

NORTH EAST LINCOLNSHIRE CARELINK

England & Wales · Charity number 1046115

Details

Status	Registered
Legal form	Charitable company
Company number	03047967
Registered	1995-04-28
Register	View on the Charity Commission register

Contact

Address	Centre4 17a Wootton Road Grimsby DN33 1HE
Phone	01472 312312
Email	admin@care-link.org.uk
Website	www.carelinknel.co.uk

Activities

Objects: TO PROMOTE THE RELIEF OF THE ELDERLY IN ANY MANNER DEEMED CHARITABLE IN LAW AND TO ASSIST IN THE RELIEF OF THE DISABLED, INFIRM AND OTHER PEOPLE CONSIDERED VULNERABLE OR AT RISK IN SOME WAY IN THE UNITED KINGDOM AND PRINCIPALLY IN YORKSHIRE, THE HUMBER AND LINCOLNSHIRE.

Activities: Carelink is a not for profit self funding charity that uses practical and technological solutions to support vulnerable people to lead independent lives, feeling safe and well in their community

Classification

- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Elderly/old People, People With Disabilities

Geography

- **Area of benefit:** THE UNITED KINGDOM AND PRINCIPALLY IN YORKSHIRE, THE HUMBER AND LINCOLNSHIRE
- North East Lincolnshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£927,535	£905,293	£715,068	15
2024-03-31	£945,831	£914,639	£692,826	16
2023-03-31	£1,011,487	£860,315	£631,717	22
2022-03-31	£731,407	£669,444	£480,545	23
2021-03-31	£692,322	£639,098	£418,582	23

Trustees

Name	Role	Appointed
STEVE WAKEFIELD	Chair	
Cllr MARGARET CRACKNELL		
Dennis Robert Batty		2018-11-16
Jennifer Horton		2022-11-01
Sylvia Smith		2011-11-30

Accounts

North East Lincolnshire Carelink

Charity No. 1046115

Company No. 03047967

Trustees' Report and Unaudited Accounts

31 March 2025

**North East Lincolnshire Carelink
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**North East Lincolnshire Carelink
Trustees Annual Report**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 March 2025.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England & Wales.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. 03047967

Charity No. 1046115

Principal Office

Innovation Centre
Innovation Way
Europarc, Grimsby
North East Lincolnshire
DN37 9TT

Registered Office

Innovation Centre
Innovation Way
Europarc, Grimsby
N E Lincolnshire
DN37 9TT

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law.
The following Directors and Trustees served during the year:

D. Batty
M. Cracknell
C. Etheridge (Resigned 1 July 2025)
J. Horton
S. Smith
S. Wakefield

Key Management Personnel

Chair	S Wakefield
CEO	Vickie Fisher

Accountants

AG Smith & Co Ltd
Unit 8 Laceby Business Park
Grimsby
N E Lincolnshire
DN37 7DP

North East Lincolnshire Carelink Trustees Annual Report

OBJECTIVES AND ACTIVITIES

NEL Carelink's purpose is keeping vulnerable people safe and well through innovative practices and technological approaches by providing a link to their wider community.

Charitable Objectives

Carelink uses practical and technological solutions to support vulnerable people to lead independent lives, feeling safe and well in their community.

ACHIEVEMENTS AND PERFORMANCE

24/25 has been a relatively calm year in Carelink's history which was noted by the following successes:

- We won our ICB contract (previously local authority / CCG contract) for April 25 onwards, for 2 years with a possible 3-year extension. We have held this contract to support our local adult social care service for many years which had been regularly rolled over but had to finally be formally put out to tender. This contract should provide us stability and a continued long-term relationship with the local ICB / Council and adult social care for many years to come. However, we have been informed that the consultation undertaken during the tender process will lead to the ICB significantly reducing the number of individuals they currently support / fund through us. We will assess during the coming year the impact this has on our overall service and its income / costs.
- We successfully passed our TSA 3-year in depth audit. Once again, the TSA updated how they undertake their audit which was very in depth. They were extremely complimentary about how well we had prepared for the audit and our continual improvement.
- We met our requirements to be fully digital last year (23/24) and have spent this year understanding the increased risk and impact of what being a fully digital control centre means with increased issues due to ending of 2G coverage support and intermittent SIM coverage caused by national network providers being only two of the many issues we have encountered. Our disaster recovery platform - which we manage - will become fully digital, using SIP trunks during 25/26.
- We have ended another year with a much higher than expected surplus which will support us in the coming years to prepare to update our telecare equipment (which will need updating to ensure they are 4G compliant) as well as prepare for a future IT platform update required in the next few years.

We continued to provide a high quality and locally responsive service which has been as busy as last year although with less new customers, working with partners to actively support and be a part of our local community response. We supported 2997 vulnerable customers (200 more than last year), taking a record 236,120 calls in the last year - 3K more than last year due, due to more people contacting us for support. Our installers provided 720 installations. We dealt with 554 calls which required an ambulance, 57 needing the Fire Brigade, 2962 requiring assistance from carers, 1076 requiring support from SPA adult social care and 2938 requiring their family/contacts to support them – an increased need for carers and family from last year. 221 customers contacted us to let us know they had fallen and were hurt whilst 1548 told us they had fallen but were not hurt. As well as receiving calls, we also proactively maintained contact with our customers to show our support - our staff undertook 1298 birthday calls and 3776 welfare/wellbeing calls. We continued to meet and exceed our regulator TSA target of 97.5% of all calls being answered within 60 seconds, achieving a higher rate than last year at an average 98.82% throughout the year whilst achieving 99.6% for calls needing to be answered within 180 seconds (target is 99%).

We are forever grateful to our wonderful staff, including new starters in the last year, who continue to go that extra mile to ensure we provide a high response, high quality service.

Financial Impact

We ended the year positively with a much higher working operating cash surplus than expected of £87K, becoming a £22K surplus after depreciation. This has allowed us to increase our capital reserves programme savings to £180K whilst ensuring we have the required funds to continue operating for 3 months (£230K) if we had to close. We still require more capital reserves as much of our telecare units and IT platform will need replacing around the same time in 2030 so are looking for approx. £500K of funding for then. We made higher-than-expected income due to more ICB/Council customers and received a delayed insurance payout for equipment from our office fire from August 2023 and have moved our reserves into accounts paying better interest. We continued to receive generous grant funding from the ICB for their continued multi-partnership Hospital Discharge home from hospital scheme as well as our taking part in the million-pound challenge with our Later Life partners.

Lincare partnership

Our partnership continues as 2 small independent telecare control centres sharing the same platform and acting as disaster recovery for each other. Our staff act as back-up during busy periods or if we have staff issues, providing a seamless service which customers are unaware of being different. We won a small project to support Jontek engineers out-of-hours which started March 25.

Increased Partnership working

Locally, our continual attendance at local strategic and voluntary sector events has meant we are established partners within the local community at local authority and voluntary sector level including:

- Later Life Partnership Million Pound Challenge - we created with Friendship at Home and NEL Ageuk (local older people voluntary services) created an older people collaborative in April 21 which has gone from strength to strength. We received funding for a third year to undertake the Million Pound Challenge encouraging benefit take up in the over 60s which we have proved extremely successful at achieving, reaching 25,000 individuals, providing awards totalling £1.5 million for individuals and the local economy. We also continued to provide popular Older Peoples Day events in Grimsby, Immingham and Cleethorpes.
- Empower - we continue our partnership with this local social enterprise who engage people affected by crime. They are installing keysafes on our behalf.
- Hospital discharge funding - we continue to receive funding to instal and monitor units for people coming out of hospital – supporting 172 people this last year with nearly half becoming long term Carelink customers.
- We continue to attend local strategic groups including Voluntary Sector VCSE Forum, Carers and Dementia Forums whilst recently working to explore how we can assist with the Council's frailty agenda. These meetings allow us to represent the issues we are seeing with our customers, raise awareness of Carelink and take part in local initiatives.
- Sadly, we no longer support connectnel out-of-hours as they no longer require this specific aspect of the service, but we continue to have excellent links with the team at Centre4.

North East Lincolnshire Carelink Trustees Annual Report

Operational Support & development

We have embedded our team this year within their roles with Vickie as CEO, support by Leighanne and Clark as team leaders. Leighanne oversees installations, new / probation staff and quality assurance / performance data whilst Clark focuses upon the control centre. We lost 2 staff members this year but gained 2 new ones, one being a previous staff member who has returned after many years. We are still based at the Innovation after leaving Centre4 due to the office fire in Aug 23 but are exploring alternative offices to save funds and provide better facilities for staff.

Contracts

Carelink continues to maintain its contracts with the following:

- As highlighted above, we re-won our ICB contract which had gone out to open tender. This means we have a 2-year contract with an option for 3 extra years. We have supported even more individuals who have come through adult social care funded routes, now supporting 1475 individuals through their trusted assessor's installation and monitoring as well as providing carer alert cards in conjunction with the carers centre. They have informed us that this number will reduce as they will only fund Care Act assessment cases.
- NELC ex Supporting People customers who were classed as vulnerable, the contract is reducing as people no longer need an alarm but still stands at 237 people.
- We have won an out of hours Jontek engineer service contract, which started March 25. This is our first joint contract with Lincare.

Marketing

We redesigned our leaflet and undertook a borough wide leaflet campaign - sending out to all 57K homes. Although leading to enquiries, we frustratingly did not gain new Carelink paying customers. We continue to use social media including Facebook to raise awareness about our service as well as attending many events, talks and working with statutory / voluntary organisations to refer / signpost to us.

Progress on specific project plans we had in 2023-24

Specific activities to be undertaken

2024-25	Progress
Ensuring digital works effectively (platform and units) and putting in place mitigating plans to manage the extra risks associated with digital	Ongoing. Have BCP in place with mitigating plans to manage issues which have occurred – network masts down affecting SIM coverage, assessing impact of removal of 2G.
Focusing on understanding the impact of the ICB retender and how it will affect our future costs.	Completed – report created outlining costs and impact if lost contract.
Passing the TSA full audit in Dec 24	Completed – no issues.
Undertake the CCG/ICB tender	Completed – won tender. From 25/26 will need to deal with impact of changes due to consultation.
Bringing Carelink and Lincare's partnership closer together so it becomes meaningful beyond a shared platform	Partly completed – bid jointly for work and frontline staff have excellent working relationship. Still exploring how to move to shared way of using the platform.

North East Lincolnshire Carelink

Trustees Annual Report

Look beyond Lincare to develop other partnerships considering the telecare market experiencing extra costs and risks associated with digital which may lead to providers leaving the market	Put on hold whilst dealing with ICB tender and its implications.
Explore wider cost savings	Attempted reduced staff weekly hours but returned to agreed rates due to demand on staff time.

PLANS FOR FUTURE PERIODS

Specific activities to be undertaken 2025-26

Activities

Continue to ensure digital works effectively - mitigating its many failures and implement communication plan to inform individuals when there are faults – updating BCP
Update working processes - BCP, Employee Handbook, policies, Compliance workbook, document online folders, Installer/Operator/Equipment Manuals
Clarifying our working relationship with Lincare long term– putting in place clear processes to ensure a shared approach.
Seek alternative office space which better meets our needs either through renting cheaper space or looking to purchase a building.
Improve our stakeholder relationships to improve direct working and explore new areas of joint working meeting Focus, CarePlus CEO's and specifically SPA, CUCT to find areas of common interest.
Implementing the new ICB tender consultation - understanding its opportunities and threats.
Seeking other control centre partnerships to expand our Lincare partnership. Engage with TSA and Jontek to help make links.
Using our Lincare partnership shared platform to bid for monitoring contracts, broadening our income streams.
Exploring telecare and telehealth equipment to broaden our range. Producing a report providing a road map/ business case for moving to providing equipment to support independence meeting ICB/Council areas of concern.

STRUCTURE, GOVERNANCE AND MANAGEMENT

North East Lincolnshire Carelink is a company limited by guarantee governed by its Memorandum and Articles of Association dated 20 April 1995. It is registered as a Charity with the Charity Commission.

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

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

**North East Lincolnshire Carelink
Trustees Annual Report**

A handwritten signature in black ink, appearing to read 'S. Wakefield', with a stylized flourish at the end.

Signed on behalf of the board

S. Wakefield

Trustee

20 October 2025

North East Lincolnshire Carelink

Independent Examiners Report

Independent Examiner's Report to the trustees of North East Lincolnshire Carelink

I report to the charity trustees on my examination of the financial statements of North East Lincolnshire Carelink for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the 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 Charity 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 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

As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act 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 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.



A G Smith FCCA
AG Smith & Co Ltd
Unit 8 Laceby Business Park
Grimsby
N E Lincolnshire
DN37 7DP
20 October 2025

North East Lincolnshire Carelink
Statement of Financial Activities
for the year ended 31 March 2025

		Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
	Notes				
Income and endowments from:					
Donations and legacies	4	648	29,000	29,648	33,933
Charitable activities	5	842,073	39,020	881,093	911,518
Investments	6	10,444	-	10,444	380
Other	7	6,350	-	6,350	-
Total		859,515	68,020	927,535	945,831
Expenditure on:					
Charitable activities	8	831,421	73,872	905,293	914,639
Total		831,421	73,872	905,293	914,639
Net gains on investments		-	-	-	-
Net income	9	28,094	(5,852)	22,242	31,192
Transfers between funds		768	(768)	-	-
Net income before other gains/(losses)		28,862	(6,620)	22,242	31,192
Other gains and losses					
Net movement in funds		28,862	(6,620)	22,242	31,192
Reconciliation of funds:					
Total funds brought forward		637,375	55,451	692,826	631,717
Prior year adjustment		-	-	-	29,917
Total funds carried forward		666,237	48,831	715,068	692,826

**North East Lincolnshire Carelink
Summary Income and Expenditure Account
for the year ended 31 March 2025**

	2025	2024
	£	£
Income	917,091	945,451
Interest and investment income	10,444	380
Gross income for the year	<u>927,535</u>	<u>945,831</u>
Expenditure	905,293	914,639
Total expenditure for the year	<u>905,293</u>	<u>914,639</u>
Net income before tax for the year	22,242	31,192
Net income for the year	<u>22,242</u>	<u>31,192</u>

North East Lincolnshire Carelink
Balance Sheet
at 31 March 2025

Company No. 03047967	Notes	2025 £	2024 £
Fixed assets			
Tangible assets	12	266,223	302,091
		<u>266,223</u>	<u>302,091</u>
Current assets			
Stocks	13	6,994	9,129
Debtors	14	67,660	45,278
Cash at bank and in hand		463,989	387,961
		<u>538,643</u>	<u>442,368</u>
Creditors: Amount falling due within one year	15	(89,798)	(51,633)
Net current assets		<u>448,845</u>	<u>390,735</u>
Total assets less current liabilities		<u>715,068</u>	<u>692,826</u>
Net assets excluding pension asset or liability		<u>715,068</u>	<u>692,826</u>
Total net assets		<u>715,068</u>	<u>692,826</u>
The funds of the charity			
Restricted funds	16		
Restricted income funds		48,831	55,451
		<u>48,831</u>	<u>55,451</u>
Unrestricted funds	16		
General funds		256,237	307,375
Designated funds		410,000	330,000
		<u>666,237</u>	<u>637,375</u>
Total funds		<u>715,068</u>	<u>692,826</u>

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

For the year ended 31 March 2025 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

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

Approved by the board on 20 October 2025

And signed on its behalf by:



S. Wakefield
Trustee
20 October 2025

North East Lincolnshire Carelink
Statement of Cash flows
for the year ended 31 March 2025

	2025 £	2024 £
Cash flows from operating activities		
Net income per Statement of Financial Activities	22,242	31,192
Adjustments for:		
Depreciation of property, plant and equipment	58,293	60,723
Loss/(Profit) on disposal of tangible fixed assets	6,357	(2,602)
Dividends, interest and rents from investments	(10,444)	(380)
Decrease in stocks	2,135	4,802
(Increase)/Decrease in trade and other receivables	(22,382)	26,427
Increase in trade and other payables	38,165	24,557
Net cash provided by operating activities	<u>94,366</u>	<u>144,719</u>
Cash flows from investing activities		
Proceeds from sales of property, plant and equipment	-	86,419
Payments for property, plant and equipment	(28,782)	(72,792)
Dividends, interest and rents from investments	10,444	380
Net cash (used in)/from investing activities	<u>(18,338)</u>	<u>14,007</u>
Net cash from financing activities	<u>-</u>	<u>-</u>
Net increase in cash and cash equivalents	76,028	158,726
Cash and cash equivalents at the beginning of the year	387,961	229,235
Cash and cash equivalents at the end of the year	<u>463,989</u>	<u>387,961</u>
Components of cash and cash equivalents		
Cash and bank balances	463,989	387,961
	<u>463,989</u>	<u>387,961</u>

North East Lincolnshire Carelink
Notes to the Accounts
for the year ended 31 March 2025

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are presented in sterling, which is the functional currency of the charity.

Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Government grants	Grants are included in the Statement of Financial Activities (SoFA) when the charity has met all performance criteria and the amount of the income can be measured with sufficient reliability.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is included in the accounts when receivable.

North East Lincolnshire Carelink

Notes to the Accounts

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Tangible fixed assets and depreciation

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Leasehold property	10% Straight Line
Units/Control Centre Equipment	% 3-7 years Straight Line
Office Equipment	% 3-7 years Straight Line

Freehold investment property

Investment properties are measured initially at cost and subsequently at fair value at each balance sheet date and are not depreciated. All gains or losses are taken to the Statement of Financial Activities as they arise.

Stocks

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

Trade and other 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.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

North East Lincolnshire Carelink

Notes to the Accounts

Trade and other creditors

Short term creditors are measured at the transaction price. Other 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.

Foreign currencies

Monetary assets and liabilities denominated in currencies other than the functional currency of the charity are translated at the rates of exchange prevailing at the end of the reporting period.

Transactions in currencies other than the functional currency of the charity are recorded at the rate of exchange on the date that the transaction occurred.

All exchange differences are taken into account in arriving at net income/expenditure.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.

Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.

Assets held under finance leases are initially recognised as assets of the charity at their fair value at the inception of the lease or, if lower, at the present value of the minimum lease payments. The corresponding liability to the lessor is included in the balance sheet date as a finance lease obligation. Lease payments are apportioned between finance expenses and reduction of the lease obligation so as to achieve a constant rate of interest on the remaining balance of the liability. Finance expenses are recognised immediately, unless they are directly attributable to qualifying assets, in which case they are capitalised in accordance with the charity's policy on borrowing costs.

Assets held under finance leases are depreciated in the same way as owned assets.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.

In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

Receipt of donated goods, facilities and services

All donated goods, facilities and services received are recognised within incoming resources and expenditure at an estimate of the value to the charity.

North East Lincolnshire Carelink

Notes to the Accounts

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital. In the event of the charity being wound up, each of the Trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity. The company is registered in England and Wales. The address of the registered office is Innovation Centre, Europarc, Grimsby, North East Lincolnshire, DN37 9TT.

The Charity constitutes a public benefit entity as defined by FRS 102.

3 Statement of Financial Activities - prior year

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Income and endowments from:			
Donations and legacies	4,218	29,715	33,933
Charitable activities	874,940	36,578	911,518
Investments	380	-	380
Total	879,538	66,293	945,831
Expenditure on:			
Charitable activities	822,590	92,049	914,639
Total	822,590	92,049	914,639
Net income	56,948	(25,756)	31,192
Transfers between funds	20,951	(20,951)	-
Net income before other gains/(losses)	77,899	(46,707)	31,192
Other gains and losses:			
Net movement in funds	77,899	(46,707)	31,192
Reconciliation of funds:			
Total funds brought forward	529,559	102,158	631,717
Prior year adjustment	29,917	-	29,917
Total funds carried forward	637,375	55,451	692,826

4 Income from donations and legacies

	Unrestricted £	Restricted £	Total 2025 £	Total 2024 £
Grants	-	29,000	29,000	32,715
Donations from individuals	648	-	648	1,218
	648	29,000	29,648	33,933

North East Lincolnshire Carelink
Notes to the Accounts

5 Income from charitable activities

	Unrestricted	Restricted	Total 2025	Total 2024
	£	£	£	£
Equipment rental and monitoring service	790,247	-	790,247	755,555
Sale of equipment	51,826	-	51,826	119,385
Contracts	-	39,020	39,020	36,578
	<u>842,073</u>	<u>-</u>	<u>842,073</u>	<u>874,940</u>

6 Income from investments

	Unrestricted	Total 2025	Total 2024
	£	£	£
Interest - bank deposits	10,444	10,444	232
Other interest received	-	-	148
	<u>10,444</u>	<u>10,444</u>	<u>380</u>

7 Other income

	Unrestricted	Total 2025	Total 2024
	£	£	£
Other income	6,350	6,350	-
	<u>6,350</u>	<u>6,350</u>	<u>-</u>

8 Expenditure on charitable activities

	Unrestricted	Restricted	Total 2025	Total 2024
	£	£	£	£
<i>Expenditure on charitable activities</i>				
Equipment rental and monitoring service	184,476	-	184,476	123,954
Sale of equipment	37,709	-	37,709	114,345
Depreciation and (Profit)/loss on disposal	52,242	12,409	64,651	58,121
Staff Costs	449,756	51,646	501,402	469,790
Unallocated support costs	70,099	9,757	79,856	118,518
<i>Governance costs</i>				
Independent examiner fees	2,633	-	2,633	2,205
Professional fees	34,071	60	34,131	27,577
Legal fees	435	-	435	129
	<u>831,421</u>	<u>73,872</u>	<u>905,293</u>	<u>914,639</u>

North East Lincolnshire Carelink

Notes to the Accounts

9 Net income before transfers

	2025	2024
This is stated after charging:	£	£
Depreciation of owned fixed assets	58,293	60,723
(Profit)/Loss on disposal of tangible fixed assets	6,358	(2,602)
Independent Examiner's fee	2,633	2,150

10 Trustee remuneration and expenses

None of the trustees have been paid any remuneration in the current or prior periods.

None of the trustees have been paid any expenses in the current or prior periods.

11 Staff costs

	2025	2024
Salaries and wages	461,147	434,144
Social security costs	31,987	27,778
Pension costs	8,268	7,868
	<u>501,402</u>	<u>469,790</u>

No employee received emoluments in excess of £60,000.

Total employee benefits received by key management personnel	51,022	47,411
--	--------	--------

The average monthly number of full time equivalent employees during the year was as follows:

	2025 Number	2024 Number
Charitable Activities	13	13
Administration	2	3
	<u>15</u>	<u>16</u>

The average monthly number of employees (headcount) during the year was as follows:

	2025 Number	2024 Number
Charitable Activities	21	20
Administration	2	3
	<u>23</u>	<u>23</u>

North East Lincolnshire Carelink
Notes to the Accounts

12 Tangible fixed assets

	Units/Contr ol Centre Equipment £	Office Equipment £	Total £
Cost or revaluation			
At 1 April 2024	367,278	15,201	382,479
Additions	26,950	1,832	28,782
Disposals	(9,182)	-	(9,182)
At 31 March 2025	<u>385,046</u>	<u>17,033</u>	<u>402,079</u>
Depreciation and impairment			
At 1 April 2024	73,562	6,826	80,388
Depreciation charge for the year	55,169	3,124	58,293
Disposals	(2,825)	-	(2,825)
At 31 March 2025	<u>125,906</u>	<u>9,950</u>	<u>135,856</u>
Net book values			
At 31 March 2025	<u>259,140</u>	<u>7,083</u>	<u>266,223</u>
At 31 March 2024	<u>293,716</u>	<u>8,375</u>	<u>302,091</u>

13 Stocks

	2025 £	2024 £
Finished goods	6,994	9,129
	<u>6,994</u>	<u>9,129</u>
Carrying value analysed by activities	2025 £	2024 £
Sale of equipment	6,994	9,129
	<u>6,994</u>	<u>9,129</u>

14 Debtors

	2025 £	2024 £
Trade debtors	63,574	5,041
Prepayments and accrued income	4,086	40,237
	<u>67,660</u>	<u>45,278</u>

15 Creditors:

amounts falling due within one year

	2025 £	2024 £
Trade creditors	29,134	21,767
Other taxes and social security	21,481	18,253
Other creditors	1,697	1,475
Accruals	37,486	10,138
	<u>89,798</u>	<u>51,633</u>

North East Lincolnshire Carelink

Notes to the Accounts

16 Movement in funds

	At 1 April 2024	Incoming resources (including other gains/losses) £	Resources expended £	Gross transfers £	At 31 March 2025 £
Restricted funds:					
Restricted income funds:					
COVID Digital Upgrade					
Project	52,559	-	(12,409)	-	40,150
Hospital Discharge	2,047	-	(1,279)	(768)	-
Later Life Partnership	-	25,000	(16,319)	-	8,681
Winter Warmer	65	-	(65)	-	-
Lottery	780	-	(780)	-	-
Home First	-	39,020	(39,020)	-	-
Nutrio	-	4,000	(4,000)	-	-
Total	55,451	68,020	(73,872)	(768)	48,831
Unrestricted funds:					
General funds	307,375	859,515	(831,421)	(79,232)	256,237
Designated funds:					
Digital Upgrade	150,000	-	-	30,000	180,000
Shutdown costs	180,000	-	-	50,000	230,000
Total	330,000	-	-	80,000	410,000
Total funds	692,826	927,535	(905,293)	-	715,068

Purposes and restrictions in relation to the funds:

Restricted funds:

COVID Digital Upgrade	Funding to upgrade the analogue operating system to a digital system.
Project	
Hospital Discharge	Funding to provide digital lifeline units to 80 patients being discharged from hospital.
Later Life Partnership	Funding to provide digital lifeline units to 80 patients being discharged from hospital.
Winter Warmer	To provide 40 vulnerable at risk individuals with hampers to include food, clothing and blankets.
Lottery	Funding for a full time member of staff for one year to carry out digital replacements and wellbeing checks.
Home First	To provide monitor and support to 160 people upon discharge with a Telecare Device.
Nutrio	Funding to provide digital lifeline units to 40 patients being discharged.

North East Lincolnshire Carelink

Notes to the Accounts

Designated funds:

Digital Upgrade Ringfenced funds for the upgrade of the analogue operating system to a digital system.

Shutdown costs Ringfenced funds to cover costs of shutdown should the charity be no longer able to operate.

17 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fixed assets	226,073	40,150	266,223
Net current assets	440,164	8,681	448,845
	<u>666,237</u>	<u>48,831</u>	<u>715,068</u>

18 Reconciliation of net debt

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash and cash equivalents	387,961	76,028	463,989
Bank overdrafts	-	-	-
	<u>387,961</u>	<u>76,028</u>	<u>463,989</u>
Borrowings	-	-	-
Bank loans	-	-	-
Obligations under HP/Finance leases	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>
Net debt	<u>387,961</u>	<u>76,028</u>	<u>463,989</u>

19 Commitments

Pension commitments

	2025	2024
	£	£
The pension cost charge to the company amounted to:	<u>8,268</u>	<u>7,868</u>
Unpaid contributions due to the fund are included in other creditors and amounted to:	<u>1,697</u>	<u>1,475</u>

20 Related party disclosures

There were no related party transactions in the period.

Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

North East Lincolnshire Carelink
Detailed Statement of Financial Activities
for the year ended 31 March 2025

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income and endowments from:				
Donations and legacies				
Grants	-	29,000	29,000	32,715
Donations from individuals	648	-	648	1,218
	<u>648</u>	<u>29,000</u>	<u>29,648</u>	<u>33,933</u>
Charitable activities				
Equipment rental and monitoring service	790,247	-	790,247	755,555
Sale of equipment	51,826	-	51,826	119,385
Contracts	-	39,020	39,020	36,578
	<u>842,073</u>	<u>39,020</u>	<u>881,093</u>	<u>911,518</u>
20				
Investments				
Interest - bank deposits	10,444	-	10,444	232
Other interest received	-	-	-	148
	<u>10,444</u>	<u>-</u>	<u>10,444</u>	<u>380</u>
Other				
	<u>6,350</u>	<u>-</u>	<u>6,350</u>	<u>-</u>
	<u>6,350</u>	<u>-</u>	<u>6,350</u>	<u>-</u>
Total income and endowments	859,515	68,020	927,535	945,831
Expenditure on:				
Charitable activities				
Equipment rental and monitoring service	184,476	-	184,476	123,954
Sale of equipment	37,709	-	37,709	114,345
Depreciation and (Profit)/loss on disposal	52,242	12,409	64,651	58,121
Staff Costs	449,756	51,646	501,402	469,790
Unallocated support costs	70,099	9,757	79,856	118,518
	<u>794,282</u>	<u>73,812</u>	<u>868,094</u>	<u>884,728</u>
Governance costs				
Independent examiner fees	2,633	-	2,633	2,205
Professional fees	34,071	60	34,131	27,577
Legal fees	435	-	435	129
	<u>37,139</u>	<u>60</u>	<u>37,199</u>	<u>29,911</u>
Total of expenditure on charitable activities	831,421	73,872	905,293	914,639
Total expenditure	831,421	73,872	905,293	914,639
Net gains on investments	-	-	-	-

**North East Lincolnshire Carelink
Detailed Statement of Financial Activities**

Net income	28,094	(5,852)	22,242	31,192
Transfers between funds	768	(768)	-	-
Net income before other gains/(losses)	28,862	(6,620)	22,242	31,192
Other Gains	-	-	-	-
Net movement in funds	28,862	(6,620)	22,242	31,192
Reconciliation of funds:				
Total funds brought forward	637,375	55,451	692,826	631,717
Prior year adjustments	-	-	-	29,917
Total funds carried forward	666,237	48,831	715,068	692,826

Accounts

North East Lincolnshire Carelink

Charity No. 1046115

Company No. 03047967

Trustees' Report and Unaudited Accounts

31 March 2024

**North East Lincolnshire Carelink
Contents**

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**North East Lincolnshire Carelink
Trustees Annual Report**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the unaudited financial statements of the charity for the year ended 31 March 2024.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England & Wales.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. 03047967

Charity No. 1046115

Principal Office

Innovation Centre
Innovation Way
Europarc, Grimsby
North East Lincolnshire
DN37 9TT

Registered Office

Innovation Centre
Innovation Way
Europarc, Grimsby
N E Lincolnshire
DN37 9TT

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law.
The following Directors and Trustees served during the year:

D. Batty	
M. Cracknell	
C. Etheridge	(Resigned 31 March 2024)
J. Horton	(Resigned 31 March 2024)
S. Smith	
S. Wakefield	

Key Management Personnel

Chair	Vickie Fisher
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Accountants

AG Smith & Co Ltd
Unit 8 Laceby Business Park
Grimsby
N E Lincolnshire
DN37 7DP

OBJECTIVES AND ACTIVITIES

NEL Carelink's purpose is keeping vulnerable people safe and well through innovative practices and technological approaches by providing a link to their wider community.

Charitable Objectives

Carelink uses practical and technological solutions to support vulnerable people to lead independent lives, feeling safe and well in their community.

