

**Charity registration number 1020194**

**Company registration number 02813362 (England and Wales)**

**CARE RIGHTS UK: YOUR CARE CHAMPION**  
**ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

CARE RIGHTS UK: YOUR CARE CHAMPION

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs Patricia Davies - (Chair) Nariman Dhunjishaw Ghandhi - (Treasurer) Desmond Patrick Kelly (Resigned on 25 October 2023) Richard Malcom Hawes Susan Jane Midha Susan Mary Redmond Peter Quentin Storey Samantha Louise Williamson Stephen Bernard Burke Dr Angela Carolyn McIntyre (Appointed on 25 October 2023 and then resigned on 24 February 2024)
Charity number	1020194
Company number	02813362
Previously Known as	The Relatives and Residents Association - up to 15/05/2023
Senior Management	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 Chartered Accountants 93 Tabernacle Street London EC2A 4BA
Bankers	The Co-operative Bank Plc P.O. Box 250 Skelmersdale WN8 6WT  Aldermore Bank 1st Floor, Block B Western House Lynch Wood Peterborough PE2 6FZ

# CARE RIGHTS UK: YOUR CARE CHAMPION

## LEGAL AND ADMINISTRATIVE INFORMATION

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The Charity Bank Limited  
Fosse House  
182 High Street  
Tonbridge  
Kent  
TN9 1BE

Nationwide Bank  
Nationwide House  
Pipers Way  
Swindon  
SN38 1NW

### Investment Managers

Charles Stanley & Co. Ltd  
55 Bishopgate  
London  
EC2N 3AS

### Website

[www.carerightsuk.org](http://www.carerightsuk.org)

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# CARE RIGHTS UK: YOUR CARE CHAMPION

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# CARE RIGHTS UK: YOUR CARE CHAMPION

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

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The trustees present their annual report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charitable company's Memorandum and Article 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)" (effective 1 January 2019).

### Objectives and activities

Care Rights UK is your care champion – the charity focused on defending the rights of people in care.

Our vision for the best quality of life for older people needing care has been at the heart of the charity's work for the past 30+ years. Support and campaigning remain the twin pillars of our work; we support older people needing care to have their rights respected, and we campaign for a better care system. We are the voice for people needing care and their families.

Once again, the past year has highlighted just how much that voice is needed. Our advice team have worked in the care sector for over 20 years and they have never seen it in such a poor state. Years of neglect and broken political promises have left the social care system in crisis. It is older and disabled people paying the price – their safety, dignity and rights at risk as services get stretched to breaking point. We hear from people facing uphill battles to get access to care, to get their basic needs met or to have serious concerns with care resolved. Care services continue to rely on the goodwill and dedication of an under-paid, under-valued workforce. We deserve better, and so do they. We will continue to advocate for a better care system for us all.

### Our purpose

Care Rights UK is your care champion, the charity focused on defending the rights of people in care.

We want people to know their rights and how to use them. We offer information, advice and support to empower people using care services and the relatives and friends who help them.

As a community of families and experts, we fight for better lives for people in care. We identify poor care and highlight good practice, and demand a better care system.

### Key Developments

The past year has been incredibly challenging for people needing care and their families. The crisis engulfing social care left people without the support they needed to live safe, dignified, fulfilling lives. We worked tirelessly to support people relying on care and their families, to challenge poor care and to call for a better care system.

Our two expert advisers, empower people with information, advice and support on care issues. This year they supported around 100 people a month on average. 98% of our advice line clients felt empowered to take action after contacting us. Issues they raised included:

- access to care services, with queries on budgets, care planning and transition from hospital
- problems with care services, including people at risk of abuse or neglect
- facing reprisals for raising concerns about care, including visiting bans or eviction

### Achievements and performance

An annual report summarising our activities and impact in 2023-2024 is available on our website: [www.carerightsuk.org/annual-reports-and-accounts](http://www.carerightsuk.org/annual-reports-and-accounts)

Significant changes to the organisation occurred during this year. In March 2024, after careful consideration, Care Rights UK and Rights For Residents decided to concentrate on our individual core strengths as two separate organisations. It has not disrupted our ongoing campaign for Gloria's Law. Our shared passion for this campaign remains as strong as ever, and will be the focus of our work together going forward.

