

Charity Number  
1051879

Carers Together in Hampshire

Report and Accounts

For the Year ended

31 March 2021

**Munro's**  
Accountants & Business Advisors  
Scots House  
Scots Lane  
Salisbury  
Wiltshire  
SP1 3TR

**Carers Together in Hampshire  
Charity Information**

**Charity number**

1051879

**Registered office**

9 Love Lane  
Romsey  
Hampshire  
SO51 8DE

**Trustees and members**

Ms S Thomas  
Mrs J Chierchia  
Mr D Crocker  
Mr S Fitzgerald  
Mrs A Meader  
Mr K Meader  
Ms M Ward

**Secretary**

Mrs A Meader

**Accountants**

Munro's  
Accountants & Business Advisors  
Scots House  
Scots Lane  
Salisbury  
Wiltshire

**Bank**

Lloyds Bank Plc  
The Square  
Bishops Waltham  
Hampshire  
SO32 1GS  
  
National Westminster  
27 Market Place  
Romsey  
Hampshire  
SO51 8ZH

**Carers Together in Hampshire  
Trustees' report  
For the year ended 31 March 2021**

The Trustees present their report and accounts for the year ended 31 March 2021.

**GOVERNING DOCUMENTS**

Carers Together is a registered charity number 1051879. It was established in 1993, constituted by its trust deed in 1994 and registered with the Charity Commissioners in 1995. It is governed under its constitution, which was adopted on the 10th November 1995 and amended at a special general meeting on 21 November 1997.

**RECRUITMENT AND APPOINTMENT OF TRUSTEES**

The Trustees are elected at the Annual General Meeting. All Trustees relinquish their positions every year and are eligible for re-election at the Annual General Meeting.

Any carer or former carer may be elected to be a Trustee, excluding paid members of staff of the organisation. It is our aim to have members from different areas of Hampshire, Portsmouth and Southampton, with a range of skills to enhance the work of the organisation. In the event of particular skills being lost due to retirement, individuals are approached to offer themselves for election to the management committee.

**TRUSTEE INDUCTION AND TRAINING**

Most prospective Trustees are already familiar with the work of the Charity, however, they are normally invited to attend a minimum of one Trustee Committee meeting as observers before agreeing to be co-opted to the committee and/or standing for election at the AGM.

All new Trustees are invited, encouraged and supported to attend a comprehensive induction programme. A Trustee Induction Pack is distributed to all new Trustees along with a copy of the Constitution and the Essential Trustee, a guide published by the Charity Commission. Feedback from new Trustees is sought and changes to the programme may be made in the light of that feedback.

**ORGANISATION**

The Board of Trustees meets five times a year and is responsible for the overall governance of the organisation. Decisions on the day-to-day operation of the Charity are taken by the Secretary and the Finance Sub-Committee, which meets two monthly.

This Sub-Committee carries out assessment of the financial position of the Charity and monitoring of its resources. Specific responsibilities of the Committee include the management of the assets and liabilities of the Charity, the agreement and monitoring of the annual budget, management of the investment portfolio, ensuring the charity meets high and consistent levels of quality and approving levels of delegation to the operational management.

The Trustees have delegated the day-to-day management of the operation to the Charity's Secretary. The Board receives a report quarterly from the Project Managers on operational matters and from the Treasurer on financial performance. Decisions with significant implications for the organisation are brought to the Board of Trustees.

These include:

- Organisational priorities;
- All matters of risk to the organisation - in particular resources and reputation;
- Significant organisational change;
- Major initiatives;
- Policy formation and development;
- Appointment of senior posts.

The operation's structure is robust with a full complement of committed Trustees. An experienced team of Project Workers provides the drive and hands-on approach to implementing the organisation's vision to an exceptionally high standard.

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**INTERNAL CONTROL**

The Trustees have overall responsibility for ensuring that the Charity has appropriate systems of internal control across the entire organisation.