ACHIEVEMENTS AND PERFORMANCE

Once again Carelink has had an extremely stressful year which thankfully ended positively. We have dealt with 4 major issues successfully -

- Completing our digital switchover earlier than many control centres, with all our customers now having digital units in place. This was done in record time and have all been paid for thanks to financial support from North East Lincolnshire Council and Integrated Care Board (ICB). We had planned for it to take a year but Virgin removing analogue lines meant we had to complete by July 23. The staff pulled out all the stops ensuring the process was very smooth and clearly understood by our customers.
- We updated our IT Platform to the Jontek Hybrid model March 23, enabling us to work jointly with Lincare. We have been able to embed a shared platform and a partnership approach with both using the Lincare based main site and Carelink providing the Disaster Recovery site (updated after the fire). Having a shared platform has enabled each control centre to have 1 person on at night knowing we have back up support which we also benefit from throughout the day. This proved invaluable when Carelink had our fire at 2am - see below. Both staff teams have worked positively together, and we have been working on ironing out practicalities. However, the customer has noticed no difference in response times or quality. The new platform has also enabled us to be more flexible in managing our workforce and allowing periods of homeworking when required although we continue to remain predominantly an office-based organisation which we know benefits our staff and customers.
- In our last report, we referred to the fire at our office which took place during this financial year on 31st August 2023. This was an horrific arson attack in the middle of the night when we had one staff member on. Miraculously they were not injured. Sadly, the arsonist has not been reprimanded. This event had a profound effect upon our staff. We received tremendous support including use of a free office from Friendship at Home for 2 months whilst we found a new location to be based. Our landlords Centre4 were also very supportive. Sadly, we will not be going back to our old office again despite many happy years there as we cannot guarantee it won't happen again. By June 24 all financial aspects related to the fire have been dealt with and we received insurance payouts although had to contribute £7K of our own funds towards to overall costs that were incurred. We are now based at the Innovation Centre at Europarc which will be our location for the time being.
- We achieved financial stability through generous grants provided by the Council and ICB which funded our digital replacement programme. It was a worrying year financially, but we ended it making a healthy surplus after depreciation and having over £120K of reserves ready to help for the next IT platform and unit replacement programme in 5/7 years' time which will cost more than £500K.

North East Lincolnshire Carelink Trustees Annual Report

We continued to provide a high quality and locally responsive service which has been its busiest to date, working with partners to actively support and be a part of our local community response. We continued to support our 2853 vulnerable customers, taking a record 233,220 calls in the last year - 40K more than last year due to the digital replacement programme but also more people contacting us. Our installers provided a 30% increase in new installation achieving 950 this year. We dealt with 540 calls which required an ambulance, 86 needing the Fire Brigade, 2464 requiring assistance from carers, 1464 requiring support from SPA adult social care and 2610 requiring their family/contacts to support them. 228 customers contacted us to let us know they had fallen and were hurt whilst 1789 told us they had fallen but were not hurt. As well as receiving calls, we also proactively maintained contact with our customers to show our support - our staff undertook 2328 birthday calls and 5779 welfare/wellbeing calls. We continued to meet and exceed our regulator TSA target of 98.5% of all calls being answered within 60 seconds, achieving an average 98.24% throughout the year.

We continue to be amazed at the resilience and continued effort of our staff who seem capable of overcoming anything and still provide an excellent service!

Financial impact

As referred to above, we ended 2023/24 in a significantly better financial position than the previous year achieving a healthy surplus even after depreciation and costs related to the fire which had still not been resolved at the end of the financial year. This supported the return to developing over £120K reserves which we will ring fence for our future capital replacement programme due around 2030 which requires over £500K. This was primarily due to the ICB and Council providing grants for most of our digital units. We also received an Awards4All grant which helped us employ more staff to support the exchange programme. We were also supported to continue the hospital discharge scheme with Friendship at Home with a grant from the ICB to provide free units for those leaving hospital and the Later Life Partnership continued the Million Pound Challenge which our staff continued to support through engaging take up from existing and new customers.

Digital Transformation

This has been completed with both our platform and all customer units now digital as outlined above. Although very pleased, we are also becoming increasingly aware of the many risks associated with digital which we are having to put mitigation plans in place for and are still only just fully beginning to understand. In July 23, our units SIM network had an international failure which lasted many hours and affected many telecare centres in the UK. This had never been expected to happen and makes us realise how control centre / unit downtime could become something we need to manage as never before.

Lincare partnership

As outlined above, the shared Jontek platform is enabling Carelink and Lincare to share a platform, provide back up for each other and enable us to provide lone working knowing the other organisation is there to provide support. The staff teams have responded positively to the joint approach despite initial glitches. We are grateful Lincare were there to maintain our service during the fire.

Increased Partnership working

Locally, our continual attendance at local strategic and voluntary sector events has meant we are becoming an established partners within the local community at local authority and voluntary sector level including:

North East Lincolnshire Carelink Trustees Annual Report

- Later Life Partnership Million Pound Challenge - we created with Friendship at Home and NEL AgeUK (local older people voluntary services) created an older people collaborative in April 21 which has gone from strength to strength. We received funding for a second year to undertake the Million Pound Challenge encouraging benefit take up in the over 60s which we have proved extremely successful at achieving, reaching 25,000 individuals, providing awards totalling £1.5 million for individuals and the local economy. We also took the baton of the long-established Older Peoples Day, extending its reach to specific events in Grimsby, Immingham as well as Cleethorpes – all 3 have proved extremely successful.
- Empower - we continue our partnership with this local social enterprise who engage people affected by crime. They are installing keysafes on our behalf.
- Winter Pressure / hospital discharge funding - we continue to receive funding to instal and monitor units for people coming out of hospital with support in installing from Friendship at Home for a second year, working positively with statutory agencies. We are finding people are deciding to become Carelink customers after having the unit for free which is funded by the ICB.
- ConnectNEL – we continued to provide out of hours for the community wellbeing service although it is limiting its availability in the future due to funding issues.
- We continue to attend local strategic groups including Voluntary Sector VCSE Forum, Dementia Alliance and Council initiative Social Isolation and Mental Health Alliance. These meetings allow us to represent the issues we are seeing with our customers, raise awareness of Carelink and take part in local initiatives.

TSA Audit (Telecare Service Authority)

These are Carelink's regulator, and we successfully passed our small audit with no issues in Jan 2024.

Operational support & development

We agreed that our Project Officer Leighanne would become a Team Leader, enabling her to also manage our Installation process and all inductions as well as projects whilst Clark focuses upon overseeing the Control Centre and all Operators. This allows Vickie to focus upon being Carelink CEO and looking outward to develop partnership and links to enable our continued development.

All staff were profoundly affected by the fire, having to alter working practices and share a small office. They found the digital exchange programme very stressful after just getting our new platform. After only just reducing our office to save funds, we moved to a smaller office due to the fire. Staff have settled into the new office and have dealt with all the extra work amazingly, continuing to be the heart of Carelink's operation and providing an excellent service.

Contracts

Carelink continues to maintain its contracts with the following:

- Lincolnshire Housing Partnership LHP monitoring door entry and communal areas within their schemes contract will end March 24 as they focus on managing their own finances. They have been a great supporter of Carelink for many years and we are grateful they continued to use our service for so long.
- ICB providing trusted assessor, installation, and monitoring to an increasing number - now 1379 (479 more than last year) - of the most vulnerable clients who meet their need threshold.
- NELC ex Supporting People customers who were classed as vulnerable, the contract is reducing as people no longer need an alarm but still stands at 259 people.

Progress on specific project plans we had in 2023-24

Project	Outcome
Implement Digital Platform	Achieved March 23 and settled over the rest of the year. Updated after fire Dec 23.
Replace our analogue units with digital	Achieved - all replaced by July 23 with no issues for customers.
Hospital Discharge scheme	Achieved with 158 individuals accessing the scheme.
Later Life Million Pound Challenge - engagement, triage for rest of year	Achieved with £1.5 million provided in benefits over previous 2 years and 25,000 people engaged through direct contact, events, social media and leaflet campaigns.
Develop wider telecare centre partnerships with Lincare or other telecare centres	Part achieved - Shared platform in place and back up from each staff team. Hindered due to Fire forcing disaster recovery to be separately offering night/weekend cover
	reinstalled Dec/Jan 23/24.

STRUCTURE, GOVERNANCE AND MANAGEMENT

North East Lincolnshire Carelink is a company limited by guarantee governed by its Memorandum and Articles of Association dated 20 April 1995. It is registered as a Charity with the Charity Commission.

The Company works to a memorandum of articles which operates a memberships model although this has never been utilised. We had planned to look at our constitution in 23/24, moving to a Charitable Incorporated organisation (CIO) with removal of the membership model but this was put aside whilst we focused on the fire. We have Trustees who oversee the governance of the charity as outlined within our Trustee Policy.

Carelink currently has 6 Trustees, and we recruit through advertising and word of mouth. Previously, we would recruit based upon specific roles individuals had within the local area e.g., working with the local authority, fire brigade. However, as it has become more difficult to recruit, we have focused upon Trustees who have the skills and abilities to provide good governance and can use their abilities to provide guidance in how Carelink operates, supporting it in the local area to grow and develop. Potential Trustees are invited to attend several meetings before being voted in by other Trustees as a Trustee with voting rights. Skills and training are discussed within meetings with support provided if specific training is required. Annually, we check all Trustees are wishing to stay members, have no conflict of interest and that the Chair and Vice Chair are voted in.

The Trustees meet 7 times a year covering 4 quarterly meetings, a budget setting meeting, an AGM and review of the annual accounts meeting. Decisions about strategic direction are decided by a vote at the meetings or if a decision is required quickly, agreed through confirmation within e-mail and telephone calls.

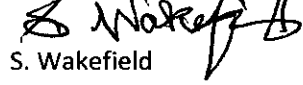
Trustees are not paid for their role and in the last year there has been no contractual relationships with any of the Trustees or conflicts of interest.

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

**North East Lincolnshire Carelink
Trustees Annual Report**

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

Signed on behalf of the board



S. Wakefield

Trustee

09 September 2024

**North East Lincolnshire Carelink
Independent Examiners Report**

Independent Examiner's Report to the trustees of North East Lincolnshire Carelink

I report to the charity trustees on my examination of the financial statements of North East Lincolnshire Carelink for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the 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 Charity 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 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

As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act 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 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.



Andrew Smith FCCA
AG Smith & Co Ltd
Chartered Certified Accountants
Unit 8 Laceby Business Park
Grimsby
N E Lincolnshire
DN37 7DP
09 September 2024

North East Lincolnshire Carelink
Statement of Financial Activities
for the year ended 31 March 2024

					Restated
		Unrestricted	Restricted	Total funds	Total funds
		funds	funds	2024	2023
		2024	2024	2024	2023
	Notes	£	£	£	£
Income and endowments from:					
Donations and legacies	4	4,218	29,715	33,933	221,376
Charitable activities	5	874,940	36,578	911,518	794,760
Investments	6	380	-	380	864
Total		879,538	66,293	945,831	1,017,000
Expenditure on:					
Charitable activities	7	822,590	92,049	914,639	860,315
Total		822,590	92,049	914,639	860,315
Net gains on investments		-	-	-	-
Net income		56,948	(25,756)	31,192	156,685
Transfers between funds		20,951	(20,951)	-	-
Net income before other gains/(losses)		77,899	(46,707)	31,192	156,685
Other gains and losses					
Net movement in funds		77,899	(46,707)	31,192	156,685
Reconciliation of funds:					
Total funds brought forward as previously stated		529,559	102,158	631,717	480,545
Prior year adjustment		29,917		29,917	24,404
Total funds carried forward		637,375	55,451	692,826	661,634

North East Lincolnshire Carelink
Summary Income and Expenditure Account
for the year ended 31 March 2024

	2024	Restated
	£	2023
		£
Income	945,451	1,016,136
Interest and investment income	380	864
Gross income for the year	<u>945,831</u>	<u>1,017,000</u>
Expenditure	914,639	860,315
Total expenditure for the year	<u>914,639</u>	<u>860,315</u>
Net income before tax for the year	31,192	156,685
Net income for the year	<u>31,192</u>	<u>156,685</u>

North East Lincolnshire Carelink

Balance Sheet

at 31 March 2024

Company No. 03047967

Notes

2024

£

Restated

2023

£

Fixed assets

Tangible assets

9

302,091

302,091

373,839

373,839

Current assets

Stocks

10

9,129

13,931

Debtors

11

45,278

71,705

Cash at bank and in hand

387,961

229,235

442,368

314,871

Creditors: Amount falling due within one year

12

(51,633)

(27,076)

Net current assets

390,735

287,795

Total assets less current liabilities

692,826

661,634

Net assets excluding pension asset or liability

692,826

661,634

Total net assets

692,826

661,634

The funds of the charity

Restricted funds

13

Restricted income funds

55,451

102,158

55,451

102,158

Unrestricted funds

13

General funds

307,375

354,476

Designated funds

330,000

205,000

637,375

559,476

Reserves

13

Total funds

692,826

661,634

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

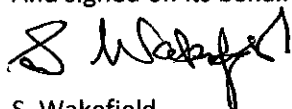
For the year ended 31 March 2024 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

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

Approved by the board on 09 September 2024

And signed on its behalf by:



S. Wakefield

Trustee

09 September 2024

North East Lincolnshire Carelink
Notes to the Accounts
for the year ended 31 March 2024

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are presented in sterling, which is the functional currency of the charity.

Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Revaluation funds	These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Government grants	Grants are included in the Statement of Financial Activities (SoFA) when the charity has met all performance criteria and the amount of the income can be measured with sufficient accuracy.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is included in the accounts when receivable.

Notes to the Accounts

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Tangible fixed assets and depreciation

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Leasehold property	10% Straight Line
Units/Control Centre Equipment	3-7 years Straight Line
Office Equipment	3-7 years Straight Line

Freehold investment property

Investment properties are measured initially at cost and subsequently at fair value at each balance sheet date and are not depreciated. All gains or losses are taken to the Statement of Financial Activities as they arise.

Stocks

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

Trade and other 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.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other 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.

Research and development

Expenditure on research and development is written off in the year in which it is incurred.

Foreign currencies

Monetary assets and liabilities denominated in currencies other than the functional currency of the charity are translated at the rates of exchange prevailing at the end of the reporting period. Transactions in currencies other than the functional currency of the charity are recorded at the rate of exchange on the date that the transaction occurred. All exchange differences are taken into account in arriving at net income/expenditure.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.

Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.

Assets held under finance leases are initially recognised as assets of the charity at their fair value at the inception of the lease or, if lower, at the present value of the minimum lease payments. The corresponding liability to the lessor is included in the balance sheet date as a finance lease obligation. Lease payments are apportioned between finance expenses and reduction of the lease obligation so as to achieve a constant rate of interest on the remaining balance of the liability. Finance expenses are recognised immediately, unless they are directly attributable to qualifying assets, in which case they are capitalised in accordance with the charity's policy on borrowing costs.

Assets held under finance leases are depreciated in the same way as owned assets.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term. In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

Receipt of donated goods, facilities and services

All donated goods, facilities and services received are recognised within incoming resources and expenditure at an estimate of the value to the charity.

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital. In the event of the charity being wound up, each of the Trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity. The company is registered in England and Wales. The address of the registered office is Innovation Centre, Europarc, Grimsby, North East Lincolnshire, DN37 9TT.

The Charity constitutes a public benefit entity as defined by FRS 102.

