

**North East Lincolnshire Carelink**

**Charity No. 1046115**

**Company No. 03047967**

**Trustees' Report and Unaudited Accounts**

**31 March 2025**

**North East Lincolnshire Carelink  
Contents**

|  | Pages    |
|--|----------|
| Trustees' Annual Report                    | 2 to 7   |
| Independent Examiner's Report              | 8        |
| Statement of Financial Activities          | 9        |
| Summary Income and Expenditure Account     | 10       |
| Balance Sheet                              | 11       |
| Statement of Cash flows                    | 12       |
| Notes to the Accounts                      | 13 to 21 |
| Detailed Statement of Financial Activities | 22 to 23 |

**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**

| <b>2024-25</b>  | <b>Progress</b>   |
|---|---|
| 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', written in a cursive style.

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<br>funds<br>2025<br>£ | Restricted<br>funds<br>2025<br>£ | Total funds<br>2025<br>£ | Total funds<br>2024<br>£ |
|---|-------|------------------------------------|----------------------------------|--------------------------|--------------------------|
|   | Notes |                                    |                                  |                          |                          |
| <b>Income and endowments from:</b>            |       |                                    |                                  |                          |                          |
| 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                    | -                        |
| <b>Total</b>                                  |       | <b>859,515</b>                     | <b>68,020</b>                    | <b>927,535</b>           | <b>945,831</b>           |
| <b>Expenditure on:</b>                        |       |                                    |                                  |                          |                          |
| Charitable activities                         | 8     | 831,421                            | 73,872                           | 905,293                  | 914,639                  |
| <b>Total</b>                                  |       | <b>831,421</b>                     | <b>73,872</b>                    | <b>905,293</b>           | <b>914,639</b>           |
| Net gains on investments                      |       | -                                  | -                                | -                        | -                        |
| <b>Net income</b>                             | 9     | <b>28,094</b>                      | <b>(5,852)</b>                   | <b>22,242</b>            | <b>31,192</b>            |
| Transfers between funds                       |       | 768                                | (768)                            | -                        | -                        |
| <b>Net income before other gains/(losses)</b> |       | <b>28,862</b>                      | <b>(6,620)</b>                   | <b>22,242</b>            | <b>31,192</b>            |
| <b>Other gains and losses</b>                 |       |                                    |                                  |                          |                          |
| <b>Net movement in funds</b>                  |       | <b>28,862</b>                      | <b>(6,620)</b>                   | <b>22,242</b>            | <b>31,192</b>            |
| <b>Reconciliation of funds:</b>               |       |                                    |                                  |                          |                          |
| Total funds brought forward                   |       | 637,375                            | 55,451                           | 692,826                  | 631,717                  |
| Prior year adjustment                         |       | -                                  | -                                | -                        | 29,917                   |
| <b>Total funds carried forward</b>            |       | <b>666,237</b>                     | <b>48,831</b>                    | <b>715,068</b>           | <b>692,826</b>           |