The Charity has set up a Quality Assurance Sub-Committee which meets at least twice a year and reports to the Board of Trustees. It is responsible for providing:

- Assurance to the Trustees that the Charity operates sound systems of internal control;
- Comfort and transparency to donors and beneficiaries that there are appropriate systems in place to ensure that the resources of the Charity are effectively allocated and utilised;
- An internal audit system which conducts an ongoing programme is being introduced as part of work towards Quality Mark;
- A strategic plan and an annual budget for approval by the Trustees;
- Regular consideration by the Trustees of financial results, variances from budgets, forecasts and performance indicators;
- Delegation of authority and segregation of duties;
- Identification and management of risk.

**RISK**

The Trustees have in place a formal risk management process to assess risks and implement risk management strategies. This process includes review by Trustees and other charity staff. The process identifies the types of risks the Charity faces, prioritises them in terms of likelihood of occurrence and potential impact and identifies the means of mitigating these risks. Risk management is embedded in the day-to-day processes of the Charity.

**OBJECTIVES, ACTIVITIES AND ACHIEVEMENTS**

The Trustees have complied with the duty set out in S.4 of the Charities Act 2006 to have regard to the public benefit guidance published by the Charity Commission.

The Charity's primary object is to relieve the stresses experienced by carers, as defined in The Carers (Recognition and Services) Act 1995, of people with physical, mental, or sensory impairment or illness, particularly by representatives of voluntary organisations and statutory authorities within the area of benefit.

Specific activities, which confirm the public benefit that the charity produces by its existence, are set out below, within the sub-heading Current Projects.

**CURRENT PROJECTS**

**Involving Service Users and Carers - a core aim of Carers Together**

Involvement of carers is one of the main aims of Carers Together and is reflected in both overall strategy and specific project work. The involvement has several strands, which are constantly changing to reflect the changing needs of carers and to reflect current government policy and local initiatives, as follows: -

- Involving carers/service users at all levels and in all possible ways with Carers Together so that it remains an organisation run by carers for carers;
- Encouraging carers/service recipients at all levels and in all possible ways to work with statutory/voluntary organisations countywide and in each locality to ensure their voice is heard;
- Ensuring carers/service recipients are involved at all levels and in all possible ways in coproduction on service changes/development to ensure carers' views are given effective
- Involving carers/service recipients at all levels and in all possible ways with training/awareness of professionals, volunteers and members of the public;

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- Involving carers/service recipients in different individual ways to ensure they have informed choice/support to ensure their wishes are taken into account.

**Information, signposting and referral - a core project of Carers Together**

This project aims to provide accurate information and effective signposting for all carers/service recipients and professionals who contact the office.

- The organisation fully utilises the office premises at 9 Love Lane, Romsey, by making the premises available for use by other groups and organisations whilst providing a carers support group, community information point, an Internet Café, training sessions for carers and others, benefits advice and a dementia drop-in centre;
- The office in Romsey is open to the public from 9.30am to 1.30pm daily and is a source of information for informal carers, the people they care for and professionals;
- Staff and volunteers deal with members of the public who call in for general information. They support people and inform them about services that may be of assistance and refer them to services provided elsewhere;
- A regular e-news bulletin is an integral part of this process and is welcomed by both carers and professionals;
- A wide range of information is made available to carers including a person-centred information pack with information about services provided by Carers Together and other groups;

**Carers Network - a core project of Carers Together**

This is a network of carers/carer-led groups from Hampshire, Portsmouth and Southampton who want to meet together to communicate, share news, views, ideas and good practice, link to other carers and groups, learn from each other and tap into the knowledge and information widely available but not always easy to access locally. It usually meets twice a year but this has been difficult due to the current Covid-19 restrictions.

**Hampshire Carers Partnership**

This new project, working with carers and partnership organisations across Hampshire, started in 2020. It is growing with some sub groups and several Task and Finish Groups working to achieve the priorities established by carers to improve services for carers.

**URBIE - a core project of Carers Together**

A mobile information resource, URBIE, is in the form of an adapted minibus, in which is kept all the equipment needed to do a presentation, a display, provide information and support, or training sessions anywhere in the county. This has not been used during 2020/21 due to the Covid 19 restrictions.