3 Statement of Financial Activities - prior year

	Restated Unrestricted funds 2023 £	Restated Restricted funds 2023 £	Restated Total funds 2023 £
Income and endowments from:			
Donations and legacies	3,635	217,741	221,376
Charitable activities	794,760	-	794,760
Investments	864	-	864
Total	799,259	217,741	1,017,000
Expenditure on:			
Charitable activities	796,237	64,078	860,315
Total	796,237	64,078	860,315
Net income	3,022	153,663	156,685
Transfers between funds	153,958	(153,958)	-
Net income before other gains/(losses)	156,980	(295)	156,685
Other gains and losses:			
Net movement in funds	156,980	(295)	156,685
Reconciliation of funds:			
Total funds brought forward as previously stated	378,092	102,453	480,545
Prior year adjustment	24,404	-	24,404
Total funds carried forward	559,476	102,158	661,634

North East Lincolnshire Carelink
Notes to the Accounts

4 Income from donations and legacies

	Unrestricted	Restricted	Total 2024	Restated Total 2023
	£	£	£	£
Grants	3,000	29,715	32,715	217,741
Donations from individuals	1,218	-	1,218	3,635
	<u>4,218</u>	<u>29,715</u>	<u>33,933</u>	<u>221,376</u>

5 Income from charitable activities

	Unrestricted	Restricted	Total 2024	Restated Total 2023
	£	£	£	£
Equipment rental and monitoring service	755,555	-	755,555	625,019
Sale of equipment	119,385	-	119,385	169,741
Contracts	-	36,578	36,578	-
	<u>874,940</u>	<u>36,578</u>	<u>911,518</u>	<u>794,760</u>

6 Income from investments

	Unrestricted	Total 2024	Restated Total 2023
	£	£	£
Interest - bank deposits	232	232	864
Other interest received	148	148	-
	<u>380</u>	<u>380</u>	<u>864</u>

7 Expenditure on charitable activities

	Unrestricted	Restricted	Total 2024	Restated Total 2023
	£	£	£	£
<i>Expenditure on charitable activities</i>				
Equipment rental and monitoring service	123,954	-	123,954	57,434
Sale of equipment	114,345	-	114,345	168,362
Depreciation and (Profit)/loss on disposal	48,735	9,386	58,121	66,225
Staff Costs	387,412	82,378	469,790	433,460
Unallocated Support Costs	118,233	285	118,518	103,434
<i>Governance costs</i>				
Independent examiner fees	2,205	-	2,205	2,255
Professional fees	27,577	-	27,577	29,145
Legal fees	129	-	129	-
	<u>822,590</u>	<u>92,049</u>	<u>914,639</u>	<u>860,315</u>

Notes to the Accounts

8 Staff costs

	2024	Restated 2023
Salaries and wages	434,144	401,104
Social security costs	27,778	25,278
Pension costs	7,868	7,078
	<u>469,790</u>	<u>433,460</u>

No employee received emoluments in excess of £60,000.

Total employee benefits received by key management personnel	47,411	44,445
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The average monthly number of full time equivalent employees during the year was as follows:

	2024 Number	Restated 2023 Number
Charitable Activities	13	15
Administration	3	2
	<u>16</u>	<u>17</u>

9 Tangible fixed assets

	Land and buildings £	Units/Contr ol Centre Equipment £	Office Equipment £	Total £
Cost or revaluation				
At 1 April 2023	64,175	462,207	57,598	583,980
Additions	-	63,495	9,297	72,792
Disposals	(64,175)	(158,424)	(51,694)	(274,293)
At 31 March 2024	<u>-</u>	<u>367,278</u>	<u>15,201</u>	<u>382,479</u>
Depreciation and impairment				
At 1 April 2023	57,757	101,732	50,652	210,141
Depreciation charge for the year	3,209	53,727	3,787	60,723
Disposals	(60,966)	(81,897)	(47,613)	(190,476)
At 31 March 2024	<u>-</u>	<u>73,562</u>	<u>6,826</u>	<u>80,388</u>
Net book values				
At 31 March 2024	<u>-</u>	<u>293,716</u>	<u>8,375</u>	<u>302,091</u>
At 31 March 2023	<u>6,418</u>	<u>360,475</u>	<u>6,946</u>	<u>373,839</u>

North East Lincolnshire Carelink
Notes to the Accounts

10 Stocks

	2024	Restated 2023
	£	£
Finished goods	9,129	13,931
	<u>9,129</u>	<u>13,931</u>

	2024	Restated 2023
	£	£
Carrying value analysed by activities		
Sale of equipment	9,129	13,931
	<u>9,129</u>	<u>13,931</u>

11 Debtors

	2024	Restated 2023
	£	£
Trade debtors	5,041	12,663
VAT recoverable	-	19,427
Prepayments and accrued income	40,237	39,615
	<u>45,278</u>	<u>71,705</u>

12 Creditors:

amounts falling due within one year

	2024	Restated 2023
	£	£
Trade creditors	21,767	16,126
Other taxes and social security	18,253	7,311
Other creditors	1,475	1,415
Accruals	10,138	2,224
	<u>51,633</u>	<u>27,076</u>

North East Lincolnshire Carelink
Notes to the Accounts

13 Movement in funds

	At 1 April 2023	Prior year adjustment	Incoming resources (including other gains/losses) £	Resources expended £	Gross transfers £	At 31 March 2024 £
Restricted funds:						
Restricted income funds:						
COVID Digital Upgrade Project	61,010	-	-	(8,451)	-	52,559
East Coast Community Grant	16,598	-	-	-	(16,598)	-
Hospital Discharge	20,821	-	9,000	(23,421)	(4,353)	2,047
Later Life Partnership	3,729	-	11,000	(14,729)	-	-
Winter Warmer	-	-	350	(285)	-	65
Lottery	-	-	9,365	(8,585)	-	780
Home First	-	-	36,578	(36,578)	-	-
Total	102,158	-	66,293	(92,049)	(20,951)	55,451
Unrestricted funds:						
General funds	324,559	29,917	879,538	(822,590)	(104,049)	307,375
Designated funds:						
Digital Upgrade	25,000	-	-	-	125,000	150,000
Shutdown costs	180,000	-	-	-	-	180,000
Total	205,000	-	-	-	125,000	330,000
Total funds	631,717	29,917	945,831	(914,639)	-	692,826

Purposes and restrictions in relation to the funds:

Restricted funds:

COVID Digital Upgrade Project	Funding to upgrade the analogue operating system to a digital system.
East Coast Community Grant	Funding to purchase digital lifeline units to replace analogue units.
Hospital Discharge	Funding to provide digital lifeline units to 80 patients being discharged from hospital.

North East Lincolnshire Carelink**Notes to the Accounts**

Later Life Partnership	Funding to provide digital lifeline units to 80 patients being discharged from hospital.
Winter Warmer	To provide 40 vulnerable at risk individuals with hampers to include food, clothing and blankets.
Lottery	Funding for a full time member of staff for one year to carry out digital replacements and wellbeing checks.
Home First	To provide monitor and support to 160 people upon discharge with a Telecare Device.

Designated funds:

Digital Upgrade	Ringfenced funds for the upgrade of the analogue operating system to a digital system.
Shutdown costs	Ringfenced funds to cover costs of shutdown should the charity be no longer able to operate.

Material transfers between funds

Transfers from restricted funds to unrestricted funds represent amounts spent on assets that classify as unrestricted. Transfers from designated funds to unrestricted funds are due to the digital upgrade being completed during the year.

14 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fixed assets	248,764	53,327	302,091
Net current assets	388,611	2,124	390,735
	<u>637,375</u>	<u>55,451</u>	<u>692,826</u>

15 Commitments***Pension commitments***

	2024	2023
	£	£
The pension cost charge to the company amounted to:	<u>7,868</u>	<u>7,078</u>
Unpaid contributions due to the fund are included in other creditors and amounted to:	<u>1,475</u>	<u>1,415</u>

16 Related party disclosures

Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

17 Prior year adjustments

The prior year adjustment relates to a cut off error on income from charitable activities - Equipment rental & monitoring service.

North East Lincolnshire Carelink
Detailed Statement of Financial Activities
for the year ended 31 March 2024

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Restated Total funds 2023 £
Income and endowments from:				
Donations and legacies				
Grants	3,000	29,715	32,715	217,741
Donations from individuals	1,218	-	1,218	3,635
	<u>4,218</u>	<u>29,715</u>	<u>33,933</u>	<u>221,376</u>
Charitable activities				
Equipment rental and monitoring service	755,555	-	755,555	625,019
Sale of equipment	119,385	-	119,385	169,741
Contracts	-	36,578	36,578	-
	<u>874,940</u>	<u>36,578</u>	<u>911,518</u>	<u>794,760</u>
Investments				
Interest - bank deposits	232	-	232	864
Other interest received	148	-	148	-
	<u>380</u>	<u>-</u>	<u>380</u>	<u>864</u>
Total income and endowments	879,538	66,293	945,831	1,017,000
Expenditure on:				
Charitable activities				
Equipment rental and monitoring service	123,954	-	123,954	57,434
Sale of equipment	114,345	-	114,345	168,362
Depreciation and (Profit)/loss on disposal	48,735	9,386	58,121	66,225
Staff Costs	387,412	82,378	469,790	433,460
Unallocated Support Costs	118,233	285	118,518	103,434
	<u>792,679</u>	<u>92,049</u>	<u>884,728</u>	<u>828,915</u>
Governance costs				
Independent examiner fees	2,205	-	2,205	2,255
Professional fees	27,577	-	27,577	29,145
Legal fees	129	-	129	-
	<u>29,911</u>	<u>-</u>	<u>29,911</u>	<u>31,400</u>
Total of expenditure on charitable activities	822,590	92,049	914,639	860,315
Total expenditure	822,590	92,049	914,639	860,315
Net income	56,948	(25,756)	31,192	156,685
Transfers between funds	20,951	(20,951)	-	-

North East Lincolnshire Carelink
Detailed Statement of Financial Activities

Net income before other gains/(losses)	77,899	(46,707)	31,192	156,685
Other Gains	-	-	-	-
Net movement in funds	77,899	(46,707)	31,192	156,685
Reconciliation of funds:				
Total funds brought forward as previously stated	529,559	102,158	631,717	480,545
Prior year adjustment	29,917	-	29,917	24,404
Total funds carried forward	637,375	55,451	692,826	661,634

Accounts

North East Lincolnshire Carelink

Charity No. 1046115

Company No. 03047967

Trustees' Report and Unaudited Accounts

31 March 2023

North East Lincolnshire Carelink
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**North East Lincolnshire Carelink
Trustees Annual Report**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report (which includes the director's report as required by company law) with the unaudited financial statements of the charity for the year ended 31 March 2023.

REFERENCE AND ADMINISTRATIVE DETAILS

Company No. 03047967

Charity No. 1046115

Principal Office

Innovation Centre
Innovation Way
Europarc, Grimsby
North East Lincolnshire
DN37 9TT

Registered Office

Innovation Centre
Innovation Way
Europarc, Grimsby
N E Lincolnshire
DN37 9TT

Directors and Trustees

The Directors of the charitable company are its Trustees for the purposes of charity law.
The following Directors and Trustees served during the year:

D. Batty	
M. Cracknell	
J. Houghton	
S. Leary	
L. Lee	(Resigned 5 September 2022)
S. Wakefield	
J Houghton	(Appointed 13 February 2023)
C Etheridge	(Appointed 15 May 2023)

Key Management Personnel

Centre Manager	Vickie Fisher
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Accountants

AG Smith & Co Ltd
Chartered Certified Accountants
Unit 8 Laceby Business Park
Laceby
Grimsby
N E Lincolnshire
DN37 7DP

OBJECTIVES AND ACTIVITIES

North East Lincolnshire Carelink's purpose is keeping vulnerable people safe and well through innovative practices and technological approaches by providing a link to their wider community.

Charitable Objectives

North East Lincolnshire Carelink uses practical and technological solutions to support vulnerable people to lead independent lives, feeling safe and well in their community.

North East Lincolnshire Carelink's Strategic activities and priorities are:

1. Ensure sound governance;
 - i. Trustee active involvement
 - ii. Robust operational and strategic management in place;
 - iii. Financial and Management Information in place;
 - iv. Staff supervised, trained and supported;
 - v. A positive environment for staff to work in.
2. Maintain the current service - meeting regulatory and contractual requirement, including:
 - a. TSA requirements including response times; and
 - b. CCG, NELC, LHP and smaller charities.
3. Develop effective marketing of the service to gain customers and achieve donations by:
 - a. Establishing ongoing donations, undertaking fundraising;
 - b. Accessing local/national grants for core work, added value and future business ventures;
 - c. Responding to business opportunities; and
 - d. Seeking out markets e.g., family reassurance, Learning Disability, lone working, young people.
4. Work towards maintaining an ongoing surplus to ensure long-term equipment/platform replacement programme by:
 - a. Ensuring costs are reduced and income maximised;
 - i. Reduced cost through Lincare partnership; and
 - ii. Explore possible future alarm provider partnerships.
5. Implement and fund the digital transformation pathway ready for 2025.
 - a. IT Platform – in place for 2023
 - b. Digital Telecare equipment replacement programme – in place by end of 2023/24
6. Establish meaningful partnerships which meet our business and charitable aims. Agreed in order of importance are:
 - a. Lincare shared telecare service - financial security through shared resources - potential through this for Jontek Strategic Partnership as well;
 - b. Hospital Discharge Home from Hospital scheme;
 - c. Later Life Partnership - promoting our service with older people through initiatives like Million Pound Challenge;
 - d. Connectnel - agree Carelink updated funding and approach to joint working;
 - e. Empower joint working - shared resource for installing around crime reduction; and

f. Attending community meetings e.g., VCSE, Dementia, Carers - wider awareness of Carelink's service, Fire Service.

ACHIEVEMENTS AND PERFORMANCE

Carelink has had a difficult year, all related to the forthcoming digital requirements for all telecare services, due 2025 but because of external pressure from our regulator and telephone companies, forced to be completed by July 2023. We have successfully dealt with our digital transformation plans being squeezed into 1 year, replacing our delayed IT platform in March 23. By the end of 2022 we had in place funding, provided through the East Coast Community fund and extremely generous grants from the Integrated Care Board (ICB)/Council totalling over £200,000 which has led to us being able to afford to replace all old units with digital within this financial year.

However, we have continued to provide a high quality and locally responsive service, working with partners to actively support and be a part of our local community response. We continue to answer calls from our 2700 vulnerable customers, taking 192,655 calls in the last year, which is on average 16,000 calls a month or 546 calls a day. Our installers provided 687 new telecare connections. We dealt with 603 calls which required an ambulance, 109 needing the Fire Brigade, 1927 requiring assistance from carers, 1484 requiring support from SPA adult social care and 2178 requiring their family/contacts to support them. 611 customers contacted us to let us know they had fallen and were hurt whilst 1173 told us they had fallen but were not hurt. As well as receiving calls, we also proactively maintained contact with our customers to show our support - our staff undertook 2272 birthday calls and 5789 welfare/wellbeing calls. We continued to meet and exceed our regulator TSA target of 98.5% of all calls being answered within 60 seconds, achieving a 99.37% level.

Financial impact

The decision in Dec 21 to agree that analogue units could no longer be purchased has created significant financial difficulties for Carelink which has taken up much of the last 18 months, causing stress and anxiety for management and Trustees, stopping them from undertaking other developmental work. The financial issues we have encountered in 2022/23 include:

- In less than a year, our earmarked reserves have already been depleted on purchasing digital units as they cost 3 times as much as analogue.
- We have no control paying for digital as there is no other alternative, we either pay for units and get new customers or pass them on to competitors.
- Delays in delivery from suppliers (April/May 22) led to us having to say we could not provide new customers with a service as we had no units. This has been resolved but we have never had to do this before.
- These delays meant we started purchasing in bulk to ensure we had enough supply in stock. This led to us experiencing serious cashflow issues July/August 22 and meant our reserves were spent much quicker than we planned.

North East Lincolnshire Carelink Trustees Annual Report

- Although we have attempted to pass the cost of the SIM on to our customers, the cost of SIMs as people are given digital units is impacting upon our proposed costs for the year. We are going from a planned healthy surplus when we set the budget in Feb 22 to a deficit. It is not just the extra cost of the SIM but also the cost of staff going out replacing with digital units that we had not planned for. It is a time-consuming task requiring dedicated resources on top of running the control centre.
- We had to use our ring-fenced reserves (there for if we must close) to act as bridging loan or to pay for digital units whilst we sourced further funding.
- Thankfully, we received support from the ex Clinical Commissioning Group (CCG) now ICB and NEL Council. The ex CCG agreed to fund their customers units (we have a contract for around 1000 customers) and the ICB agreed to fund all remaining private customer units totalling another 1000. We are extremely grateful for their support.
- This funding for new digital units although most welcome has led to us requiring extra staff resource we had not budgeted for as we need dedicated resource to undertake the replacement programme.

Strategy for Digital Transformation

As referred to previously, our digital transformation plan which involved replacing our IT platform and all analogue units with digital ones was expected to take until 2025 but due to our regulator and phone companies imposing a deadline of July 2023, we have had to undertake the whole process within 1 year. We have managed the amazing feat of replacing our IT platform, the majority of our analogue units, and having the required funding to pay for it all within the last 6 months of the financial year. We expect it to be fully completed by July 2023.