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

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

**North East Lincolnshire Carelink**  
**Balance Sheet**  
**at 31 March 2025**

| <b>Company No. 03047967</b>                            | <b>Notes</b> | <b>2025</b>    | <b>2024</b>    |
|--|--------------|----------------|----------------|
|  |              | <b>£</b>       | <b>£</b>       |
| <b>Fixed assets</b>                                    |              |                |                |
| Tangible assets  | 12           | 266,223        | 302,091        |
|  |              | <u>266,223</u> | <u>302,091</u> |
| <b>Current assets</b>                                  |              |                |                |
| 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> |
| <b>Creditors: Amount falling due within one year</b>   | 15           | (89,798)       | (51,633)       |
| <b>Net current assets</b>                              |              | <u>448,845</u> | <u>390,735</u> |
| <b>Total assets less current liabilities</b>           |              | <u>715,068</u> | <u>692,826</u> |
| <b>Net assets excluding pension asset or liability</b> |              | <u>715,068</u> | <u>692,826</u> |
| <b>Total net assets</b>                                |              | <u>715,068</u> | <u>692,826</u> |
| <b>The funds of the charity</b>                        |              |                |                |
| <b>Restricted funds</b>                                | 16           |                |                |
| Restricted income funds                                |              | 48,831         | 55,451         |
|  |              | <u>48,831</u>  | <u>55,451</u>  |
| <b>Unrestricted funds</b>                              | 16           |                |                |
| General funds  |              | 256,237        | 307,375        |
| Designated funds                                       |              | 410,000        | 330,000        |
|  |              | <u>666,237</u> | <u>637,375</u> |
| <b>Total funds</b>                                     |              | <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<br>£       | 2024<br>£      |
|---|-----------------|----------------|
| <b>Cash flows from operating activities</b>                   |                 |                |
| Net income per Statement of Financial Activities              | 22,242          | 31,192         |
| <b>Adjustments for:</b>                                       |                 |                |
| 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         |
| <b>Net cash provided by operating activities</b>              | <u>94,366</u>   | <u>144,719</u> |
| <b>Cash flows from investing activities</b>                   |                 |                |
| 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            |
| <b>Net cash (used in)/from investing activities</b>           | <u>(18,338)</u> | <u>14,007</u>  |
| <b>Net cash from financing activities</b>                     | <u>-</u>        | <u>-</u>       |
| <b>Net increase in cash and cash equivalents</b>              | 76,028          | 158,726        |
| <b>Cash and cash equivalents at the beginning of the year</b> | 387,961         | 229,235        |
| <b>Cash and cash equivalents at the end of the year</b>       | <u>463,989</u>  | <u>387,961</u> |
| <b>Components of cash and cash equivalents</b>                |                 |                |
| 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<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total funds<br>2024<br>£ |
|---|------------------------------------|----------------------------------|--------------------------|
| <b>Income and endowments from:</b>            |                                    |                                  |                          |
| Donations and legacies                        | 4,218                              | 29,715                           | 33,933                   |
| Charitable activities                         | 874,940                            | 36,578                           | 911,518                  |
| Investments                                   | 380                                | -                                | 380                      |
| <b>Total</b>                                  | <b>879,538</b>                     | <b>66,293</b>                    | <b>945,831</b>           |
| <b>Expenditure on:</b>                        |                                    |                                  |                          |
| Charitable activities                         | 822,590                            | 92,049                           | 914,639                  |
| <b>Total</b>                                  | <b>822,590</b>                     | <b>92,049</b>                    | <b>914,639</b>           |
| <b>Net income</b>                             | <b>56,948</b>                      | <b>(25,756)</b>                  | <b>31,192</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>Other gains and losses:</b>                |                                    |                                  |                          |
| <b>Net movement in funds</b>                  | <b>77,899</b>                      | <b>(46,707)</b>                  | <b>31,192</b>            |
| <b>Reconciliation of funds:</b>               |                                    |                                  |                          |
| Total funds brought forward                   | 529,559                            | 102,158                          | 631,717                  |
| Prior year adjustment                         | 29,917                             | -                                | 29,917                   |
| <b>Total funds carried forward</b>            | <b>637,375</b>                     | <b>55,451</b>                    | <b>692,826</b>           |

#### 4 Income from donations and legacies

|                            | Unrestricted<br>£ | Restricted<br>£ | Total<br>2025<br>£ | Total<br>2024<br>£ |
|----------------------------|-------------------|-----------------|--------------------|--------------------|
| Grants                     | -                 | 29,000          | 29,000             | 32,715             |
| Donations from individuals | 648               | -               | 648                | 1,218              |
|                            | <b>648</b>        | <b>29,000</b>   | <b>29,648</b>      | <b>33,933</b>      |