**Carers Computer Café - a core project of Carers Together**

This project, based in the Romsey area, provides support to carers and older people who wish to improve their internet and e-mail skills in a friendly informal atmosphere. It is supported by a member of staff and volunteers, who are available to help carers to access the web, provide initial training and ongoing telephone support, and also the set up and use of laptops and mobile phones. It has been restricted during the year due to the Covid 19 restrictions.

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**Website, Email Support and Social Media - a core project of Carers Together**

This project provides a comprehensive website for carers to use as well as a facility to ask questions and receive responses by email.

- This project is constantly adjusting to meet changing usage. New and existing users are encouraged to use the CT website for information and support and to link to the organisation by email.
- In order for carers to keep in contact with the charity and with each other we have also set up a page on Facebook and a Twitter account. Other social media is being investigated.

**Volunteers**

The volunteer policy supports Carers Together to recruit volunteers to help the organisation with a wide range of tasks and services. This is currently funded from Carers Together core funds. A voluntary peer advocacy service is available.

Carers Together has a number of volunteers who support carers and carers groups. They are an invaluable asset to the organisation and make an enormous contribution. People with caring knowledge and experience may be invited to volunteer as Trustees. In order to "give something back" some volunteers work as peer experts to carers in the community. In total approximately 30 volunteers give their time to the organisation. Many staff also gave some of their free time to further the aims of the charity and to raise funds.

**Your Choice Your Support (YCYS) - take-a-break service**

The charity runs a support service for people living at home in the community. It offers short term breaks for people caring for relatives or friends. The service also supports people who live alone and may need a "little bit of support" to help them stay independent and cope with simple everyday tasks or just need someone to take them out. The service has been restricted during the year due to the impact of Covid-19.

**Carers Advocacy and Support - a core project of Carers Together**

Carers Advocacy and Support is the main support provided for carers across the county. Staff are based in Romsey but employed to work across the county. They provide a range of support services, including; advocacy, information, action planning, emergency planning, administration, training and awareness, and support to take a break. We have four Carers Centres based in our charity shops to provide support in those localities. New services develop in response to carer requests, consultations and joint project work. This service has been restricted due to the impact of Covid-19.

**Support Planning and Direct Payments Support**

Carers Together works with a number of other partners in a Support Planning Service which supports people in receipt of direct payments and other self-funders. The partnership provides Direct Payments advice and support to carers and service users. Carers Together offers a payroll service to those people who employ staff.

**Carers Active Listening Line (CALL) - a core project of Carers Together**

This is a free phone service developed in January 2005, available 365 days per year, from 10am - 8pm on Monday to Friday, and from 10.00am to 4.00pm at weekends and bank holidays. This is a volunteer manned service, which provides a listening service for carers enabling them to offload stress. The Listeners also access a wide range of information about support available for carers enabling them to signpost carers to appropriate services.

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Training and Awareness Programme**

This programme:-

- Provides staff, trustees and volunteers training to run awareness sessions, for carers across the county.
- Supports trustees and staff to deliver training and awareness to professionals.
- Provides training on carers issues to staff of other statutory and voluntary organisations.
- Provides end-of-life care-planning and preparation.
- Provides Parent-carer information courses around the county to provide up-to-date information to parents of children and young people aged 14 years and over about transition from Children to Adult Services.

**ONGOING ACTIVITIES**

Carers Groups are run or supported successfully across Hampshire and Southampton. Each group is unique and is led by the people who attend, so that the group can be a social occasion or a learning opportunity with a wide variety of topics and speakers. Carers have an opportunity to access a wider range of information and support, which they would not have previously known about. These groups have faced restrictions during the current Covid-19 situation.

Presentations within the community continue to be popular, with talks delivered to older people's groups, professionals, other groups and organisations.

The information, training and outreach services receive many new referrals each year and has done since 1998. The value of the service to carers is enormous and funding is continually being sought to ensure its continuation.

Training and educational sessions for carers are regular events and are well attended.

All events have been restricted due to closures during the year and other restrictions due to Covid-19, but remain well attended.

