

THE RELATIVES AND RESIDENTS ASSOCIATION
(A company limited by guarantee)

**DIRECTORS' AND TRUSTEES' REPORT
AND FINANCIAL STATEMENTS**

FOR THE YEAR ENDED 31 MARCH 2022

Company Number: 02813362
Charity Number: 1020194

THE RELATIVES AND RESIDENTS ASSOCIATION
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REPORT AND FINANCIAL STATEMENTS

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THE RELATIVES AND RESIDENTS ASSOCIATION
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DIRECTORS' AND TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OUR PURPOSE AND ACTIVITIES

Our purpose and activities remain those inspired by Dorothy White O.B.E., our founder.

The R&RA continues, in the words of our governing document, to 'assist in achieving and maintaining the highest possible standards of care for older people' by:

- empowering older people, their relatives and friends by giving them information and advice
- supporting older people, their relatives and friends to challenge poor care through our casework
- using the unique perspectives and experiences of our advice line clients to inform policy makers, regulators, the media
- challenging policies which affect the human rights of older people or the ability of their relatives and friends to represent them
- championing higher and better standards
- making the case for better quality care by supporting mandatory training and improved conditions for care workers
- seeking better and more effective regulation

The charity's independent status means that we are a trusted, reliable and impartial source of information and support to our beneficiaries. This applies not only to those who we support but also to Government, regulators, providers, researchers and the media. The essence of the R&RA role lies in enabling and empowering relatives and friends to make a difference to the quality of life and outcomes for the older people they care about.

Our impartiality is invaluable in helping to remove the friction from the interaction with the key person or organisation. This enables us to help by informing and mediating. We are able to demonstrate our knowledge and experience of the relevant law, regulations and guidance to those making care decisions which helps us to engage positively with them. We interact with providers, commissioners and regulators, as appropriate, in the interests of those in receipt of care and their families and friends. We regularly help to suggest solutions and solve problems with them or on their behalf as well-informed and experienced intermediaries.

KEY DEVELOPMENTS

Throughout the year the coronavirus pandemic, and measures to manage it, continued to have a devastating impact on older people needing care and the relatives and friends who support them. As well as supporting families one-to-one with information and advice, we also saw an increase in policy, media and campaigning work and our profile continued to grow.

Significant changes to the organisation also occurred during this year. We formally elected five new Trustees at the AGM on 22 July 2021, who have brought fresh experience and perspectives to our organisation. Our Chair, Judy Downey, unfortunately became unwell had to take leave of absence from October. The Deputy Chair, Trish Davies, has been acting Chair since then and to date.

The Trustees have recognised that meeting the increasing need for our services requires the modernisation of the Association. To that end we have put in place a programme of transformation, to update our public face and our backroom infrastructure, work which has been enabled by the security given by the Lampard-Watt bequest.

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DIRECTORS' AND TRUSTEES' REPORT (Cont'd)

FOR THE YEAR ENDED 31 MARCH 2022

ACHIEVEMENTS AND PERFORMANCE

Advice and support

Providing one-to-one advice and support remains at the core of our work. Our helpline supplies information, advice and support to clients with questions or concerns about older people needing care, via phone, email, webchat or post. Demand for the helpline remained high, with some clients requiring support throughout the year. The lack of contact with relatives/friends in care settings and the impact this had on older people's wellbeing continued to be the key issue raised. Too many are afraid to speak out to raise this or other concerns about care due to fear of reprisals (including, ultimately, eviction). The power imbalance is so vast and people using services are placed in such a vulnerable position, they are afraid to rock the boat. As visiting restrictions were eased, thanks in part to our campaigning and lobbying, we supported clients with concerns about standards of care which had fallen during the pandemic. Existing problems have also been exacerbated, not least staffing levels, putting people's dignity and safety at risk.

Helpline data in percentages

	2021/22	2020/21
Problems with care		
• Care concerns	36%	31%
• Human rights	24%	22%
• Evictions	0.5%	0.5%
• Poor management	15.5%	15%
Total	76%	68.5%
Other		
• Financial	4.5%	6%
• Admission	13%	12.5%
• Legal	4.5%	7.5%
• General	2%	5.5%
Total	24%	31.5%

Influencing public, political and professional opinion

Work with CQC

In May 2021 we wrote again to the Care Quality Commission to express our continued disappointment with the role they have taken during the pandemic. The letter urged CQC to restart routine inspections and take a proactive role in monitoring compliance with the visiting guidance. Unfortunately this did not happen and we wrote again to the CQC in May 2022.

