

CITY & HACKNEY CARERS CENTRE

England & Wales · Charity number 1054962

Details

Other names	HACKNEY CARERS CENTRE
Status	Registered
Legal form	Charitable company
Company number	03044523
Registered	1996-04-30
Register	View on the Charity Commission register

Contact

Address	Marie Lloyd Centre 329 Queensbridge Road London E8 3LA
Phone	02085330951
Email	info@hackneycarers.org.uk
Website	www.hackneycarers.org.uk

Activities

Objects: THE RELIEF OF PERSONS SUFFERING FROM DISABILITIES ARISING FROM AGE, PHYSICAL OR MENTAL DISABILITY IN PARTICULAR THE PROVISION OF PRACTICAL ASSISTANCE, SUPPORT, TRAINING, ADVOCACY, COUNSELLING AND INFORMATION TO THOSE PERSONS CARING FOR PERSONS WITH SUCH DISABILITIES IN THE CITY OF LONDON AND THE LONDON BOROUGH OF HACKNEY.

Activities: ADVICE AND WELFARE BENEFITS SUPPORT TO UNPAID CARERS, STATUTORY CARERS NEEDS ASSESSMENTS, SUPPORT GROUPS, OTHER PROJECT BASED WORK AND COUNSELLING SERVICE AVAILABLE.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Defined Groups

Geography

- **Area of benefit:** HACKNEY
- City Of London
- Hackney

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£274,874	£295,860	-	-
2024-03-31	£264,253	£264,816	-	-
2023-03-31	£197,150	£203,755	-	-
2022-03-31	£225,438	£226,693	-	-
2021-03-31	£275,569	£219,161	-	-

Trustees

Name	Role	Appointed
Angelina Bernadette Daly	Chair	2018-03-13
Babatunde Cassim Prince Adepegba		2016-06-21
Frank Fouad Rejwan		2025-02-04
James Simon Hickinbotham		2025-02-04
Jasmine Adanne Martins		2024-07-19
John Fyson		2026-02-03
MR JONATHAN PASSMAN		
Maria Shevchenko		2025-02-04

Accounts

CITY & HACKNEY CARERS CENTRE
(Company limited by guarantee no. 03044523
registered charity no. 1054962)

REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025



REPORT AND FINANCIAL STATEMENTS
For the year ended 31 March 2025

CONTENTS

	Page
Legal and administrative information	1
Board of Trustees' report	2 - 8
Statement of directors' responsibilities	8
Independent Examiner's report	9
Statement of financial activities	10
Balance sheet	11
Notes to the financial statements	12 - 20

CITY & HACKNEY CARERS CENTRE

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS For the year ended 31 March 2025

Board of Trustees	Jonathan Passman Malcolm Aickin (Resigned 17 December 2024) Jasmine Adanne Martins Helen Mary Julian Babatunde Cassim Adepegba Angelina Daly Dominic Masny (Resigned 16 July 2024) Hester R Merrett James Simon Hickinbotham (Appointed 4 February 2025) Frank Fouad Rejwan (Appointed 4 February 2025) Maria Shevchenko (Appointed 4 February 2025)
Chair	Angelina Daly
Treasurer	Jonathan Passman
Chief Operations Officer	Joanna Brunt
Company reg. no.	03044523
Charity reg. no.	1054962
Registered office	Marie Lloyd Centre 329 Queensbridge Road London E8 3LA
Independent Examiner	Knox Cropper LLP 65 Leadenhall Street London EC3A 2AD
Bankers	Unity Trust Bank Four Brindley Place Birmingham BI 2HB

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2025

The trustees present their report and the independently examined financial statements for the year ended 31 March 2025.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Objectives and activities

The objects for which the charity was established are: the relief of persons suffering from disabilities arising from age, or physical or mental disability in particular by the provision of practical assistance, support, training, advocacy, counselling and information to those persons caring for persons with such disabilities in the City of London and the London Borough of Hackney (the "Carers").

The mission

City & Hackney Carers Centre aims to improve Carers' quality of life and to ensure the delivery of Carer focussed services in the borough of Hackney and the City of London.

The need

There are around 16,000+ carers in Hackney (Census 2021) with approximately 3,000 providing more than 50 hours of care each week and 85 in the same group in the City of London. We are in touch with 2,000 carers. Carers continue to report increased levels of health inequalities, poor mental health, social isolation and financial difficulty. CHCC prides itself on listening to what carers want and need and we design our service offer accordingly.

Public Benefit statement

The Trustees consider that they have complied with Section 17 of the Charities Act 2011 with regard to the guidance on public benefit published by the Charity Commission.

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

Main Activities to Support Objectives:

City & Hackney Carers Centre (CHCC) continued to play a vital role in the local social care system throughout 2024–25. In a year marked by rising pressures on health and social care our mission remained unchanged: to provide practical, emotional, and social support to unpaid carers of all ages. From intensive one-to-one casework and mental health support to social connection initiatives, we reached and actively supported almost 900 carers, helping them navigate complex systems and build resilience.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2025

CHCC has supported unpaid Carers with the provision of the following services:

- Specialist advice and information with a poverty reduction approach, working to maximise the income for carers and their households. Activities include access to statutory help and welfare benefits, individual grant applications, housing advice, energy saving advice and form filling.
- Generalist information, advice and signposting for current and former carers, the people they care for and professionals.
- A weekly 'What's on' e-news bulletin sent to both carers and professionals, giving information about local activities and initiatives, positive health messaging and information to reduce poverty.
- Online and in-person wellbeing sessions.
- Educational workshops and information sessions.
- Carers coffee mornings (in person and online) providing peer support, high quality information and to enable carers to contribute to the shape of service provision.
- 1:1 counselling and Listening Ear sessions.
- A Young Adult Carer Support Service (Carers aged 16-25).
- Hosting the Hackney Special Educational Needs and Disabilities Parent Carer Forum (HSPCF).

OUR SERVICES

Carers Information and Advice Service

Our Information and Advice service supported carers facing urgent and complex challenges such as housing insecurity, welfare benefit issues, social care navigation, and access to essential entitlements.

Key Outcomes:

- We provided information and advice to 499 individual carers across the year.
- We worked with high levels of complexity in cases involving multiple agencies.
- We offered a range of opportunities to engage with our advisers through drop-in clinics at our office and in community locations, booked appointments, a telephone advice line and telephone appointments system.

Financial Support:

- **71** Shopping Vouchers issued to carers facing hardship, funded by the Household support fund via the London Borough of Hackney (LBH)
- **79 Carers Trust Grants** secured, totalling **£26,367**, enabling carers to purchase essentials and improve wellbeing
- **13** crisis grants issued through the London Catalyst Samaritans grant.
- **111** benefit checks were carried out identifying entitlements to benefits not previously claimed.

"The voucher you provided will help ensure that my children and I have a joyful and memorable Christmas this year."

Wellbeing

We recognise that carers' wellbeing is often overlooked. In 2024–25, we delivered a range of targeted wellbeing interventions to help carers recharge, connect, and reduce stress.

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2025

Financial Support:

- **Wellbeing Days** offering massages, group exercise, and health talks
- **Coffee Mornings** to combat social isolation and build peer connections
- A collaboration with Kings Park Moving Together, and more recently Sanctuary Housing, allowed us to run a **weekly gentle movement and wellbeing class** at Kingsmead Community Centre. Initially aimed at carers, the class expanded to include local residents with an average attendance of 6-7 participants.
- Weekly **1:1 Art Therapy** sessions with a trainee Art Therapist.

Quotes from Carers:

"Very helpful and informative, if we parent carers could get a massage every 2 months please."

Delivery Highlights:

- Weekly stretch, breathing, and meditation exercises with light resistance band work
- 60 registered carers attended wellbeing activities flexibly
- 3 carers received 6 or more sessions of art therapy.

Carer Feedback:

"A life-saver. The class has helped to lift me out of depression and has definitely motivated me."

"I suffer from social phobia. This class has helped and I do some of the exercises at home."

"I can't always come but when I do, I am always welcomed."

Counselling and Listening Ear Service

Our counselling service, delivered by therapists with a special interest in carer issues offered a safe space for carers to explore grief, anxiety, burnout, and other emotional pressures brought on by the caring role or other life events. Our listening ear service provides vital telephone support to isolated carers and those in crisis.

Service Overview:

- 275 counselling sessions delivered to 48 carers.
- 53 listening ear sessions delivered to 12 carers.
- Flexible models of delivery were employed (in-person, phone, and online sessions)
- Carers were able to take advantage of integrated follow-up pathways with CHCC advice and wellbeing

Counselling continues to be one of CHCC's most sought after services, especially among carers experiencing long-term stress or transitions such as coming to terms with a diagnosis, bereavement or the absence of formal care services.

Referral and Signposting

City & Hackney Carers Centre acts as a vital hub, connecting carers to external agencies and services that can support their wider needs.

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2025

Key Areas of Referral:

- Mental health services (e.g. Talking Therapies, ELFT)
- Legal aid providers
- Housing support and emergency assistance
- Local VCSE groups, health promotion programmes, and food banks

Data Overview:

- Referrals were systematically tracked, with many carers receiving support from multiple partners
- CHCC staff followed up on complex referrals to ensure needs were met

This bridging function remains crucial in a fragmented system where carers are often left to navigate multiple services alone.

Young Adult Carers Service (YACs)

Our Young Adult Carers programme supported 18–25-year-olds with caring responsibilities—many of whom juggle education, employment, and their own wellbeing.

Highlights from 2024–25:

- Personalised one-to-one support to help with housing, finance, and emotional health
- Life skills workshops and employment preparation sessions
- Social trips, including peer-led outings, which helped reduce isolation
- Co-produced content for carers awareness campaigns and newsletters

Impact:

- Increased confidence, self-advocacy, and knowledge of rights
- Improved emotional wellbeing and connection to other YACs

Hackney SEND Parent Carer Forum

CHCC is the host for Hackney SEND Parent Carer Forum, working with local parents and carers to ensure their voices are heard by key decision makers, that opportunities are taken to collaborate, co-produce and develop services for children and young people with SEND in Hackney.

The forum engaged with the parent carer community holding 15 forums and several workshops in partnership with local services and Autism Central, reaching 71 individual parent carers.

The forum co-produced key events with Hackney Council, contributed to strategic meetings, and participated in initiatives like the Partners in Neurodiversity in Schools (PINS) project. It launched a website (www.hspcf.org), grew its membership to 156, and developed a WhatsApp support group. Capacity building included training for 30 advisory members and participation in IPSEA SEND law sessions.

The group has laid a strong foundation for co-production and advocacy and is working towards independence.

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2025

Communications and Digital Reach

Our outreach and digital engagement continued to grow as we adapted to changing communication habits among carers.

Engagement Growth:

- **83 new active email subscribers** joined our mailing list which stood at 1236 subscribers at the end of the year.
- We improved the opportunities to contact us digitally with a newsletter sign up on our website, referral forms for services integrated within the website and a new route for professionals to refer carers to us.
- Expanded presence on **LinkedIn, Instagram, and Facebook**
- Weekly newsletters with updates, events, and service access info

We are committed to making CHCC more visible, more responsive, and easier to engage with—whether carers prefer digital channels or in-person contact.

“Hi CHCC Just wanted to thank you for your email newsletters. Stuffed full of useful info! “

Our Impact from Feedback Forms:

82% of respondents said they were happy with the service they received.

100% felt their issue had been adequately addressed by our team.

97.8% of reported feeling better able to resolve their issue as a result of using our services.

97.8% also felt better able to continue in their caring role as a result of the support

Chair's Report

The 2024–25 period reflects City & Hackney Carers Centre's ongoing commitment to improving the lives of unpaid carers. In a climate of funding uncertainty and increasing carer need, we have remained agile, collaborative, and focussed on outcomes.

This year we moved into the Marie Lloyd Centre in Hackney, after several years of working without an office. This has been very successful, giving carers somewhere to 'drop in'. We were able to host more group activities for carers, and also to offer face-to-face counselling as well as sessions on Zoom. As the centre is shared with several other charities, it has also given us opportunities for sharing ideas.

I would like to thank our CEO Joanna Brunt and all the staff for their hard work on supporting carers. Also, Joanna and her team are to be congratulated on maintaining the charity's financial position. This has been achieved by a huge effort in fundraising and a strict control of costs.

CHCC would also like to thank our funders, volunteers, local partners, and the carers we support for their trust, resilience, and contribution to this service. These are the funders we would like to thank:

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2025

- London Borough of Hackney (LBH)
- City Bridge Foundation
- Trust for London
- Kings Park Moving Together
- Volunteer Centre Hackney
- Carers Trust, Carers Money Matters Programme
- Department for Education
- Contact
- Merchant Taylors' Foundation
- Sanctuary Housing

Financial Review

The needs of our beneficiaries have been exacerbated by the Cost of Living crisis. The Charity survived the difficulties of the Pandemic, and has now returned to office working.

The results of the year's operations are set out in the Financial Statements. Total incoming resources amounted to £274,874 (2024: £264,253) and total resources expended amounted to £295,860 (2024: £264,819), resulting in a deficit of £20,986 for the year (2024: deficit £566). This deficit is due to the expenditure of £85,511 of unrestricted funds to facilitate the uninterrupted delivery of essential, valuable activities and development of new services for our beneficiaries. The latter meant that the Unrestricted Funds held decreased by £18,443 from £144,577 to £126,134. This was a remarkable achievement on the part of the staff, who have striven to maximise fundraising and new contracts. The restricted funds are also decreased to £41,972.

