where I am without the support.'

'Grief Counselling has helped me so incredibly much the few months we worked together. The counsellor helped me and gave me the tools I needed and the awareness to deal with my very dark emotional days and the wonderful reminder that I keep on surviving them and have the power in me to keep on surviving more that come my way.'

Homelessness Support

- Caring Connections works in partnership with The Whitechapel Centre / Liverpool YMCA to provide care and support to individuals within their hostels whom require personal care and support.
- In 2021 the organisation became the lead home care provider on the Liverpool Homeless Out of Hospital discharge project. This project provides reablement care and support to homeless individuals who had been recently discharged from hospital and now residing in hostel accommodation. The service continues to successfully deliver this project across the Liverpool central region.
- The organisation has now built up a specialist team led by Brian Nolan supporting service users with complex reablement needs including addiction and mental health needs.

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (Continued)

FOR THE YEAR ENDED 31 MARCH 2023

Wellbeing Services

- Caring Connections launched a wellbeing programme supporting staff / service users and the local community.
- Wellbeing Programme: This programme now provides over 500 wellbeing calls per month to socially isolated vulnerable adults within the communities we support.
- The charity now employs a staff wellbeing worker whom provides weekly wellbeing calls to staff members.

Employment

- Over 22-23 Caring Connections offered employment to over 250 local residents.
- The organisation won Employer of the Year at the Merseyside Independent Business Awards 2022.
- The Annual Carer of the Year Awards announced 'John Finnigan' as 2022 Caring Connections Carer of the Year.

Accolades

- The organisation won the overall Merseyside Independent Business Awards 2022 at the MIB Awards alongside the Employer of the Year awards.
- The organization was shortlisted for Community Organisation of the Year at the Knowsley Business Awards.
- Rachael Fraser (CSM of Wigan Branch) was awarded the British Empire Medal for her services to social care within the pandemic. She was also provided with a Special Recognition Award at the Knowsley Business Awards.
- The charity was also shortlisted in a number of national awards including The Social Care Leadership Awards, Social Care Top 30 and the Women Achieving Greatness in Social Care Awards.

Financial Review

- The end of year produced an increase in reserves of £35,728 against an increase in reserves of £33,290 in the year ended 31 March 2022.
- Our total income for the year was £2,960,863 against a total income for the previous year of £1,211,395.
- The reserves of the charity increased by £35,728 and totalled £106,746 at 31 March 2023.

Reserves Policy

- The Trustees have established a policy that the Charity should aim to retain unrestricted reserves (that are those funds that are freely available) that will cover 3 months of core costs.
- At present the organisation has received social investment funding to manage cash flow and support the development of the organisation. The organisation has substantially reduced overheads and developed a new business model focused on surplus generating activities.
- In addition, the Charity retains reserves to cover possible redundancy payments should the charity have to reduce the scale of its operations.

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (Continued)

FOR THE YEAR ENDED 31 MARCH 2023

Funding Sources.

The trustees are extremely grateful to all those who have provided funding either directly or via donations. The charity is only able to provide excellent care support thanks to the funding it receives.

Risk management

The trustees have a risk management strategy in place that includes:

- An annual review of the risks that the Charity may face;
- The establishment of systems and procedures designed to reduce or eliminate those risks identified in the strategy;
- The implementation of procedures designed to minimise any potential impact on the Charity should those risks materialise.

The risk management exercise focuses on all areas of risk including non-financial. The exercise also addresses issues around the recruitment and retention of staff, together with appropriate remuneration scales to enable the Charity to continue to be the first choice of local people wanting to work in the care sector.

Future plans

The organisation is seeking to expand its social care provision, charitable services and build support for individuals affected by bereavement. As an organisation we seek to invest in initiatives that improve staff morale and improve the quality of the front-line care services. We have set further targets of improving our staff numbers and increasing our reach across the North West in terms of our care services.

Key developments include:

- Develop a successful branch in Wigan.
- To develop a fourth branch in the North West region
- Improve our employment offer to disadvantaged communities
- Invest in staff social activities and engagement programmes
- To increase services to individuals bereaved through suicide
- To develop a number of social activities for service users
- To continue to build our organisational unrestricted reserves.

Governance

Caring Connections Limited was registered as a charity by the Charity Commission for all purposes in June 1992 (certificate number 1013152).

Caring Connections Limited is a company limited by guarantee, as defined by the Companies Act 1985. The Charity is governed by its Memorandum and Articles of Association which define its aims, objectives, duties and responsibilities.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

The Reverend Canon J A Stanley (resigned 12 June 2023)

Mr J W Wild

Mrs E Tittley: Chair

Ms T C O'Shaughnessy (resigned 12 June 2023)

Ms L Rogan (resigned 11 January 2023)

Mr M A Richmond

K Zwolinski (appointed 12 June 2023)

Mr P Neilson-Holding (appointed 30 November 2023)

Appointment of trustees

As set out in the Articles of Association, Trustees are appointed by members at the Annual General Meeting of the Charity. Trustees may at their discretion admit individuals or organisations to membership, providing they have paid any annual subscription if appropriate. The Board of Trustees may appoint a person who is willing to act to be a Trustee, either to fill a casual vacancy or as an additional Trustee.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (Continued)
FOR THE YEAR ENDED 31 MARCH 2023

Organisational structure

The Board of Trustees administers the Charity. The Board meets bi-monthly and more frequently if required. The Charity is subject to inspections by the Care Quality Commission (CQC) and local authority contractors.