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

**5 Income from charitable activities**

|   | Unrestricted   | Restricted | Total<br>2025  | Total<br>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<br>2025 | Total<br>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<br>2025 | Total<br>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<br>2025  | Total<br>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<br>Number | 2024<br>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<br>Number | 2024<br>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<br>ol Centre<br>Equipment<br>£ | Office<br>Equipment<br>£ | Total<br>£     |
|--|--|--------------------------|----------------|
| <b>Cost or revaluation</b>             |  |                          |                |
| 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> |
| <b>Depreciation and<br/>impairment</b> |  |                          |                |
| At 1 April 2024                        | 73,562                                     | 6,826                    | 80,388         |
| Depreciation charge for the<br>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> |
| <b>Net book values</b>                 |  |                          |                |
| 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<br>£         | 2024<br>£         |
|--|-------------------|-------------------|
| Finished goods                               | 6,994             | 9,129             |
|  | <u>6,994</u>      | <u>9,129</u>      |
| <b>Carrying value analysed by activities</b> | <b>2025<br/>£</b> | <b>2024<br/>£</b> |
| Sale of equipment                            | 6,994             | 9,129             |
|  | <u>6,994</u>      | <u>9,129</u>      |

**14 Debtors**

|                                | 2025<br>£     | 2024<br>£     |
|--------------------------------|---------------|---------------|
| 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<br>£     | 2024<br>£     |
|---------------------------------|---------------|---------------|
| 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<br>2024 | Incoming<br>resources<br>(including<br>other<br>gains/losses)<br>£ | Resources<br>expended<br>£ | Gross<br>transfers<br>£ | At 31<br>March<br>2025<br>£ |
|---------------------------------|--------------------|--|----------------------------|-------------------------|-----------------------------|
| <b>Restricted funds:</b>        |                    |  |                            |                         |                             |
| <b>Restricted income funds:</b> |                    |  |                            |                         |                             |
| 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)                    | -                       | -                           |
| <b>Total</b>                    | <b>55,451</b>      | <b>68,020</b>  | <b>(73,872)</b>            | <b>(768)</b>            | <b>48,831</b>               |
| <b>Unrestricted funds:</b>      |                    |  |                            |                         |                             |
| <b>General funds</b>            | <b>307,375</b>     | <b>859,515</b>   | <b>(831,421)</b>           | <b>(79,232)</b>         | <b>256,237</b>              |
| <b>Designated funds:</b>        |                    |  |                            |                         |                             |
| Digital Upgrade                 | 150,000            | -  | -                          | 30,000                  | 180,000                     |
| Shutdown costs                  | 180,000            | -  | -                          | 50,000                  | 230,000                     |
| <b>Total</b>                    | <b>330,000</b>     | <b>-</b>   | <b>-</b>                   | <b>80,000</b>           | <b>410,000</b>              |
| <b>Total funds</b>              | <b>692,826</b>     | <b>927,535</b>   | <b>(905,293)</b>           | <b>-</b>                | <b>715,068</b>              |

#### 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 | Restricted funds | Total funds    | Total funds    |
|--|--------------------|------------------|----------------|----------------|
|  | 2025               | 2025             | 2025           | 2024           |
|  | £                  | £                | £              | £              |
| <b>Income and endowments from:</b>                   |                    |                  |                |                |
| 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>       |
| <b>Total income and endowments</b>                   | <b>859,515</b>     | <b>68,020</b>    | <b>927,535</b> | <b>945,831</b> |
| <b>Expenditure on:</b>                               |                    |                  |                |                |
| 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>  |
| <b>Total of expenditure on charitable activities</b> | <b>831,421</b>     | <b>73,872</b>    | <b>905,293</b> | <b>914,639</b> |
| <b>Total expenditure</b>                             | <b>831,421</b>     | <b>73,872</b>    | <b>905,293</b> | <b>914,639</b> |
| Net gains on investments                             | -                  | -                | -              | -              |

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

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