Reserves policy

The Charity sets aside funds, as unrestricted reserves, to meet future anticipated or contingent expenditure, in particular to: cover staffing costs such as sickness or redundancy, to develop new activities and to ensure the continuity of services through difficult financial periods. The Board of Trustees decided the desired level of the "free" reserves should be between 3 and 6 months recurrent expenditure. As reported above expenditure in the year was £296k'. This puts a target for the unrestricted reserves between £74,000 and £147,000 with the actual unrestricted reserve of £126,134. Last year's financial activity is a good example of the use of unrestricted reserves to provide the working capital to build new activities.

The use of unrestricted reserves as working capital is essential for the Charity to develop and build new services to meet beneficiaries increasing needs. The Board considers there is a continuing need for Unrestricted Reserves to be at or above the top of the range set by the policy. This will enable the Trustees to accept financial risk and the charity to continue to develop new services to address the significant impact the Cost of Living crisis will have on beneficiaries'.

Risk

The most significant risk faced by the Charity, as with many other small charities, is maintaining sufficient funding to provide for the needs of its service users. We support holding reserves at or above the target level in order to mitigate this risk. Our beneficiaries are particularly badly affected by high energy prices and the Trustees anticipate they will be further adversely affected by wider socio-economic and political challenges; the cost of living crisis, high interest rates and changes to benefit systems.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2025

The increasing use of web-based technology to serve the needs of our beneficiaries through the Pandemic and the periods of isolation, lock-down and beyond has increased the risks of cyber-attack and the need for electronic data security. The Trustees believe that reasonable data security measures are in place and they continue to look into further steps to enhance protections.

Going concern

The Trustees believe that the level of reserves will enable the current level of activity to be sustained for more than 12 months and allow the Charity to continue to develop new services and identify new partners. In consequence the Trustees believe that the Charity will be able to continue as a going concern into 2026 and beyond.

Structure, governance and management

Governing Documents

The Trustees review the Articles of Association and Memorandum of Association in line with Charity Commission guidelines.

Statement of responsibilities of the trustees

The trustees (who are also directors of City and Hackney Carers Centre for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

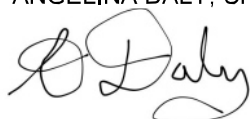
Company and charity law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgments and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

The trustees' annual report which includes the strategic report has been approved by the trustees on 29 October 2025 and signed on their behalf by

ANGELINA DALY, Chair



**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
CITY & HACKNEY CARERS CENTRE FOR THE YEAR ENDED 31 MARCH 2025**

I report to the charity trustees on my examination of the financial statements of City & Hackney Carers Centre for the year ended 31 March 2025.

Responsibilities and basis of report

As the trustees of the City & Hackney Carers Centre (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). You are satisfied that the accounts of the Company are not required by charity or company law to be audited and have chosen instead to have an independent examination.

Having satisfied myself that the accounts of the City & Hackney Carers Centre are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

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

1. accounting records were not kept as required by section 386 of the 2006 Act ; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the Charities SORP (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Richard Billinghamurst FCA
Knox Cropper LLP
Chartered Accountants
65 Leadenhall Street, London, EC3A 2AD

Date: 24/11/2025

CITY & HACKNEY CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating the Income and Expenditure Account)
For the year ended 31 March 2025

	Note	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
INCOME AND ENDOWMENTS FROM:					
Donations and legacies	2	2,538	-	2,538	2,318
Charitable activities	3	64,530	207,806	272,336	261,935
TOTAL		67,068	207,806	274,874	264,253
EXPENDITURE ON:					
Raising funds					
Charitable activities		85,511	210,349	295,860	264,819
TOTAL EXPENDITURE	4	85,511	210,349	295,860	264,819
NET MOVEMENT IN FUNDS		(18,443)	(2,543)	(20,986)	(566)
RECONCILIATION OF FUNDS:					
TOTAL FUNDS AT 1 APRIL 2024		144,577	44,515	189,092	189,655
TOTAL FUNDS AT 31 MARCH 2025		£ 126,134	£ 41,972	£ 168,106	£ 189,089

CITY & HACKNEY CARERS CENTRE

Company limited by guarantee (registered company no. 03044523)

BALANCE SHEET**As at 31 March 2025**

	Notes	2025 £	2024 £
FIXED ASSETS			
Intangible assets	9	-	-
		-	-
CURRENT ASSETS			
Stocks		-	-
Debtors	10	56,373	16,589
Cash at bank and in hand		135,611	196,375
		191,984	212,964
CREDITORS: amounts falling due within one year	11	(23,878)	(23,872)
NET CURRENT ASSETS		168,106	189,092
NET ASSETS		£ 168,106	£ 189,092
FUNDS			
Unrestricted funds:			
General fund	12	126,134	144,577
Restricted funds	12	41,972	44,515
		£ 168,106	£ 189,092

The financial statements have been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 relating to small companies and the Financial Reporting Standard 102.

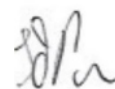
The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025. The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved, and authorised for issue, by the Board of Trustees and signed on 29 October 2025 on their behalf by:-



ANGELINA DALY, Chair



JONATHAN PASSMAN, Treasurer

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

1. ACCOUNTING POLICIES

Basis of preparation of financial statements

The financial statements of the charity, which is a public benefit entity under FRS102, have been prepared under the historical cost convention. They have been prepared in accordance with applicable United Kingdom accounting standards, the requirements of the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2015), in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) and the Charities Act 2011. The presentational currency of the financial statements is Pound Sterling (£).

Company status

City & Hackney is a company limited by guarantee. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity."

Going concern

The trustees have prepared cash flows and budgets for the next twelve months and consider that the company is able to realise its assets and discharge its liabilities in the normal course of business. The trustees have an expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For these reasons, they continue to adopt the going concern basis of accounting in preparing the annual financial statements.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objects of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes. The cost of administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements. Statutory grants which are given as contributions towards the Charity's core services are treated as unrestricted.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Intangible fixed assets and amortisation

Intangible assets are initially recognised at cost. After recognition, under the cost model, intangible assets are measured at costs less any accumulated amortisation and any accumulated impairment losses. All intangible assets are considered to have a finite useful life. If a reliable estimate of useful life cannot be made, the useful life shall not exceed ten years.

The estimated useful life is as follows,

Software

-

20 % straight line

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixture and Equipment	-	4 Years
Office equipment	-	4 Years

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Short-term debtors and creditors

Debtors are recognised when the charity is legally entitled to the income after any performance conditions have been met, the account can be measured reliably and it is probable that the income will be received. Creditors are recognised when the charity has a present legal or constructive obligation resulting from a past event to make payment to a third party, it is probable that settlement will be required and the amount due to settle the obligation can be measured or estimated reliably.

Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value which are subsequently measured at amortised cost using the effective interest method.

Pensions

The company operates an Auto Enrolment pension scheme in which the Company contributes 5% and the Employee a minimum of 3% of gross salary. Some employees are members of a legacy stakeholder pension scheme where the company contributes 5% of gross salary. The pension charge represents the amounts payable by the company to the funds in respect of the year.

2. DONATIONS AND LEGACIES

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Donations	2,538	-	2,538	2,318
	<u>£ 2,538</u>	<u>£ Nil</u>	<u>£ 2,538</u>	<u>£ 2,318</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Carer's support services	64,530	92,681	157,211	189,725
Advice	-	115,125	115,125	72,210
	<u>£ 64,530</u>	<u>£ 207,806</u>	<u>£ 272,336</u>	<u>£ 261,935</u>

Analysis of funding

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Carer's support services				
Carers Trust - Aspiration Fund	-	-	-	-
Department of Education	-	8,750	8,750	-
London Borough Hackney	52,380	59,215	111,595	69,761
Volunteer Centre Hackney	2,000	-	2,000	1,470
Healthy Parent Carer	-	-	-	-
Contact A Family	-	7,716	7,716	12,382
Merchant Taylors	-	4,500	4,500	-
Carers Trust - Making Carers Count	-	-	-	57,056
London Catalyst	3,800	-	3,800	-
The London Community Foundation	-	-	-	31,250
Counselling income	1,550	-	1,550	1,790
THCC Tier 1 and Upper Tribunal	4,800	-	4,800	3,700
West Hackney Parochial Charity	-	-	-	2,000
Kings Park Moving Together	-	12,500	12,500	10,000
Other income	-	-	-	316
	<u>64,530</u>	<u>92,681</u>	<u>157,211</u>	<u>189,725</u>
Advice	£	£	£	£
City Bridge Foundation	-	37,125	37,125	49,210
London Borough Hackney	-	23,000	23,000	23,000
Carers Trust	-	55,000	55,000	-
	<u>-</u>	<u>115,125</u>	<u>115,125</u>	<u>72,210</u>
	<u>£ 64,530</u>	<u>£ 207,806</u>	<u>£ 272,336</u>	<u>£ 261,935</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

4. RESOURCES EXPENDED

	Direct Staff costs £	Other direct costs £	Support costs £	Total 2025 £	Total 2024 £
Cost of charitable activities					
Carers's support services	95,781	79,601	23,917	199,299	205,319
Advice	91,625	4,567	369	96,561	59,497
Total 2025	£ 187,406	£ 84,168	£ 24,286	£ 295,860	
Total 2024	£ 173,148	£ 84,899	£ 6,769		£ 264,816

Resources expended include:

	2025 £	2024 £
Independent Examiner's fee		
- Current year	3,900	3,800
- Prior year under provision	-	440

5. SUPPORT COSTS

	Total 2025 £	Total 2024 £
Office and supply costs	3,292	1,167
Governance costs	13	13
Premises costs	17,081	1,346
Independent Examiner's fee	3,900	4,240
	£ 24,286	£ 6,769

6. STAFF NUMBERS AND COSTS

	2025 £	2024 £
Wages and salaries	170,394	159,923
Social security costs	9,676	7,178
Pension costs	7,336	6,047
	£ 187,406	£ 173,148

The average monthly number of employees during the year was 7.5 staff. (2024 - 8 staff)

No employee received remuneration of more than £60,000. (2024 - None)

The key management personnel of the charitable company are those persons having authority and responsibility for planning, directing and controlling the activities of the charitable company, directly or indirectly, including any trustee of the charitable company. In addition to the trustees of City and Hackney Carers Centre, key management personnel includes the Chief Operations Officer. Total employee benefits including employer pension contributions paid to key management personnel in the period amounted to £43,261 (2024 - £41,926).

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

7. TRUSTEES REMUNERATION AND BENEFITS

During the year, no members of the Board of Trustees received any remuneration (2024 - £NIL).
No members of the Board of Trustees received reimbursement of expenses (2024 - £NIL).

8. Taxation

City & Hackney Carers Centre is a registered charity and is potentially exempt from taxation in respect of income and capital gains received within the categories covered by Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to charitable purposes.

9. INTANGIBLE FIXED ASSETS

	£
Software:	
Cost	
At 1 April 2024	9,880
At 31 March 2025	<u>£ 9,880</u>
Amortisation	
At 1 April 2024	9,880
At 31 March 2025	<u>£ 9,880</u>
Net book value	
At 31 March 2025	<u>£ Nil</u>
At 31 March 2024	<u>£ Nil</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

10. DEBTORS

	2025 £	2024 £
Due within one year		
Trade debtors	7,000	-
Prepayments	9,989	7,273
Accrued income	39,384	9,316
Other debtors	-	-
	<u>£ 56,373</u>	<u>£ 16,589</u>

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade creditors	13,185	10,601
Social security and other taxes	3,941	3,215
Other creditors	(567)	1,807
Accruals	7,319	8,249
	<u>£ 23,878</u>	<u>£ 23,872</u>

CITY & HACKNEY CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

12. STATEMENT OF FUNDS

	Brought Forward £	Incoming Resources £	Resources Expended £	Transfers and investment gains/(losses) £	Carried Forward £
RESTRICTED FUNDS					
Carer's support services	26,762	33,466	(45,905)	-	14,323
City Bridge Foundation	10,494	37,125	(42,781)	-	4,838
London Borough of Hackney	7,259	82,215	(70,671)	-	18,803
Carers Trust	-	55,000	(50,992)	-	4,008
				-	-
	<u>£ 44,515</u>	<u>£ 207,806</u>	<u>£ (210,349)</u>	<u>£ Nil</u>	<u>£ 41,972</u>

SUMMARY OF FUNDS

General Funds	144,577	67,068	(85,511)	-	126,134
Restricted Funds	44,515	207,806	(210,349)	-	41,972
	<u>£ 189,092</u>	<u>£ 274,874</u>	<u>£ (295,860)</u>	<u>£ Nil</u>	<u>£ 168,106</u>

COMPARATIVE STATEMENT OF FUNDS, 31 MARCH 2024

RESTRICTED FUNDS

Carer's support services	11,164	60,632	(45,034)	-	26,762
City Bridge Foundation	13,481	49,210	(52,197)	-	10,494
London Borough of Hackney	-	23,000	(15,741)	-	7,259
Carers Trust	26,978	57,056	(84,034)	-	-
	<u>£ 51,623</u>	<u>£ 189,898</u>	<u>£ (197,006)</u>	<u>£ Nil</u>	<u>£ 44,515</u>

SUMMARY OF FUNDS

General Funds	138,032	74,355	(67,810)	-	144,577
Restricted Funds	51,624	189,898	(197,006)	-	44,515
	<u>£ 189,656</u>	<u>£ 264,253</u>	<u>£ (264,816)</u>	<u>£ Nil</u>	<u>£ 189,092</u>

13. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Net current assets	126,134	41,972	168,106
	<u>£ 126,134</u>	<u>£ 41,972</u>	<u>£ 168,106</u>
Comparative analysis of net assets	<u>£ 144,577</u>	<u>£ 44,515</u>	<u>£ 189,092</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

14. PENSION COMMITMENTS

Pension costs in note 6 relate to payments made to a defined contribution pension scheme. The charitable company's liability is limited to making the payments due to the scheme on a timely basis. The liability at the 31 March 2025 is -£382 (2024 : -£662).