The Charity is also required to provide monitoring information to its funders in relation to charitable activities in which we had to provide project monitoring / grant end reports.

CQC concern themselves with ensuring that the quality of care provided by our charity meets government standards of quality and safety. As an organisation we strive to reach excellent standards in CQC audits.

Public benefit

The Charity exists to provide services to members of the public with care needs and also for carers. This support enables people to live fulfilling lives as part of their local community. Without this support their own health and wellbeing may suffer as may the carers' health and wellbeing. It is part of our ethos to develop services to meet the changing needs of people with care needs and their carers and to be responsive to requests for support. Any surplus generated from the provision of our services is reinvested in improving the service we deliver.

Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires that the charity trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its income and expenditure for the year. In preparing the financial statements, the trustees are required to:

select suitable accounting policies and then apply them consistently;

observe the methods and principles in the Charities SORP;

make judgements 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 on that basis.

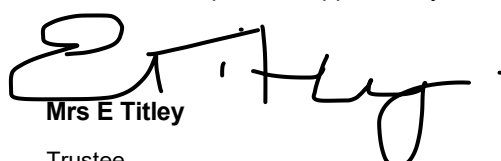
The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement as to disclosure of information to auditors

So far as the trustees are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the company's auditors are unaware, and they have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The trustee's report was approved by the Board of Trustees and signed on their behalf by:


Mrs E Tittley

Trustee
Dated:

28.1.24

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CARING CONNECTIONS LIMITED

Opinion

We have audited the financial statements of Caring Connections Limited ('the charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and Notes to the financial statements, 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).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources 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.

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 charitable 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CARING CONNECTIONS LIMITED (CONTINUED)

Other information

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

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

We have nothing to report in this regard.

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, which includes the directors' report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within 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 and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement *with* the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CARING CONNECTIONS LIMITED (CONTINUED)

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement in the trustees' report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations was as follows:

we ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

we identified the laws and regulations applicable to the charitable company through discussions with trustees;

we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charitable company;

we assessed the extent of compliance with the laws and regulations identified above through making enquiries of the trustees and reviewing supporting documentation; and identified laws and regulations were communicated within the audit team regularly and the team remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit,

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CARING CONNECTIONS LIMITED (CONTINUED)

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

making enquiries of the trustees as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

In addition to the above, our procedures to respond to identified risks included reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations discussed above.

There are inherent limitations in the audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that auditors would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion. A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

David Glover FCA (Senior Statutory Auditor)

For and on behalf of John Kerr
Statutory Auditor
Chartered Accountants

375 Eaton Road
West Derby
Liverpool L12 2AH

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds 2023	Restricted funds 2023	Total funds 2023	Total funds 2022
Income:		£	£	£	£
Donations, grants and legacies	3	156,109	91,391	247,500	353,390
Charitable activities	4	2,713,363		2,713,363	858,005
Total Income		2,869,472	91,391	2,960,863	1,211,395
Expenditure:					
Charitable activities	5	2,802,096	119,407	2,921,503	1,167,727
Other - interest payable	9	3,632		3,632	10,378
Total expenditure		2,805,728	119,407	2,925,135	1,178,105
Net income/ (expenditure) and net movement in funds for year		63,744	(28,016)	35,728	33,290
Reconciliation of funds					
Total funds brought forward		2,586	68,432	71,018	37,728
Total funds carried forward		66,330	40,416	106,746	71,018

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

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

Company Registration No. 02722484

BALANCE SHEET
AS AT 31 MARCH 2023

		2023		2022	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	10		14,297		6,064
Current assets					
Debtors	11	265,867		132,235	
Cash at bank and in hand		194,451		127,012	
		<u>460,318</u>		<u>259,247</u>	
Liabilities					
Creditors falling due within one year	12	(325,142)		(132,851)	
		<u></u>		<u></u>	
Net current assets			135,176		126,396
Total assets less current liabilities			149,473		132,460
Creditors falling due after more than one year	13		(42,727)		(61,442)
			<u></u>		<u></u>
Net assets			106,746		71,018
The Funds of the charity					
Unrestricted income funds			66,330		2,586
Restricted income funds			40,416		68,432
			<u></u>		<u></u>
Total charity funds	18		106,746		71,018

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and authorised for issue on and were signed on its behalf by


E Titley
Trustee

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Cash generated by operations	16		96,643		64,360
Cash absorbed by investing activities					
Purchases of fixed assets			(10,489)		(5,854)
Financing activities					
Proceeds from borrowings				50,000	
Repayment of borrowings		(18,715)		(4,355)	
Net cash generated from/ (used in) financing activities			(18,715)		45,645
Increase/ (decrease) in cash and cash equivalents			67,439		104,151
Cash and cash equivalents at beginning of year			127,012		22,861
Cash and cash equivalents at end of year			194,451		127,012

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Status

Caring Connections Limited is a private company, limited by guarantee incorporated in England and Wales under company number 02722484. The registered office address is The Ashcroft Centre, Unit 15, Ashcroft Road, Knowsley, Merseyside, L33 7TW.