**2020/21 ACHIEVEMENTS**

- Provided quality information and a website to help carers to find information they need;
- The YCYS service continues to provide support and is becoming more essential, as health and social care departments reduce both their services and financial provision, and people need to be better prepared to do more for themselves.
- The mobile information resource at UHS which links to other services at the hospital and in the community has been reduced this year as a result of difficulties in gaining access to the hospital for the volunteers to work there.
- Provided a successful planning and contingency planning service that continues to be developed and expanded;
- Maintaining a database of useful information that continues to grow;
- Maintaining an increasing carer membership framework;
- Working successfully with Say in Once, taking forward co-production, culture change and information sharing;
- Working successfully with Hampshire Neurological Alliance taking forward co-production, culture change and information sharing;
- Working as an alternative office for the Department of Work and Pensions supporting people to take up relevant benefits and to be made aware of changes to the benefit system.

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**THE IMPACT OF CARERS TOGETHER**

Through the provision of information and support, carers are better informed about how to obtain a diagnosis, treatment, medication, funding, benefits and available services.

Carers Together works closely with health and social care providers to raise issues that need addressing and, by doing this in partnership, is able to make a difference.

Family carers are supported by others in a similar situation and this also helps to avoid isolation and a feeling of helplessness.

The CALL line is much appreciated by the carers and older people who use it.

The Take-a-Break service allows carers to take a break from caring, knowing the person they care for is being looked after. Through the provision of this Carers Support service, carers maintain a degree of independence and in many cases can continue caring. Their quality of life is enhanced by one-to-one association with a trained Support Worker, who encourages them to maintain hobbies and other enjoyable activities.

Carers Together/Say It Once provide carers with a range of practical support including legal, financial and end of life caring.

Carers Groups and other cafes and drop-ins are a valuable resource and are a much needed support for carers.

The Carers Peer advocacy service enables carers to access services and better understand the system.

Carers Together is committed to raising the awareness of carers' needs and supporting carers to have a voice in the changing agenda of self-directed support and personalisation.

The website has continued to develop and receive a lot of good feedback from carers, older people and professionals.

Carers and the people they care for appreciate the support provided to assist them to find their way through the health and social care systems.

The end of life care project helps carers to be prepared for the end of the life of the person they care for and helps to ensure that there are more positive outcomes from the process.

The payroll service helps people to take up direct payments by assisting in their statutory obligations as employers.

**2021/22 PRIORITY OBJECTIVES**

- To provide advocacy, support and advice for carers.
- To run training courses, including End of Life Care courses for carers.
- To support carers with Direct Payments and Personal Health Budgets, to understand, run and manage their Direct Payments.
- To work with Southern Health to provide support for carers and training for staff on carers issues.
- To expand the number and range of training and awareness opportunities for carers across Hampshire.
- To source ongoing funding for the Carers Active Listening Line.
- To produce a quality planning process for carers and older people that will make a difference to their long term plans and care – Say It Once.
- To work with older people and carers to increase the number who make personal plans and put in place legal plans for the future.
- To organise and work towards a high quality service across all projects.
- To ensure that Carers Together services are understood and marketed by raising awareness of the organisation throughout the community.
- To establish a database for advertising publicity material and ensure timely distribution of information.
- To use social media including Facebook and Twitter to reach carers who otherwise may be isolated and unrecognised.



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- To produce imaginative and appropriate materials to maintain the image of and to promote Carers Together.
- To work with the media to increase awareness, aiming for monthly press publicity.
- To organise and deliver a programme of public talks and presentations.
- To develop Carers Week activities and other national opportunities as major awareness raising events.
- To continue and develop our programme of activities across the area including improving end of life care.
- To continue to develop Say it Once and to influence culture change in health and social care.