Policy and parliamentary work

We provided evidence and insights from our helpline directly to Parliament and policy makers, to raise concerns about the rights of older people needing care, including:

- Written and oral evidence to the Joint Committee on Human Rights inquiry on human rights in care settings, which was heavily quoted in their hard-hitting report
- Meeting with the Care Minister
- Speech at the All-Party Parliamentary Group on Ageing and Older People

We continued to work in partnership with other organisations, including:

Lobbying for a new legal right to a care supporter across health and care settings, with John's Campaign and Rights For Residents, hosting an event in Parliament which achieved cross-party support and a group of 60+ MPs wrote to the Secretary of State to take this forward

Campaign to End Isolation In Care

Our campaign continued, calling for residents to be reunited with their families and friends. We were invited to join the Department of Health and Social Care COVID Adult Social Care Stakeholder Group and successfully lobbied for significant improvements to the Government guidance on visiting, including restrictions being lifted and more of a focus on rights. Our campaign resources have helped families to be reunited, including 'Visiting and the Law' and videos on the role of essential caregiver. We also worked closely with other organisations, including coordinating a joint letter to local leaders on isolation and rights with Rights For Residents and Kings College London.

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FOR THE YEAR ENDED 31 MARCH 2022

Media

R&RA made almost 300 media appearances during the year, including interviews across major TV news channels, radio and in print. Our profile grew substantially, including across social media.

Volunteers and Consultants

We have continued to benefit from the generous contributions to the charity of excellent volunteers and consultants: Janice Gardner, Francesca Grandi, Susan Hayes, Ernest Muller, Georges Olivier, Sue Toole, Bob Walters, David Watson and Gail Watson. They have all made valuable contributions to our work throughout the year. We are grateful for the pro bono support of Emma Jones and Beatrice Morgan at Leigh Day Solicitors and Adam Straw QC at Doughty Street Chambers. And for the generous gift in kind from High Tech Construction.

Staff and Trustees

As usual, thanks are due to our superb staff and director and the combined efforts of the Trustees who have made our work possible this year. We are extremely grateful for the long-standing commitments of Veronica Monks and Susan Chesters, who stepped down as Trustees this year. We thank them both for their immense contributions to the charity over many years, particularly for activities in Leeds.

Public benefit statement

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a Charity (PD2)'. The achievements and activities above demonstrate the public benefit arising through the Charity's activities.

FINANCIAL REVIEW

The Statement of Financial Activities showed a net deficit of £44,893 (2021 – net surplus of £950,750) for the year and reserves stand at £3,236,385 (2021 - £3,281,278). The result for the year includes investment gains of £43,545 (2021 – gains £1,036,230). The financial position at the year revealed by the Balance Sheet on page 10 shows net current assets or working capital of £242,089 (2021 – £319,536). The net book value of tangible fixed assets held, all of which are used directly for charitable purposes, amounted to £9,364 (2021 – £1,046). The market value of investments was £2,984,932 (2021- £2,960,696).

Principal funding sources

The main funding sources for the Charity are investment income derived from a generous legacy together with grants from charitable foundations, bequests, contract work, membership, and sales of resources. Additionally, it is anticipated that capital appreciation will also contribute to any shortfall of expenditure over income.

Reserves policy

The trustees have reviewed the reserves of the charity and its basic aim remains as in previous years to build and maintain in hand at all times unrestricted general funding reserves equivalent to not less than three to six months operating costs. The trustees regard this as the prudent minimum level for continuing normal operations while income and expenditure both inevitably fluctuate. As at the year end, financial statements showed reserves of £3,236,385 (2021 - £3,281,278), of which £12,047 (2021 - £12,347) was restricted. In addition, the Trustees have set aside designated funds totalling £169,865 (2021 - £208,236) for specific purposes of staff contingency, publications, and premises lease. The unrestricted funds not designated or invested in tangible fixed assets were £3,045,109 (2021 - £3,059,649).

The funds received from Lampard Watt bequest in 2017/18 are unrestricted. The trustees have determined to keep them separately identified from the charity's general reserves, at least in the short to medium term; in part as an investment reserve within general funds to provide a regular return to support its operating activities. It was agreed that in the short to medium term the returns on the cash deposits if added to the investments would provide regular additional income to support operating activities. It is anticipated that this will provide investment income that will more closely match our expenses in the following year once invested. The market value of this investment as at 31 March 2022 was £2,984,932 (2021 - £2,960,696).