1.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. Caring Connections Limited meets the definition of a Public Benefit Entity under FRS 102.

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

1.2 Going concern

The Trustees have reviewed the immediate impact of the Coronavirus pandemic which has had an impact on fundraising streams and the costs of delivering services.

At the time of approving the accounts the Trustees consider that the charity has adequate reserves and revenue streams to continue in operational existence for the foreseeable future. The Trustees continue to adopt the going concern basis of accounting in preparing the accounts.

1.3 Charitable funds

Restricted funds are funds to be used in accordance with specific restrictions imposed by the fund providers. Unrestricted funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects.

1.4 Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. The value of services provided by volunteers has not been included in these accounts.

Donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount can be measured reliably.

1.6 Tangible fixed assets

Fixed assets are stated at costs less depreciation. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Fixtures and fittings - 20% per annum on the reducing balance

Computers - 25% per annum

1.7 Pensions

The charity operates defined contribution pension schemes. Contributions payable to the charity's pension schemes are charged to the statement of financial activities in the period to which they relate.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2023

2 Critical accounting estimates and judgement

In the application of the charitable company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2023	2023	2023	2022
	£	£	£	£
Donations and gifts				45,195
Grants	156,109	91,391	247,500	308,195
	156,109	91,391	247,500	353,390

4 Charitable activities

	2023	2022
	£	£
Services provided under contract	2,713,363	858,005

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2023

5 Charitable activities expenditure

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Staff costs	2,497,167	119,407	2,616,574	976,014
Depreciation	2,256		2,256	499
Rents	41,669		41,669	19,935
Travel & subsistence	30,187		30,187	17,514
Other staff costs	49,236		49,236	49,138
Computing	37,314		37,314	12,273
Printing, postage and stationery	2,272		2,272	796
Telecommunication expenditure	12,588		12,588	18,235
Equipment hire	6,670		6,670	12,953
Repairs & renewals	194		194	1,715
Insurances	26,845		26,845	8,889
Subscriptions	26,003		26,003	11,644
Legal & professional	3,053		3,053	13,460
Bad and doubtful debts	21,624		21,624	1,895
Pension fines	1,400		1,400	2,800
Other operating expenses	22,157		22,157	4,648
Advertising and promotional costs	2,949		2,949	9,546
Utilities	1,651		1,651	473
	2,785,235	119,407	2,904,642	1,162,427
Share of governance costs (see note 6)	16,861		16,861	5,300
	2,802,096	119,407	2,921,503	1,167,727

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)

FOR THE YEAR ENDED 31 MARCH 2023

6 Support costs

	Support costs £	Governance costs £	2023 £	Support costs £	Governance costs £	2022 £
Legal and professional						
Audit & accountancy		16,861	16,861		5,300	5,300
		16,861	16,861		5,300	5,300
Analysed between						
Charitable activities		16,861	16,861		5,300	5,300

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. (2022: nil)

During the year, the trustees received **no expenses** from the charity. (2022: nil)

8 Employees

The average monthly number of employees during the year was:

	2023 £	2022 £
Care support workers	123	57
Administrative staff	13	8
Total	136	65
Employment costs	2023 £	2022 £
Wages and salaries	2,427,992	913,902
Social security costs	159,250	49,586
Pension costs	29,332	12,526
	2,616,574	976,014

There were no employees whose annual remuneration was £60,000 or more.

CARING CONNECTIONS LIMITED**(A company limited by guarantee)****NOTES TO THE FINANCIAL STATEMENTS (Continued)****FOR THE YEAR ENDED 31 MARCH 2023****9 Other expenditure**

	2023	2022
	£	£
Interest on loans	3,230	10,378
Interest on employment taxes	402	
	3,632	10,378

10 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
Cost			
At 1 April 2022	12,899	21,310	34,209
Additions	5,892	4,597	10,489
At 31 March 2023	18,791	25,907	44,698
Depreciation			
At 1 April 2022	7,561	20,584	28,145
Depreciation charged in the year	1,573	683	2,256
At 31 March 2023	9,134	21,267	30,401
Net book value	9,657	4,640	14,297
At 31 March 2023			
At 31 March 2022	5,338	727	6,065

11 Debtors

	2023	2022
	£	£
Amounts falling due within one year:		
Trade debtors	119,388	73,097
Other debtors	5,707	16,231
Prepayments and accrued income	140,772	42,907
	265,867	132,235

CARING CONNECTIONS LIMITED**(A company limited by guarantee)****NOTES TO THE FINANCIAL STATEMENTS (Continued)****FOR THE YEAR ENDED 31 MARCH 2023****12 Creditors: amounts falling due within one year**

	2023	2022
	£	£
Loan borrowings	18,763	16,209
Other taxation and social security	56,679	17,453
Trade creditors	23,463	13,593
Accruals and deferred income	217,781	81,691
Other creditors	8,456	3,905
	325,142	132,851

13 Creditors: amounts falling due after more than one year

	2023	2022
	£	£
Loan borrowings	42,727	61,442

14 Loans

	2023	2022
	£	£
Financing loans	61,489	77,651
Payable within one year	18,762	16,209
Payable after one year	42,727	61,442

The loans are unsecured and bear interest at commercial rates.