**PLANS FOR THE FUTURE - 2021/22**

- To secure long term funding arrangements for all our existing projects but in particular realistic levels of funding for single issue advocacy.
- To develop improved systems with the help of quality assurance experts to assist in developing the charity's procedures as part of the development of a quality process.
- To produce a service specification for carers cafes and a plan for the effective use of the URBIE.
- To monitor the demand and impact of personalisation and to make such changes to the organisation's systems that are necessary to secure maximum benefit to carers.
- To develop new services for carers based on identified gaps and needs. Including, for example, improved end of life care, better information and partnership working in localities using the Community Café Project and Local Community Information Points to support this.
- The Carers Together Business Plan provides comprehensive details of the organisations aims and objectives.
- Developing the Hampshire Carers Partnership as an active co-production group.

**FINANCIAL REVIEW AND RESERVES**

The principal sources of funding for projects are the Carers Together charity shops, Hampshire County Council and the Hampshire Neurological Alliance. Local organisations also continue to provide support. As notified last year the Charity has hived off its trading operations into a separate wholly owned company (Carers Together Trading Limited) but continues to receive donations from them.

During the 12 months under review, income levels recovered to its previous levels, not least because of the support given by National and local government to the charity sector during the covid-19 pandemic. Total income exceeded expenditure by £87,565 (2020 expenditure exceeded income by £28,206). In addition, charitable expenditure and staff costs continues to be cut in anticipation of decreasing revenue streams next year. General reserves, at £97,497 (2020 - £41,542) are, in the opinion of the trustees, adequate to allow for an orderly wind down of the charity should that become necessary.

It is intended to continue with the core services using some of the accumulated reserves of the organisation together with additional funding as it is generated for the 2021/22 year. A small deficit is budgeted for the forthcoming year.

The charity aims to maintain a stable financial position at all times to avoid any risk to the organisation's solvency and with due consideration of the needs of current and future beneficiaries of the charity. It, therefore, retains reserves for the long-term benefit and protection of its beneficiaries. The general reserves created during previous years will cover any shortfall for the forthcoming year and will be utilised to continue the charity's core service provision in the future. Future expenditures out of reserves will be monitored closely by the trustees to ensure that steps are taken to protect core services should the need arise.

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Risks and issues considered by the Finance Sub Committee in making its judgement about the levels of unrestricted reserves include:

- Over-dependence on any single source of income;
- Likelihood of a downturn in income streams;
- Period of time required to re-establish income streams;
- Period of time required to downsize the Charity's operations;
- Whether there is adequate control over budgets;
- Requirement to maintain a reasonable level of working capital.

**TRUSTEES RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS**

Law applicable to charities in England requires the trustees to prepare accounts for each financial year, which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year.

In preparing those accounts, the trustees should follow best practice and:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any departures disclosed and explained in the accounts;
- Prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping accounting records which disclose, with reasonable accuracy, the financial position of the charity, and which enable them to ensure that the accounts comply with the Charities Act 2011, the Charity (Accounts and Reports) 2008 Regulations and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**STATEMENT OF DISCLOSURE OF INFORMATION TO INDEPENDENT EXAMINER.**

We, the trustees of the charity who held office at the date of approval of these Financial Statements, as set out above, each confirm so far as we are aware, that:

- there is no relevant accounting information of which the company's reporting accountants are unaware; and
- we have taken all the steps that we ought to have taken as trustees in order to make ourselves aware of any relevant information and to establish that the Charity's reporting accountants are aware of that information.

**REPORTING ACCOUNTANTS**

Munro's were appointed as reporting accountants for the year 2020/21. They have indicated their willingness to continue in office for the forthcoming year.

This report was approved by the trustees and signed on their behalf by:



Anne Meader  
Honorary Secretary

Date: 13 01 22

## **Carers Together in Hampshire**

### **Independent examiners' report to the members of Carers Together in Hampshire**

We report on the accounts for the charity for the year ended 31st March 2021, set out on pages 12 to 18.

#### **Respective responsibilities of trustees and the independent examiner**

The charity's trustees are responsible for the preparation of the accounts.

The charity's trustees consider that an audit is not required for this year (under S144 Charities Act 2011) and that an independent examination is needed.

Having satisfied ourselves that the charity is not subject to an audit and is eligible for an independent examination, it is our responsibility to:

- examine the accounts (under S145 of the 2011 Act);
- to follow the procedures laid down in the General Directions given by the Charity Commission (under S145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to our attention.