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Investment powers and policy

Under its Memorandum and Articles of Association, the Charity has the power to invest in any way the trustees think fit for the investment of charitable funds.

On 14 December 2017 the trustees adopted a formal Investment Policy for the management of the Lampard Watt investment reserve which has been agreed with and implemented by the appointed investment advisers and managers, Charles Stanley & Co. Short term cash reserves are invested on deposit with banks or institutions approved for the purpose of holding charity funds.

FUTURE ACTIVITIES

The coronavirus restrictions continue to have a disproportionate impact on older people needing care and their relatives and friends. Restrictions persist in care settings and we continue to support families whose rights are being breached through lack of contact and the resulting detrimental impact on older people's wellbeing. Our campaign will continue to call for a new right to a care supporter across health and care settings so that older people will never again be isolated. We will also work to redress the power imbalance in care and push for reform so that older people's rights are respected and they receive the care they need from staff who are properly funded, trained and valued.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Relatives and Residents Association (the word 'Limited' being omitted by licence from the then Department of Trade) is a Charity, which is registered under the Companies Act 2006 as a company limited by guarantee and not having a capital divided by shares.

The company was incorporated on 28th April 1993 and became a registered Charity on 30th April 1993. It is constituted as a company limited by guarantee under the Memorandum and Articles of Association. The Charity registration number is 1020194 and the company registration number is 02813362.

Recruitment and appointment of trustees

All trustees are elected for three years, with one third being subjected to election each year at the Annual General Meeting. The officers are subject to election each year.

The trustees are also the Directors of the company. The trustees in office in the year are set out on page 6 and ballot papers have been circulated for the elections at the AGM to be held on 22 September 2022.

The trustees have no beneficial interest in the company other than as members.

Organisation

The trustees meet regularly in order to manage the affairs of the Charity. Day to day running of the Charity is the responsibility of the Chair and Chief Executive who manages the staff and reports regularly to the Audit & Risk Committee and Board of Trustees.

Related parties

The Charity works collaboratively with several other voluntary and not-for-profit organisations in pursuing its charitable activities.

Risk management

Systems are established to mitigate any major risks to which the Charity is exposed. An Audit and Risk Committee monitors risks and keeps a risk register under review.

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FOR THE YEAR ENDED 31 MARCH 2022

Charitable and political donations

During the year the company made no political or charitable donations.

REFERENCE AND ADMINISTRATIVE DETAILS

Company Number: 02813362

Charity Number: 1020194

Trustees / directors: Ms Judy Downey – Chair
Ms Patricia Davies – Deputy Chair
Mr Nariman Ghandhi – Treasurer
Mr Richard Hawes
Mr Desmond Kelly
Dr Susan Chesters – Resigned 14/04/2021
Ms Veronica Monks – Resigned 22/04/2021
Ms Susan Midha – Appointed 22/07/2021
Mr Peter Storey – Appointed 22/07/2021
Mr Stephen Burke – Appointed 22/07/2021
Ms Susan Redmond – Appointed 22/07/2021
Ms Samantha Williamson – Appointed 22/07/2021

Senior Management: Ms Helen Wildbore - Chief Executive Officer

Registered Office: Unit 6, Aztec Row, 1 Berners Road, London, England, N1 0PW

Independent Examiner: David Terry FCA, Ramon Lee Ltd, 93 Tabernacle Street, London EC2A 4BA

Bankers: The Co-operative Bank Plc., P.O. Box 250, Delf House, Southway, Skelmersdale WN8 6WT
Aldermore Bank, 1st Floor, Block B, Western House, Lynch Wood, Peterborough, PE2 6FZ
Charity Bank, Fosse House, 182 High Street, Tonbridge TN9 1BE
Nationwide, Nationwide House, Pipers Way, Swindon SN38 1NW

Investment Managers: Charles Stanley & Co. Ltd, 55 Bishopgate, London EC2N 3AS

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DIRECTORS' AND TRUSTEES' REPORT (Cont'd)

FOR THE YEAR ENDED 31 MARCH 2022

Trustees' responsibilities in relation to the financial statements

The trustees (who are also directors of The Relatives and Residents Association for the purposes of company law) are responsible for preparing the trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure for that period. In preparing these financial statements, the trustees are required to:

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

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

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

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

Approved by order of the board of trustees and signed on its behalf by:



PATRICIA DAVIES
DEPUTY CHAIR

16 September 2022

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE RELATIVES AND RESIDENTS ASSOCIATION

I report on the financial statements of the charitable company for the year ended 31 March 2022.

