

**North East Lincolnshire Carelink**

**Charity No. 1046115**

**Company No. 03047967**

**Trustees' Report and Unaudited Accounts**

**31 March 2024**

**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 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.

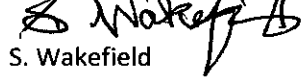
Trustees are not paid for their role and in the last year there has been no contractual relationships with any of the Trustees or conflicts of interest.

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					
<b>Income and endowments from:</b>					
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
<b>Total</b>		<b>879,538</b>	<b>66,293</b>	<b>945,831</b>	<b>1,017,000</b>
<b>Expenditure on:</b>					
Charitable activities	7	822,590	92,049	914,639	860,315
<b>Total</b>		<b>822,590</b>	<b>92,049</b>	<b>914,639</b>	<b>860,315</b>
Net gains on investments		-	-	-	-
<b>Net income</b>		<b>56,948</b>	<b>(25,756)</b>	<b>31,192</b>	<b>156,685</b>
Transfers between funds		20,951	(20,951)	-	-
<b>Net income before other gains/(losses)</b>		<b>77,899</b>	<b>(46,707)</b>	<b>31,192</b>	<b>156,685</b>
<b>Other gains and losses</b>					
<b>Net movement in funds</b>		<b>77,899</b>	<b>(46,707)</b>	<b>31,192</b>	<b>156,685</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward as previously stated		529,559	102,158	631,717	480,545
Prior year adjustment		29,917		29,917	24,404
<b>Total funds carried forward</b>		<b>637,375</b>	<b>55,451</b>	<b>692,826</b>	<b>661,634</b>

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

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

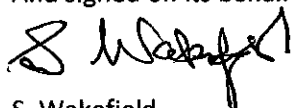
For the year ended 31 March 2024 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

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



**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>

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 £
<b>Cost or revaluation</b>				
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>
<b>Depreciation and impairment</b>				
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>
<b>Net book values</b>				
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**

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

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

**11 Debtors**

	<b>2024</b>	<b>Restated 2023</b>
	<b>£</b>	<b>£</b>
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

	<b>2024</b>	<b>Restated 2023</b>
	<b>£</b>	<b>£</b>
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 £
<b>Restricted funds:</b>						
<b>Restricted income funds:</b>						
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)	-	-
<b>Total</b>	<b>102,158</b>	<b>-</b>	<b>66,293</b>	<b>(92,049)</b>	<b>(20,951)</b>	<b>55,451</b>
<b>Unrestricted funds:</b>						
<b>General funds</b>	<b>324,559</b>	<b>29,917</b>	<b>879,538</b>	<b>(822,590)</b>	<b>(104,049)</b>	<b>307,375</b>
<b>Designated funds:</b>						
Digital Upgrade	25,000	-	-	-	125,000	150,000
Shutdown costs	180,000	-	-	-	-	180,000
<b>Total</b>	<b>205,000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>125,000</b>	<b>330,000</b>
<b>Total funds</b>	<b>631,717</b>	<b>29,917</b>	<b>945,831</b>	<b>(914,639)</b>	<b>-</b>	<b>692,826</b>

**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>

Notes to the Accounts

**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 £
<b>Income and endowments from:</b>				
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>
<b>Total income and endowments</b>	<b>879,538</b>	<b>66,293</b>	<b>945,831</b>	<b>1,017,000</b>
<b>Expenditure on:</b>				
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>
<b>Total of expenditure on charitable activities</b>	<b>822,590</b>	<b>92,049</b>	<b>914,639</b>	<b>860,315</b>
<b>Total expenditure</b>	<b>822,590</b>	<b>92,049</b>	<b>914,639</b>	<b>860,315</b>
<b>Net income</b>	<b>56,948</b>	<b>(25,756)</b>	<b>31,192</b>	<b>156,685</b>
Transfers between funds	20,951	(20,951)	-	-

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

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