15 Remuneration of key management personnel

The remuneration of key management personnel is as follows:

	2023	2022
	£	£
Aggregate remuneration	140,897	97,629

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2023

16 Reconciliation of net movement in funds to net cash flow from operations	2023	2022
	£	£
Net movement in funds	35,728	33,290
Adjustments for: Depreciation	2,256	499
Decrease / (increase) in debtors	(133,632)	(30,684)
Increase / (decrease) in creditors Cash generated from operations	192,291	61,255
	<u>96,643</u>	<u>64,360</u>

17 Analysis of net (debt) / funds changes

	At 1 April 2022	Cashflows	At 31 March 2023
	£	£	£
Cash at bank and in hand	127,012	67,439	194,451
Loans falling due within one year	(16,209)	(2,553)	(18,762)
Loans falling due after more than one year	(61,442)	18,715	(42,727)
	<u>49,361</u>	<u>83,601</u>	<u>132,962</u>

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31 MARCH 20 23

18 Analysis of fund movements

	At 1 April 2022	Income	Expenditure	At 31 March 2023
Restricted Funds - Bereavement project	68,432	91,391	119,407	40,416
General funds – unrestricted	2,586	2,869,472	2,805,728	66,330
Total funds:	71,018	2,960,863	2,925,135	106,746

	At 1 April 2021	Income	Expenditure	At 31 March 2022
Restricted Funds - Bereavement project	-	107,582	39,150	68,432
General funds – unrestricted	37,728	1,103,813	1,138,955	2,586
Total funds:	37,728	1,211,395	1,178,105	71,018

19 Analysis of net assets

At 31 March 2023	General Funds	Restricted Funds	Total Funds
Tangible fixed assets	14,297	-	14,297
Current assets	419,902	40,416	460,318
Creditors	(367,869)	-	(367,869)
Net assets at year end	66,330	40,416	106,746

At 31 March 2022	General Funds	Restricted Funds	Total Funds
Tangible fixed assets	6,064	-	6,064
Current assets	190,815	68,432	259,247
Creditors	(194,293)	-	(194,293)
Net assets at year end	2,586	68,432	71,018

CARING CONNECTIONS LIMITED

England & Wales - Charity number 1013152

Accounts

Charity Registration No. 1013152

Company Registration No. 02722484 (England and Wales)

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

**ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE
YEAR ENDED 31 MARCH 2022**

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees: The Reverend Canon JA Stanley
Mr J W Wild
Mrs E Titley
Ms T C O'Shaughnessy
Ms L Rogan (resigned 11 January 2023)
Mr M A Richmond

Charity number: 1013152 (England and Wales)

Company number: 02722484 (England and Wales)

Registered office: The Ashcroft Centre, Unit 15
Ashcroft Road
Knowsley
Merseyside
L33 7TW

Auditors: John Kerr
Statutory Auditors
Chartered Accountants
375 Eaton Road
West Derby
Liverpool
Merseyside
L12 2AH

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

CONTENTS

	Page
Trustees' report	1 - 6
Report of the Independent Auditors	7 - 10
Statement of financial activities	11
Balance sheet	12
Statement of cash flows	13
Notes to the financial statements	14 - 20

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

The trustees, who are the directors for the purpose of company law, present their annual trustees' report with the financial statements of the charitable company for the year ended 31 March 2022 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The legal and administrative information set out at the beginning of the Annual Report forms part of this report.

The financial statements comply with the Memorandum and Articles of Association, the Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019.

Our purposes, objectives and activities

Caring Connections Limited is a registered charity, specialising in the delivery of care and support services across Merseyside. The charity is a registered provider with the Care Quality Commission and on the contracted framework with all Merseyside local authorities.

Alongside the commitment of 'connecting people to the highest quality of care' Caring Connections is also dedicated to the delivery of projects which support the ethos of 'improving the lives of local people'. These projects work to reduce social isolation and improve the health and wellbeing of local people across the Liverpool City Region.

Services provided include:

- Adult Care
- Children's Care
- End of Life Support
- Bereavement Support Services
- Professional Counselling
- Dementia Support

The central activity is the provision of home care services to older people with the central ethos of "Connecting People to the highest quality of care".

The trustees have paid due regard to guidance issued by the Charity Commission on public benefit, including the guidance 'public benefit: running a charity' (PB2) in deciding what activities the charity should undertake. Affordability and access to our services is important to us and is reflected in our pricing policies.