We have continued our programme of transformation to modernise the organisation, formally launching in May 2023 with a new website. This was enabled by the security given by the Lampard-Watt bequest.

# CARE RIGHTS UK: YOUR CARE CHAMPION

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

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### Volunteers and Consultants

We are extremely grateful for the support and generous contributions to the charity during this reporting period of excellent volunteers and consultants, including some new colleagues from the Rights For Residents campaign: Kate Meacock, Alice Roberts, Harriet Wright, Francesca Grandi, Susan Hayes, Georges Olivier, Sue Toole, Bob Walters, Sharon Clay, Claire Inglin and David Watson. They have all made valuable contributions to our work.

We are extremely grateful for the pro bono support of Emma Jones and Beatrice Morgan at Leigh Day Solicitors, as well as the wider team providing support for our core participant status at the COVID-19 public inquiry, including Carolin Ott, Tessa Gregory, Heidi Pathak, and Danielle Watts, as well as Adam Straw KC at Doughty Street Chambers.

We are also indebted to a number of colleagues who supported our joint work (with John's Campaign and Rights For Residents) on the Care Supporters Bill including Professor Francesca Klug, Dr Lucy Series, Tom Gillie of Matrix Chambers, and Gabriel Apolloni. Our thanks to the coalition of MPs supporting the campaign: Dan Carden, Daisy Cooper, Tracey Crouch and Liz Saville Roberts.

### 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.

### Financial review

The Statement of Financial Activities showed a net deficit of £73,716 (2023 – net deficit of £330,931) for the year and reserves stand at £2,831,738 (2023 - £2,905,454). The result for the year includes investment profit of £127,400 (2023 – loss £229,487). The financial position at the year revealed by the Balance Sheet on page 7 shows net current assets or working capital of £30,761 (2023 – £158,395). The net book value of tangible fixed assets held, all of which are used directly for charitable purposes, amounted to £2,948 (2023 – £5,895). The market value of investments was £2,798,029 (2023- £2,741,164).

### 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.

### 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, membership and donations. 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 £2,831,738 (2023 - £2,905,454), of which £Nil (2023 - £Nil) was restricted. In addition, the Trustees have set aside designated funds totaling £123,292 (2023 - £146,926) for specific purposes of staff contingency and premises lease. The unrestricted funds not designated or invested in tangible fixed assets were £2,705,498 (2023 - £2,752,633).

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 2024 was £2,798,029 (2023 - £2,741,164).

# CARE RIGHTS UK: YOUR CARE CHAMPION

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

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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

With an election year and the care sector in crisis, next year is likely to be even busier for the charity. Key activities include:

- Investing £1 million over three years from our reserves to grow the team, to develop our advice services and expand our reach across the UK
- Highlighting failures to protect rights during the pandemic as core participants in the COVID-19 public inquiry, ensuring the voices of people relying on care are heard
- Continuing our joint campaign for a new legal right to a Care Supporter (Gloria's Law)
- Pushing for professionalisation of the sector, better regulation and reform of social care so that the rights of people needing care are respected
- Developing our marketing strategy to grow and diversify our reach and increase our impact
- Developing sustainable income through expanding our fundraising
- Collaborating with academics and a wide range of social care organisations to press for a better care system

### Structure, governance and management

#### Governing document

The Care Rights UK: your care champion previously known as The Relatives and Residents Association, is a Charity 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 subject to re-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 Legal and Administrative Information page. Elections will take place at the AGM to be held on 26 September 2024.

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 Chief Executive who manages the staff and reports regularly to the Chair, 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.

#### Charitable and political donations

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

# CARE RIGHTS UK: YOUR CARE CHAMPION

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

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### Statement of trustees' responsibilities

The trustees, who are also the directors of Care Rights UK: your care champion for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year 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, of the charitable company for that year.

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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that 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.

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

Signed by:  
  
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**Patricia Davies**  
Chair

17 July 2024



# CARE RIGHTS UK: YOUR CARE CHAMPION

## INDEPENDENT EXAMINER'S REPORT

### TO THE TRUSTEES OF CARE RIGHTS UK: YOUR CARE CHAMPION

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I report to the trustees on my examination of the financial statements of Care Rights UK: your care champion (the charitable company) for the year ended 31 March 2024.

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.

#### **Responsibilities and basis of report**

As the trustees of the charitable company (and also its directors 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 under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable 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 matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1 accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- 4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.