This report is made solely to the charity's trustees, as a body, in accordance with the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my Independent Examination, for this report, or for the opinions I have formed.

Respective responsibilities and basis of report

As the charity's trustees of the charitable company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the financial statements of the charitable company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act).

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the financial statements do not accord with such records; or
- the financial statements do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the Charities SORP (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



**D TERRY – CHARTERED ACCOUNTANT
RAMON LEE LTD
93 TABERNACLE STREET
LONDON EC2A 4BA**

16 September 2022

THE RELATIVES AND RESIDENTS ASSOCIATION
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STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2022

SUMMARY INCOME AND EXPENDITURE ACCOUNT

	Notes	Unrestricted Funds £	Restricted Funds £	2022 £	2021 £
Income					
Grants, donations and legacies	2	17,127	-	17,127	28,556
Income from charitable activities	3	53,224	-	53,224	50,176
Investment income	4	71,590	-	71,590	40,340
Total income		141,941	-	141,941	119,072
Expenditure					
Costs of generating funds	5	30,070	-	30,070	25,876
Expenditure on charitable activities	5	200,009	300	200,309	178,676
Total expenditure		230,079	300	230,379	204,552
Net income/(expenditure) and net movement in funds before gains and losses on investments		(88,138)	(300)	(88,438)	(85,480)
Net gains/(losses) on investments	7	43,545	-	43,545	1,036,230
Net movement in funds		(44,593)	(300)	(44,893)	950,750
Reconciliation of funds					
Total funds, brought forward		3,268,931	12,347	3,281,278	2,330,528
Total funds, carried forward		3,224,338	12,047	3,236,385	3,281,278

CONTINUING OPERATIONS

None of the company's activities were acquired or discontinued during the above two financial years.

TOTAL RECOGNISED GAINS AND LOSSES

The company has no recognised gains or losses other than the above movement in funds for the above two financial years.

The notes on pages 11 to 22 form part of these financial statements

THE RELATIVES AND RESIDENTS ASSOCIATION
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BALANCE SHEET AS AT 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Fixed assets					
Tangible fixed assets	11	9,364		1,046	
Investments	12	<u>2,984,932</u>	2,994,296	<u>2,960,696</u>	2,961,742
Current assets					
Debtors	13	37,058		22,609	
Cash at bank and in hand		<u>224,039</u>		<u>306,958</u>	
		261,097		329,567	
Liabilities					
Creditors falling due within one year	14	<u>(19,008)</u>		<u>(10,031)</u>	
Net Current Assets			242,089		319,536
Net assets			<u>3,236,385</u>		<u>3,281,278</u>
The funds of the charity:					
Unrestricted funds:					
General	15	3,054,473		3,060,695	
Designated	15	169,865		208,236	
Restricted funds	15	12,047		12,347	
Total charity funds			<u>3,236,385</u>		<u>3,281,278</u>

For the financial year ended 31 March 2022 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

These financial statements were approved by the Board of Directors and Trustees on 16 September 2022 and were signed on its behalf by:

 **PATRICIA DAVIES (DEPUTY CHAIR)**

Company No: 02813362

The notes on pages 11 to 22 form part of these financial statements

THE RELATIVES AND RESIDENTS ASSOCIATION
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements of the charitable company, which is a public benefit under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the Charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these financial statements.

1.2 Preparation of financial statements on a going concern basis

The Charity's Financial Statements shows a net deficit of £44,893 (2021 – net surplus of £950,750) including an investment revaluation loss of £22,311 (2021 – revaluation profit of £850,915) for the year and free reserves of £3,045,109 (2021 - £3,059,649). The total expenditure for the year was £230,379 (2021 - £204,552). The trustees are of the view that these results have secured the immediate future of the Charity for the next 12 to 18 months and on this basis the Charity is a going concern.

1.3 Income recognition

All income is included in the consolidated SOFA when the charity is legally entitled to it, receipt is probable and the amount can be measured with sufficient reliability.

Grant income

Grants are credited to the SOFA when the charity is entitled to the funds. Income is only deferred where there are time constraints imposed by the donor or if the funding is performance related.

Where entitlement to grants receivable is dependent upon fulfilment of conditions within the charity's control, the income is recognised when there is sufficient evidence that conditions will be met.

Grants supporting the core activities of the charity and with no specific restrictions placed upon their use are included within donations and legacies. Grants that have specific restrictions placed upon their use are included within income from charitable activities.