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (Continued)

FOR THE YEAR ENDED 31 MARCH 2022

Achievements, performance and plans for the future

Home Care Provision

Caring Connections delivered over 55,000 hours of domiciliary care across the Liverpool City Region and Cheshire. The service supports approximately 100 people / families every day through our social care provision. The charity specialises in the provision of CQC registered personalised home care to vulnerable adults across deprived communities. As a service we support adults with long term conditions including physical disabilities, dementia, mental health and addiction.

The central aim of the service is the reduction of social isolation and the promotion of independence.

The service delivered contracted services to the following statutory bodies:

- Knowsley MBC
- Sefton MBC
- St Helens MBC
- Cheshire West and Chester MBC
- Wirral MBC
- Liverpool CCG
- Cheshire West CCG
- Wigan MBC

Counselling Services

- Over the year the organisation delivered over 5,000 fully funded one to one bereavement counselling sessions. The service specialises in supporting those affected by complex bereavement including suicide. Throughout the pandemic the service specialised in supporting those bereaved by Covid 19.
- The organisation delivered a Public Health funded programme across St Helens providing fully funded counselling to individuals affected by bereavement.

Services Feedback Comments

- 'My counsellor is friendly, kind, supportive and knowledgeable on so many subjects which has assisted me with understanding various points of view to get me past various problems that I was struggling to overcome'.
- 'Thank you for this excellent counselling service but even more so thank you to the best counsellor I have ever met'.
- 'This conversation is so hard with friends and therefore can become so isolating but your service provides that platform which other services don't'.
- 'I would like to thank my counsellor for helping me "find my way" again after getting emotionally lost'.
- 'I couldn't have reached where I am now without the help and support from my counsellor'.
- 'Thank you for making my counselling journey so human, engaging, comfortable and valuable. I could say so many things but the main feedback I would like to give is that this experience has been so positive and memorable'.
- 'Having someone there to off load to who listened to me and was so supportive has helped me to carry on'.

Homelessness Support

- Caring Connections works in partnership with Liverpool YMCA to provide care and support to individuals within their hostels who require personal care and support. The service supports between 5 to 10 people every day.
- In 2021 the organisation became the lead home care provider on the Liverpool Homeless Out of Hospital discharge project. This project providing reablement care and support to homeless individuals who had been recently discharged from hospital and now residing in hostel accommodation. The service aims to provide between 60-80 hours of care per week to this service user group.
- The organisation has now built up a specialist team led by Brian Nolan supporting service users with complex reablement needs including addiction and mental health.

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (Continued)

FOR THE YEAR ENDED 31 MARCH 2022

Wellbeing Services

- Caring Connections launched a wellbeing programme supporting staff, service users and the local community.
- Wellbeing Programme: This programme now provides over 500 wellbeing calls per month to socially isolated vulnerable adults within the communities we support.
- The charity now employs a staff wellbeing worker who provides weekly wellbeing calls to staff members.

Employment

- Over the year, Caring Connections offered employment to over 120 local residents. Caring Connections carried out an external survey completed by Best Companies. The organisation was rated as an 'Outstanding' organisation to work for.
- We also achieved a place on three best employer lists: 70th Best Company to Work for in North West, 47th Best Small Company to Work for in the UK and 16th Best Charity to Work for in UK.
- The Annual Carer of the Year Awards announced 'Christina Keiller' as 2021 Caring Connections Carer of the Year.

Accolades

- The organisation was a shortlisted finalist in the Liverpool Echo Awards, The Great British Care Awards and The National Social Care Leadership awards. Rachael Fraser was shortlisted for numerous leadership awards.
- Katy Turner was invited to meet the Prime Minister at the 'Social Care Thank You' event at No10 Downing Street for her work throughout the pandemic.
- The organisation was showcased in a BBC Documentary 'Ed Balls: Social Care in Crisis'.

Financial Review

- The end of year produced an increase in reserves of £33,290 against an increase in reserves of £33,704 in the year ended 31 March 2021.
- Plans are in place to increase the number of support hours we deliver in order to drive us closer to long-term sustainability. In order to deliver this growth, we will need to invest in recruitment, training and staff retention.
- Our total income for the year was £1,211,395 against a total income for the previous year of £860,663.
- The reserves of the charity increased by £33,290 and totalled £71,018 at 31 March 2022.

Reserves Policy and going concern

- The Trustees have established a policy that the Charity should aim to retain unrestricted reserves (funds that are freely available) that will cover 3 months of core costs. There was a small balance of £2,586 in freely available reserves at 31 March 2022 and the trustees are seeking ways in which additional unrestricted funds can be raised.
- The organisation has received social investment funding to manage cash flow and support the development of the organisation. The organisation has reduced overheads and developed a new business model focused on surplus generating activities.
- In addition, the Charity aims to retain reserves to cover potential redundancy payments should the charity have to reduce the scale of its operations.

The trustees acknowledge the continued financial support of the funding bodies and consider that, providing the financial support continues, the charitable company should be able to continue operations for the foreseeable future.