15. RELATED PARTIES

There were no other related party transactions in the year.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

16 COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES

	<i>Unrestricted Funds 2024 £</i>	<i>Restricted Funds 2024 £</i>	<i>Total Funds 2024 £</i>
INCOME AND ENDOWMENTS FROM:			
Donations and legacies	2,318	-	2,318
Charitable activities	72,037	189,898	261,935
TOTAL	74,355	189,898	264,253
EXPENDITURE ON:			
Charitable activities	67,810	197,006	264,816
TOTAL EXPENDITURE	67,810	197,006	264,816
NET MOVEMENT IN FUNDS	6,545	(7,108)	(563)
RECONCILIATION OF FUNDS:			
TOTAL FUNDS AT 31 MARCH 2023	138,032	51,623	189,655
TOTAL FUNDS AT 31 MARCH 2024	£ 144,577	£ 44,515	£ 189,092

Accounts

CITY & HACKNEY CARERS CENTRE

(Company limited by guarantee no. 03044523
registered charity no. 1054962)

REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024



REPORT AND FINANCIAL STATEMENTS
For the year ended 31 March 2024

CONTENTS

	Page
Legal and administrative information	1
Board of Trustees' report	2 - 8
Statement of directors' responsibilities	9
Independent Examiner's report	10
Statement of financial activities	11
Balance sheet	12
Cash flow statement	13
Notes to the financial statements	14

CITY & HACKNEY CARERS CENTRE

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS

For the year ended 31 March 2024

Board of Trustees	Jonathan Passman Malcolm Aickin Helen Mary Julian Cassim Adepegba Angelina Daly Dominic Masny Hester R Merrett John Smith	(Resigned 28 November 2023)
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Chair	Angelina Daly
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Treasurer	Malcolm Aickin
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Chief Operations Officer	Joanna Brunt
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Company reg. no.	03044523
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Charity reg. no.	1054962
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Registered office	Marie Lloyd Centre 329 Queensbridge Road London E8 3LA
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Independent Examiner	Knox Cropper LLP 65 Leadenhall Street London EC3A 2AD
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Bankers	Unity Trust Bank Four Brindley Place Birmingham B1 2HB
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CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2024

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

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Objectives and activities

The objects for which the charity was established are: the relief of persons suffering from disabilities arising from age, or physical or mental disability in particular by the provision of practical assistance, support, training, advocacy, counselling and information to those persons caring for persons with such disabilities in the City of London and the London Borough of Hackney (the "Carers").

The mission

City & Hackney Carers Centre aims to improve Carers' quality of life and to ensure the delivery of Carer focussed services in the borough of Hackney and the City of London.

The need

There are around 16,000+ carers in Hackney (Census 2021) with approximately 3,000 providing more than 50 hours of care each week and 85 in the same group in the City of London. We are in touch with 1,795 carers. Carers continue to report increased levels of health inequalities, poor mental health, social isolation and financial difficulty. CHCC prides itself on listening to what carers want and need and we design our service offer accordingly.

Public Benefit statement

The Trustees consider that they have complied with Section 17 of the Charities Act 2011 with regard to the guidance on public benefit published by the Charity Commission.

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

Main Activities to Support Objectives:

All activities delivered by City and Hackney Carers Centre (CHCC) respond to local need as far as is practicable, and provide quality services to carers and the people they care for. This year CHCC has supported unpaid Carers with the provision of the following services:

- Specialist advice and information with a poverty reduction approach, working to maximise the income for carers and their households. Activities include access to statutory help and welfare benefits, individual grant applications, housing advice, energy saving advice and form filling.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2024

- Generalist information, advice and signposting for current and former carers, the people they care for and professionals.
- A weekly 'What's on' e-news bulletin sent to both carers and professionals, giving information about local activities and initiatives, positive health messaging and information to reduce poverty.
- Online and in-person wellbeing sessions.
- Educational workshops and information sessions.
- Carers coffee mornings (in person and online) providing peer support, high quality information and to enable carers to contribute to the shape of service provision.
- 1:1 counselling and Listening Ear sessions.
- A Young Adult Carer Support Service (Carers aged 16-25).
- Hosting the Hackney Special Educational Needs and Disabilities Parent Carer Forum.

OUR SERVICES

In the year 2023-24 City & Hackney Carers Centre was in touch with 2001 unpaid carers and actively worked with 770 of these across the range of our services:

Carers Information and Advice Service

Over the year the Carers Advice and Information Service, funded by City Bridge Foundation and the London Borough of Hackney, took **551** referrals for advice support and provided **845** hours of 1:1 advice and information to **349** unpaid carers and the people they care for.

In addition to this we provided general information about support with caring and carers rights to **364** carers and professionals.

We supported **10** carers to appeal the outcome of a benefit application through a tribunal. **Six** of these were successful, **2** were unsuccessful and at the time of writing **2** were pending an outcome.

We worked with Hackney Council to support 36 carers in hardship to access £100 shopping vouchers to help with managing the cost of weekly groceries.

We worked with Hackney Giving to provide £4,500 worth of fuel hardship grants to 45 carers and their households, supporting them to heat their homes over the very difficult winter period.

Advice sessions were delivered by our two advisers who speak a range of community languages (Dutch, Somali, Bengali, Urdu, Hindi) and were held in person at the Hackney Service Centre on Mondays and Fridays throughout the year and remotely via Zoom or telephone.

Carers were supported with a range of issues which we have ordered according to their prevalence:

Welfare Benefits 45%, Help to access a grant 14%, Support with goods and services (usually negotiating with utility companies) 10%, Housing 7%, Personal (Usually mental ill health) 7%, Help from Social Services 6%, Referrals to the foodbank 5%, Help with Blue Badge and Freedom pass 3%, Education, training and employment 2%, Family issues 1%.

Quote from a carer who used the advice and information service:

"The time and devotion taken to assist me was well appreciated. Even if all is not 100%, Interaction and assistance made me feel like all will be well. Thank you!"

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2024

"Carers for Hackney have helped me so much with vital information and other organisations that can help which I was not aware of."

Mental Health Support

Based on Zoom and telephone, our counselling service is open to all carers in Hackney and the City. The service was funded through a combination of charges to carers using the service (on a sliding scale) and through a donation from the London Community Foundation and Evening Standard Dispossessed fund. Offering Human Givens Therapy and integrative counselling plus access to life coaching, this year 77 carers accessed counselling with us. We had to pause taking referrals between October and March as the waiting time to start counselling following an assessment had risen to 6 months. Pausing referrals allowed us to offer a faster entry into the service.

Our volunteer counsellors supported carers through difficult life experiences such as the loss of a loved one, coming to terms with a diagnosis, managing challenging behaviour (and their response to this), relationship difficulties, depression, anxiety and trauma. Counselling has enabled carers to make positive changes, feel heard and to look after their own emotional health.

Quote from a carer:

"It is probably the best counselling for me, that I have had, and has really helped me question and not feel ashamed or guilty about feelings and emotions, and questioning and addressing past traumas and patterns."

Our 'Listening Ear' sessions have continued to be an important element of our service offer. These 45-minute telephone support sessions provide an opportunity for carers to offload to a trained person about the stresses and strains they are experiencing over the telephone or on Zoom, at a time that suits them. Over the year CHCC conducted **94** listening ear sessions with **29** carers. These sessions include impromptu calls from carers in crisis, scheduled telephone appointments and zoom appointments.

"I'm very happy I had my listening sessions it helped me to cope better with my caring role and self-esteem. Joanna was wonderful it was so good having someone to share my concerns and was never judged but encouraged. Truly amazing."

Young Adult Carers Service

This service was funded by the Carers Trust's Making Carers Count Programme. The service is for those with caring responsibilities aged 16 to 25yrs old.

This year the service was delivered in partnership with Carers Centre Tower Hamlets. We continued to offer the same activities but with a blended group of young people from both boroughs. The service offered:

- 1:1 support sessions (via telephone and in community locations)
- Membership of a vibrant and supportive WhatsApp group
- Weekly group sessions held alternately at Forest Rd Youth Hub in Hackney and at Carers Centre Tower Hamlets
- Monthly trips to places chosen by the young people

Over the year **115** young adult carers were involved in the service. **74** individual support and case work sessions were held. Weekly social groups and monthly trips and activities ran throughout the year with an average of 12 young adult carers attending each session.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2024

Positive outcomes for young people over the year include: Successful completion of education and training; access to local health facilities; access to a range of regular social and respite opportunities.; access to youth counselling; access to employment; access to welfare benefits; access to books; access to a range of regular social and respite activities.

Since conducting an activity poll attendance at social activities has quadrupled.

Engaging in joint activities with Tower Hamlets Young Adult Carers Project, increasing diversity of social contact for members of both groups which has been well received by participants.

We attended the MCC Conference in May 2023 which resulted in some excellent feedback around engagement, including venues and activities.

We co-produced a friend and family hub at Homerton Hospital with NHS ELFT mental health service.

We received meaningful support from Hackney 16+ network around work experience, and respite activities for individual YACs.

We continue to nurture good relationships with Young Hackney who are a regular source of referrals as young carers in their service approach adulthood and Carers First who refer into the service as well.

“Being part of the young adult carers programme is fun, stress relieving, supportive the financial help has made life easier. It’s been great getting to know new people facing the same/similar issues that I face. The trips have been really fun, I had never been to Thorpe Park before and it was really good fun as were the other trips I attended. Ben is very supportive and I enjoy the weekly social groups.”

Go carting was really great, I met new people and had fun.

Online groups and information sessions

Over the year we ran 9 online information workshops attended by 45 carers. Topics were:

- Inheritance Tax (ran three times)
- Herbert Protocol and safer walking (ran twice)
- SENDIAG -Special Educational Needs and Disability information advice and guidance service
- Rare Dementias
- Stress Management
- Better Sleep

Our monthly online and in person coffee mornings continued with 27 carers attending over the year.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2024

Wellbeing Activities

With continuation funding from the Department of Levelling up in conjunction with Hackney Council, we were able to offer a series of 3 further Wellbeing and Information days for carers in the Hackney Marsh area. The project aimed to engage with carers who face inequalities, to provide health information and advice, develop knowledge around self-care and to provide poverty reduction advice.

The days involved a movement class, access to mini massages, access to sessions with an adviser and talks from health and welfare related professionals. 26 carers attended the sessions.

Through funding from Kings Park Moving Together (KPMT) we have been able to continue running a weekly chair-based exercise class at Kingsmead Community Centre. This has been accessed by 24 carers over the year.

We continued to offer a weekly online exercise class called 'Stronger'. This is aimed at carers who find it difficult to leave the home and combines fun dance moves with strength building exercises. 20 carers enjoyed this class over the year.

"I found the wellbeing days helpful as I received information that I was not aware of and I was signposted to other organisations for further support. The information sessions that I attended such as diabetes, blood pressure, mental wellbeing was all useful and informative. By attending the wellbeing session, it gave me the opportunity to meet other carers and hear about their own experiences. I really enjoyed attending the wellbeing sessions and I also appreciate the snacks that were provided."

Hackney SEND Parent Carer Forum

In August 2023 City & Hackney Carers became the new host organisation for the Hackney SEND Parent Carer Forum. The forum enables parents and carers of children (0-25yrs) with special educational needs and disabilities (SEND) to work in collaboration with local decision makers, communicating their views and experiences and helping to shape local services.

Over the year we have established an advisory group made up of parents and carers of children and young people with SEND and ran 5 monthly forums bringing 80 parents and carers together with commissioners and service heads, providing information on topics such as preparing for adulthood, the joint strategic needs analysis, the family coach service, the money hub, emotionally based school non-attendance, the short breaks service and more.

We also ran a wellbeing workshop with Autism Central which was attended by 11 parents and carers.

Feedback in numbers

100% of all carers surveyed across our services were happy or satisfied with the service they received. 84% chose happy as a response and 16% felt satisfied.

95% of all carers surveyed across all CHCC's services were either 'happy' or 'satisfied' with the overall service they received. 5% chose not to comment.

92% of carers felt their issues were adequately addressed by CHCC.

96% of carers said they felt better able to resolve their issue after using our service.

88% of carers said they felt better able to continue caring as a result of using our services.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2024

Chair's Report

This year has been particularly difficult one for unpaid carers due to cost of living pressures. Services we offer such as advice and mental health support have been in high demand. You can read more about the help we were able to provide elsewhere in this report.