Donations and legacies

Donations are recognised in the period in which they are received. Legacy income is recognised when the charity's entitlement is judged to be probable and where the amount can be reliably measured.

Contract income

Income from charitable activities include income recognised as earned (as the related goods and services are provided) under contract.

Investment income

Investment income is included when receivable.

1.4 Volunteers and donated services, facilities and goods

Donated professional services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Charity is not recognised in the main body of the financial statements but detail is contained in the trustees report.

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NOTES TO THE FINANCIAL STATEMENTS (Cont'd)

FOR THE YEAR ENDED 31 MARCH 2022

On receipt, donated professional services, donated facilities and goods are recognised on the basis of the value of the gift to the Charity which is the amount the Charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

1.5 Expenditure recognition and irrecoverable VAT

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 of the obligation can be measured reliably.

Expenditure is classified under the following activity headings:

- (a) Costs of raising funds comprise the costs of seeking grants and donations and other trading activities that raise funds and their associated support costs.
- (b) Expenditure on charitable activities include expenditure associated with the main objectives of the Charity and include both direct costs and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

1.6 Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back office costs, finance and administration personnel, payroll and governance costs which support the Charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 6.

1.7 Funds structure

- The general fund comprises those monies, which may be used toward meeting the charitable objectives of the company at the discretion of the management board.
- Designated funds are unrestricted funds of the Charity which the trustees have decided at their discretion to set aside to use for a specific purpose.
- The restricted funds are monies raised for, and their use restricted to, a specific purpose or donations subject to donor imposed conditions.

1.8 Operating leases

The Charity classifies the lease of property as an operating lease. The rentals are charged to the Statement of Financial Activities on a straight-line basis over the lease duration. No assets are held under hire purchase agreements.

1.9 Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Individual fixed assets costing £500 or more are capitalised at cost.

Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful life on the following basis:

Computer equipment	25% on cost
Office equipment	25% on cost

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FOR THE YEAR ENDED 31 MARCH 2022

1.10 Realised / unrealised gains and losses

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial period. Unrealised gains and losses are calculated as the difference between the fair value at the period end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

1.11 Investments

Investments comprise assets held to generate future income and include cash balances. All investments assets are shown on the balance sheet at market value at the balance sheet date. The market value has been determined by the Independent Investment Portfolio Managers. Realised gains and losses arising on the revaluation of investment assets are included in the Statement of Financial Activities.

The Charity does not acquire put options, derivatives or other complex financial instruments. The main form of financial risk faced by the charity is that of volatility in equity markets and investment markets due to wider economic conditions, the attitude of investors to investment risk, and changes in sentiment concerning equities and within particular sectors or sub sectors.

1.12 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.13 Cash at bank and in hand

Cash at bank and in hand includes cash and short term cash deposits.

1.14 Creditors and provisions

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.15 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.16 Judgement and key sources of estimation uncertainty

In the application of the Charity's accounting policies, the Charity is required to make judgments, 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.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

1.17 Taxation

The Charity is a registered Charity and, therefore, is not liable to Income Tax or Corporation Tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

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NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

FOR THE YEAR ENDED 31 MARCH 2022

1.18 Cash flow statement

The charitable company qualifies as a small company and advantage has been taken of the exemption provided by SORP (FRS 102), not to prepare a cash flow statement.

2. GRANTS, DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
CSIS Charity Fund	12,000	-	12,000	4,463
The National Lottery Community Fund	-	-	-	9,950
Jean Madeline Bayliss - Legacy	-	-	-	6,904
Marie Doreen Sims Legacy	160	-	160	-
Anonymous Trust	-	-	-	4,258
Other donations under £1,000	4,967	-	4,967	2,981
	<u>17,127</u>	<u>-</u>	<u>17,127</u>	<u>28,556</u>

The donations and legacies income in 2021 totalling £28,556 was attributed to unrestricted funds of £9,885 and restricted funds of £18,671.

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Helpline activities				
Contract Income:				
Care Quality Commission	28,800	-	28,800	23,535
	<u>28,800</u>	<u>-</u>	<u>28,800</u>	<u>23,535</u>
Resources				
Resources sales	468	-	468	164
Grants and donations:				
Individuals - Donations in kind	14,372	-	14,372	15,900
	<u>14,840</u>	<u>-</u>	<u>14,840</u>	<u>16,064</u>
Membership services				
Membership fees	9,584	-	9,584	10,577
	<u>9,584</u>	<u>-</u>	<u>9,584</u>	<u>10,577</u>
Total income from charitable activities	<u>53,224</u>	<u>-</u>	<u>53,224</u>	<u>50,176</u>

The income from charitable activities in 2021 totalling £50,176 was attributed to unrestricted funds.