Lincare partnership

Our formal partnership with Lincare (Lincoln city council telecare provider) agreement enables us to share resources and undertake joint activities to the betterment of both Carelink and Lincare who both wish to remain separate entities but recognise their small size and wider requirements (digital) puts them under significant financial strain in providing a localised monitoring centre. With our new platform in place by March 2023, we can now focus on working more collaboratively together and sharing our staff resource, skills and knowledge to the benefit of both parties for the forthcoming year.

Increased Partnership working

Locally, our continual attendance at local strategic and voluntary sector events has meant we are becoming established partners within the local community at local authority and voluntary sector level including:

- Connectnel - a community wellbeing hub overseen by Centre4 and initially funded by the local authority. It offers a preventative signposting resource, linking people with what is available in the community, rather than relying on statutory services. We are providing the out of hours evening/overnight and weekend response service. Positive links have been established, making Carelink more than just a control centre. Staff have risen to the challenge of this after a shaky start.

North East Lincolnshire Carelink Trustees Annual Report

- Later Life Partnership Million Pound Challenge - we had with Friendship at Home and NEL Ageuk (local older people voluntary services) created an older people collaborative in April 21. We undertook joint work with seed funding from Public Health and were contacted by the Council in March 22 to undertake engagement activities which encourage benefit take up for older people in North East Lincolnshire in what they call the million-pound challenge - helping people access benefits which could bring in a million pounds to the local community. This has been very successful, and we have had an excellent response with the Council agreeing to extend for another year. We are using access to our existing and new customers, raising it with them at every interaction but also looking wider, undertaking, and attending events to encourage wider take-up. This allows us to meet new people, particularly hard to reach groups, and talk about Carelink and the benefits of telecare.
- Empower - we continue our partnership with this local social enterprise who engage people affected by crime. They are installing key safes on our behalf.
- Winter Pressure / hospital discharge funding - we received funding February 22 to support people leaving hospital in a co-ordinated way with access to transport, shopping, and free use of a Carelink alarm (funded by our new Integrated Care Board). After a false start and change in voluntary organisation partner to Friendship at Home who deliver the units, we have been successfully providing our units to 50 people locally including providing wellbeing calls to support them as they come out of hospital with over half agreeing to purchase it themselves after the 3-to-6-month free period. The funding has been extended throughout the year and will continue into 23/24. This initiative shows local voluntary organisations can work together with statutory services to ensure extremely vulnerable people are supported at the right time to receive telecare to help them settle at home after being in hospital.
- We continue to attend local strategic groups including Voluntary Sector VCSE Forum, Dementia Alliance and Council initiative Social Isolation and Mental Health Alliance. These meetings allow us to represent the issues we are seeing with our customers, raise awareness of Carelink and take part in local initiatives.

TSA Audit

We successfully met our last light touch audit with the TSA October 22.

Operational Support & development

After a few years of restructure and change, our team structure is firmly established with a manager, team leader overseeing day to day staff and operations within the control room, and a project officer dealing with data and complex project plans. This allows the manager to be able to undertake more strategic work and take part in local networking. We also have a very settled staff group with only one staff member leaving this year and the recruitment and training of new staff now an established process. This has allowed our working practices which we redesigned over the last few years to become embedded and to support staff in seeing their role as more than just answering calls.

North East Lincolnshire Carelink Trustees Annual Report

Staff are dealing with the same levels of calls as last year but with much more complexity and the increased ambulance times (which can be up to 8 hours) is adding to staff's workload, particularly in the need to 'pass the baton'. They are managing this complexity well and we are continuing to exceed our response times despite these challenges. Our staff survey and appraisals showed that despite experiencing stress related to the massive changes taking place with digital, staff have felt supported and are happy working at Carelink.

To save money, we reduced our office size and undertook a redesign with staff involvement, creating a smaller but more effective working space.

We employ an external marketing company Evolve to support us with our presence, particularly within social media which has increased our reach and highlighted the benefits of our service, creating a conversation with potential new customers. We have also attended many talks and events promoting Carelink.

Contracts

Carelink continues to maintain its contracts with the following:

- LHP monitoring door entry and communal areas within their schemes.
- NEL Clinical Commissioning Group now called ICB providing trusted assessor, installation, and monitoring to an increasing number - now 900 - of the most vulnerable clients who meet their need threshold.
- NELC ex Supporting People customers who were classed as vulnerable, the contract is reducing as people no longer need an alarm but still stands at 280 people.

The charity is a Public Benefit Entity, and the trustees have regard to the Charity Commissions guidance on public benefit.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution

North East Lincolnshire Carelink is a registered charity with the Charities Commissions and a limited company registered with Companies House and works to a memorandum of articles. Our plan this coming year is to relook at how best Carelink provides its constitution and explore a move towards a Charitable Incorporated Organisation (CIO). Currently it assumes a membership model which does not best reflect the way Carelink operates. We have Trustees who oversee the governance of the charity as outlined within our Trustee Policy.

North East Lincolnshire Carelink currently has 6 Trustees, and we recruit new trustees through advertising and word of mouth. Previously, we would recruit based upon specific roles individuals had within the local area e.g., working with the local authority, fire brigade. However, as it has become more difficult to recruit, we have focused upon Trustees who have the skills and abilities to provide good governance and can use their abilities to provide guidance in how Carelink operates, supporting it in the local area to grow and develop. Potential Trustees are invited to attend several meetings before being voted in by other Trustees as a Trustee with voting rights. Skills and training are discussed within meetings with support provided if specific training is required. Annually, we check all Trustees are wishing to stay members, have no conflict of interest and that the Chair and Vice Chair are voted in.

North East Lincolnshire Carelink Trustees Annual Report

The Trustees meet 7 times a year covering 4 quarterly meetings, a budget setting meeting, an AGM and review of the annual accounts meeting. Decisions about strategic direction are decided by a vote at the meetings or if a decision is required quickly, agreed through confirmation within e-mail and/or telephone calls.

Trustees are not paid for their role and in the last year there has been no contractual relationships with any of the Trustees or conflicts of interest.

POST BALANCE SHEET EVENTS

Carelink experienced an Arson attack in the early hours of 31 August 2023, to their office based at Centre 4. A staff member was working and was luckily able to escape uninjured. Due to our partnership with Lincare, we were able to keep on answering customer calls and Carelink staff were back taking calls within hours. The office was no longer habitable, and we were fortunate to have been able to move to another charity's office at no costs. However, staff could not be based there. The charity was insured for the damage to the property, and have since moved new long term accommodation.

PLANS FOR FUTURE PERIODS

Specific activities beyond our core focus to be undertaken 2023-24:

- Focus on consolidating our digital transformation and ensuring it is fully embedded and works effectively;
- Implement Digital Platform - ensure staff feel confident March to June 2023;
- Replace our analogue units with digital – 900 plus by end of March 2024. Extra staff have already employed funded by Carelink to ensure this happens.

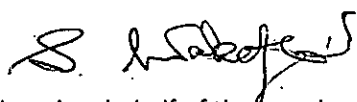
These first tasks are the overriding priorities on top of receiving calls and installing units, but we will also aim to ensure the following:

- Ensure grant funded activities are undertaken effectively:
- Home from Hospital - continuing for the rest of the year:
- Later Life Million Pound Challenge - engagement, triage for rest of year.
- Develop Lincare partnership to help with cost savings - shared staff resource (from June 23 onwards)
- Develop wider telecare centre partnerships with Lincare or other telecare centres separately offering night/weekend cover (from September 23 onwards).

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

The above report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime as set out in Part 15 of the Companies Act 2006 and in accordance with the Charities SORP (FRS 102).

**North East Lincolnshire Carelink
Trustees Annual Report**

A handwritten signature in black ink, appearing to read 'S. Wakefield', written in a cursive style.

Signed on behalf of the board

S. Wakefield
Trustee

12 December 2023

**North East Lincolnshire Carelink
Independent Examiners Report**

Independent Examiner's Report to the trustees of North East Lincolnshire Carelink

I report to the charity trustees on my examination of the financial statements of North East Lincolnshire Carelink for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Summary Income and Expenditure Account, the Balance Sheet, the Statement of Cash Flows and the related notes.

Responsibilities and basis of report

As the trustees of the charity (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.')

An independent examination has taken place instead of an audit (under Regulation 31 (f) of the Charities (Accounts and Reports) Regulations 2008, due to a dispensation from audit being granted by the Charities Commission under Regulation 34(3)(b) of the Charities (Accounts and Reports) Regulations 2008 dated 9 November 2023.

Having satisfied myself that the financial statements of the charity 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 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.

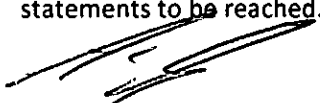
Independent examiner's statement

As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants.

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act 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 (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.



Andrew Smith FCCA
AG Smith & Co Ltd
Chartered Certified Accountants
Unit 8 Laceby Business Park
Laceby, Grimsby
N E Lincolnshire
DN37 7DP
12 December 2023

North East Lincolnshire Carelink
Statement of Financial Activities
for the year ended 31 March 2023

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
	Notes				
Income and endowments from:					
Donations and legacies	4	3,635	217,741	221,376	96,558
Charitable activities	5	789,247	-	789,247	631,950
Investments	6	864	-	864	2,899
Total		793,746	217,741	1,011,487	731,407
Expenditure on:					
Charitable activities	7	796,237	64,078	860,315	669,444
Total		796,237	64,078	860,315	669,444
Net gains on investments		-	-	-	-
Net income		(2,491)	153,663	151,172	61,963
Transfers between funds		153,958	(153,958)	-	-
Net income before other gains/(losses)		151,467	(295)	151,172	61,963
Other gains and losses					
Net movement in funds		151,467	(295)	151,172	61,963
Reconciliation of funds:					
Total funds brought forward		378,092	102,453	480,545	418,582
Total funds carried forward		529,559	102,158	631,717	480,545

North East Lincolnshire Carelink
Summary Income and Expenditure Account
for the year ended 31 March 2023

	2023	2022
	£	£
Income	1,010,623	728,508
Interest and investment income	864	2,899
Gross income for the year	<u>1,011,487</u>	<u>731,407</u>
Expenditure	860,315	669,444
Total expenditure for the year	<u>860,315</u>	<u>669,444</u>
Net income before tax for the year	151,172	61,963
Net income for the year	<u>151,172</u>	<u>61,963</u>

North East Lincolnshire Carelink

Balance Sheet

at 31 March 2023

Company No. 03047967	Notes	2023 £	2022 £
Fixed assets			
Tangible assets	9	373,839	158,895
		<u>373,839</u>	<u>158,895</u>
Current assets			
Stocks	10	13,931	7,515
Debtors	11	41,788	15,709
Cash at bank and in hand		229,235	334,376
		<u>284,954</u>	<u>357,600</u>
Creditors: Amount falling due within one year	12	(27,076)	(35,950)
Net current assets		<u>257,878</u>	<u>321,650</u>
Total assets less current liabilities		<u>631,717</u>	<u>480,545</u>
Net assets excluding pension asset or liability		<u>631,717</u>	<u>480,545</u>
Total net assets		<u>631,717</u>	<u>480,545</u>
The funds of the charity			
Restricted funds	13		
Restricted income funds		102,158	102,453
		<u>102,158</u>	<u>102,453</u>
Unrestricted funds	13		
General funds		324,559	378,092
Designated funds		205,000	-
		<u>529,559</u>	<u>378,092</u>
Reserves	13		
Total funds		<u>631,717</u>	<u>480,545</u>

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

For the year ended 31 March 2023 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

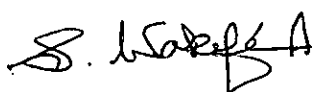
The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

Approved by the board on 12 December 2023

And signed on its behalf by:

S. Wakefield
Trustee

12 December 2023



North East Lincolnshire Carelink
Statement of Cash flows
for the year ended 31 March 2023

	2023 £	2022 £
Cash flows from operating activities		
Net income per Statement of Financial Activities	151,172	61,963
Adjustments for:		
Depreciation of property, plant and equipment	66,225	35,375
Dividends, interest and rents from investments	(864)	(2,899)
(Increase)/Decrease in stocks	(6,416)	1,354
(Increase)/Decrease in trade and other receivables	(26,079)	45,005
(Decrease)/Increase in trade and other payables	(8,874)	15,051
Net cash provided by operating activities	<u>175,164</u>	<u>155,849</u>
Cash flows from investing activities		
Proceeds from sales of property, plant and equipment	2,899	15,449
Payments for property, plant and equipment	(284,068)	(82,927)
Dividends, interest and rents from investments	864	2,899
Net cash used in investing activities	<u>(280,305)</u>	<u>(64,579)</u>
Net cash from financing activities	<u>-</u>	<u>-</u>
Net (decrease)/increase in cash and cash equivalents	(105,141)	91,270
Cash and cash equivalents at the beginning of the year	334,376	243,106
Cash and cash equivalents at the end of the year	<u>229,235</u>	<u>334,376</u>
Components of cash and cash equivalents		
Cash and bank balances	229,235	334,376
	<u>229,235</u>	<u>334,376</u>

North East Lincolnshire Carelink
Notes to the Accounts
for the year ended 31 March 2023

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are presented in sterling, which is the functional currency of the charity.

Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income. Grants are included in the Statement of Financial Activities (SoFA) when the charity has met all performance criteria and the amount of the income can be measured with sufficient reliability.
Government grants	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Tax reclaims on donations and gifts	The value of any volunteer help received is not included in the accounts.
Volunteer help	This is included in the accounts when receivable.
Investment income	

Notes to the Accounts

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Tangible fixed assets and depreciation

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Leasehold property	10% Straight Line
Units/Control Centre Equipment	Between 3-7 years Straight Line
Office Equipment	% 3-7 years Straight Line

Stocks

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

Trade and other 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.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other 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.

Foreign currencies

Monetary assets and liabilities denominated in currencies other than the functional currency of the charity are translated at the rates of exchange prevailing at the end of the reporting period.

Transactions in currencies other than the functional currency of the charity are recorded at the rate of exchange on the date that the transaction occurred.

All exchange differences are taken into account in arriving at net income/expenditure.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.

Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.

Assets held under finance leases are initially recognised as assets of the charity at their fair value at the inception of the lease or, if lower, at the present value of the minimum lease payments. The corresponding liability to the lessor is included in the balance sheet date as a finance lease obligation.

Lease payments are apportioned between finance expenses and reduction of the lease obligation so as to achieve a constant rate of interest on the remaining balance of the liability. Finance expenses are recognised immediately, unless they are directly attributable to qualifying assets, in which case they are capitalised in accordance with the charity's policy on borrowing costs.

Assets held under finance leases are depreciated in the same way as owned assets.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.

In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

Going concern

There are no material uncertainties about the charity's ability to continue as a going concern. Therefore, the accounts have been prepared on a going concern basis.

North East Lincolnshire Carelink
Notes to the Accounts

2 Company status

The company is a private company limited by guarantee and consequently does not have share capital. In the event of the charity being wound up, each of the Trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity. The company is registered in England and Wales. The address of the registered office is Innovation Centre, Innovation Way, Europarc, Grimsby, North East Lincolnshire, DN37 9TT.

The Charity constitutes a public benefit entity as defined by FRS 102.