We have offered support to carers by a variety of different mechanisms - face to face sessions, telephone support, and use of video conferencing services such as Zoom. During the pandemic, the charity gave up its office space and its staff worked either from home or in locations out in the community such as the Hackney Service Centre. However, it was decided that we needed to get back to having a physical presence - somewhere where carers could 'drop-in'. To this end, we negotiated space at the Marie Lloyd Centre in Hackney. Since the centre was to be shared with several other charities, it would also give us an opportunity for sharing ideas. Unfortunately, due to delays in the lease negotiations, City and Hackney Carer's Centre did not move to this office space during the 2023-24 financial year, but expect to move early in the following financial year.

I would like to thank all our funders for making the work we do possible.

I would also like to thank our CEO Joanna Brunt and all the staff for their hard work on supporting carers. Also, Joanna and her team are to be congratulated on maintaining the charity's financial position. This has been achieved by a huge effort in fundraising and a strict control of costs.

CHCC would like to thank the following funders for their support :-

- London Borough of Hackney (LBH)
- City Bridge Foundation
- Trust for London
- Kings Park Moving Together
- Volunteer Centre Hackney
- Carers Trust, Making Carers Count
- London Community Foundation
- Evening Standard Dispossessed Fund
- Hackney Parochial Charities
- London Catalyst
- Department for Education
- Contact
- Chubb
- Lloyd's

Financial Review

As the COVID 19 Pandemic recedes Some of the additional needs of our beneficiaries remain and have been exacerbated by the Cost of Living crisis. The Charity was in a strong position to respond to the increased needs and altered ways of working the Pandemic brought about. It is now planning to return to hybrid Office working in the immediate future.

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2024

The results of the year's operations are set out in the Financial Statements. Total incoming resources amounted to £264,253 (2023: £197,150) and total resources expended amounted to £264,816 (2023: £203,755), resulting in a small deficit of £563 for the year (2023: deficit £6,605). This deficit is due to the expenditure of £7,108 of restricted funds to facilitate the uninterrupted delivery of essential, valuable activities and development of new services for our beneficiaries. The latter meant that the Restricted Funds held decreased by £7,108 from £51,623 to £44,515 over the year enabling us to maintain activities into the coming year. In contrast the Unrestricted funds are somewhat increased at £144,577 (2023: £138,032).

Reserves policy

The Charity sets aside funds, as unrestricted reserves, to meet future anticipated or contingent expenditure, in particular to: cover staffing costs such as sickness or redundancy, to develop new activities and to ensure the continuity of services through difficult financial periods. The Board of Trustees decided the desired level of the "free" reserves should be between 3- and 6-months recurrent expenditure. As reported above expenditure in the year was £265k'. This puts a target for the unrestricted reserves between £66k and £132k with the actual unrestricted reserve of £144,577 slightly above the top of the target s range. Last year's financial activity is a good example of the use of unrestricted reserves to provide the working capital to build new activities. The amount of the unrestricted reserve fluctuated markedly through the year.

The use of unrestricted reserves as working capital is essential for the Charity to develop and build new services to meet beneficiaries increasing needs. The Board considers there is a continuing need for Unrestricted Reserves to be at or above the top of the range set by the policy. This will enable the Trustees to accept financial risk and the charity to continue to develop new services to address the significant impact the Cost of Living crisis will have on beneficiaries.

Risk

The most significant risk faced by the Charity, as with many other small charities, is maintaining sufficient funding to provide for the needs of its service users. Further support for holding unrestricted reserves above the target level in order to mitigate this risk. Our beneficiaries were particularly badly affected by the COVID19 pandemic and the Trustees anticipate they will be further adversely affected by wider socio-economic and political challenges; the cost of living crisis, high interest rates and changes to benefit systems.

The increasing use of web-based technology to serve the needs of our beneficiaries through the Pandemic and the periods of isolation and lock-down it has increased the risks of cyber-attack and the need for electronic data security. The Trustees believe that reasonable data security measures are in place they continue to look into further steps to enhance protections.

Going concern

The Trustees believe that the level of reserves will enable the current level of activity to be sustained for more than 12 months and allow the Charity to continue to develop new services and identify new partners. In consequence the Trustees believe that the Charity will be able to continue as a going concern into 2026 and beyond.

Structure, governance and management
Governing Documents

The Trustees review the Articles of Association and Memorandum of Association in line with Charity Commission guidelines.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2024

Statement of responsibilities of the trustees

The trustees (who are also directors of City and Hackney Carers Centre for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company and charity law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgments and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

The trustees' annual report which includes the strategic report has been approved by the trustees on 11 November 2024 and signed on their behalf by


ANGELINA DALY, Chair

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
CITY & HACKNEY CARERS CENTRE FOR THE YEAR ENDED 31 MARCH 2024**

I report to the charity trustees on my examination of the financial statements of City & Hackney Carers Centre for the year ended 31 March 2024.

Responsibilities and basis of report

As the trustees of the City & Hackney Carers Centre (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). You are satisfied that the accounts of the Company are not required by charity or company law to be audited and have chosen instead to have an independent examination.

Having satisfied myself that the accounts of the City & Hackney Carers Centre are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

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

1. accounting records were not kept as required by section 386 of the 2006 Act ; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the Charities SORP (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Richard Billinghamurst FCA
Knox Cropper LLP
Chartered Accountants
65 Leadenhall Street, London, EC3A 2AD

Date: 19/11/2024

CITY & HACKNEY CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating the Income and Expenditure Account)
For the year ended 31 March 2024

	Note	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
INCOME AND ENDOWMENTS FROM:					
Donations and legacies	2	2,318	-	2,318	4,700
Charitable activities	3	72,037	189,898	261,935	192,450
TOTAL		74,355	189,898	264,253	197,150
EXPENDITURE ON:					
Raising funds					
Charitable activities		67,810	197,006	264,816	203,755
TOTAL EXPENDITURE	4	67,810	197,006	264,816	203,755
NET MOVEMENT IN FUNDS		6,545	(7,108)	(563)	(6,605)
RECONCILIATION OF FUNDS:					
TOTAL FUNDS AT 1 APRIL 2023		138,032	51,623	189,655	196,260
TOTAL FUNDS AT 31 MARCH 2024		£ 144,577	£ 44,515	£ 189,092	£ 189,655

CITY & HACKNEY CARERS CENTRE

Company limited by guarantee (registered company no. 03044523)

BALANCE SHEET**As at 31 March 2024**

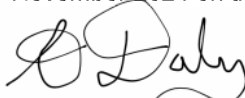
	Notes	2024 £	2023 £
FIXED ASSETS			
Intangible assets	9	-	-
Tangible assets	10	-	-
		<u>-</u>	<u>-</u>
CURRENT ASSETS			
Stocks		-	-
Debtors	11	16,589	9,249
Cash at bank and in hand		196,375	191,288
		<u>212,964</u>	<u>200,537</u>
CREDITORS: amounts falling due within one year	12	(23,872)	(10,882)
NET CURRENT ASSETS		<u>189,092</u>	<u>189,655</u>
NET ASSETS		<u>£ 189,092</u>	<u>£ 189,655</u>
FUNDS			
Unrestricted funds:			
General fund	13	144,577	138,032
Restricted funds	13	44,515	51,623
		<u>£ 189,092</u>	<u>£ 189,655</u>

The financial statements have been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 relating to small companies and the Financial Reporting Standard 102.

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024. The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved, and authorised for issue, by the Board of Trustees and signed on 11 November 2024 on their behalf by:-



ANGELINA DALY, Chair



MALCOLM AICKIN, Treasurer

CITY & HACKNEY CARERS CENTRE

CASH FLOW STATEMENT

For the year ended 31 March 2024

	2024	2023
	£	£
Cash flows from operating activities		
Net income/(expenditure) for the financial year	(563)	(6,605)
(Increase)/decrease in debtors	(7,340)	1,181
Increase/(decrease) in creditors	12,990	(6,489)
Net increase/(decrease) in cash and cash equivalents	5,087	(11,913)
Cash and cash equivalents at 1 April 2023	191,288	203,201
Cash and cash equivalents at 31 March 2024	£ 196,375	£ 191,288
Components of cash and cash equivalents		
Cash at bank and in hand	196,375	191,288
	196,375	191,288

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

1. ACCOUNTING POLICIES

Basis of preparation of financial statements

The financial statements of the charity, which is a public benefit entity under FRS102, have been prepared under the historical cost convention. They have been prepared in accordance with applicable United Kingdom accounting standards, the requirements of the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2015), in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) and the Charities Act 2011. The presentational currency of the financial statements is Pound Sterling (£).

Company status

City & Hackney is a company limited by guarantee. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity."

Going concern

The trustees have prepared cash flows and budgets for the next twelve months and consider that the company is able to realise its assets and discharge its liabilities in the normal course of business. The trustees have an expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For these reasons, they continue to adopt the going concern basis of accounting in preparing the annual financial statements.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objects of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes. The cost of administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements. Statutory grants which are given as contributions towards the Charity's core services are treated as unrestricted.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Intangible fixed assets and amortisation

Intangible assets are initially recognised at cost. After recognition, under the cost model, intangible assets are measured at costs less any accumulated amortisation and any accumulated impairment losses. All intangible assets are considered to have a finite useful life. If a reliable estimate of useful life cannot be made, the useful life shall not exceed ten years.

The estimated useful life is as follows,

Software	-	20 % straight line
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NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixture and Equipment	-	4 Years
Office equipment	-	4 Years

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Short-term debtors and creditors

Debtors are recognised when the charity is legally entitled to the income after any performance conditions have been met, the account can be measured reliably and it is probable that the income will be received. Creditors are recognised when the charity has a present legal or constructive obligation resulting from a past event to make payment to a third party, it is probable that settlement will be required and the amount due to settle the obligation can be measured or estimated reliably.

Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value which are subsequently measured at amortised cost using the effective interest method.

Pensions

The company operates an Auto Enrolment pension scheme in which the Company contributes 5% and the Employee a minimum of 3% of gross salary. Some employees are members of a legacy stakeholder pension scheme where the company contributes 5% of gross salary. The pension charge represents the amounts payable by the company to the funds in respect of the year.

2. DONATIONS AND LEGACIES

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Donations	2,318	-	2,318	2,545
Other income	-	-	-	2,155
	£ 2,318	£ Nil	£ 2,318	£ 4,700

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Carer's support services	72,037	117,688	189,725	117,602
Advice	-	72,210	72,210	74,848
	<u>£ 72,037</u>	<u>£ 189,898</u>	<u>£ 261,935</u>	<u>£ 192,450</u>

Analysis of funding

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Carer's support services				
London Borough Hackney	64,761	5,000	69,761	10,000
Volunteer Centre Hackney	1,470	-	1,470	-
Contact A Family	-	12,382	12,382	-
Charles Hayward Foundation	-	-	-	7,000
Carers Trust - Making Carers Count	-	57,056	57,056	59,280
Hackney Giving	-	-	-	8,665
London Catalyst	-	-	-	1,500
The London Community Foundation	-	31,250	31,250	9,997
Counselling income	1,790	-	1,790	2,960
THCC Tier 1 and Upper Tribunal	3,700	-	3,700	3,700
West Hackney Parochial Charity	-	2,000	2,000	2,000
Kings Park Moving Together	-	10,000	10,000	12,500
Other income	316	-	316	-
	<u>72,037</u>	<u>117,688</u>	<u>189,725</u>	<u>117,602</u>
Advice				
City Bridge Foundation	-	49,210	49,210	51,474
London Borough Hackney	-	23,000	23,000	-
Citizens Advice East End	-	-	-	23,374
	<u>-</u>	<u>72,210</u>	<u>72,210</u>	<u>74,848</u>
	<u>£ 72,037</u>	<u>£ 189,898</u>	<u>£ 261,935</u>	<u>£ 192,450</u>

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

4. RESOURCES EXPENDED

	Direct Staff costs £	Other direct costs £	Support costs £	Total 2024 £	Total 2023 £
Cost of charitable activities					
Carers's support services	118,113	80,842	6,364	205,319	153,842
Advice	55,035	4,057	405	59,497	49,913
Total 2024	£ 173,148	£ 84,899	£ 6,769	£ 264,816	
Total 2023	£ 155,519	£ 44,683	£ 3,550		£ 203,752

Resources expended include:

	2024 £	2023 £
Independent Examiner's fee		
- Current year	3,800	2,940
- Prior year under provision	440	-

5. SUPPORT COSTS

	Total 2024 £	Total 2023 £
Office and supply costs	1,170	594
Governance costs	13	13
Premises costs	1,346	-
Independent Examiner's fee	4,240	2,940
	£ 6,769	£ 3,550

6. STAFF NUMBERS AND COSTS

	2024 £	2023 £
Wages and salaries	159,923	143,555
Social security costs	7,178	5,711
Pension costs	6,047	6,253
	£ 173,148	£ 155,519

The average monthly number of employees during the year was 8 staff. (2023 - 8 staff)

No employee received remuneration of more than £60,000. (2023 - None)

The key management personnel of the charitable company are those persons having authority and responsibility for planning, directing and controlling the activities of the charitable company, directly or indirectly, including any trustee of the charitable company. In addition to the trustees of City and Hackney Carers Centre, key management personnel includes the Chief Operations Officer. Total employee benefits including employer pension contributions paid to key management personnel in the period amounted to £41,926 (2023 - £33,960).