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FOR THE YEAR ENDED 31 MARCH 2022

3. INCOME FROM CHARITABLE ACTIVITIES (Cont/d)

The charity is indebted to a number of individuals for providing the pro bono services throughout the year. The aggregate value placed on these contributions by the trustees for the year is £14,372 (2021 - £15,900). The income equivalents are recognised within income from charitable activities as donations, and corresponding charges included within expenditure as other direct costs and support & governance costs.

4. INVESTMENT INCOME

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Bank deposit interest	556	-	556	3,342
Dividend income	71,034	-	71,034	36,998
	<u>71,590</u>	<u>-</u>	<u>71,590</u>	<u>40,340</u>

The investment income in 2021 totalling £40,340 was attributed to unrestricted funds.

5. ANALYSIS OF EXPENDITURE

	Raising Funds £	Projects & development £	Helpline activities £	Policy & campaigns £	Membershi p services £	Conferences , events & training £	Total 2022 £	Total 2021 £
Staff costs	1,672	4,981	75,247	18,218	1,602	1,337	103,057	98,435
Other direct costs	-	6,669	7,750	-	-	-	14,419	18,776
Investment management fees	26,055	-	-	-	-	-	26,055	22,484
Support costs (Note 6)	2,008	4,589	54,497	10,995	1,434	908	74,431	52,266
6)	335	766	9,091	1,834	239	152	12,417	12,591
	<u>30,070</u>	<u>17,005</u>	<u>146,585</u>	<u>31,047</u>	<u>3,275</u>	<u>2,397</u>	<u>230,379</u>	<u>204,552</u>

Of the £230,379 expenditure in 2022 (2021 - £204,552), £190,753 was charged to unrestricted funds (2021 - £172,892), £39,326 was charged to designated funds (2021 - £12,989) and £300 to restricted funds (2021 - £18,671).

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NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

FOR THE YEAR ENDED 31 MARCH 2022

6. ANALYSIS OF SUPPORT AND GOVERNANCE COSTS

The Charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the Charity's key activities undertaken (see note 5) in the year. All the general support and governance costs have been apportioned to the various charitable activities on the basis of staff time allocated to each activity.

	General support	Governance function	Total 2022	Total 2021
	£	£	£	£
General office staff costs	6,203	-	6,203	5,965
Management staff costs	8,341	8,937	17,278	16,994
Other direct costs	600	-	600	-
Premises and office costs	35,443	-	35,443	19,894
Communication costs	2,807	-	2,807	2,119
Information technology	10,984	-	10,984	2,846
Professional expenses	4,675	300	4,975	10,974
Insurance	1,200	-	1,200	1,049
Depreciation	3,470	-	3,470	523
Miscellaneous expenses	708	-	708	1,413
Trustees expenses	-	-	-	81
Independent examiner's fees	-	3,180	3,180	3,000
	74,431	12,417	86,848	64,857

7. GAINS / (LOSSES) ON INVESTMENT ASSETS

	Unrestricted Funds	Restricted Funds	2022	2021
	£	£	£	£
Realised gain on sale of investment	65,856	-	65,856	185,315
Unrealised gains/(losses) on year end valuation	(22,311)	-	(22,311)	850,915
	43,545	-	43,545	1,036,230

8. NET INCOME/(EXPENDITURE) FOR THE YEAR

	2022	2021
	£	£
Net movement in funds is shown after charging:		
Independent examiner's fees	3,180	3,000
Operating lease rent	22,800	6,650
Depreciation on tangible fixed assets	3,470	523

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FOR THE YEAR ENDED 31 MARCH 2022

9. ANALYSIS OF STAFF COSTS, TRUSTEES REMUNERATION AND EXPENSES, AND COST OF KEY MANAGEMENT PERSONNEL

	2022	2021
	£	£
STAFF COSTS		
Salaries	114,065	109,426
National Insurance	7,876	7,464
Pension	4,597	4,504
	<u>126,538</u>	<u>121,394</u>

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

During the year no trustees received any remuneration (2021 - £nil). No trustee received reimbursement of travel expenses during the year (2021 - One trustee £81).