Signed by:



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David Terry FCA

**Ramon Lee Ltd**  
**Chartered Accountants**  
**93 Tabernacle Street**  
**London**  
**EC2A 4BA**

**Dated: 17 July 2024**

# CARE RIGHTS UK: YOUR CARE CHAMPION

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

	Notes	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
<b>Income from:</b>					
Donations and legacies	3	15,702	-	15,702	23,384
Charitable activities	4	18,509	10,395	28,904	44,613
Investments	5	91,494	-	91,494	107,123
<b>Total income</b>		<b>125,705</b>	<b>10,395</b>	<b>136,100</b>	<b>175,120</b>
<b>Expenditure on:</b>					
Raising funds	6	47,375	-	47,375	28,362
Charitable activities	7	279,446	10,395	289,841	248,202
<b>Total expenditure</b>		<b>326,821</b>	<b>10,395</b>	<b>337,216</b>	<b>276,564</b>
<b>Net income/(expenditure) and net movement in funds before gains and losses on investments</b>		<b>(201,116)</b>	<b>-</b>	<b>(201,116)</b>	<b>(101,444)</b>
Net gains/(losses) on investments	11	127,400	-	127,400	(229,487)
<b>Net movement in funds</b>		<b>(73,716)</b>	<b>-</b>	<b>(73,716)</b>	<b>(330,931)</b>
Fund balances at 1 April 2023		2,905,454	-	2,905,454	3,236,385
<b>Fund balances at 31 March 2024</b>		<b>2,831,738</b>	<b>-</b>	<b>2,831,738</b>	<b>2,905,454</b>

### 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 9 to 21 form part of these financial statements.

# CARE RIGHTS UK: YOUR CARE CHAMPION

## BALANCE SHEET

**AS AT 31 MARCH 2024**

	Notes	2024 £	£	2023 £	£
<b>Fixed assets</b>					
Tangible assets	12		2,948		5,895
Investments	13		2,798,029		2,741,164
			<u>2,800,977</u>		<u>2,747,059</u>
<b>Current assets</b>					
Debtors	14	20,942		35,915	
Cash at bank and in hand		42,904		160,059	
		<u>63,846</u>		<u>195,974</u>	
<b>Creditors: amounts falling due within one year</b>	15	(33,085)		(37,579)	
Net current assets			<u>30,761</u>		<u>158,395</u>
<b>Total assets less current liabilities</b>			<u>2,831,738</u>		<u>2,905,454</u>
<b>Income funds</b>					
Designated funds	17	123,292		146,926	
General unrestricted funds		<u>2,708,446</u>		<u>2,758,528</u>	
			<u>2,831,738</u>		<u>2,905,454</u>
			<u>2,831,738</u>		<u>2,905,454</u>

The notes on pages 9 to 21 form part of these financial statements.

## CARE RIGHTS UK: YOUR CARE CHAMPION

### BALANCE SHEET (CONTINUED)

**AS AT 31 MARCH 2024**

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The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

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.

The financial statements were approved by the Board of Trustees on 17 July 2024 and signed on behalf by:

Signed by:

*Patricia Davies*

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**Patricia Davies**

**Chair**

**Company registration number 02813362**

# CARE RIGHTS UK: YOUR CARE CHAMPION

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2024

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#### 1 Accounting policies

##### 1.1 Accounting convention

The financial statements have been prepared in accordance with the charitable company's Memorandum and Article of Association, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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)" (effective 1 January 2019). The charitable company is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

##### 1.2 Going concern

The Charity's Financial Statements shows a net deficit of £73,716 (2023 – of £330,931) including an investment revaluation gain of £148,540 (2023 – revaluation loss of £283,580) for the year and free reserves of £2,705,498 (2023 - £2,752,633). The total expenditure for the year was £337,216 (2023 - £276,564). 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 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

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.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

##### 1.4 Income

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.

# CARE RIGHTS UK: YOUR CARE CHAMPION

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

### 1 Accounting policies

(Continued)

#### 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.

### 1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis of staff time allocated to each activity.

### 1.6 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 recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	25% on Cost
Computer equipment	25% on Cost
Office equipment	25% on Cost

### 1.7 Investment properties

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.