3 Statement of Financial Activities - prior year

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Income and endowments from:			
Donations and legacies	10,125	86,433	96,558
Charitable activities	631,950	-	631,950
Investments	2,899	-	2,899
Total	644,974	86,433	731,407
Expenditure on:			
Charitable activities	666,644	2,800	669,444
Total	666,644	2,800	669,444
Net income	(21,670)	83,633	61,963
Transfers between funds	6,680	(6,680)	-
Net income before other gains/(losses)	(14,990)	76,953	61,963
Other gains and losses:			
Net movement in funds	(14,990)	76,953	61,963
Reconciliation of funds:			
Total funds brought forward	393,082	25,500	418,582
Total funds carried forward	378,092	102,453	480,545

4 Income from donations and legacies

	Unrestricted £	Restricted £	Total 2023 £	Total 2022 £
Grants	-	217,741	217,741	96,338
Donations from individuals	3,635	-	3,635	220
	3,635	217,741	221,376	96,558

5 Income from charitable activities

	Unrestricted	Total 2023	Total 2022
	£	£	£
Equipment rental and monitoring service	619,506	619,506	558,902
Sale of equipment	169,741	169,741	73,048
	<u>789,247</u>	<u>789,247</u>	<u>631,950</u>

6 Income from investments

	Unrestricted	Total 2023	Total 2022
	£	£	£
Interest - bank deposits	864	864	2,899
	<u>864</u>	<u>864</u>	<u>2,899</u>

7 Expenditure on charitable activities

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
<i>Expenditure on charitable activities</i>				
Equipment rental and monitoring service	57,434	-	57,434	42,072
Sale of equipment	168,362	-	168,362	73,963
Depreciation and (Profit)/loss on disposal	57,648	8,577	66,225	35,376
Staff Costs	377,959	55,501	433,460	410,695
Allocated Support Costs	103,434	-	103,434	69,319
<i>Governance costs</i>				
Independent examiner fees	2,255	-	2,255	2,100
Professional fees	29,145	-	29,145	35,919
	<u>796,237</u>	<u>64,078</u>	<u>860,315</u>	<u>669,444</u>

North East Lincolnshire Carelink
Notes to the Accounts

8 Staff costs

	2023	2022
Salaries and wages	401,104	382,225
Social security costs	25,278	21,821
Pension costs	7,078	6,649
	<u>433,460</u>	<u>410,695</u>

No employee received emoluments in excess of £60,000.

Total employee benefits received by key management personnel	44,445	41,379
--	--------	--------

The average monthly number of full time equivalent employees during the year was as follows:

	2023	2022
	Number	Number
Charitable Activities	15	15
Administration	2	2
	<u>17</u>	<u>17</u>

9 Tangible fixed assets

	Land and buildings	Units/Contr ol Centre Equipment	Office Equipment	Total
	£	£	£	£
Cost or revaluation				
At 1 April 2022	64,175	387,444	57,183	508,802
Additions	-	283,653	415	284,068
Disposals	-	(208,890)	-	(208,890)
At 31 March 2023	<u>64,175</u>	<u>462,207</u>	<u>57,598</u>	<u>583,980</u>
Depreciation and impairment				
At 1 April 2022	51,340	254,285	44,282	349,907
Depreciation charge for the year	6,417	34,652	6,370	47,439
Disposals	-	(187,205)	-	(187,205)
At 31 March 2023	<u>57,757</u>	<u>101,732</u>	<u>50,652</u>	<u>210,141</u>
Net book values				
At 31 March 2023	<u>6,418</u>	<u>360,475</u>	<u>6,946</u>	<u>373,839</u>
At 31 March 2022	<u>12,835</u>	<u>133,159</u>	<u>12,901</u>	<u>158,895</u>

North East Lincolnshire Carelink
Notes to the Accounts

10 Stocks

	2023	2022
	£	£
Finished goods	13,931	7,515
	<u>13,931</u>	<u>7,515</u>

Carrying value analysed by activities

	2023	2022
	£	£
Sale of equipment	13,931	7,515
	<u>13,931</u>	<u>7,515</u>

11 Debtors

	2023	2022
	£	£
Trade debtors	12,663	3,809
VAT recoverable	19,427	-
Prepayments and accrued income	9,698	11,900
	<u>41,788</u>	<u>15,709</u>

12 Creditors:

amounts falling due within one year

	2023	2022
	£	£
Trade creditors	16,126	8,853
Other taxes and social security	7,311	9,108
Other creditors	1,415	15,889
Accruals	2,224	2,100
	<u>27,076</u>	<u>35,950</u>

13 Movement in funds

	At 1 April 2022	Incoming resources (including other gains/losses) £	Resources expended £	Gross transfers £	At 31 March 2023 £
Restricted funds:					
Restricted income funds:					
Wolfston	22,700	-	(6,000)	(16,700)	-
HCV VCSE	29,920	-	(28,250)	(1,670)	-
COVID Digital Upgrade Project	49,833	-	(1,034)	12,211	61,010
DFG Fund	-	147,846	-	(147,846)	-
East Coast Community Grant	-	17,154	(603)	47	16,598
Hospital Discharge	-	27,300	(6,479)	-	20,821
Later Life Partnership	-	25,441	(21,712)	-	3,729
Total	102,453	217,741	(64,078)	(153,958)	102,158
Unrestricted funds:					
General funds	378,092	793,746	(796,237)	(51,042)	324,559
Designated funds:					
Digital Upgrade	-	-	-	25,000	25,000
Shutdown costs	-	-	-	180,000	180,000
Total	-	-	-	205,000	205,000
Total funds	480,545	1,011,487	(860,315)	-	631,717

Purposes and restrictions in relation to the funds:

Restricted funds:

Wolfston	Funding for people in palliative care to have a lifeline unit for free.
HCV VCSE	Funding for 40 people to have a lifeline unit, including installation and monitoring.
COVID Digital Upgrade Project	Funding to upgrade the analogue operating system to a digital system.
DFG Fund	Funding to upgrade the analogue operating system to a digital system.
East Coast Community Grant	Funding to purchase digital lifeline units to replace analogue units.
Hospital Discharge	Funding to provide digital lifeline units to 80 patients being discharged from hospital
Later Life Partnership	Funding to benefit the people in the community.

Designated funds:

Digital Upgrade	Ringfenced funds for the upgrade of the analogue operating system to a digital system
-----------------	---

Notes to the Accounts

Shutdown costs Ringfenced funds to cover costs of shutdown should the charity be no longer able to operate.

Material Transfers between funds

Transfers from restricted funds to unrestricted funds represent amounts spent on assets that classify as unrestricted. Transfers from unrestricted funds to restricted funds amounts to amounts of assets purchased out of unrestricted funds where there are restrictions on the asset due to partial funding by restricted funds.

14 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fixed assets	290,174	83,665	373,839
Net current assets	239,384	18,494	257,878
	<u>529,558</u>	<u>102,159</u>	<u>631,717</u>

15 Reconciliation of net debt

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash and cash equivalents	334,376	(105,141)	229,235
	<u>334,376</u>	<u>(105,141)</u>	<u>229,235</u>
Net debt	<u>334,376</u>	<u>(105,141)</u>	<u>229,235</u>

16 Commitments***Operating lease commitments***

Annual commitments under non-cancellable operating leases are as follows:

	2023 Land and buildings	2023 Other	2022 Land and buildings	2022 Other
	£	£	£	£
Operating leases with expiry date:				

Pension commitments

	2023 £	2022 £
The pension cost charge to the company amounted to:	<u>7,078</u>	<u>6,649</u>
Unpaid contributions due to the fund are included in other creditors and amounted to:	<u>1,415</u>	<u>1,256</u>

North East Lincolnshire Carelink
Notes to the Accounts

17 Related party disclosures
Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

Accounts

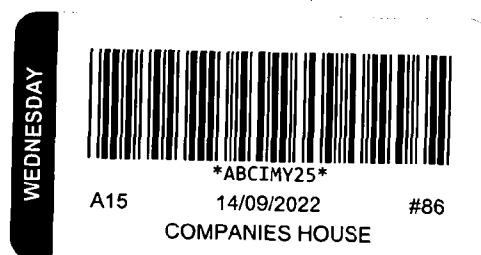
Company registration number: 03047967

Charity registration number: 1046115

North East Lincolnshire Carelink

(A company limited by guarantee)

Annual Report and Financial Statements for the Year Ended 31 March 2022



North East Lincolnshire Carelink

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Year Ended 31 March 2022

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North East Lincolnshire Carelink

Charity Reference and Administrative Details

Year Ended 31 March 2022

Charity registration number	1046115
Company registration number	03047967
Trustees	M Cracknell L Lee S Wakefield S Leary D Batty J Rigby - Resigned 3rd November 2021
Principal office	Centre4 17A Wootton Road Grimsby North East Lincolnshire DN33 1HE
Registered office	Centre4 17A Wootton Road Grimsby North East Lincolnshire DN33 1HE
Independent Examiner	A G Smith & Co Ltd Chartered Certified Accountants Unit 8 Laceby Business Park Grimsby Road Laceby North East Lincolnshire DN37 7DP

North East Lincolnshire Carelink

Trustees' Annual Report

Year Ended 31 March 2022

The trustees present their report and the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

Objectives, strategies and activities

Our main objective and activity is to provide 24-hour telephone based support to anyone who is vulnerable by provision of alarm equipment and associated peripherals via a computerised telephonic system. The aim of the charity is to provide this service and liaise with other organisations to provide the appropriate response to any situation and to keep the cost of the service as low as possible while still providing a quality service.

Our objective is to provide a robust and cost effective telephonic response service for our clients and we have been providing telecare installation and monitoring in North East Lincolnshire for 26 years.

We send out a survey annually to 10% of our clients to get feedback on the quality of the service they have received in terms of speed of response and action taken and also, if they self-fund, whether they feel they got "value for money".

Any formal or informal complaints are investigated and dealt with in a timely manner but fortunately these are very few which also reflects on the success of our service and the professionalism of our staff.

We also value feedback on how we could improve what we do and how we do it. The views of those who use our service are invaluable and much appreciated and suggestions will always be looked at in respect of changes to service provision.

We continue to have an excellent reputation with others working in Health & Adult Social Care and work closely with them to support those who are most vulnerable in the community.

All our services are currently provided by paid staff however as the demands on the telecare operators increase we are looking at what volunteers could do to help us continue providing the "extras" that are so appreciated by our clients e.g. calls on birthdays and weekly calls to check on their welfare as well as the annual checks we make on our clients to ensure their information is current and accurate.

Public Benefit

The governing document of our organisation allows us to provide our service to anyone in the community who feels vulnerable for whatever reason. Though the majority of our service users are older people we have continued to support those who have been victims of crime including domestic abuse and those who are at risk of becoming isolated. We know from feedback that it is not only the service users who benefit from the reassurance gained by having the service installed; family, friends and carers also get some peace of mind and respite, knowing that help can be summoned quickly and simply around the clock.

North East Lincolnshire Carelink

Trustees' Annual Report

Year Ended 31 March 2022

The lack of eligibility criteria for self funded equipment means that our service can be accessed by anyone who feels they would benefit and we are endeavouring to keep our charges as low as possible to make Carelink accessible to all.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England & Wales.

NEL Carelink Review of Year 21/22

The backdrop of COVID and subsequent lockdowns and waves has still overshadowed much of Carelink's work. We are proud that we continued to successfully maintain our service for the vulnerable people we support whilst still being able to achieve many of the objectives we had set ourselves. Key to this was the commitment of our staff who continued to go out fitting units and ensure our control centre continued to run effectively whilst maintaining strict infection control, keeping our customers and staff safe.

However, our biggest challenge was the digital transformation and how it affects telecare with the TSA announcing we could no longer purchase cheap analogue units in Dec 21 which means we have had to rip up our proposed digital plan and condense it into a tighter timeframe.

Impact of COVID

We have been issuing regular staff bulletins and updated risk assessments in relation to COVID since the pandemic began ensuring that we keep our staff and customers safe whilst still maintaining our service. We arranged staff vaccinations through our local Clinical Commissioning Group and provided access to both lateral flow and PCR tests to minimise its impact and have been able to keep running our service since COVID began. Many of our staff have also struggled coping with COVID and the lockdowns, its impact on them and their families and we arranged support through a counselling service as well as time away from work when required.

Digital Transformation Plans – Phase 1 IT Platform tender

We began the first phase of our digital transformation which was the replacement of our current IT platform. Initial plans to upgrade our existing equipment were changed in Sept 2020 after seeking advice from our regulator the TSA. It was agreed to go out and undertake a formal tender exercise to purchase an IT platform which would meet Carelink's needs for many years to come. This tender process was time consuming (3 months) but involved a positive partnership between ourselves, Lincare and Chesterfield Council's telecare provision in choosing a new provider. We chose a new IT platform – Appello Carenet in February 2021. Unfortunately, delays in Appello's tenanted platform development for Carelink meant that only in August 21 did we understand the impact the new digital system would have on how our calls would be answered. After discussions with Appello we agreed at the start of Sept 21 to step away from using their Carenet system due to key issues we identified which would take some time for Appello to redesign. These focused upon the inability to take concurrent calls – vital for a small control centre like ourselves and the inability to easily monitor pro-active calls which increasingly we are doing more of and are a vital part of our offer. As our current Jontek analogue system is over 7 years old and in dire need of upgrade we have decided that we should stay with Jontek for the present time.

North East Lincolnshire Carelink

Trustees' Annual Report

Year Ended 31 March 2022

We have agreed to a hybrid system we will share with our partner Lincare but there have been delays in implementation which will now not be until mid-22/23. By staying with Jontek, there will be minimal requirement for staff to retrain and the process should be relatively straightforward. We have kept the TSA IT lead informed of our situation throughout the year.

This digital transformation was due to be funded through the use of our reserves at a cost of £75/80K but due to COVID, we were lucky enough to be able to access two thirds of our required funding through the Lottery managed Government COVID digital transformation programme, provided Sept 20. This funding allows us to update IT equipment PCs/Laptops, and prepare our telecom for the upgrade as well as fund the implementation of the new platform.

Digital Transformation Phase 2 - replacing old analogue units sooner than planned

Carelink agreed a plan to replace our units Sept 21 only for it to be ripped up when the TSA announced that the market would no longer be allowed to purchase cheap analogue units. Carelink does not have the funding in place to replace our entire stock with the 3 times more costly digital units which would cost £433K. We are currently using our existing ring-fenced reserves for replacing units with digital when required and the Council have agreed to fund replacement units for their customers. We are applying for grants, have started a donations campaign and are trying to understand the financial impact upon us in a planned way.

Increased Partnership working

Part of the restructure of Carelink was recognising the need to make stronger links with local strategic partners and embed the charity's work within the community. We continued to embed our links with local partners including:

- We have formally agreed our partnership with Lincoln City Council Telecare service Lincare. We will maintain our own identities but share IT and staff resource to help manage the high costs of running a small local control centre. Both organisations believe this will enable us to maintain a local presence within our areas, ensuring we continue to serve our local communities.
- We are formally in partnership with Centre4, providing out of hours call answering to the Council funded connectnel – a community wellbeing hub based upon the SPA model.
- We have formally created the Later Life Partnership with Friendship at Home and AgeUK to focus on increasing engagement, consultation and activities with older people locally. Public health provided some initial funding to help us develop.
- We have made links with a local First Aid training organisation, ForeFront, to explore developing a pick-up / responder service supporting our current customers which we plan to focus on next financial year.
- We have received grant funding to support a Winter Pressures campaign with funding from the new strategic health authority working jointly with other voluntary organisations who will install our units which the grant enables us to provide and monitor for free.
- We have continued to embed our practical working relationship with the local social enterprise Empower with them delivering telecare units and fitting keysafe's on our behalf. As an organisation focusing upon employing socially excluded groups and focusing on crime prevention, Empower will explore funding opportunities which we can jointly take part in to provide safer communities through the use of telecare.

North East Lincolnshire Carelink

Trustees' Annual Report

Year Ended 31 March 2022

- We have continued to attend local strategic groups including Voluntary Sector Alliance VCSE, Dementia Alliance and Public Health Social Isolation Group.

TSA Audit outcome

We once again passed our 2021 light touch audit after the successful 2020 in-depth assessment.

Operational Support & development

We moved to a single Team Leader, focusing upon staff support, performance and rota management with a Project Officer providing data processing, collation and analysis supporting the Control Centre Manager to then focus upon wider issues. The consultant continues to provide support in the development of the charity, supporting the Manager with strategic activities.

We have embedded formal Trustee governance processes including a Risk log, Managers Report, KPI report and quality assurance which has enabled Trustees to be more effective in providing robust governance.

We continue to focus in supporting our staff. We have implemented formal bi-monthly supervisions with all staff which provides individualised support whilst monitoring performance and all staff have had annual appraisals. Our AGM was in person this year with a small buffet promoting our partnership approach.