#### **Basis of Independent Examiners opinion**

We conducted our examination in accordance with the General Directions given by the Charity Commissioners for England and Wales. An examination includes a detailed review of the accounting records kept by the charity and a comparison of the accounts presented to those accounting records.

In also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from your committee concerning such matters.

The procedures undertaken do not provide all the evidence that would be required for an audit and consequently we do not express an opinion as to whether the accounts present a "true and fair view".

#### **Independent Examiners Statement**

In connection with our examination, no matter has come to our attention:

- 1) Which gives us reasonable cause to believe that in any material respect the requirements:
  - to keep accounting records in accordance with S130 of the Charities Act; and
  - to prepare accounts which accord with the accounting records, comply with accounting requirements of the Act;have not been met; or
- 2) to which, in our opinion, attention should be drawn to enable a proper understanding of the accounts to be reached.

20.1.2022

Date



.....  
**Munro's**  
Accountants and Business Advisors  
Scots House  
Scots Lane  
Salisbury  
Wiltshire  
SP1 3TR

**Carers Together in Hampshire**  
**Statement of Financial Activities (including summary income and expenditure account)**  
**For the year ended 31 March 2021**

	Notes	Unrestricted Funds £	Restricted Funds £	Funds 2021 £	Funds 2020 £
<b>Incoming resources</b>					
Donations, grants and legacies	2	154,603	75,000	229,603	82,199
Charitable activities	3	27,175	-	27,175	40,098
Investment income	4	4	-	4	110
<b>Total</b>		<b>181,782</b>	<b>75,000</b>	<b>256,782</b>	<b>122,407</b>
<b>Expenditure on:</b>					
Raising funds	5	35,035	-	35,035	36,470
Charitable activities	6	90,792	43,390	134,182	114,143
<b>Total</b>		<b>125,827</b>	<b>43,390</b>	<b>169,217</b>	<b>150,613</b>
<b>Net income (expenditure)</b>		<b>55,955</b>	<b>31,610</b>	<b>87,565</b>	<b>(28,206)</b>
Gross transfers between funds		-	-	-	-
<b>Net movement in funds</b>		<b>55,955</b>	<b>31,610</b>	<b>87,565</b>	<b>(28,206)</b>
Balances brought forward		41,542	-	41,542	69,748
<b>Balance carried forward</b>		<b>97,497</b>	<b>31,610</b>	<b>129,107</b>	<b>41,542</b>

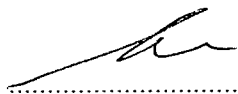
All of the above results are derived from continuing activities. All gains and losses recognised in the year are included above.

**Carers Together in Hampshire**  
**Balance Sheet**  
**As at 31 March 2021**

	Notes	£	2021 £	£	2020 £
<b>Fixed assets</b>					
Tangible assets	8		5,995		1,973
<b>Current assets</b>					
Debtors	9	43,680		7,124	
Cash at bank and in hand		94,621		43,182	
		<u>138,301</u>		<u>50,306</u>	
<b>Creditors: amounts falling due within one year</b>	10	(15,189)		(10,737)	
<b>Net current assets</b>			<u>123,112</u>		<u>39,569</u>
<b>Net assets</b>			<u>129,107</u>		<u>41,542</u>
<b>Funds of the charity</b>					
Unrestricted	11		97,497		41,542
Restricted	12		31,610		-
			<u>129,107</u>		<u>41,542</u>

The Financial Statements have been prepared in accordance with Statement of Recommended Practice applicable to charities preparing accounts in accordance with the FRS 102 published in 2015.

Approved by the trustees and signed on their behalf by:-



Mrs A Meader  
Honorary Secretary

Date: 13 01 22

**Carers Together in Hampshire**  
**Notes to the Accounts**  
**For the year ended 31 March 2021**

**1 Accounting policies**

***Basis of accounting***

The financial statements have been prepared under the historical cost convention and in accordance with applicable United Kingdom accounting standards and the Statement of Recommended Practice 'Accounting and Reporting by Charities' issued in 2015, and the Charities Act 2011.