#### 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.

# CARE RIGHTS UK: YOUR CARE CHAMPION

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

### 1 Accounting policies

(Continued)

#### 1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

#### 1.9 Financial instruments

The charitable company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charitable company's balance sheet when the charitable company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

#### 1.10 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.

#### 1.11 Creditors and Provisions

Creditors and Provisions are recognised when the charitable company has a legal or constructive present obligation as a result of a past event, it is probable that the charitable company will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/(expenditure) in the period in which it arises.

#### 1.12 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.

#### 1.13 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.

#### 1.14 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.

#### 1.15 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.

# CARE RIGHTS UK: YOUR CARE CHAMPION

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

### 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.

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.

### 3 Donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
CSIS Charity Fund	5,000	-	5,000	12,000
Other donations under £1,000	3,452	-	3,452	6,636
Nichols Marcy Daw Millington Legacy	-	-	-	500
Donations in kind	3,250	-	3,250	4,248
Compass Business Finance Donation	4,000	-	4,000	-
	<u>15,702</u>	<u>-</u>	<u>15,702</u>	<u>23,384</u>
<b>For the year ended 31 March 2023</b>	<u>23,102</u>	<u>282</u>	<u>-</u>	<u>23,384</u>



# CARE RIGHTS UK: YOUR CARE CHAMPION

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

### 4 Charitable activities

	Helpline activities	Membership services	Policy & Campaigns	Projects and development	Total 2024	Total 2023
	£	£	£	£	£	£
Care Quality Commission	-	-	-	-	-	28,800
Donations in kind	1,200	-	13,025	275	14,500	4,920
Campaign donations	-	-	10,395	-	10,395	-
Membership fees	-	984	-	-	984	8,857
Meeting, Events, Research & Conference Incomes	-	3,025	-	-	3,025	-
Resources sales	-	-	-	-	-	2,036
	<u>1,200</u>	<u>4,009</u>	<u>23,420</u>	<u>275</u>	<u>28,904</u>	<u>44,613</u>
Analysis by fund						
Unrestricted funds	1,200	4,009	13,025	275	18,509	44,613
Restricted funds	-	-	10,395	-	10,395	-
	<u>1,200</u>	<u>4,009</u>	<u>23,420</u>	<u>275</u>	<u>28,904</u>	<u>44,613</u>
<b>For the year ended 31 March 2023</b>						
Unrestricted funds	32,920	800	8,857	-		44,613
	<u>32,920</u>	<u>800</u>	<u>8,857</u>	<u>-</u>		<u>44,613</u>

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 £17,750 (2023 - £9,168). The income equivalent is included within donations as £3,250 and within income from charitable activities as £14,500, and corresponding charges included within expenditure as other direct costs and support & governance costs.

### 5 Investments

	Unrestricted funds	Total 2024	Total 2023
	£	£	£
Interest and Dividend income	91,053	91,053	105,956
Bank deposit interest	441	441	1,167
	<u>91,494</u>	<u>91,494</u>	<u>107,123</u>
<b>For the year ended 31 March 2023</b>	<u>107,123</u>		<u>107,123</u>

# CARE RIGHTS UK: YOUR CARE CHAMPION

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

### 6 Raising funds

	Unrestricted funds £	Total 2024 £	Total 2023 £
Staff costs	6,387	6,387	1,676
Fundraising costs	9,823	9,823	-
Investment management fees	26,381	26,381	22,997
Share of support costs (see note 8)	3,976	3,976	3,204
Share of governance costs (see note 8)	808	808	485
	<u>47,375</u>	<u>47,375</u>	<u>28,362</u>
<b>For the year ended 31 March 2023</b>			
Fundraising and publicity	28,362		28,362
	<u>28,362</u>		<u>28,362</u>