We undertook a review of our installation service and gathered the team who undertake the process to see how we could undertake it more effectively, developing a shared approach. We have improved the communication between the administrative and installation sides and supported the main installer to feel more part of the wider Carelink team whilst improving their IT skills. We also reintroduced Installer training for our new Operator Installer roles which stopped during lockdown. We had realised before COVID that to undertake installations effectively, staff would need more in-depth training than we had initially planned, and have 4 staff fully trained as Operators and Installers.

We have also moved to having one person on a night to help manage our costs with back-up support from our on-call. Only those staff most experienced and happy to undertake the work on their own cover shifts. We monitor for quality to ensure there is no dip in performance and to date none has been found.

Contracts

Carelink continues to maintain its contracts with the following:

- LHP monitoring door entry and communal areas within their schemes.
- NEL Clinical Commissioning Group providing trusted assessor, installation and monitoring to around 700/800 of the most vulnerable clients who meet their need threshold. The CCG are looking if they will continue to provide this service for free in the future which would impact upon us having to collect fees and be responsible for bad debt.
- NELC ex Supporting People customers who were classed as vulnerable are still supported by us after a review.

North East Lincolnshire Carelink

Trustees' Annual Report

Year Ended 31 March 2022

Marketing of Carelink

We employed an external marketing organisation, Evolve, to help us become more effective at promoting Carelink in the local area. Evolve worked with us to produce an ethical Marketing Plan signed off by the Trustees in the summer which will work on us becoming more active in social media and developing links to support donations and sponsorship to achieve our strategic charitable aims. We also completed work on our website, updated our logo and updated our brochure. Evolve is supporting our donations campaign including accessing small grant sponsorship and providing social media support.

Approved by the trustees of the charity on 5th September 2022 and signed on its behalf by:


S Wakefield
Trustee

North East Lincolnshire Carelink

Statement of Trustees' Responsibilities

Year Ended 31 March 2022

The trustees (who are also the directors of North East Lincolnshire Carelink for the purposes of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with the 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 period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS102);
- 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; 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.

Approved by the trustees of the charity on.....5th September..... 2022 and signed on its behalf by:



S Wakefield
Trustee

North East Lincolnshire Carelink

Independent Examiner's Report

Year Ended 31 March 2022

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022 which are set out on pages 9 to 17.

Responsibilities and basis of report

As the charity trustees of the North East Lincolnshire Carelink (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the 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 your company's accounts 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

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the ACCA, which is one of the listed bodies.

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 company as required by section 386 of the 2006 Act; or
- 2 the accounts do not accord with those records; or
- 3 the accounts 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 accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

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 accounts to be reached.



Andrew Smith FCCA

A G Smith & Co Ltd

Unit 8 Laceby Business Park

Grimsby Road

Laceby

North East Lincolnshire

DN37 7DP

Date: 5th September 2022.

North East Lincolnshire Carelink

Statement of Financial Activities

Year Ended 31 March 2022

			2022	2021
	NOTE	UNRESTRICTED	RESTRICTED	TOTAL
		£	£	£
Income and endowments from:				
Donations, legacies and grants	2	10,125	86,433	96,558
Charitable activities	3	631,950	-	631,950
Investments	4	2,899	-	2,899
Total income and endowments		644,974	86,433	731,407
Expenditure on:				
Charitable activities	5	(666,644)	(2,800)	(669,444)
Other		-	-	-
Total expenditure		(666,644)	(2,800)	(669,444)
Net income / (expenditure)		(21,670)	83,633	61,963
Transfer between reserves		6,680	(6,680)	-
Net movement in funds		(14,990)	76,953	61,963
Reconciliation of funds:				
Total funds brought forward	14	393,082	25,500	418,582
Total funds carried forward		378,092	102,453	480,545

All income and expenditure derive from continuing activities.

North East Lincolnshire Carelink

Statement of Financial Position

Year Ended 31 March 2022

	NOTE	2022 £	2021 £
Fixed assets			
Tangible Assets	10	158,895	126,792
		<u>158,895</u>	<u>126,792</u>
Current assets			
Stocks	11	7,515	8,869
Debtors	12	15,709	60,714
Cash at bank and in hand		334,376	243,106
		<u>357,600</u>	<u>312,689</u>
Creditors: amounts falling due within one year	13	(35,950)	(20,899)
Net current assets		<u>321,650</u>	<u>291,790</u>
Total assets less current liabilities		<u>480,545</u>	<u>418,582</u>
Net assets		<u>480,545</u>	<u>418,582</u>
Charity Funds			
Restricted funds		102,453	25,500
Unrestricted funds		378,092	393,082
Total charity funds	15	<u>480,545</u>	<u>418,582</u>

For the financial year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The financial statements on pages 8 to 16 were approved by the trustees, and authorised for issue on

5th September 2022 and signed on their behalf by:


S Wakefield
Trustee

North East Lincolnshire Carelink

Notes to the Financial Statements

Year Ended 31 March 2022

1 Summary of significant accounting policies

GENERAL INFORMATION AND BASIS OF PREPERATION

North East Lincolnshire Carelink is a charity limited by guarantee in England and does not have any share capital. In the event of the charity being wound up, each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity. The address of the registered office is Centre 4, 17A Wooton Road, Grimsby, North East Lincolnshire DN33 1HE. The nature of the charity's operations and principal activities are to provide support to the vulnerable at low cost.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

FUNDS

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

INCOME RECOGNITION

All income is recognised when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

North East Lincolnshire Carelink

Notes to the Financial Statements

Year Ended 31 March 2022

Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Investment income is earned through holding assets for investment purposes such as shares and property. It includes dividends, interest and rent. It is included when the amount can be measured reliably.

EXPENDITURE RECOGNITION

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

SUPPORT COSTS ALLOCATION

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

TANGIBLE FIXED ASSETS

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Leasehold land and buildings	10 years straight line
Fixtures and fittings & equipment	Between 3-7 years straight line

STOCKS

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing stock to its present location and condition. Cost is calculated using the first-in, first-out formula. Provision is made for damaged, obsolete and slow-moving stock where appropriate.

DEBTORS AND CREDITORS RECEIVABLE / PAYABLE WITHIN ONE YEAR

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price.

North East Lincolnshire Carelink

Notes to the Financial Statements

Year Ended 31 March 2022

2 Income from donations, legacies and grants

	2022	2021
	£	£
Grants	96,338	34,763
Donations from individuals	220	100
	<u>96,558</u>	<u>34,863</u>

Income from donations, legacies and grants was £96,558 (2021: £34,863) of which £86,433 (2021: £0) was attributable to restricted and £10,125 (2021: £34,863) was attributable to unrestricted funds.

Grants received relate to monies to assist with the impact of COVID19 on the charity.

3 Income from charitable activities

	2022	2021
	£	£
Equipment rental and monitoring service	558,902	564,012
Sale of equipment	73,048	90,708
	<u>631,950</u>	<u>654,720</u>

Income from charitable activities was £631,950 (2021: £654,720) of which £0 (2021: £0) was attributable to restricted and £631,950 (2021: £654,720) was attributable to unrestricted funds.

4 Income from investments

	2022	2021
	£	£
Interest - bank deposits	2,899	2,739
	<u>2,899</u>	<u>2,739</u>

Income from investments was £2,899 (2021: £2,739) of which £0 (2021: £0) was attributable to restricted and £2,899 (2021: £2,739) was attributable to unrestricted funds.

North East Lincolnshire Carelink

Notes to the Financial Statements

Year Ended 31 March 2022

5 Expenditure on charitable activities

CHARITABLE ACTIVITIES 2022	UNRESTRICTED	RESTRICTED	TOTAL
	£	£	£
Equipment rental and monitoring	42,072	-	42,072
Sale of equipment	73,963	-	73,963
Depreciation	32,576	2,800	35,376
Staff Costs	410,695	-	410,695
Allocated support costs	69,319	-	69,319
Governance costs	38,019	-	38,019
	<u>666,644</u>	<u>2,800</u>	<u>669,444</u>

CHARITABLE ACTIVITIES 2021	UNRESTRICTED	RESTRICTED	TOTAL
	£	£	£
Equipment rental and monitoring	37,161	-	37,161
Sale of equipment	88,549	-	88,549
Depreciation	25,496	2,800	28,296
Staff Costs	378,520	-	378,520
Allocated support costs	66,023	-	66,023
Governance costs	40,549	-	40,549
	<u>636,298</u>	<u>2,800</u>	<u>639,098</u>

6 Allocation of support costs

	2022	2021
	£	£
Administration	45,916	38,925
Premises costs	23,403	27,098
	<u>69,319</u>	<u>66,023</u>

7 Governance costs

	2022	2021
	£	£
Independent examiner fees	2,100	2,000
Professional fees	35,919	38,549
	<u>38,019</u>	<u>40,549</u>

8 Independent examiners remuneration

The Independent examiners remuneration amounts to an independent examination fee of £ 2,100 (2021: £2,000).

North East Lincolnshire Carelink

Notes to the Financial Statements

Year Ended 31 March 2022

9 Staff costs and employee benefits

The average monthly number of employees and full time equivalent (FTE) during the year was as follows:

	2022	2021
Charitable activities	17	16
Administration	6	7
	<u>23</u>	<u>23</u>

The total staff costs and employee benefits were as follows:

	2022	2021
	£	£
Wages and salaries	382,225	354,756
Social security	21,821	18,221
Pension costs	6,649	5,543
	<u>410,695</u>	<u>378,520</u>

10 Tangible fixed assets

	LEASEHOLD PROPERTY	FURNITURE & EQUIPMENT	TOTAL
COST	£	£	£
At 1 April 2021	64,175	377,149	441,324
Additions	-	82,927	82,927
Disposals	-	(15,450)	(15,450)
At 31 March 2022	<u>64,175</u>	<u>444,626</u>	<u>508,801</u>
DEPRECIATION			
At 1 April 2021	44,922	269,609	314,531
Charge for the year	6,418	28,958	35,376
At 31 March 2022	<u>51,340</u>	<u>298,567</u>	<u>349,907</u>
NET BOOK VALUE			
At 31 March 2022	<u>12,835</u>	<u>146,059</u>	<u>158,894</u>
At 31 March 2021	<u>19,253</u>	<u>107,540</u>	<u>126,793</u>

The net book value of land and buildings comprised:

	2022	2021
	£	£
Short leasehold	12,835	19,253
	<u>12,835</u>	<u>19,253</u>

North East Lincolnshire Carelink

Notes to the Financial Statements

Year Ended 31 March 2022

11 Stocks

2022	2021
£	£
7,515	8,869
<u>7,515</u>	<u>8,869</u>

Stocks

12 Debtors

2022	2021
£	£
3,810	4,835
11,899	44,013
0	11,866
<u>15,709</u>	<u>60,714</u>

Trade debtors

Prepayments

Other Debtors

13 Creditors: amounts falling due within one year

2022	2021
£	£
8,853	8,887
9,108	6,286
15,889	1,326
2,100	4,400
<u>35,950</u>	<u>20,899</u>

Trade creditors

Other tax and social security

Other creditors

Accruals and deferred income

14 Fund reconciliation

	BALANCE AT 1 APRIL 2021	INCOME	EXPENDITURE	RESERVES TRANSFER	BALANCE AT 31 MARCH 2022
	£	£	£	£	£
Unrestricted	393,082	644,974	(666,644)	6,680	378,092
Restricted	25,500	86,433	(2,800)	(6,680)	102,453
	<u>418,582</u>	<u>731,407</u>	<u>(669,444)</u>	<u>0</u>	<u>480,545</u>

	BALANCE AT 1 APRIL 2020	INCOME	EXPENDITURE	RESERVES TRANSFER	BALANCE AT 31 MARCH 2021
	£	£	£	£	£
Unrestricted	337,058	692,322	(636,298)		393,082
Restricted	28,300	-	(2,800)		25,500
	<u>365,358</u>	<u>692,322</u>	<u>(639,098)</u>	<u>0</u>	<u>418,582</u>

North East Lincolnshire Carelink

Notes to the Financial Statements

Year Ended 31 March 2022

15 Analysis of net assets between funds

	UNRESTRICTED	RESTRICTED	TOTAL
	£	£	£
Fixed assets	146,293	12,602	158,895
Current assets	357,600		357,600
Current liabilities	(35,950)		(35,950)
	<u>467,943</u>	<u>12,602</u>	<u>480,545</u>

16 Related party transactions

There are no related party transactions during the period.

Accounts

Company registration number: 03047967

Charity registration number: 1046115

North East Lincolnshire Carelink

(A company limited by guarantee)

Annual Report and Financial Statements for the Year Ended 31 March 2021

North East Lincolnshire Carelink

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Year Ended 31 March 2021

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North East Lincolnshire Carelink

Charity Reference and Administrative Details

Year Ended 31 March 2021

Charity registration number	1046115
Company registration number	03047967
Trustees	M Cracknell L Lee S Wakefield S Leary D Batty J Rigby
Principal office	Centre4 17A Wootton Road Grimsby North East Lincolnshire DN33 1HE
Registered office	Centre4 17A Wootton Road Grimsby North East Lincolnshire DN33 1HE
Independent Examiner	A G Smith & Co Ltd Chartered Certified Accountants Unit 8 Laceby Business Park Grimsby Road Laceby North East Lincolnshire DN37 7DP

North East Lincolnshire Carelink

Trustees' Annual Report

Year Ended 31 March 2021

The trustees present their report and the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

Objectives, strategies and activities

Our main objective and activity is to provide 24-hour telephone based support to anyone who is vulnerable by provision of alarm equipment and associated peripherals via a computerised telephonic system. The aim of the charity is to provide this service and liaise with other organisations to provide the appropriate response to any situation and to keep the cost of the service as low as possible while still providing a quality service.

Our objective is to provide a robust and cost effective telephonic response service for our clients and we have been providing telecare installation and monitoring in North East Lincolnshire for 25 years.

We send out a survey annually to 10% of our clients to get feedback on the quality of the service they have received in terms of speed of response and action taken and also, if they self-fund, whether they feel they got "value for money".

Any formal or informal complaints are investigated and dealt with in a timely manner but fortunately these are very few which also reflects on the success of our service and the professionalism of our staff.

We also value feedback on how we could improve what we do and how we do it. The views of those who use our service are invaluable and much appreciated and suggestions will always be looked at in respect of changes to service provision.

We continue to have an excellent reputation with others working in Health & Adult Social Care and work closely with them to support those who are most vulnerable in the community.

All our services are currently provided by paid staff however as the demands on the telecare operators increase we are looking at what volunteers could do to help us continue providing the "extras" that are so appreciated by our clients e.g. calls on birthdays and weekly calls to check on their welfare as well as the annual checks we make on our clients to ensure their information is current and accurate.

Public Benefit

The governing document of our organisation allows us to provide our service to anyone in the community who feels vulnerable for whatever reason. Though the majority of our service users are older people we have continued to support those who have been victims of crime including domestic abuse and those who are at risk of becoming isolated. We know from feedback that it is not only the service users who benefit from the reassurance gained by having the service installed; family, friends and carers also get some peace of mind and respite, knowing that help can be summoned quickly and simply around the clock.

North East Lincolnshire Carelink

Trustees' Annual Report

Year Ended 31 March 2021

The lack of eligibility criteria for self funded equipment means that our service can be accessed by anyone who feels they would benefit and we are endeavouring to keep our charges as low as possible to make Carelink accessible to all.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England & Wales.

Achievements and performance - progress report

Like all organisations, Carelink's focus altered within this financial year as the COVID pandemic began in March 2020 and it has dominated everything that has occurred since. We are proud that we successfully maintained our service for the vulnerable people we support throughout this difficult year whilst still being able to achieve many of the objectives we had set ourselves. Key to this was the commitment of our staff who continued to go out fitting units and ensure our control centre continued to run effectively whilst maintaining strict infection controls.

Impact of COVID

Carelink was very lucky compared to other organisations managing the financial impact of COVID. It cost Carelink around £40K in loss of income and extra costs incurred but was managed through support from £35K in generous grants.