Related parties

None of the trustees receive remuneration or other financial benefit from their work with the charity and any contractual relationship with a related party must be disclosed to the full board of trustees. In the current year, no such related party transactions were reported.

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (Continued)

FOR THE YEAR ENDED 31 MARCH 2022

Funding Sources

The principal funding sources for the charity are detailed below:

- Knowsley Council
- Liverpool Clinical Commissioning Group
- Halton Borough Council
- St Helens Council
- Cheshire West and Chester Council
- Sefton Council
- Liverpool YMCA
- The Whitechapel Centre
- St Helens Public Health
- Social Investment Fund
- The Oliver Lymes Trust
- Big Lottery Fund
- The Key Fund
- LCR Cares
- Department of Communities, Media & Sport
- Department of Health
- The Steve Morgan Foundation
- Cheshire West and Chester Council
- Wirral Council
- John Moores Foundation
- Community Foundation for Merseyside
- The Co-operative organisation
- Medicash
- Community Covenant
- LCVS
- Price Parry Fund
- Souter Charitable Trust
- Ravensdale Trust
- Wigan MBC

The trustees are extremely grateful to all those who have provided funding either directly or via donations. The charity is only able to provide excellent care support thanks to the funding it receives.

Risk management

The trustees have a risk management strategy in place that includes:

- An annual review of the risks that the Charity may face;
- The establishment of systems and procedures designed to reduce or eliminate those risks identified in the strategy;
- The implementation of procedures designed to minimise any potential impact on the Charity should those risks materialise.

The risk management exercise focuses on all areas of risk including non-financial. The exercise also addresses issues around the recruitment and retention of staff, together with appropriate remuneration scales to enable the Charity to continue to be the first choice of local people wanting to work in the care sector.

Future plans

The organisation is seeking to expand its social care provision, charitable services and build support for individuals affected by bereavement. As an organisation we seek to invest in initiatives that improve staff morale and improve the quality of the front-line care services. We have set further targets of improving our staff numbers and increasing our reach across the Northwest in terms of our care services.

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (Continued)

FOR THE YEAR ENDED 31 MARCH 2022

Key developments and aims include:

- Development of a successful branch in Wigan.
- To develop a fourth branch in the North West region
- To improve our employment offer to disadvantaged communities
- To invest in staff social activities and engagement programmes
- To increase services to individuals bereaved through suicide
- To develop a number of social activities for service users
- To continue to build our organisational unrestricted reserves.

Governance

Caring Connections Limited was registered as a charity by the Charity Commission on 23 July 1992 under charity registration number 1013152.

Caring Connections Limited is a Private Company, Limited by Guarantee, incorporated on 12 June 1992. The Charity is governed by the policies made from time to time by the trustees together with the terms of its Memorandum and Articles of Association which set out the aims, objectives, and powers of the charitable company.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of approval of the financial statements were:

The Reverend Canon J A Stanley

Mr J W Wild

Mrs E Tittley – Chair

Ms T C O'Shaughnessy

Ms L Rogan (appointed 18 May 2021, resigned 11 January 2023)

Mr M A Richmond

Appointment of trustees

- As set out in the Articles of Association, Trustees are appointed by members at the Annual General Meeting of the Charity. Trustees may at their discretion admit individuals or organisations to membership. The Board of Trustees may appoint a person who is willing to act to be a Trustee, either to fill a casual vacancy or as an additional Trustee.

Organisational structure

- The Board of Trustees administers the Charity. The Board aims to meet bi-monthly and more frequently if required. The Charity is subject to inspections by the Care Quality Commission (CQC) and local authority contractors.
- The Charity is also required to provide monitoring information to its funders in relation to charitable activities by way of project monitoring and related grant end reports.
- CQC concern themselves with ensuring that the quality of care provided by our charity meets government set standards of quality and safety. As an organisation we strive to reach excellent standards in all CQC monitoring and audits.

Public benefit

- The Charity exists to provide services to members of the public with care needs and for carers. This support enables people to live fulfilling lives as part of their local community. Without this support their own health and wellbeing may suffer as may the carers' health and wellbeing. It is part of our ethos to develop services to meet the changing needs of people with care needs and their carers and to be responsive to requests for support.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (Continued)
FOR THE YEAR ENDED 31 MARCH 2022

Trustees' responsibilities in relation to the financial statements

The charity trustees (who are also the directors for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires that the charity trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its income and expenditure for the year. In preparing the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements 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 on that basis.

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 to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement as to disclosure of information to auditors

So far as the trustees are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the company's auditors are unaware, and they have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The trustees' report was approved by the Board of Trustees and signed on their behalf by:

Mrs E Titley
Trustee
2 June 2023.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CARING CONNECTIONS LIMITED

Opinion

We have audited the financial statements of Caring Connections Limited ('the charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and Notes to the financial statements, 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).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources 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.

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 charitable 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.