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

7. TRUSTEES REMUNERATION AND BENEFITS

During the year, no members of the Board of Trustees received any remuneration (2023 - £NIL).
 No members of the Board of Trustees received reimbursement of expenses (2023 - £NIL).

8. Taxation

City & Hackney Carers Centre is a registered charity and is potentially exempt from taxation in respect of income and capital gains received within the categories covered by Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to charitable purposes.

9. INTANGIBLE FIXED ASSETS

	£
Software:	
Cost	
At 1 April 2023	9,880
At 31 March 2024	<u>£ 9,880</u>
Amortisation	
At 1 April 2023	9,880
At 31 March 2024	<u>£ 9,880</u>
Net book value	
At 31 March 2024	<u>£ Nil</u>
At 31 March 2023	<u>£ Nil</u>

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

10. TANGIBLE FIXED ASSETS

	Land and buildings £	Fixture and Equipment £	Office equipment £	Total £
Cost				
At 1 April 2023	-	8,574	-	8,574
Disposals	-	(8,574)	-	(8,574)
At 31 March 2024	-	-	-	-
Depreciation				
At 1 April 2023	-	8,574	-	8,574
On disposals	-	(8,574)	-	(8,574)
At 31 March 2024	-	-	-	-
Net book value				
At 31 March 2024	<u>£</u> <u>Nil</u>	<u>£</u> <u>Nil</u>	<u>£</u> <u>Nil</u>	<u>£</u> <u>Nil</u>
At 31 March 2023	<u>£</u> <u>Nil</u>	<u>£</u> <u>Nil</u>	<u>£</u> <u>Nil</u>	<u>£</u> <u>Nil</u>

11. DEBTORS

	2024 £	2023 £
Due within one year		
Trade debtors	-	7,464
Prepayments	7,273	957
Accrued income	9,316	-
Other debtors	-	828
	<u>£ 16,589</u>	<u>£ 9,249</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade creditors	10,601	2,697
Social security and other taxes	3,215	2,670
Other creditors	1,807	90
Accruals	8,249	5,425
	<u>£ 23,872</u>	<u>£ 10,882</u>

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

13. STATEMENT OF FUNDS

	Brought Forward £	Incoming Resources £	Resources Expended £	Transfers and investment gains/(losses) £	Carried Forward £
RESTRICTED FUNDS					
Carer's support services	11,164	60,632	(45,034)	-	26,762
City Bridge Foundation	13,481	49,210	(52,197)	-	10,494
London Borough of Hackney	-	23,000	(15,741)	-	7,259
Carers Trust	26,978	57,056	(84,034)	-	-
	<u>£ 51,623</u>	<u>£ 189,898</u>	<u>£ (197,006)</u>	<u>£ Nil</u>	<u>£ 44,515</u>
SUMMARY OF FUNDS					
General Funds	138,032	74,355	(67,810)	-	144,577
Restricted Funds	51,624	189,898	(197,006)	-	44,515
	<u>£ 189,655</u>	<u>£ 264,253</u>	<u>£ (264,816)</u>	<u>£ Nil</u>	<u>£ 189,092</u>

COMPARATIVE STATEMENT OF FUNDS, 31 MARCH 2023

RESTRICTED FUNDS					
Carer's support services	13,051	28,165	(30,052)	-	11,164
City Bridge Foundation	8,142	51,474	(46,135)	-	13,481
Carers Trust	18,448	59,280	(50,750)	-	26,978
	<u>£ 39,641</u>	<u>£ 138,919</u>	<u>£ (126,937)</u>	<u>£ Nil</u>	<u>£ 51,623</u>
SUMMARY OF FUNDS					
General Funds	156,619	58,231	(76,818)		138,032
Restricted Funds	39,641	138,919	(126,937)	-	51,623
	<u>£ 196,260</u>	<u>£ 197,150</u>	<u>£ (203,755)</u>	<u>£ Nil</u>	<u>£ 189,655</u>

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Net current assets	144,577	44,515	189,092
	<u>£ 144,577</u>	<u>£ 44,515</u>	<u>£ 189,092</u>
Comparative analysis of net assets	<u>£ 138,032</u>	<u>£ 51,623</u>	<u>£ 189,655</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

15. PENSION COMMITMENTS

Pension costs in note 6 relate to payments made to a defined contribution pension scheme. The charitable company's liability is limited to making the payments due to the scheme on a timely basis. The liability at the 31 March 2024 is -£662 (2023 : NIL).

16. RELATED PARTIES

There were no other related party transactions in the year.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

17 COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES

	<i>Unrestricted Funds 2023 £</i>	<i>Restricted Funds 2023 £</i>	<i>Total Funds 2023 £</i>
INCOME AND ENDOWMENTS FROM:			
Donations and legacies	4,700	-	4,700
Charitable activities	53,531	138,919	192,450
TOTAL	58,231	138,919	197,150
EXPENDITURE ON:			
Charitable activities	76,818	126,937	203,755
TOTAL EXPENDITURE	76,818	126,937	203,755
NET MOVEMENT IN FUNDS	(18,587)	11,982	(6,605)
RECONCILIATION OF FUNDS:			
TOTAL FUNDS AT 31 MARCH 2022	156,619	39,641	196,260
TO* The estimated useful life is as follows,	<u>£ 138,032</u>	<u>£ 51,623</u>	<u>£ 189,655</u>

Accounts

CITY & HACKNEY CARERS CENTRE

(Company limited by guarantee no. 03044523
registered charity no. 1054962)

REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023



REPORT AND FINANCIAL STATEMENTS
For the year ended 31 March 2023

CONTENTS

	Page
Legal and administrative information	1
Board of Trustees's report	2 - 8
Independent Examiner's report	9
Statement of financial activities	10
Balance sheet	11
Cash flow statement	12
Notes to the financial statements	13

CITY & HACKNEY CARERS CENTRE

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS For the year ended 31 March 2023

Board of Trustees Jonathan Passman
Malcolm Aickin
Helen Mary Julian
Mary Hiscock (resigned 14 February 2023)
Cassim Adepegba
Angelina Daly
Dominic Masny
Melvyn Abraham-Hagan (resigned 14 February 2023)
Hester R Merrett
John Smith

Chair Angelina Daly

Treasurer Malcolm Aickin

Chief Operations Officer Joanna Brunt

Company reg. no. 03044523

Charity reg. no. 1054962

Registered office 5th Floor
65-68 Leadenhall Street
London
EC3A 2AD

Independent Examiner Knox Cropper LLP
65 Leadenhall Street
London
EC3A 2AD

Bankers Unity Trust Bank
Four Brindley Place
Birmingham
BI 2HB

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2023

The trustees present their report and the independently examined financial statements for the year ended 31 March 2023.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Objectives and activities

The objects for which the charity was established are: the relief of persons suffering from disabilities arising from age, or physical or mental disability in particular by the provision of practical assistance, support, training, advocacy, counselling and information to those persons caring for persons with such disabilities in the City of London and the London Borough of Hackney (the "Carers").

The mission

City & Hackney Carers Centre aims to improve Carers' quality of life and to ensure the delivery of Carer focussed services in the borough of Hackney and the City of London.

The need

There are around 16,000+ carers in Hackney (Census 2021) with approximately 3,000 providing more than 50 hours of care each week and 85 in the same group in the City of London. We are in touch with 1,795 carers. Carers continue to report increased levels of health inequalities, poor mental health, social isolation and financial difficulty. CHCC prides itself on listening to what carers want and need and we design our service offer accordingly.

Public Benefit statement

The Trustees consider that they have complied with Section 17 of the Charities Act 2011 with regard to the guidance on public benefit published by the Charity Commission.

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

Main Activities to Support Objectives:

All activities delivered by City & Hackney Carers Centre (CHCC) respond to local need and provide quality services to carers and the people they care for. This year CHCC has supported unpaid Carers with the provision of the following services:

- Specialist advice and information on welfare benefits, grant applications, housing advice and form filling.
- Generalist information, advice and signposting for current and former carers, the people they care for and professionals.

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2023

-
- A weekly 'What's on' e-news bulletin sent to both carers and professionals, giving information about local voluntary sector and statutory services and the Centre's activities.
 - Online and in-person wellbeing sessions.
 - Educational workshops and information sessions.
 - Carers coffee mornings (online) providing peer support, high quality information and to enable carers to contribute to the shape of service provision.
 - 1:1 counselling, Listening Ear and coaching sessions.
 - Buddying and trips for males over 50yrs.
 - A Young Adult Carer Support Service (Carers aged 16-25).

OUR SERVICES

In the year 2022-23 City & Hackney Carers Centre was in touch with 1111 unpaid carers and actively worked with 784 of these across the range of our services:

- **Broccals:** An isolation busting project for men over 50yrs funded by Public Health England through the City & Hackney Wellbeing Network. This project came to an end in October 2022 having worked with 42 older men over the year and 10 older and younger men were supported to form and maintain befriending relationships.

A weekly meet up was held at Wellspace on Well Street, E9 at the request of the Broccals. The group centred around an activity, arts and craft or singing and was attended by 8-10 men.

Outcomes:

- Formerly isolated men were supported to increase their social connections
- A regular group was established that the men could rely on as part of their weekly schedule
- Arts activities offered mental relaxation and focus to participants
- Befriending service participants received the following additional benefits:
 - Digital inclusion support
 - Gentle exercise
 - Emotional support

This case study demonstrates this effect in action:

"As a service user, I've found the group and how it is run remarkably supportive: held with skill, and providing ease of engagement at my own pace. I really couldn't have asked for a more natural space for support and recovery." Arjun, 67

(Please note that names have been changed throughout for reasons of confidentiality.)

Carers Information and Advice Service

Over the year the Carers Advice and Information Service, funded by City Bridge Trust and the London Borough of Hackney, took 608 referrals for advice support and provided 461 hours of 1:1 advice and information to 345 unpaid carers and the people they care for. Parent Carers (those caring for a child with a disability or life limiting condition) made up 94 of these, 227 were carers of adults, 7 were former carers, 8 Young Adult Carers and 3 were carers of both a child and an adult. We provided 646 hours of ad hoc telephone advice through our Wednesday advice line and 85 hrs of e-mail advice.

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2023

Advice sessions were delivered by our two advisers who speak a range of community languages (Dutch, Somali, Bengali, Urdu, Hindi) and were held in person at the Hackney Service Centre on Mondays and Fridays throughout the year and remotely via Zoom or telephone.

Carers were supported with range of issues which we have ordered according to their prevalence:

Welfare Benefits 45%, Help to access a grant 18%, Support with goods and services (usually negotiating with utility companies) 8%, Housing 8%, Personal (Usually mental ill health) 5%, Help from Social Services 10%, Help with Blue Badge and Freedom pass 6%, Education, training and employment 1%.

Quote from a carer who used the advice and information service:

"Premila Patel in Hackney carer centre was exceptionally helpful. Not only she helped me to fill in forms, she has provided me with useful organizations, links, phone numbers and web sites where I can turn for help with food, childcare, and other day to day things I'm struggling with. For example, she has sent me direct link to a "neighbour" website where I can get free stuff locally.....being a carer - I find the carer's centre a lifesaver, an organisation that I feel can truly understand me, what I'm going through, without being judged and with the opportunity to meet likeminded people. Alice, 35.

Mental Health Support

Based on Zoom and telephone, our counselling service is open to all carers in Hackney and the City. The service was funded through a combination of charges to carers using the service (on a sliding scale) and through a donation from Lloyds. Offering Human Givens Therapy and integrative counselling plus access to life coaching, this year we received 90 referrals which is almost double the number of referrals last year (46). 69 carers went on to have counselling with us. 6 decided that the listening ear service would suit them better and 15 decided not to pursue counselling or accessed counselling from other agencies.

Our volunteer counsellors supported carers through difficult life experiences such as the loss of a loved one, coming to terms with a diagnosis, managing challenging behaviour (and their response to this), relationship difficulties, depression, anxiety and trauma. Counselling has enabled carers to make positive changes, feel heard and to look after their own emotional health.

Our 'Listening Ear' sessions have continued to be an important element of our service offer. These 45-minute telephone support sessions provide an opportunity for carers to offload to a trained person about the stresses and strains they are experiencing over the telephone or on Zoom, at a time that suits them. Over the year CHCC conducted 114 listening ear sessions with 49 carers. These sessions include impromptu calls from carers in crisis, scheduled telephone appointments and zoom appointments.

"Ben was a life saver. In the most challenging situation I have ever found myself in, he not only provided me with counselling on the spot (which was over one hour) but he also equipped me with practical and emotional advice on how to get myself and my son through the day as well as for in the near future." Alicia, 40

Young Adult Carers Service

This service is funded by the Carers Trust's Making Carers Count Programme. The service is for those with caring responsibilities aged 16 to 25yrs old.

The service is delivered through 1:1 support sessions (via telephone and in community locations) through a vibrant WhatsApp group, and through weekly group sessions held at Forest Rd Youth Hub in Hackney.

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2023

Over the year **95** young adult carers were involved in the service. **171** individual support sessions, groups and activities were delivered over the year with an average of 5 young adult carers attending weekly sessions.