Costs were impacted by:

- need for more infection control equipment – cleaning, hand sanitiser, extra keyboard's/mouses and PPE, although once established the CCG provided us with free PPE.
- using digital units to maintain telecare equipment for customers whilst not attending people's homes as part of infection control. These were more expensive than our usual analogue plug in units.
- to reduce staff numbers in the office and meet the stay-at-home requirement, we purchased extra laptops and mobile phones.
- the consultant spent more time on COVID management activities e.g. staff briefings/risk assessments which had not been planned for.
- our direct staff costs reduced as we limited numbers within the office during the first lockdown, focused on our core service and were unable to recruit and train in the first 6 months of the year.

Income was affected by:

- less referrals from private customers and the CCG, a phenomenon experienced by many services. During the first lockdown, we experience significantly less direct alarm calls as well as referrals as people stopped using statutory services.
- losing more customers than previous years who passed away, went into care or moved to be close to family.
- we received grant funding including:
 - discretionary support grant of £25K from NELC (as part of their wider support to many organisations).
 - £5,000 carers grant from the CCG for digital equipment .
 - £5,000 from Lincolnshire Community Fund from NELC for supporting shielders through wellbeing calls.

North East Lincolnshire Carelink

Trustees' Annual Report

Year Ended 31 March 2021

Digital Transformation Plans – Phase 1 IT Platform tender

We began the first phase of our digital transformation which was the replacement of our current IT platform. Initial plans to upgrade our existing equipment were changed half way through the year after seeking advice from our regulator the TSA. It was agreed to undertake a formal tender exercise to purchase an IT platform which would meet Carelink's needs for many years to come. This tender process was time consuming (3 months) but involved a positive partnership between ourselves, Lincare and Chesterfield Council's telecare provision in choosing a new provider. This extra activity increased the costs of our consultant. We chose a new IT platform – Appello. This digital transformation was due to be funded through the use of our reserves at a cost of £75/80K but due to COVID, we were lucky enough to be able to access two thirds of our required funding through the Lottery managed Government COVID digital transformation programme. This funding allowed us to update IT equipment PCs/Laptops, begin the implementation of the platform and prepare for the digital upgrade through new phone lines and MPLS internet connections including staff time.

Increased Partnership working

Part of the restructure of Carelink was recognising the need to make stronger links with local strategic partners and embed the charity's work within the community. We continued to embed our links with local partners including:

- active engagement in the development of a community wellbeing hub with Centre4.
- creation of an older people partnership known as Later Life with AgeUK and Friendship at Home.
- develop links to better understand our telecare market, working closely with the TSA, closer links with Lincoln City Council's telecare provider Lincare and engaging with other telecare providers including Chesterfield and Anchor Trust.
- embed our practical working relationship with Empower with them delivering telecare units and fitting keysafe's on our behalf.
- continuing to attend local strategic groups including Voluntary Sector Alliance VCSE, Dementia Alliance and Public Health Social Isolation Group.

COVID also enabled us to offer our resource to support the vulnerable within NEL, working closely with the Council in offering wellbeing calls to sheilders / extremely vulnerable.

TSA Audit completion

Carelink successfully completed the tri-annual TSA regulator audit. This was a time consuming and in-depth process as the TSA had redesigned its audit process compared with previous years. Completion of a complex self-assessment and a 3-day formal audit with interviews of managers, staff, trustees, contracts and partners to show Carelink met the high standards required to be part of the TSA accreditation.

Operational support and development

We trialled Team Leader roles and have developed a new structure to support the Carelink Manager with becoming more strategic in their role whilst ensuring day to day operational activity is maintained. A Team Leader is focusing upon staff support, performance and rota management with project officers providing data processing, collation and analysis. The consultant continues to provide support in the development of the charity, supporting the Manager with strategic activities.

North East Lincolnshire Carelink

Trustees' Annual Report

Year Ended 31 March 2021

We have embedded formal Trustee governance processes including a Risk log, Managers Report, KPI report and quality assurance which has enabled Trustees to be more effective in providing robust governance.

We continue to focus in supporting our staff, recognising that COVID and lockdown had a serious impact on everyone's mental health. We have implemented formal bi-monthly supervisions with all staff which enables us to provide individualised support whilst monitoring performance, and offering counselling support to those who need it.

Activities unable to focus upon this year

COVID affected the following activities we had planned to focus on this year:

- our planned office move. We now plan to remain in our current office, exploring how we can share the high costs we incur whilst we focus on the IT platform upgrade.
- our Installer Promoter role was unable to go out into the community, working with groups, partners and promoting our work due to lockdown and organisations limiting access and activities as well as our own need for staff cover to manage the control centre during lockdown.

Challenges for 2021-22 and beyond

Our accounts show that our telecare units which are the capital backbone of our service are becoming old and the number requiring replacing are increasing. We spent £17K more than we had budgeted. Half of this was due to having to purchase digital units but much more than previous years, we spent more funds on replacing old analogue units. A big challenge for us in the coming 2 years is the need to replace old equipment which was installed in 2011/12 and accounts for a third of our current stock.

We require the time and staff resource to manage the successful implementation of our new IT platform, moving from an analogue to fully digital (platform and phone line) system. Once this is achieved, we can then focus on our telecare equipment becoming digital which has massive financial implications and a 2025 deadline.

We have significant pressure on a number of our established income streams which could be further reduced in the coming year and so need to focus upon finding ways to reduce our costs whilst increasing our income. We have plans to:

- increase our marketing and social media presence (requiring an initial outlay).
- develop our donations programme and explore using grants to manage the impact of the high cost of our digital telecare equipment requirements.
- support further partnership working to help reduce costs.

Approved by the trustees of the charity on 2021 and signed on its behalf

S Wakefield
Trustee

North East Lincolnshire Carelink

Statement of Trustees' Responsibilities

Year Ended 31 March 2021

The trustees (who are also the directors of North East Lincolnshire Carelink for the purposes of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with the 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 period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS102);
- 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; 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.

Approved by the trustees of the charity on..... 2021 and signed on its behalf by:

S Wakefield
Trustee

North East Lincolnshire Carelink

Independent Examiner's Report

Year Ended 31 March 2021

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021 which are set out on pages 8 to 16.

Responsibilities and basis of report

As the charity trustees of the North East Lincolnshire Carelink (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the 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 your company's accounts 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

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the ACCA, which is one of the listed bodies.

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 company as required by section 386 of the 2006 Act; or
- 2 the accounts do not accord with those records; or
- 3 the accounts 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 accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

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 accounts to be reached.

Andrew Smith FCCA
A G Smith & Co Ltd
Unit 8 Laceby Business Park
Grimsby Road
Laceby
North East Lincolnshire
DN37 7DP

Date: 2021.

North East Lincolnshire Carelink

Statement of Financial Activities

Year Ended 31 March 2021

				2021	2020
	NOTE	UNRESTRICTED	RESTRICTED	TOTAL	TOTAL
		£	£	£	£
Income and endowments from:					
Donations, legacies and grants	2	34,863	-	34,863	135
Charitable activities	3	654,720	-	654,720	601,590
Investments	4	2,739	-	2,739	866
Total income and endowments		692,322	-	692,322	602,591
Expenditure on:					
Charitable activities	5	(636,298)	(2,800)	(639,098)	(598,823)
Other		-	-	-	-
Total expenditure		(636,298)	(2,800)	(639,098)	(598,823)
Net income / (expenditure)		56,024	(2,800)	53,224	3,768
Net movement in funds		56,024	(2,800)	53,224	3,768
Reconciliation of funds:					
Total funds brought forward	14	337,058	28,300	365,358	361,590
Total funds carried forward		393,082	25,500	418,582	365,358

All income and expenditure derive from continuing activities.

North East Lincolnshire Carelink

Statement of Financial Position

Year Ended 31 March 2021

	NOTE	2021 £	2020 £
Fixed assets			
Tangible Assets	10	126,792	101,726
		<u>126,792</u>	<u>101,726</u>
Current assets			
Stocks	11	8,869	14,352
Debtors	12	60,714	24,299
Cash at bank and in hand		243,106	248,621
		<u>312,689</u>	<u>287,272</u>
Creditors: amounts falling due within one year	13	(20,899)	(23,640)
Net current assets		<u>291,790</u>	<u>263,632</u>
Total assets less current liabilities		<u>418,582</u>	<u>365,358</u>
Net assets		<u><u>418,582</u></u>	<u><u>365,358</u></u>
Charity Funds			
Restricted funds		25,500	28,300
Unrestricted funds		393,082	337,058
Total charity funds	15	<u><u>418,582</u></u>	<u><u>365,358</u></u>

For the financial year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The financial statements on pages 8 to 16 were approved by the trustees, and authorised for issue on

..... 2021 and signed on their behalf by:

S Wakefield
Trustee

North East Lincolnshire Carelink

Notes to the Financial Statements

Year Ended 31 March 2021

1 Summary of significant accounting policies

GENERAL INFORMATION AND BASIS OF PREPERATION

North East Lincolnshire Carelink is a charity limited by guarantee in England and does not have any share capital. In the event of the charity being wound up, each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity. The address of the registered office is Centre 4, 17A Wooton Road, Grimsby, North East Lincolnshire DN33 1HE. The nature of the charity's operations and principal activities are to provide support to the vulnerable at low cost.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

FUNDS

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

INCOME RECOGNITION

All income is recognised when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

North East Lincolnshire Carelink

Notes to the Financial Statements

Year Ended 31 March 2021

Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are

Investment income is earned through holding assets for investment purposes such as shares and property. It includes dividends, interest and rent. It is included when the amount can be measured reliably.

EXPENDITURE RECOGNITION

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

SUPPORT COSTS ALLOCATION

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

TANGIBLE FIXED ASSETS

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Leasehold land and buildings	10 years straight line
Fixtures and fittings & equipment	Between 3-7 years straight line

STOCKS

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing stock to its present location and condition. Cost is calculated using the first-in, first-out formula. Provision is made for damaged, obsolete and slow-moving stock where appropriate.

DEBTORS AND CREDITORS RECEIVABLE / PAYABLE WITHIN ONE YEAR

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price.

North East Lincolnshire Carelink

Notes to the Financial Statements

Year Ended 31 March 2021

2 Income from donations, legacies and grants

	2021	2020
	£	£
Grants	34,763	-
Donations from individuals	100	135
	<u>34,863</u>	<u>135</u>

Income from donations, legacies and grants was £34,863 (2020: £135) of which £0 (2020: £0) was attributable to restricted and £34,863 (2020: £135) was attributable to unrestricted funds.

Grants received relate to monies to assist with the impact of COVID19 on the charity.

3 Income from charitable activities

	2021	2020
	£	£
Equipment rental and monitoring service	564,012	533,654
Sale of equipment	90,708	67,936
	<u>654,720</u>	<u>601,590</u>

Income from charitable activities was £654,720 (2020: £601,590) of which £0 (2020: £0) was attributable to restricted and £654,720 (2020: £601,659) was attributable to unrestricted funds.

4 Income from investments

	2021	2020
	£	£
Interest - bank deposits	2,739	866
	<u>2,739</u>	<u>866</u>

Income from investments was £2,739 (2020: £866) of which £0 (2020: £0) was attributable to restricted and £2,739 (2020: £866) was attributable to unrestricted funds.

North East Lincolnshire Carelink

Notes to the Financial Statements

Year Ended 31 March 2021

5 Expenditure on charitable activities

CHARITABLE ACTIVITIES 2021	UNRESTRICTED	RESTRICTED	TOTAL
	£	£	£
Equipment rental and monitoring	37,161	-	37,161
Sale of equipment	88,549	-	88,549
Depreciation	25,496	2,800	28,296
Staff Costs	378,520	-	378,520
Allocated support costs	66,023	-	66,023
Governance costs	40,549	-	40,549
	<u>636,298</u>	<u>2,800</u>	<u>639,098</u>

CHARITABLE ACTIVITIES 2020	UNRESTRICTED	RESTRICTED	TOTAL
	£	£	£
Equipment rental and monitoring	33,772	-	33,772
Sale of equipment	67,315	-	67,315
Depreciation	27,351	2,800	30,151
Staff Costs	363,072	-	363,072
Allocated support costs	65,579	-	65,579
Governance costs	38,934	-	38,934
	<u>596,023</u>	<u>2,800</u>	<u>598,823</u>

6 Allocation of support costs

	2021	2020
	£	£
Administration	38,925	35,576
Premises costs	27,098	30,003
	<u>66,023</u>	<u>65,579</u>

7 Governance costs

	2021	2020
	£	£
Independent examiner fees	2,000	2,000
Professional fees	38,549	36,934
	<u>40,549</u>	<u>38,934</u>

8 Independent examiners remuneration

The Independent examiners remuneration amounts to an independent examination fee of £2,000 (2020: £2,000).

North East Lincolnshire Carelink

Notes to the Financial Statements

Year Ended 31 March 2021

9 Staff costs and employee benefits

The average monthly number of employees and full time equivalent (FTE) during the year was as

	2021	2020
Charitable activities	16	18
Administration	7	5
	<u>23</u>	<u>23</u>

The total staff costs and employee benefits were as follows:

	2021	2020
	£	£
Wages and salaries	354,756	338,963
Social security	18,221	18,654
Pension costs	5,543	5,455
	<u>378,520</u>	<u>363,072</u>

10 Tangible fixed assets

	LEASEHOLD PROPERTY	FURNITURE & EQUIPMENT	TOTAL
COST	£	£	£
At 1 April 2020	64,175	323,787	387,962
Additions	-	53,362	53,362
Disposals	-	-	-
At 31 March 2021	<u>64,175</u>	<u>377,149</u>	<u>441,324</u>
DEPRECIATION			
At 1 April 2020	38,506	247,730	286,236
Charge for the year	6,417	21,879	28,296
At 31 March 2021	<u>44,923</u>	<u>269,609</u>	<u>314,532</u>
NET BOOK VALUE			
At 31 March 2021	<u>19,252</u>	<u>107,540</u>	<u>126,792</u>
At 31 March 2020	<u>25,669</u>	<u>76,057</u>	<u>101,726</u>

The net book value of land and buildings comprised:

	2021	2020
	£	£
Short leasehold	19,252	25,669
	<u>19,252</u>	<u>25,669</u>

North East Lincolnshire Carelink

Notes to the Financial Statements

Year Ended 31 March 2021

11 Stocks

	2021	200
	£	£
Stocks	8,869	14,352
	<u>8,869</u>	<u>14,352</u>

12 Debtors

	2021	2020
	£	£
Trade debtors	4,835	17,031
Prepayments	44,013	7,268
Other Debtors	11,866	-
	<u>60,714</u>	<u>24,299</u>

13 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	8,887	3,420
Other tax and social security	6,286	14,470
Other creditors	1,326	-
Accruals and deferred income	4,400	5,750
	<u>20,899</u>	<u>23,640</u>

14 Fund reconciliation

	BALANCE AT 1 APRIL 2020	INCOME	EXPENDITURE	BALANCE AT 31 MARCH 2021
	£	£	£	£
Unrestricted	337,058	692,322	(636,298)	393,082
Restricted	28,300	-	(2,800)	25,500
	<u>365,358</u>	<u>692,322</u>	<u>(639,098)</u>	<u>418,582</u>

	BALANCE AT 1 APRIL 2019	INCOME	EXPENDITURE	BALANCE AT 31 MARCH 2020
	£	£	£	£
Unrestricted	330,490	602,591	(596,023)	337,058
Restricted	31,100	-	(2,800)	28,300
	<u>361,590</u>	<u>602,591</u>	<u>(598,823)</u>	<u>365,358</u>

North East Lincolnshire Carelink

Notes to the Financial Statements

Year Ended 31 March 2021

15 Analysis of net assets between funds

	UNRESTRICTED	RESTRICTED	TOTAL
	£	£	£
Fixed assets	117,992	8,800	126,792
Current assets	312,689	-	312,689
Current liabilities	(20,899)	-	(20,899)
	<u>409,782</u>	<u>8,800</u>	<u>418,582</u>

16 Related party transactions

There are no related party transactions during the period.