Other matter

The comparative period's figures are unaudited.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CARING CONNECTIONS LIMITED (CONTINUED)

Other information

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

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 course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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, which includes the directors' report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within 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 and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CARING CONNECTIONS LIMITED (CONTINUED)

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement in the trustees' report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below: Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations was as follows:

we ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

we identified the laws and regulations applicable to the charitable company through discussions with trustees;

we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charitable company;

we assessed the extent of compliance with the laws and regulations identified above through making enquiries of the trustees and reviewing supporting documentation; and identified laws and regulations were communicated within the audit team regularly and the team remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CARING CONNECTIONS LIMITED (CONTINUED)

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

making enquiries of the trustees as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

In addition to the above, our procedures to respond to identified risks included reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations discussed above.

There are inherent limitations in the audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that auditors would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion. A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

David Glover FCA (Senior Statutory Auditor)

For and on behalf of John Kerr
Statutory Auditor
Chartered Accountants
375 Eaton Road
West Derby
Liverpool L12 2AH

2 June 2023

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds 2022	Restricted funds 2022	Total funds 2022	Total funds 2021
Income:		£	£	£	£
Donations, grants and legacies	3	245,808	107,582	353,390	170,023
Charitable activities	4	858,005	-	858,005	690,640
Total income		1,103,813	107,582	1,211,395	860,663
Expenditure:					
Charitable activities	5	1,128,577	39,150	1,167,727	824,004
Other – interest payable	9	10,378	-	10,378	2,955
Total expenditure		1,138,955	39,150	1,178,105	826,959
Net income / (expenditure) and net movement in funds for year		(35,142)	68,432	33,290	33,704
Reconciliation of funds					
Total funds brought forward		37,728	-	37,728	4,024
Total funds carried forward		2,586	68,432	71,018	37,728

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

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

Company Registration No. 02722484

BALANCE SHEET
AS AT 31 MARCH 2022

		2022		2021	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	10		6,064		709
Current assets					
Debtors	11	132,235		101,551	
Cash at bank and in hand		127,012		22,861	
		<u>259,247</u>		<u>124,412</u>	
Liabilities					
Creditors falling due within one year	12	(132,851)		(71,596)	
Net current assets			126,396		52,816
Total assets less current liabilities			132,460		53,525
Creditors falling due after more than one year	13		(61,442)		(15,797)
Net assets			<u>71,018</u>		<u>37,728</u>
The Funds of the charity					
Unrestricted income funds			2,586		37,728
Restricted income funds			68,432		-
Total charity funds	18		<u>71,018</u>		<u>37,728</u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 2 June 2023 and were signed on its behalf by

Mrs E Tilley
Trustee

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Cash generated by operations	16		64,360		11,189
Cash absorbed by investing activities					
Purchases of fixed assets			(5,854)		-
Financing activities					
Proceeds from borrowings		50,000		-	
Repayment of borrowings		(4,355)		(13,692)	
Net cash generated from/ (used in) financing activities			45,645		(13,692)
Increase/ (decrease) in cash and cash equivalents			104,151		(2,503)
Cash and cash equivalents at beginning of year			22,861		25,364
Cash and cash equivalents at end of year			127,012		22,861

CARING CONNECTIONS LIMITED

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Status

Caring Connections Limited is a private company, limited by guarantee incorporated in England and Wales under company number 02722484. The registered office address is The Ashcroft Centre, Unit 15, Ashcroft Road, Knowsley, Merseyside, L33 7TW.

11 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. Caring Connections Limited meets the definition of a Public Benefit Entity under FRS 102.

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

12 Going concern

The Trustees have reviewed the immediate impact of the Coronavirus pandemic which has had an impact on fundraising streams and the costs of delivering services.

At the time of approving the accounts the Trustees consider that the charity has adequate reserves and revenue streams to continue in operational existence for the foreseeable future. The Trustees continue to adopt the going concern basis of accounting in preparing the accounts.

13 Charitable funds

Restricted funds are funds to be used in accordance with specific restrictions imposed by the fund providers. Unrestricted funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects.

14 Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. The value of services provided by volunteers has not been included in these accounts.

Donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected.

15 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required, and the amount can be measured reliably.

16 Tangible fixed assets

Fixed assets are stated at costs less depreciation. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Fixtures and fittings – 20% per annum on the reducing balance

Computers – 25% per annum

17 Pensions

The charity operates defined contribution pension schemes. Contributions payable to the charity's pension schemes are charged to the statement of financial activities in the period to which they relate.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2022

2 Critical accounting estimates and judgement

In the application of the charitable company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2022	2022	2022	2021
	£	£	£	£
Donations and gifts	45,195	-	45,195	106,343
Grants	200,613	107,582	308,195	63,680
	<u>245,808</u>	<u>107,582</u>	<u>353,390</u>	<u>170,023</u>