***Incoming resources***

Incoming resources are accounted for on a receivable basis. Where specific grants and donations are received in respect of projects that require known expenditure to be incurred over more than one accounting period the proportion that remains unspent is carried forward as a creditor in the accounts (See note 12 below). Where restricted fund amounts are received to cover an extended period of service provision but the expenditure timing and amount are not quantified such sums are carried forward in restricted reserves. Under the terms of various contracts to provide services, the funding organisations provide a grant in respect of the future provision of the service and, in addition, reimburse the charity for staff and other services provided in support of those services against invoices provided by the charity in arrears. The reimbursement of such costs is shown as part of the unrestricted income as fees receivable. In addition where it is agreed that the service is being provided by members of the charity as volunteers an amount equating to the value of the volunteers time and support costs is invoiced as a separate fee and is treated as an unrestricted resource.

***Resources expended***

Expenditure is accounted for on an accruals basis. Expenditure is analysed into such categories so as to enable the user to gain an insight into the activities undertaken by the charity and the expenditure allocated to these in relation to the benefit they provide.

Costs of generating voluntary income include the costs of providing the offices in Romsey which, as well as providing a base from which the various core projects of the organisation are based, also provides income streams, from the rental of its meeting rooms, facilities and sub-offices.

Charitable activities costs include the costs of providing and staffing the charity's offices in Southampton and its outreach centres. Such costs include all premises costs, stationery, telephone and incidental costs of providing those facilities. It also includes all staff costs relating to the provision of services.

***Tangible fixed assets and depreciation***

Tangible fixed assets are those assets purchased and owned by the charity for its own use or for onward loan to service users. The assets are shown in the charity's balance sheet at cost less any accumulated depreciation. Fully depreciated assets are written out of the accounts in the year after they become fully depreciated.

Depreciation has been provided at the following rates in order to write off the assets over their estimated

Equipment	25% straight line
Motor Vehicles	25% straight line

***Volunteers costs***

The charity provides a number of its services with the help of volunteers who provide their services free of charge, other than for the reimbursement of incidental direct costs incurred. Expenses are reimbursed at the same rates as apply to employees of the organisation.

***Funds***

Unrestricted funds are those grants and other income received or generated for the objectives of the charity without a specified purpose and can be used in accordance with the charitable objects at the discretion of the trustees.

Restricted funds can only be used for particular purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Expenditure which meets these criteria is charged to the fund. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

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**Notes to the Accounts**  
**For the year ended 31 March 2021**

<b>2 Donations, grants and legacies</b>	<b>Unrestricted</b>	<b>Restricted</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Local authority grants	76,201	75,000	151,201	-
Donations - charity shops	46,000	-	47,385	59,000
Covid grants	27,367	-	27,367	-
Donations - Other	1,385	-	-	1,043
Contract income	3,650	-	3,650	22,156
	<u>154,603</u>	<u>75,000</u>	<u>229,603</u>	<u>82,199</u>
<b>3 Charitable activities</b>	<b>Unrestricted</b>	<b>Restricted</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Rents and other services provided	23,277	-	23,277	22,743
Client fees	3,898	-	3,898	17,355
	<u>27,175</u>	<u>-</u>	<u>27,175</u>	<u>40,098</u>
<b>4 Investment income</b>	<b>Unrestricted</b>	<b>Restricted</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Bank interest received	4	-	4	110
	<u>4</u>	<u>-</u>	<u>4</u>	<u>110</u>
<b>5 Costs of raising funds</b>	<b>Unrestricted</b>	<b>Restricted</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Head Office costs	35,035	-	35,035	36,470
	<u>35,035</u>	<u>-</u>	<u>35,035</u>	<u>36,470</u>
<b>6 Cost of charitable activities</b>	<b>Unrestricted</b>	<b>Restricted</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Information and advice	6,687	-	6,687	7,669
Project staffing and on costs	67,466	-	67,466	80,588
Project support costs	12,281	-	12,281	23,404
Depreciation	3,028	-	3,028	1,047
Grants disbursed	-	43,390	43,390	-
Accountancy	1,330	-	1,330	1,160
Other professional fees	-	-	-	275
	<u>90,792</u>	<u>43,390</u>	<u>134,182</u>	<u>114,143</u>