Positive outcomes for young people over the year include: Successful completion of education and training; access to local health facilities; access to higher education; access to youth counselling; access to employment; access to welfare benefits; access to books; access to a range of regular social and respite

Stand out successes of the project are the WhatsApp Group which is lively and supportive; the weekly social group which builds community and peer to peer support; integration with local professional networks such as the Neighbourhood Network and Hackney 16+ network The YAC coordinator has co-produced carers identification and support schemes with Homerton and Royal London hospitals and the delivery of Young Carer identification programme with the Children's Society.

We have developed good relationships with Young Hackney who are a regular source of referrals as young carers in their service approach adulthood and Carers First who refer into the service as well.

Online groups and information sessions

Over the year we ran 7 online information workshops attended by 47 carers. Topics were:

- Lasting Power of Attorney and writing a Will (ran twice)
- Understanding Delirium
- Urinary incontinence
- SENDIAG -Special Educational Needs and Disability information advice and guidance service
- Care Quality Commission – Because We all Care
- The Late Stages of Dementia

Our monthly online coffee mornings continued with 71 carers attending over the year.

"It's been a good opportunity for carers to learn about Experts by Experience who visit people who use health and social care and to talk about their experience and have that feedback to appropriate dept" Feedback on CQC workshop.

"It has been a helpful session; the host has agreed to call me back after the workshop and help me resolve my problem. I feel supported and not so alone. It was also very helpful to hear other parent carers share their knowledge and tips for where I can get additional support." Feedback on SENDIAGS workshop

Wellbeing Activities

With funding from the Department of Levelling up in conjunction with Hackney Council, we were able to pilot a programme of Wellbeing and Information days for carers in the Hackney Marsh area. The project aimed to engage with carers who face inequalities, to provide health information and advice, develop knowledge around self-care and to provide poverty reduction advice.

The days involved a movement class, access to mini massages, access to sessions with an adviser and talks from health and welfare related professionals. There were on average 7 carers in attendance at each day.

Through funding from Kings Park Moving Together (KPMT) we have been able to run a weekly chair-based exercise class at Kingsmead Community Centre. This has been accessed by 27 carers over the year.

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2023

We also offered a weekly Chair Disco session with community lunch afterwards in conjunction with Wick Award. This was accessed by 20 carers. In addition, we have hosted a weekly strength building class on zoom for carers unable to leave the home or who prefer to exercise at home. This is regularly attended by 5-8

"Thank you for inviting me to the Wellbeing and Information Day. Firstly, it was a relaxing day filled with lots of valuable information to take away. The massage was fantastic; it was incredibly relaxing, even though it was just a sample session. All the speakers were welcoming, and it truly highlighted the fact that we are not alone. I would love to see more of these sessions happening more often. The only downside was that the lunch was cold, but it was manageable. The staff were very accommodating and attentive, listening to our needs and offering advice and helpful signposts. I also wanted to express my gratitude for the face massage stone you provided and for the information about it. Thank you once again for organizing this enriching event." M, Carer

Feedback in numbers

83% of carers were happy with the counselling they had received and 17% carers said they were satisfied. They commented that they felt heard in the sessions and have felt better able to resolve their issues following the counselling support.

Carers reported feeling more confident to continue with their caring roles after completing counselling sessions with us.

67% of carers who used the listening ear service said they were happy with the service and 33% felt satisfied. They also felt better able to manage their own issues and manage their caring role as a result of the support they received.

79% of carers were happy with the service they received and felt the issues they had presented with were adequately addressed. 18% were satisfied with the service and 3% made no comment.

92% of carers using the advice and information service felt they were better able to deal with their issues. 97% of carers said they feel more confident to continue in their role as a carer.

95% of all carers surveyed across all CHCC's services were either 'happy' or 'satisfied' with the overall service they received. 5% chose not to comment.

Chair's Report

Our services for unpaid carers have been well used throughout the year, as you can read in the rest of this report. Post pandemic we have moved to a model where we support carers through services provided both in person, online and via phone.

Our financial position remains strong, with only a slight drop in reserves from the previous year. This puts us on a good footing for providing services next year.

The team at CHCC, led by our COO Joanna Brunt, should be congratulated on the huge effort in applying for funding and for keeping a strict control of costs.

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2023

CHCC would like to thank the following funders for their support :-

- Arnold Clarke Community Fund
- Carers Trust
- Charles Hayward Foundation
- City Bridge Trust
- Co-op
- Hackney Giving
- Hackney Parochial Charities
- Kings Park Moving Together
- London Borough of Hackney (LBH)
- London Catalyst
- London Community Foundation
- Partnership for People and Place (LBH)
- Trust for London

Financial Review

The COVID 19 Pandemic significantly increased the needs of our beneficiaries. The Charity was in a strong position to respond to the increased needs and altered ways of working the Pandemic brought about. The results of the year's operations are set out in the Financial Statements. Total incoming resources amounted to £197,150 (2022: £225,438) and total resources expended amounted to £203,755 (2022: £226,693), resulting in a small deficit of £6,605 for the year (2022: deficit £1,255). This deficit is due to the expenditure of £18,587 of unrestricted funds to facilitate the uninterrupted delivery of essential, valuable activities and development of new services for our beneficiaries. The success of the latter meant that the Restricted Funds held increased by £11,982 from £39,641 to £51,623 over the year enabling us to maintain activities into the coming year.

Reserves policy

The Charity sets aside funds, as unrestricted reserves, to meet future anticipated or contingent expenditure, in particular to: cover staffing costs such as sickness or redundancy, to develop new activities and to ensure the continuity of services through difficult financial periods. The Board of Trustees decided the desired level of the "free" reserves should be between 3- and 6-months recurrent expenditure - at the time this amounted to £100,000 - £160,000, Recurrent expenditure is currently at a reduced level applying the same approach would require reserves between £56,000 and £100,000. While, in anticipation of growth in activity, the Board considers it prudent to maintain the reserves at a higher level. It, none the less, remains prepared to use unrestricted reserves to develop and build new services for its beneficiaries.

At the end of the financial year the free reserves stood at £138,032 (2022: £156,619). This will enable the Trustees to accept financial risk and the charity to continue to develop new services to address the significant impact the Cost of Living crisis will have on beneficiaries.

Risk

The most significant risk faced by the Charity, as with many other small charities, is maintaining sufficient funding to provide for the needs of its service users. Our beneficiaries were particularly badly affected by the COVID19 pandemic and the Trustees anticipate they will be further adversely affected by wider socio-economic and political challenges; the cost of living crisis, high interest rates and changes to benefit systems.

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2023

The increasing use of web-based technology to serve the needs of our beneficiaries through the Pandemic and the periods of isolation and lock-down it has increased the risks of cyber-attack and the need for electronic data security. The Trustees believe that reasonable data security measures are in place they continue to look into further steps to enhance protections.

Going concern

The Trustees believe that the level of reserves will enable the current level of activity to be sustained for more than 12 months while we continue to develop new services and identify new partners. In consequence the Trustees believe that the Charity will be able to continue as a going concern into 2025 and beyond.

Structure, governance and management

Governing Documents

The Trustees review the Articles of Association and Memorandum of Association in line with Charity Commission guidelines.

Statement of responsibilities of the trustees

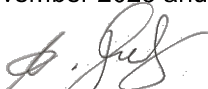
The trustees (who are also directors of City and Hackney Carers Centre for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company and charity law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgments and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

The trustees' annual report which includes the strategic report has been approved by the trustees on 28 November 2023 and signed on their behalf by


ANGELINA DALY, Chair

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
CITY & HACKNEY CARERS CENTRE FOR THE YEAR ENDED 31 MARCH 2023

I report to the charity trustees on my examination of the financial statements of City & Hackney Carers Centre for the year ended 31 March 2023.

Responsibilities and basis of report

As the trustees of the City & Hackney Carers Centre (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). You are satisfied that the accounts of the Company are not required by charity or company law to be audited and have chosen instead to have an independent examination.

Having satisfied myself that the accounts of the City & Hackney Carers Centre are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the accounts 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

I can confirm that I am qualified to undertake the examination because I am a registered member of the ICAEW which is one of the listed bodies.

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

1. accounting records were not kept as required by section 386 of the 2006 Act ; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the Charities SORP (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Richard Billingham FCA
Knox Cropper LLP
Chartered Accountants
65 Leadenhall Street, London, EC3A 2AD

Date:

CITY & HACKNEY CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating the Income and Expenditure Account)
For the year ended 31 March 2023

	Note	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
INCOME AND ENDOWMENTS FROM:					
Donations and legacies	2	4,700	-	4,700	26,894
Charitable activities	3	53,531	138,919	192,450	198,544
TOTAL		58,231	138,919	197,150	225,438
EXPENDITURE ON:					
Charitable activities		76,818	126,937	203,755	226,693
TOTAL EXPENDITURE	4	76,818	126,937	203,755	226,693
Net income/((expenditure) before gains and losses on investments		(18,587)	11,982	(6,605)	(1,255)
Net income		(18,587)	11,982	(6,605)	(1,255)
NET MOVEMENT IN FUNDS		(18,587)	11,982	(6,605)	(1,255)
TOTAL FUNDS AT 1 APRIL 2022		156,619	39,641	196,260	197,515
TOTAL FUNDS AT 31 MARCH 2023		£ 138,032	£ 51,623	£ 189,655	£ 196,260

CITY & HACKNEY CARERS CENTRE

Company limited by guarantee (registered company no. 03044523)

BALANCE SHEET**As at 31 March 2023**

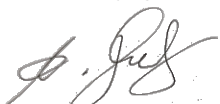
	Notes	2023 £	2022 £
FIXED ASSETS			
Intangible assets	9	-	-
Tangible assets	10	-	-
		<u>-</u>	<u>-</u>
CURRENT ASSETS			
Debtors	11	9,249	10,430
Cash at bank and in hand		191,288	203,201
		<u>200,537</u>	<u>213,631</u>
CREDITORS: amounts falling due within one year	12	(10,882)	(17,371)
NET CURRENT ASSETS		<u>189,655</u>	<u>196,260</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		189,655	196,260
NET ASSETS		<u>£ 189,655</u>	<u>£ 196,260</u>
FUNDS			
Unrestricted funds:			
General fund	13	138,032	156,619
Restricted funds	13	51,623	39,641
		<u>£ 189,655</u>	<u>£ 196,260</u>

The financial statements have been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 relating to small companies and the Financial Reporting Standard 102.

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023. The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved, and authorised for issue, by the Board of Trustees and signed on 28 November 2023 on their behalf by:-



ANGELINA DALY, Chair



MALCOLM AICKIN, Treasurer

CITY & HACKNEY CARERS CENTRE

CASH FLOW STATEMENT

For the year ended 31 March 2023

	2023 £	2022 £
Cash flows from operating activities		
Net income/(expenditure) for the financial year	(6,605)	(1,255)
Adjustments for:		
(Increase)/decrease in debtors	1,181	(4,312)
Increase/(decrease) in creditors	(6,489)	(1,931)
	<u>(11,913)</u>	<u>(7,498)</u>
Net increase/(decrease) in cash and cash equivalents	<u>(11,913)</u>	<u>(7,498)</u>
Cash and cash equivalents at 1 April 2022	203,201	210,699
Cash and cash equivalents at 31 March 2023	<u><u>£ 191,288</u></u>	<u><u>£ 203,201</u></u>
Components of cash and cash equivalents		
Cash at bank and in hand	<u>191,288</u>	<u>203,201</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

1. ACCOUNTING POLICIES

Basis of preparation of financial statements

The financial statements of the charity, which is a public benefit entity under FRS102, have been prepared under the historical cost convention. They have been prepared in accordance with applicable United Kingdom accounting standards, the requirements of the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2015), in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) and the Charities Act 2011. The presentational currency of the financial statements is Pound Sterling (£).

Company status

City & Hackney Carers Centre is a company limited by guarantee. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

Going concern

The trustees have prepared cash flows and budgets for the next twelve months and consider that the company is able to realise its assets and discharge its liabilities in the normal course of business. The trustees have an expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For these reasons, they continue to adopt the going concern basis of accounting in preparing the annual financial statements.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objects of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes. The cost of administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements. Statutory grants which are given as contributions towards the Charity's core services are treated as unrestricted.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixture and Equipment	-	4 Years
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NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

Office equipment - 4 Years

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Short-term debtors and creditors

Debtors are recognised when the charity is legally entitled to the income after any performance conditions have been met, the account can be measured reliably and it is probable that the income will be received. Creditors are recognised when the charity has a present legal or constructive obligation resulting from a past event to make payment to a third party, it is probable that settlement will be required and the amount due to settle the obligation can be measured or estimated reliably.

Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value which are subsequently measured at amortised cost using the effective interest method.

Pensions

The company operates an Auto Enrolment pension scheme in which the Company contributes 5% and the Employee a minimum of 3% of gross salary. Some employees are members of a legacy stakeholder pension scheme where the company contributes 5% of gross salary. The pension charge represents the amounts payable by the company to the funds in respect of the year.