4 Charitable activities

	2022	2021
	£	£
Services provided under contract	<u>858,005</u>	<u>690,640</u>

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2022

5 Charitable activities expenditure

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Staff costs	936,864	39,150	976,014	648,191
Depreciation	499	-	499	403
Rents	19,935	-	19,935	17,573
Travel & subsistence	17,514	-	17,514	33,933
Other staff costs	49,138	-	49,138	13,339
Computing	12,273	-	12,273	12,895
Printing, postage and stationery	796	-	796	1,082
Telecommunication expenditure	18,235	-	18,235	25,114
Equipment hire	12,953	-	12,953	3,178
Repairs & renewals	1,715	-	1,715	11,001
Insurances	8,889	-	8,889	4,705
Subscriptions	11,644	-	11,644	8,551
Legal & professional	13,460	-	13,460	29,067
Bad and doubtful debts	1,895	-	1,895	-
Pension fines	2,800	-	2,800	-
Other operating expenses	4,648	-	4,648	2,498
Advertising and promotional costs	9,546	-	9,546	6,276
Utilities	473	-	473	2,572
	<u>1,123,277</u>	<u>39,150</u>	<u>1,162,427</u>	<u>820,378</u>
Share of governance costs (see note 6)	5,300	-	5,300	3,626
	<u>1,128,577</u>	<u>39,150</u>	<u>1,167,727</u>	<u>824,004</u>

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2022

6 Support costs

	Support costs £	Governance costs £	2022 £	Support costs £	Governance costs £	2021 £
Legal and professional	-	-	-	-	176	176
Audit & accountancy	-	5,300	5,300	-	3,450	3,450
	-	5,300	5,300	-	3,626	3,626
Analysed between						
Charitable activities	-	5,300	5,300	-	3,626	3,626

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. (2021: nil)

During the year, the trustees received no expenses from the charity. (2021: nil)

8 Employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
Care support workers	57	55
Administrative staff	8	9
Total	65	64
Employment costs	2022 £	2021 £
Wages and salaries	913,902	606,273
Social security costs	49,586	33,626
Pension costs	12,526	8,292
	976,014	648,191

There were no employees whose annual remuneration was £60,000 or more.

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2022

9 Other expenditure

	2022	2021
	£	£
Interest on loans	10,378	2,955
	<u>10,378</u>	<u>2,955</u>

10 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
Cost			
At 1 April 2021	7,803	20,552	28,355
Additions	5,096	758	5,854
At 31 March 2022	<u>12,899</u>	<u>21,310</u>	<u>34,209</u>
Depreciation			
At 1 April 2021	7,094	20,552	27,646
Depreciation charged in the year	467	32	499
At 31 March 2022	<u>7,561</u>	<u>20,584</u>	<u>28,145</u>
Net book value			
At 31 March 2022	<u>5,338</u>	<u>726</u>	<u>6,064</u>
At 31 March 2021	<u>709</u>	<u>-</u>	<u>709</u>

11 Debtors

	2022	2021
	£	£
Amounts falling due within one year:		
Trade debtors	73,097	77,029
Other debtors	16,231	-
Prepayments and accrued income	42,907	24,522
	<u>132,235</u>	<u>101,551</u>

CARING CONNECTIONS LIMITED**(A company limited by guarantee)****NOTES TO THE FINANCIAL STATEMENTS (Continued)****FOR THE YEAR ENDED 31 MARCH 2022****12 Creditors: amounts falling due within one year**

	2022	2021
	£	£
Loan borrowings	16,209	16,507
Other taxation and social security	21,358	8,153
Trade creditors	13,593	577
Other creditors	-	-
Accruals and deferred income	81,691	46,359
	<u>132,851</u>	<u>71,596</u>

13 Creditors: amounts falling due after more than one year

	2022	2021
	£	£
Loan borrowings	<u>61,442</u>	<u>15,797</u>

14 Loans

	2022	2021
	£	£
Financing loans	<u>77,651</u>	<u>32,304</u>
Payable within one year	16,209	16,507
Payable after one year	<u>61,442</u>	<u>15,797</u>

The loans are unsecured and bear interest at commercial rates.

15 Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2022	2021
	£	£
Aggregate remuneration	95,365	62,487

CARING CONNECTIONS LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (Continued)
FOR THE YEAR ENDED 31 MARCH 2022

16 Reconciliation of net movement in funds to net cash flow from operations	2022	2021
	£	£
Net movement in funds	33,290	33,704
Adjustments for:		
Depreciation	499	403
Decrease / (Increase) in debtors	(30,684)	(9,262)
Increase / (Decrease) in creditors	61,255	(13,656)
Cash generated from operations	64,360	11,189

17 Analysis of net (debt) / funds changes

	At 1 April 2021 £	Cashflows £	At 31 March 2022 £
Cash at bank and in hand	22,861	104,151	127,012
Loans falling due within one year	(16,507)	298	(16,209)
Loans falling due after more than one year	(15,797)	(45,645)	(61,442)
	(9,443)	58,804	49,361

18 Analysis of fund movements

	Income	Expenditure	At 31 March 2022
Bereavement projects funding - restricted	107,582	39,150	68,432
General funds - unrestricted	1,103,813	1,138,955	2,586
Total funds:	1,211,395	1,178,105	71,018