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<b>7 Employment costs</b> <b>(included in Project staffing and on costs)</b>	<b>2021</b> <b>£</b>	<b>2020</b> <b>£</b>
Staff Salaries	66,219	79,047
Employers National Insurance costs	-	-
Employers pension costs	1,247	1,541
	<u>67,466</u>	<u>80,588</u>

The average number of employees during the year and their full time equivalents was as follows: -

	<b>2021</b>	<b>2020</b>
Total staff	16	31
Full time equivalent	4	8

No member of staff was paid more than £60,000

**8 Tangible fixed assets**

	<b>Motor vehicle £</b>	<b>Equipment £</b>	<b>Total £</b>
<b>Cost</b>			
At 1 April 2020	29,982	41,272	71,254
Additions	-	7,050	7,050
At 31 March 2021	<u>29,982</u>	<u>48,322</u>	<u>78,304</u>
<b>Depreciation</b>			
At 1 April 2020	29,982	39,299	69,281
Charge for the year	-	3,028	3,028
At 31 March 2021	<u>29,982</u>	<u>42,327</u>	<u>72,309</u>
<b>Net book value</b>			
At 31 March 2021	<u>-</u>	<u>5,995</u>	<u>5,995</u>
At 31 March 2020	<u>-</u>	<u>1,973</u>	<u>1,973</u>

<b>9 Debtors</b>	<b>2021</b> <b>£</b>	<b>2020</b> <b>£</b>
Trade debtors	3,941	1,385
Amounts owed by group undertakings and undertakings in which the company has a participating interest	37,458	3,426
Prepayments & accrued income	2,281	2,313
	<u>43,680</u>	<u>7,124</u>

<b>10 Creditors: amounts falling due within one year</b>	<b>2021</b> <b>£</b>	<b>2020</b> <b>£</b>
Trade creditors	1,430	320
Other taxes and social security costs	469	536
Accruals	4,128	3,128
Other creditors	9,162	6,753
	<u>15,189</u>	<u>10,737</u>



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**11 Unrestricted funds**

	Balance as at 1 April 2020	Income	Expenditure	Balance as at 31 March 2021
	£	£	£	£
Charitable funds - Undesignated	41,542	181,782	(125,827)	97,497
	<u>41,542</u>	<u>181,782</u>	<u>(125,827)</u>	<u>97,497</u>

**12 Restricted funds**

	Balance as at 1 April 2020	Income	Expenditure	Balance as at 31 March 2021
	£	£	£	£
Restricted income sources	-	75,000	(43,390)	31,610
	<u>-</u>	<u>75,000</u>	<u>(43,390)</u>	<u>31,610</u>

**13 Allocation of Funds**

	Restricted £	Unrestricted £
The funds of the organisation are represented as follows: -		
Fixed assets	-	5,995
Net current assets	31,610	91,502
	<u>31,610</u>	<u>97,497</u>

**14 Going concern and Covid-19**

The coronavirus pandemic has significantly affected the charities prospects for income in the forthcoming year. The charity's most significant source of funds has been its charity shops which, due to restrictions of opening, loss of footfall in the high street and social distancing, face a substantial loss of profits from which the donations to the charity are made. Immediately, on appreciating the seriousness of the lockdown, the Trustees took steps to secure emergency grant funding to compensate for the loss of income. As a result it is not believed that it would be appropriate to make any changes to the accounts that would be necessary if the trustees believed the prospect of continuing operations were in doubt.

**15 Transactions with the trustees**

The number of trustees who received reimbursement of expenses during the year was 3 (2020 - 2) and the aggregate amount of expenses reimbursed amounted to £1,317 (2020 - £521). No trustee was paid any remuneration in either this or the previous year. During the year no trustees were in receipt of honoraria.