The key management personnel of the charity comprise the Chief Executive Officer. The total employee benefits of the key management personnel of the charity were £59,580 (2021 - £58,600).

10. STAFF NUMBERS

The average weekly equivalent full-time number of staff employed by the Charity during the period was as follows:

	2022	2021
	3.0	3.0
Direct charitable work		

The average monthly number of persons employed by the charity during the year was 3.2 (2021 - 3).

11. TANGIBLE FIXED ASSETS

	2022	2021
	£	£
NET BOOK VALUES		
Computer equipment	522	1,045
Office equipment	1	1
Furniture and Fixtures	8,841	-
	<u>9,364</u>	<u>1,046</u>

MOVEMENTS IN YEAR

<u>Cost</u>	Opening Balances £	Additions £	Disposals £	Closing Balances £
Computer equipment	3,556	-	-	3,556
Office equipment	3,000	-	-	3,000
Furniture and Fixtures	-	11,788	-	11,788
	<u>6,556</u>	<u>11,788</u>	<u>-</u>	<u>18,344</u>

<u>Depreciation</u>	Opening Balances £	Charge For Year £	Disposals £	Closing Balances £
Computer equipment	2,511	523	-	3,034
Office equipment	2,999	-	-	2,999
Furniture and Fixtures	-	2,947	-	2,947
	<u>5,510</u>	<u>3,470</u>	<u>-</u>	<u>8,980</u>

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NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

FOR THE YEAR ENDED 31 MARCH 2022

12. INVESTMENTS

	2022	2021
	£	£
Market value, brought forward	2,950,898	1,938,492
Additions	546,970	497,081
Disposals	(566,559)	(520,906)
Realised gain	65,856	185,315
Unrealised gains/(losses)	(22,311)	850,915
	<u>2,974,854</u>	<u>2,950,898</u>
Cash held as part of portfolio	10,078	9,798
Total investments	<u>2,984,932</u>	<u>2,960,696</u>
Historic cost	<u>2,951,487</u>	<u>2,849,975</u>
All of the above investments are allocated as follows:		
Investments at fair value comprises:		
UK equities	2,196,662	2,169,579
Overseas equities	778,192	781,319
Cash held within the investment portfolio	10,078	9,798
	<u>2,984,932</u>	<u>2,960,696</u>

13. DEBTORS

	2022	2021
	£	£
Grant and contract debtors	28,924	8,505
Gift aid tax receivable	362	391
Prepayments	1,776	9,497
Other debtors	5,996	4,216
	<u>37,058</u>	<u>22,609</u>

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NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

FOR THE YEAR ENDED 31 MARCH 2022

14. CREDITORS: amounts falling due within one year

	2022 £	2021 £
Trade creditors	4,762	750
Accruals	3,796	9,281
Other creditors	10,450	-
	<u>19,008</u>	<u>10,031</u>

15. ANALYSIS OF CHARITABLE FUNDS

	Balance at 01.04.21 £	Income £	Expenditure £	Gains/ (Losses) £	Transfers £	Balance at 31.03.22 £
Restricted Funds:						
CSIS Charity Fund -						
Audiology resource	12,347	-	300	-	-	12,047
Total restricted funds	<u>12,347</u>	<u>-</u>	<u>300</u>	<u>-</u>	<u>-</u>	<u>12,047</u>
Unrestricted funds:						
Designated Funds:						
Staff Commitment Fund	31,823	-	-	-	955	32,778
Publications Fund	13,515	-	6,005	-	-	7,510
Premises Lease	162,898	-	33,321	-	-	129,577
	<u>208,236</u>	<u>-</u>	<u>39,326</u>	<u>-</u>	<u>955</u>	<u>169,865</u>
General funds	3,060,695	141,941	190,753	43,545	(955)	3,054,473
Total unrestricted funds	<u>3,268,931</u>	<u>141,941</u>	<u>230,079</u>	<u>43,545</u>	<u>(955)</u>	<u>3,224,338</u>
Total funds:	<u>3,281,278</u>	<u>141,941</u>	<u>230,379</u>	<u>43,545</u>	<u>-</u>	<u>3,236,385</u>

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NOTES TO THE FINANCIAL STATEMENTS (Cont/d)