2. DONATIONS AND LEGACIES

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Donations	2,545	-	2,545	25,092
Other income	2,155	-	2,155	1,802
	£ 4,700	£ Nil	£ 4,700	£ 26,894

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Carer's support services	30,157	87,445	117,602	134,166
Advice	23,374	51,474	74,848	64,378
	£ 53,531	£ 138,919	£ 192,450	£ 198,544

Analysis of funding

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Carer's support services				
Carers Trust - Aspiration Fund	-	-	-	4,825
Brocal's - Public Health Fund	-	-	-	33,451
London Borough Hackney	-	10,000	10,000	-
Charles Hayward Foundation	7,000	-	7,000	-
Carers Trust - Making Carers Count	-	59,280	59,280	31,670
Hackney Giving	5,000	3,665	8,665	38,840
London Catalyst	1,500	-	1,500	-
The London Community Foundation	9,997	-	9,997	20,000
Counselling income	2,960	-	2,960	1,605
THCC Tier 1 and Upper Tribunal	3,700	-	3,700	1,850
West Hackney Parochial Charity	-	2,000	2,000	-
Kings Park Moving Together	-	12,500	12,500	1,925
	30,157	87,445	117,602	134,166
Advice				
City Bridge Trust	-	51,474	51,474	46,290
Citizens Advice East End	23,374	-	23,374	18,088
	23,374	51,474	74,848	64,378
	£ 53,531	£ 138,919	£ 192,450	£ 198,544

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

4. RESOURCES EXPENDED

	Direct Staff costs £	Other direct costs £	Support costs £	Total 2023 £	Total 2022 £
Cost of charitable activities					
Carers's support services	107,649	42,835	3,358	153,842	171,545
Advice	47,870	1,851	192	49,913	55,148
Total 2023	£ 155,519	£ 44,686	£ 3,550	£ 203,755	
<i>Total 2022</i>	<i>£ 164,277</i>	<i>£ 59,500</i>	<i>£ 2,916</i>		<i>£ 226,693</i>

Resources expended include:

	2023 £	2022 £
Independent Examiner's fee	2,940	2,090

Details of staff costs are given in Note 6.

Details of Support costs is given in Notes 5.

5. SUPPORT COSTS

	Total 2023 £	Total 2022 £
Office and supply costs	597	732
Governance costs	13	13
Premises costs	-	81
Independent Examiner's fee	2,940	2,090
	£ 3,550	£ 2,916

6. STAFF NUMBERS AND COSTS

	2023 £	2022 £
Wages and salaries	143,555	151,152
Social security costs	5,711	6,983
Pension costs	6,253	6,142
	£ 155,519	£ 164,277

The average monthly number of employees during the year was 8 staff. (2022 - 8 staff)

No employee received remuneration of more than £60,000. (2022 - None)

The key management personnel of the charitable company are those persons having authority and responsibility for planning, directing and controlling the activities of the charitable company, directly or indirectly, including any trustee of the charitable company. In addition to the trustees of City and Hackney Carers Centre, key management personnel includes the Chief Operations Officer. Total employee benefits including employer pension contributions paid to key management personnel in the period amounted to £33,960 (2022 - £33,157).

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

7. TRUSTEES REMUNERATION AND BENEFITS

During the year, no members of the Board of Trustees received any remuneration (2022 - £NIL).

No members of the Board of Trustees received reimbursement of expenses (2022 - £NIL).

8. Taxation

City & Hackney Carers Centre is a registered charity and is potentially exempt from taxation in respect of income and capital gains received within the categories covered by Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to charitable purposes.

9. INTANGIBLE FIXED ASSETS

	£
Software:	
Cost	
At 1 April 2022	9,880
At 31 March 2023	<u>£ 9,880</u>
Amortisation	
At 1 April 2022	9,880
At 31 March 2023	<u>£ 9,880</u>
Net book value	
At 31 March 2023	<u>£ Nil</u>

Goodwill is being written off in equal annual instalments over its estimated economic life of 5 years.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

10. TANGIBLE FIXED ASSETS

	Fixture and Equipment £
Cost	
At 1 April 2022 and 31 March 2023	<u>8,574</u>
Depreciation	
At 1 April 2022 and 31 March 2023	<u>8,574</u>
At 31 March 2023	<u>8,574</u>
Net book value	
At 31 March 2023	<u>£ Nil</u>
At 31 March 2022	<u>£ Nil</u>

11. DEBTORS

	2023 £	2022 £
Due within one year		
Trade debtors	7,464	9,288
Prepayments	957	1,142
Other debtors	828	-
	<u>£ 9,249</u>	<u>£ 10,430</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade creditors	2,697	9,308
Social security and other taxes	2,670	3,493
Other creditors	90	721
Accruals	5,425	3,849
	<u>£ 10,882</u>	<u>£ 17,371</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

13. STATEMENT OF FUNDS

	Brought Forward £	Incoming Resources £	Resources Expended £	Transfers and investment gains/(losses) £	Carried Forward £
RESTRICTED FUNDS					
Carer's support services	13,051	28,165	(30,052)	-	11,164
City Bridge Trust	8,142	51,474	(46,135)	-	13,481
Carers Trust	18,448	59,280	(50,750)	-	26,978
	<u>£ 39,641</u>	<u>£ 138,919</u>	<u>£ (126,937)</u>	<u>£ Nil</u>	<u>£ 51,623</u>
SUMMARY OF FUNDS					
General Funds	156,619	58,231	(76,818)	-	138,032
Restricted Funds	39,641	138,919	(126,937)	-	51,623
	<u>£ 196,260</u>	<u>£ 197,150</u>	<u>£ (203,755)</u>	<u>£ Nil</u>	<u>£ 189,655</u>

COMPARATIVE STATEMENT OF FUNDS

	Brought Forward £	Incoming Resources £	Resources Expended £	Transfers and investment gains/(losses) £	Carried Forward £
RESTRICTED FUNDS					
Carer's support services	28,131	130,711	(127,343)	-	31,499
Mercers Charitable Foundation	21,200	-	(21,536)	336	-
City Bridge Trust	-	46,290	(38,148)	-	8,142
	<u>£ 49,331</u>	<u>£ 177,001</u>	<u>£ (187,027)</u>	<u>£ 336</u>	<u>£ 39,641</u>
SUMMARY OF FUNDS					
General Funds	148,184	48,437	(39,666)	(336)	156,619
Restricted Funds	49,331	177,001	(187,027)	336	39,641
	<u>£ 197,515</u>	<u>£ 225,438</u>	<u>£ (226,693)</u>	<u>£ Nil</u>	<u>£ 196,260</u>

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Net current assets	138,032	51,623	189,655
	<u>£ 138,032</u>	<u>£ 51,623</u>	<u>£ 189,655</u>
Comparative analysis of net assets	<u>£ 156,619</u>	<u>£ 39,641</u>	<u>£ 196,260</u>

15. RELATED PARTIES

There were no other related party transactions in the year.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

16 COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES

	<i>Unrestricted Funds 2022 £</i>	<i>Restricted Funds 2022 £</i>	<i>Total Funds 2022 £</i>
INCOME AND ENDOWMENTS FROM:			
Donations and legacies	26,894	-	26,894
Charitable activities	21,543	177,001	198,544
TOTAL	48,437	177,001	225,438
EXPENDITURE ON:			
Charitable activities	39,666	187,027	226,693
Net expenditure	8,771	(10,026)	(1,255)
Transfer between funds	(336)	336	-
Net outgoing resources before other recognised gains and losses	8,435	(9,690)	(1,255)
NET MOVEMENT IN FUNDS	8,435	(9,690)	(1,255)
TOTAL FUNDS AT 31 MARCH 2021	148,184	49,331	197,515
TOTAL FUNDS AT 31 MARCH 2022	£ 156,619	£ 39,641	£ 196,260

Accounts

CITY & HACKNEY CARERS CENTRE
(Company limited by guarantee no. 03044523
registered charity no. 1054962)

REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022



REPORT AND FINANCIAL STATEMENTS
For the year ended 31 March 2022

CONTENTS

	Page
Legal and administrative information	1
Board of Trustees's report	2 - 11
Independent Examiner's report	12
Statement of financial activities	13
Balance sheet	14
Cash flow statement	15
Notes to the financial statements	16

CITY & HACKNEY CARERS CENTRE

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS

For the year ended 31 March 2022

Board of Trustees	Jonathan Passman Malcolm Aickin Helen Mary Julian Mary Hiscock Cassim Adepegba Angelina Daly Dominic Masny A-H Melvyn H R Merrett John Smith Kit Andrew Welsh	 (appointed 17 May 2022) (appointed 17 May 2022) (resigned 21 October 2021)
Chair	Angelina Daly	
Treasurer	Malcolm Aickin	
Chief Operations Officer	Joanna Brunt	
Company reg. no.	03044523	
Charity reg. no.	1054962	
Registered office	5th Floor 65-68 Leadenhall Street London EC3A 2AD	
Independent Examiner	Knox Cropper LLP 65 Leadenhall Street London EC3A 2AD	
Bankers	Unity Trust Bank Nine Brindley Place Birmingham BI 2HB	

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2022

The trustees present their report and the independently examined financial statements for the year ended 31 March 2022.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Objectives and activities

The objects for which the charity was established are: the relief of persons suffering from disabilities arising from age, or physical or mental disability in particular by the provision of practical assistance, support, training, advocacy, counselling and information to those persons caring for persons with such disabilities in the City of London and the London Borough of Hackney (the "Carers")

The mission

City & Hackney Carers Centre aims to improve Carers' quality of life and to ensure the delivery of Carer focussed services in the borough of Hackney and the City of London.

The need

There are an estimated 4,120 carers in Hackney providing more than 50 hours of care and 70 in the same group in the City of London. Carers are reporting increased levels of health inequalities, poor mental health, social isolation and financial difficulty. This has never been more apparent than during the Coronavirus pandemic which has dominated the landscape of this financial year again. CHCC prides itself on being client-centred, agile and responsive to the changing needs of carers and the people they support. This flexibility and creativity has been at the forefront of the work we have undertaken with carers over the last year.

Public Benefit statement

The Trustees consider that they have complied with Section 17 of the Charities Act 2011 with regard to the guidance on public benefit published by the Charity Commission.

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

Main Activities to Support Objectives:

All activities delivered by City and Hackney Carers Centre (CHCC) aim to respond to local need and provide better quality services to carers and the people they care for. This year City and Hackney Carers Centre (CHCC) has supported unpaid Carers with the provision of the following services:

- Specialist advice and information on welfare benefits, grant applications, housing advice and form filling.
- Generalist information, advice and signposting for current and former carers, the people they care for and professionals.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2022

- A weekly 'What's on' e-news bulletin sent to both carers and professionals, giving information about local voluntary sector and statutory services and the Centre's activities.
- Online wellbeing courses: Mindfulness, yoga, cookery and chair disco.
- Short educational training courses for carers on topics such as Lasting Power of Attorney, writing a will, online safety and developing digital skills.
- Carers coffee mornings (online) providing peer support, high quality information and to enable carers to contribute to the shape of service provision.
- 1:1 counselling, Listening Ear and coaching sessions.
- Buddying and trips for males over 50yrs.
- A Young Adult Carer Support Service (Carers aged 16-25).
- Individual and group support for carers of children with additional needs.

OUR SERVICES

In the year 2021-22 City & Hackney Carers Centre was in touch with 1111 unpaid carers and actively worked with 836 of these across the range of our services:

- **Brocols:** An isolation busting project for men over 50yrs funded by Public Health England through the City & Hackney Wellbeing Network. We worked with 42 older men over the year; 10 older and younger men were supported to form and maintain befriending relationships.

A monthly online meet up was held during the pandemic. This evolved into a weekly meeting at Wellspace on Well Street at the request of the Brocols. The group centred around an activity such as art and craft or singing and has been attended by an average of 8-10 men.

Outcomes:

- Formerly isolated men were supported to increase their social connections
- A regular group was established that the men could rely on as part of their weekly schedule
- Arts activities offered mental relaxation and focus to participants
- Befriending service participants received the following additional benefits:
 - Digital inclusion support (younger volunteers supported older volunteers to use WhatsApp and video calling)
 - Gentle exercise (younger and older participants went on walks together)
 - Emotional support (befriending pairs engaged in peer support via telephone and WhatsApp conversations)

The Warwick Edinburgh Mental Wellbeing Scale (WEMWBS) was used as a measure of mental wellbeing. There was an increase in wellbeing between first contact and final intervention in line with our target KPIs. The men's involvement in the activities provided can thus be said to have a positive impact on mental wellbeing, whether by entering a 'flow' state while creating; improvements in feelings of self-mastery after learning a new technique or skill; or simply through the process of being in regular contact with other adults.

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2022

This case study demonstrates this effect in action:

"At first I was a bit sceptical about doing the arts activities - I had to get used to it - then I started to go more regularly - at first I found it hard to get my head around what we were doing, but then after a while, once I concentrated on it, some of the art things, I started to find them therapeutic. Like, if I go to the session a bit hung up, or angry about something - then I go to Brocals, get stuck into the art, and I lose the anger, I get into the art, and afterwards, I feel so much better." Xavier, 62. (Please note that names have been changed throughout for reasons of confidentiality.)

Carers Information and Advice Service

Over the year the Carers Advice and Information Service, funded by City Bridge Trust and the London Borough of Hackney, took **579** referrals for advice support and provided **459** hours of 1:1 advice and information to **408** unpaid carers and the people they care for. Parent Carers (those caring for a child with a disability or life limiting condition) made up **132** of these and the remaining **276** were carers of adults. In addition to this we provided **514** hours of ad hoc telephone advice through our Wednesday advice line.

Advice sessions were delivered by our two advisers who speak a range of community languages (Dutch, Somali, Bengali, Urdu, Hindi) and were held in person at the Hackney Service Centre on Mondays and Fridays throughout the year and remotely via Zoom or telephone.