### 7 Charitable activities

	Projects & development £	Helpline activities £	Policy & campaigns £	Membership services £	Conferences, events & training £	Total 2024 £	Total 2023 £
Staff costs	6,166	70,600	62,040	4,201	4,897	147,904	110,357
Other direct costs	296	1,200	13,046	-	-	14,542	6,195
	<u>6,462</u>	<u>71,800</u>	<u>75,086</u>	<u>4,201</u>	<u>4,897</u>	<u>162,446</u>	<u>116,552</u>
Share of support costs (see note 8)	3,502	50,276	45,160	4,122	2,818	105,878	114,353
Share of governance costs (see note 8)	712	10,218	9,177	838	572	21,517	17,297
	<u>10,676</u>	<u>132,294</u>	<u>129,423</u>	<u>9,161</u>	<u>8,287</u>	<u>289,841</u>	<u>248,202</u>
<b>Analysis by fund</b>							
Unrestricted funds	10,676	121,899	129,423	9,161	8,287	279,446	
Restricted funds	-	10,395	-	-	-	10,395	
	<u>10,676</u>	<u>132,294</u>	<u>129,423</u>	<u>9,161</u>	<u>8,287</u>	<u>289,841</u>	
<b>For the year ended 31 March 2023</b>							
Unrestricted funds	13,486	131,277	78,602	4,691	7,817		235,873
Restricted funds	-	12,329	-	-	-		12,329
	<u>13,486</u>	<u>143,606</u>	<u>78,602</u>	<u>4,691</u>	<u>7,817</u>		<u>248,202</u>

# CARE RIGHTS UK: YOUR CARE CHAMPION

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

### 8 Support costs

	Support costs	Governance costs	Total	Total
	£	£	2024 £	2023 £
Management staff costs	16,882	16,882	33,764	29,333
General office staff costs	11,205	1,453	12,658	6,227
Depreciation	2,947	-	2,947	3,470
Other administrative costs	3,100	150	3,250	4,248
Rebranding costs	13,210	-	13,210	31,455
Premises and office costs	38,446	-	38,446	37,660
Communication costs	2,946	-	2,946	2,282
Information technology costs	3,752	-	3,752	1,980
Professional expenses	11,062	-	11,062	10,759
Insurance	1,605	-	1,605	1,331
Miscellaneous expenses	3,604	-	3,604	1,490
Trustees expenses	252	-	252	1,624
Travelling and subsistence	843	-	843	-
Independent examiner's fees	-	3,840	3,840	3,480
	<u>109,854</u>	<u>22,325</u>	<u>132,179</u>	<u>135,339</u>
Analysed between				
Fundraising	3,976	808	4,784	3,689
Charitable activities	105,878	21,517	127,395	131,650
	<u>109,854</u>	<u>22,325</u>	<u>132,179</u>	<u>135,339</u>

### 9 Net movement in funds

	2024 £	2023 £
Depreciation on tangible fixed assets	2,947	3,470
Operating lease charges	22,800	22,800
<b><u>Independent examiner's fees</u></b>		
Independent examination	2,520	2,280
Other services	1,320	1,200
	<u>3,840</u>	<u>3,480</u>

# CARE RIGHTS UK: YOUR CARE CHAMPION

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

### 10 Employees

The average number of full-time staff employed by the charity during the year was as follows:

	2024 Number	2023 Number
Direct charitable work	4.70	3.60
Total	4.70	3.60

The average monthly number of employees during the year was: 6.3 (2023: 4.3).

Total number of staff employed by the charity during the year was 7 (2023 – 6).

Employment costs	2024 £	2023 £
Wages and salaries	182,037	133,949
Pension	6,234	4,935
National Insurance	12,445	8,710
	200,716	147,594

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

During the year no trustees received any remuneration (2023 - £nil).

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 £67,529 (2023 - £62,517).

### 11 Net gains/(losses) on investments

	Unrestricted funds £	Total 2024 £	Total 2023 £
Realised gain on sale of investments	(21,140)	(21,140)	54,093
Unrealised gains / (losses) on year end valuation	148,540	148,540	(283,580)
	127,400	127,400	(229,487)
<b>For the year ended 31 March 2023</b>	<b>(229,487)</b>		<b>(229,487)</b>

# CARE RIGHTS UK: YOUR CARE CHAMPION

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

### 12 Tangible fixed assets

	Office equipment £	Fixtures and fittings £	Computer equipment £	Total £
<b>Cost</b>				
At 1 April 2023	3,000	11,788	3,556	18,344
At 31 March 2024	3,000	11,788	3,556	18,344
<b>Depreciation and impairment</b>				
At 1 April 2023	2,999	5,894	3,556	12,449
Depreciation charged in the year	-	2,947	-	2,947
At 31 March 2024	2,999	8,841	3,556	15,396
<b>Carrying amount</b>				
At 31 March 2024	1	2,947	-	2,948
At 31 March 2023	1	5,894	-	5,895