FOR THE YEAR ENDED 31 MARCH 2022

15. ANALYSIS OF CHARITABLE FUNDS (Cont/d)

Analysis of charitable funds – previous year

	Balance at 01.04.20	Income	Expenditure	Gains/ (Losses)	Transfers	Balance at 31.03.21
	£	£	£	£	£	£
Restricted Funds:						
CSIS Charity Fund -						
Audiology resource	12,347	-	-	-	-	12,347
CSIS Charity Fund	-	4,463	4,463	-	-	-
The National Lottery						
Community Fund	-	9,950	9,950	-	-	-
Anonymous Trust	-	4,258	4,258	-	-	-
Total restricted funds	12,347	18,671	18,671	-	-	12,347
Unrestricted funds:						
Designated Funds:						
Staff Commitment Fund	31,823	-	-	-	-	31,823
Publications Fund	16,822	-	3,307	-	-	13,515
Premises Lease	172,580	-	9,682	-	-	162,898
	221,225	-	12,989	-	-	208,236
General funds	2,096,956	100,401	172,892	1,036,230	-	3,060,695
Total unrestricted funds	2,318,181	100,401	185,881	1,036,230	-	3,268,931
Total funds:	2,330,528	119,072	204,552	1,036,230	-	3,281,278

Description, nature and purpose of restricted funds:

CSIS Charity Fund – Audiology resource – This funding is for the development of a resource on caring for older people with hearing difficulties or impairments. Work on this project has begun and it is intended to be completed and the funds fully applied as soon as practicable.

CSIS Charity Fund - Grant income received towards the cost of succession planning.

National Lottery Fund – This funding is towards helpline costs and sharing insights from our helpline clients by publishing a series, Your Covid Stories, on our website.

Anonymous Trust - Grant income received towards the cost of succession planning.

Description, nature and purpose of unrestricted funds:

Unrestricted Funds - General: General Funds represents the balance of the unrestricted funds available to be applied as the trustees in their discretion think fit towards attaining the charitable objects and purposes of the Association after allowing for all the designated funds.

The Lampard Watt bequest had a major effect on the Association's funding. The funds received are unrestricted. The trustees have determined to keep them separately identified from the Association's general funding reserves, at least in the short to medium term; in part as an investment reserve to provide a regular return to support its operating activities. The Lampard Watt investment was valued at £2,984,932, per quoted investment valuation at 31 March 2022 (2021 - £2,960,696)

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NOTES TO THE FINANCIAL STATEMENTS (Cont'd)

FOR THE YEAR ENDED 31 MARCH 2022

15. ANALYSIS OF CHARITABLE FUNDS (Cont'd)

Unrestricted Funds - Designated:

Staff Commitment Fund - Represents the association's provision for the cost of payments due to staff if redundancy notices had to be issued. This is purely contingent and no actual liability is expected to arise in the period.

Publications funding reserve - This funding represents the balance in hand of unrestricted funding grants (in particular from the CSIS Charity Fund) intended to support development and maintenance of the association's new resources to support care workers and relatives.

Premises lease: To cover premises commitments for five years for rent, service charge and business rates.

16. ANALYSIS OF FUND BALANCES BETWEEN NET ASSETS

	General Funds £	Designated Funds £	Restricted Funds £	Total 2022 £
Tangible fixed assets	9,364	-	-	9,364
Investments	2,984,932	-	-	2,984,932
Net current assets	60,177	169,865	12,047	242,089
	<u>3,054,473</u>	<u>169,865</u>	<u>12,047</u>	<u>3,236,385</u>

Analysis of fund balances between net assets – previous year

	General Funds £	Designated Funds £	Restricted Funds £	Total 2021 £
Tangible fixed assets	1,046	-	-	1,046
Investments	2,960,696	-	-	2,960,696
Net current assets	98,953	208,236	12,347	319,536
	<u>3,060,695</u>	<u>208,236</u>	<u>12,347</u>	<u>3,281,278</u>

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FOR THE YEAR ENDED 31 MARCH 2022

17. DEFERRED INCOME

	2022	2021
	£	£
Balance as at 1st April	-	8,720
Amount released to income in the year	-	(8,720)
Amount deferred in the year	-	-
Balance as at 31st March	<u>-</u>	<u>-</u>

18. SHARE CAPITAL

The company is limited by guarantee and does not have a share capital divided by shares.

19. OTHER FINANCIAL COMMITMENTS

The Charity has operating lease commitments as shown below:

	2022	2021
	Rent	Rent
	£	£
Less than one year	22,800	22,800
Two to five years	91,200	91,200
More than 5 years	84,550	107,350
	<u>198,550</u>	<u>221,350</u>

20. RELATED PARTY TRANSACTIONS

Details of transactions with trustees and senior management are in note 9. There are no other related party transactions.