### 13 Fixed asset investments

	Investments £	Cash in portfolio £	Total £
<b>Cost or valuation</b>			
At 1 April 2023	2,706,393	34,771	2,741,164
Additions	289,459	(20,220)	269,239
Realised gain	(21,140)	-	(21,140)
Unrealised gains/(losses)	148,540	-	148,540
Disposals	(339,774)	-	(339,774)
At 31 March 2024	2,783,478	14,551	2,798,029
<b>Carrying amount</b>			
At 31 March 2024	2,783,478	14,551	2,798,029
At 31 March 2023	2,706,393	34,771	2,741,164
Historic cost			2,771,762
All of the above investments are allocated as follows:			
Investments at fair value comprises:			
UK equities			1,930,192
Overseas equities			783,446
Non equity			69,840
Cash held within the investment portfolio			14,551
			2,798,029

# CARE RIGHTS UK: YOUR CARE CHAMPION

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

### 14 Debtors

	2024	2023
	£	£
Amounts falling due within one year:		
Grant and contract debtors	-	21,600
Gift aid tax receivable	248	438
Other debtors	12,250	7,953
Prepayments	8,444	5,924
	<u>20,942</u>	<u>35,915</u>

### 15 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	2,716	8,451
Other creditors	8,050	10,407
Accruals	22,319	15,505
Other taxation and social security	-	3,216
	<u>33,085</u>	<u>37,579</u>

# CARE RIGHTS UK: YOUR CARE CHAMPION

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

#### 16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			
	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 1 April 2023	Incoming resources	Resources expended	Balance at 31 March 2024
	£	£	£	£	£	£	£
CSIS Charity Fund - Audiology resource	12,047	-	(12,047)	-	-	-	-
Campaign donations	-	282	(282)	-	10,395	(10,395)	-
	<u>12,047</u>	<u>282</u>	<u>(12,329)</u>	<u>-</u>	<u>10,395</u>	<u>(10,395)</u>	<u>-</u>

**CSIS Charity Fund – Audiology resource** – This funding was initially received for the development of a resource on caring for people with hearing difficulties or impairments. By agreement with the funder, the project was re-purposed during the pandemic to create a series of information resources about rights in care, including for people with hearing difficulties or impairments. Work on this project is complete.

# CARE RIGHTS UK: YOUR CARE CHAMPION

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

#### 17 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds							
	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 1 April 2023	Resources expended	Transfers	Balance at 31 March 2024
	£	£	£	£	£	£	£	£
Staff Commitment Fund	32,778	-	-	18,051	50,829	-	10,278	61,107
Premises Lease	129,577	-	(33,480)	-	96,097	(35,250)	1,338	62,185
	<u>169,865</u>	<u>-</u>	<u>(40,990)</u>	<u>18,051</u>	<u>146,926</u>	<u>(35,250)</u>	<u>11,616</u>	<u>123,292</u>

#### Unrestricted Funds - Designated:

**Staff Commitment Fund** - Represents the charity'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.

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

#### 18 Analysis of net assets between funds

	Unrestricted funds	Designated funds	Restricted funds	Total 2024	Unrestricted funds	Designated funds	Total 2023
	£	£	£	£	£	£	£
Fund balances at 31 March 2024 are represented by:							
Tangible assets	2,948	-	-	2,948	5,895	-	5,895
Investments	2,798,029	-	-	2,798,029	2,741,164	-	2,741,164
Current assets/(liabilities)	(92,531)	123,292	-	30,761	11,469	146,926	158,395
	<u>2,708,446</u>	<u>123,292</u>	<u>-</u>	<u>2,831,738</u>	<u>2,758,528</u>	<u>146,926</u>	<u>2,905,454</u>



**CARE RIGHTS UK: YOUR CARE CHAMPION**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

***FOR THE YEAR ENDED 31 MARCH 2024***

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<b>19</b>	<b>Operating lease commitments</b>	<b>2024</b>	<b>2023</b>
		<b>£</b>	<b>£</b>
	Within one year	22,800	22,800
	Between two and five years	91,200	91,200
	In over five years	38,950	61,750
		<hr/>	<hr/>
		152,950	175,750
		<hr/>	<hr/>

**20**    **Related party transactions**

Details of transactions with trustees and senior management are in note 10. During the year, the charity received donations and gift in kind of £15,037 from trustees and related parties.

**21**    **Share capital**

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