Carers were supported with a range of issues which we have ordered according to their prevalence:

Welfare Benefits 40%, Help to access a grant 14%, Support with goods and services (usually negotiating with utility companies) 13%, Housing 8%, Personal (Usually mental ill health) 8%, Help from Social Services 7%, Help with Blue Badge and Freedom pass 3%, Accessing community groups 3%, Family Matters 2%, Education 2%.

"The help that I received was most helpful, Premila was also very understanding of my situation and is a very dedicated member of the team from Carers advice team on many matters is also a very good listening ear. I am very impressed with the quality of work she does. Thank you". S, Carer

"Hudda was so helpful. Also very caring and professional. It felt like I was talking to a friend". P, Carer

Counselling, Coaching and Emotional Support

Based on Zoom and telephone, this service is open to all carers in Hackney and the City. The service was funded through a combination of donations, charges to carers using the service (on a sliding scale) and through a grant from London Community Response offering Human Givens therapy and integrative counselling plus access to life coaching, this year we received 46 referrals. **28** of these went on to have 12-24 counselling sessions each. **8** decided that the listening ear service would suit them better and **10** carers remain on the waiting list to see a counsellor.

Our volunteer counsellors supported carers through difficult life experiences such as the loss of a loved one, coming to terms with a diagnosis, managing challenging behaviour (and their response to this), relationship difficulties, depression, anxiety and trauma. Counselling has enabled carers to make positive changes and to look after their own emotional health.

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2022

Our 'Listening Ear' sessions have been especially important during the pandemic and beyond. They provide an opportunity for carers to offload to a trained person about the stresses and strains they are experiencing over the telephone or on Zoom, at a time that suits them. Over the year CHCC conducted **184** listening ear sessions with **58** carers. These sessions include impromptu calls from carers in crisis, scheduled telephone appointments and zoom appointments.

"I am very thankful of the fantastic Listening Ear service I received for 4 months, at a time where I was going through tremendous challenges, my child refused to go to school and was going through a lot of anxiety. The weekly call that Joanna gave me provided me with time and space to breath and speak about my concerns in a safe environment where I could speak out my thoughts with no worries, Joanna's listening lifted me up and she made gentle suggestions/questions that helped me to think about things I could change gently." C, Parent Carer

Coaching

Over the year, through our partnership with CIC Coaching for Unpaid Carers we delivered 7 coaching workshops to **46** carers. Topics were: Beating Procrastination, Managing your time, Communicating with difficult people, Changing your life story, How to set up and work towards your life goals (ran twice) , Playing to your strengths.

"I've used more than one service from [CHCC] and the help has been invaluable. They have consistently provided uplifting, effective and supportive services that helped improve my mental, physical and emotional well-being. Couldn't have survived these past few years in a positive self-confident way without their many programs."

Digital Inclusion

This project funded by Hackney Giving was aimed at those who had little or no digital knowledge. We delivered individual support sessions to those unable to leave the home and a digital drop-in session once a week at Mildmay Community Centre in Newington Green. Through these sessions we assisted carers to get online for the first time, set up e-mail addresses and understand how to stay safe online.

We supported those without digital technology to apply for funding for a laptop, smartphone or tablet from the Carers Trust.

There were 145 carers of adults, 27 Parent Carers and 3 Young Adult Carers referred into the service over the year.

"Digital Inclusion is a bigger font than the other titles such as Coaching and Parent Carer Support. This support is valued and much needed".

Parent Carer Support

Funded by Mercers Charitable Trust this two-year project offers support to those caring for a child with additional needs. This could be a disability or a long-term illness or health condition. Carers are offered advice and information, support to navigate health and social care systems, emotional support sessions, grant applications for items that will help the child or carer and a monthly peer support and information group.

Over the year our project coordinator worked with 92 Parent Carers, of these 78 were new to the service. We assisted them with a range of issues such as applying for Personal Independence Payment (PIP) or Disability Living Allowance (DLA) for their child, grant applications to the Family Fund and Carers Trust, housing issues, accessing Education and Health Care plans (EHCP) and counselling, listening ear sessions and workshops.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2022

We ran 9 Parent Carer support and information groups with topics ranging from Mindfulness to Direct Payments to Living with Autism from a personal perspective. Each group attracted an average of 7 carers

We applied for grants for 15 parent carers for essential items such as laptops for the carer or their children, washing machines, ovens, microwaves and sensory toys. All were successful and carers were awarded between £150-£300 for the items they required.

We referred 2 Parent Carers to the Foodbank and 2 for emergency fuel vouchers.

2 Parent Carers were supported to challenge welfare benefit award decisions at Tier 1 tribunals.

Over the year we established 34 carer support plans which identified carer needs at the start of us working with them and the support we would provide to them.

83 individual needs were identified in the areas of:

Advice and information, advocacy support, help with housing issues, applying for grants and welfare benefits, the need for counselling or peer support, assistance with gaining Education and Health Care plans (EHCP) for their child and concerns about well-being (safeguarding).

Following our interventions:

29 carers (85%) had all their needs met.

5 carers (15%) had between 50%-75% of identified needs met. Work was still on-going with these carers to ensure that their remaining needs are fully met through our advice team.

56 Parent carers who used the service in the last year responded to our request for feedback and reported the following outcomes:

- 98% said they were Happy or Satisfied with the service they received.
- 92% said their issue was adequately addressed by our team.
- 92% said they felt better equipped to resolve their own issues after support from us.
- 94% said they felt better able to continue in their caring role after our support.

"I found Lorraine to be extremely caring and understood the difficulties that we are facing as a family. She's very empathetic and does her best to get me the help that I need." B, Parent Carer

Young Adult Carers Service

This service funded by the Carers Trust's Making Carers Count Programme commenced in October 2021. The service is for unpaid carers aged 16 to 25yrs old.

The service is delivered through 1:1 support sessions (online and in community locations), through a vibrant WhatsApp group and in weekly group sessions at Forest Rd Youth Hub in Hackney.

Over the year 40 young adult carers were involved in the service. Carers reported being glad to be offered a new service, regardless of whether they had taken part in any activities or received direct support.

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2022

Professional identification and awareness sessions went well, with over double what we anticipated. This was largely due to the online nature of sessions which are easier to arrange and deliver than in person. The experience of the incoming Project Co-ordinator also meant that he was able to identify key agencies and individuals in a short space of time and deliver sessions without much preparation due to a high level of pre-existing knowledge about young adult carers and the issues they face.

We were able to identify a large cohort of YACs through our pre-existing database of carers, enabling us to get off to a strong start.

The enthusiasm and experience of the YAC Support Worker meant that a rapport was built with YACs from the outset with no time wasted in delivery of 1:1 support.

The YAC WhatsApp group proved very successful, feeling intuitive to the demographic and enabling participants to communicate with each other and staff, give feedback on the service and provide input on how they would like the service to develop.

£700 was raised to support Young Adult Carers through Co-op Community Fund.

The Aspirations project for Young Adults Carers

Earlier in the year we ran a series of Coaching workshops designed specifically for Young Adult Carers through the Carers Trust Aspirations Fund. The project was delivered online via Zoom workshops, a WhatsApp group and telephone communications. There were no in-person events due to the Covid-19 pandemic.

We delivered 5 online group coaching webinar workshops attended by 11 carers. 6 people received 4 individual coaching sessions each following this.

It proved beneficial to develop a service specifically offering and engaging with young adult carers, a group of unpaid carers that had not had a tailored offering in Hackney for some time. This resulted in positive individual impacts on the YACs who got involved (with free coaching and individual development grants of £300 to help them achieve their goals).

A lot of learnings were taken from this "pilot project" and used to apply for larger grant from Carers Trust. CHCC applied and successfully received this grant to be able to develop the service further and run it for three years. We also established a relationship with Young Hackney, who support young carers, so they can be referred into the CHCC service once they leave their service at the age of 18.

Online groups and information sessions

Over the year we ran 7 online information workshops attended by 59 carers. Topics were Mental Health First Aid, Fire Safety, Lasting Power of Attorney and writing a Will, Early Stages of Dementia, a Death Café, staying safe online and advice on saving energy at home.

Our monthly online coffee mornings continued with 41 carers attending over the year.

"I really like the coffee mornings. meeting other carers who have more experience and share their knowledge. It has made me realise I am not alone. When we had a speaker about short breaks, I did not think that I could get this for my son but I was encouraged to apply and now have some extra support." A, Parent Carer

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2022

"Carer's coffee morning gives us a chance to look up from our usual tasks and share news, skills, giving tips and the ad-hoc things that arise. Most importantly, we don't need to explain our circumstances; we contribute what we can or listen within the gentle trust of the group. The sessions are chaired, so we hope that no one person will hog the session. There is no one way to be, we are invited to be our natural selves. Today, we talked about some local gardens and the views from nearby roof gardens. Some revelations took us to Jersey and Donegal. New places to look up and feed our dreams. In real time today, we saw how one family's ceiling had fallen in, how another was knitting a complex pattern of green squares towards a warm blanket. Within what seems humdrum, we can show concern or admiration." H, Adult Carer.

Covid Communications

This project allowed us to provide accurate up-to-date Covid-19 information tailored to unpaid carers in the midst of the pandemic when a lot of conflicting information and fake news were coming from other sources.

Consistent updates about Covid-19 were being sent weekly in the e-newsletter, along with daily posts on social media channels. This helped to embed awareness into people's daily lives. Up-to-date information was compiled for staff for reference, so they could check in with carers in regards to their vaccination status and general wellbeing while taking calls on other matters.

The project was delivered primarily via online communications and information sessions during groups.

The number of carers reached via direct communication was 128.

Achievements and performance

It has been a challenging year once again for the Carers Centre but much more so for our beneficiaries. Our well-established position as a provider of advice, information and wellbeing services has proved to be invaluable to the unpaid carers we have supported over the year.

We continue to see an increase in demand for our counselling and listening ear service and this has increased the length of time that carers can expect to wait before receiving direct support. We are working hard to address this through fundraising to expand the team of volunteers. We are very lucky to have such a dedicated and professional team of volunteers, without whom we could not offer the range of services that we do.

Our information and advice service is also in demand as the rise in energy and food costs is being felt by vulnerable households. CHCC is working hard to ensure we have some provision for crisis support internally and that we have clear pathways to direct carers to organisations also offering crisis support.

CHCC is confident it can continue offering the services that carers need for the next year and beyond.

Feedback in numbers

95% of carers surveyed were either happy or satisfied with the service they received. 5% didn't comment

88% of carers felt their issues were adequately addressed by CHCC, 7% did not comment, 3% said they didn't know and 2% said it was not.

75% of carers said they felt better able to resolve their issue after using our service, 13% said they didn't know, 4% did not comment and 2% said they did not.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2022

67% of carers said they felt better able to continue caring as a result of using our services, 24% said they didn't know, 8% did not comment and 1% said they did not.

Chair's Report

This has been a year in which we have continued to provide services for the unpaid carers of Hackney. You can read more about the help we are able to provide elsewhere in this report. As we emerge from the pandemic we are gradually re-introducing face to face sessions for carers, but continue to offer a lot of support via phone and video conferencing services such as Zoom.

Fundraising has proved more challenging over the last twelve months. However, due to prudent management by our COO, Joanna Brunt, a strict control of costs, and a huge effort on the part of Jo and others in applying for funding, the charity has managed to maintain its financial position. All who work for the Carers Centre are to be congratulated on this achievement, which puts us on a good footing for providing services next year.

CHCC would like to thank the following funders for their support :-

- The London Borough of Hackney
- City Bridge Trust
- The Mercers Charitable Foundation
- Hackney Giving
- Kings Park Moving Together
- Public Health England
- Carers Trust
- London Catalyst
- West Hackney Parochial Charity
- Hackney Parochial Charity
- London Community Response

Financial Review

As noted in the Financial Review of the previous two years the COVID 19 Pandemic significantly increased the needs of our beneficiaries. The Charity was in a strong position to respond to the increased needs and altered ways of working the Pandemic brought about. We were the first Charity in East London to provide web-based services and group meetings to our service users. The results of the year's operations are set out in the Financial Statements. Total incoming resources amounted to £225,438 (2021: £275,569) and total resources expended amounted to £226,693 (2021: £219,161), resulting in a return to a small deficit of £1,255 for the year (2021: surplus £56,408). This deficit is due to the expenditure of Restricted Funds held at the end of the previous year to finance ongoing projects. During the year the Restricted Funds held fell by £9,690 from £49,331 to £39,641. In contrast, as noted below, the amount of Unrestricted Funds rose during the year.

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2022

Reserves policy

The Charity sets aside funds, as unrestricted reserves, to meet future anticipated or contingent expenditure, in particular to: cover staffing costs such as sickness or redundancy, to develop new activities and to ensure the continuity of services through difficult financial periods. The Board of Trustees decided the desired level of the "free" reserves should be between 3- and 6-months recurrent expenditure - at the time this amounted to £100,000 - £160,000, Recurrent expenditure is currently at a reduced level applying the same approach would require reserves between £56,000 and £100,000. The Board considered it prudent to maintain the reserves at a higher level.

At the end of the financial year the free reserves stood at £156,619 (2021: £148,184). This will enable the charity to maintain activity and develop new services through the Cost of Living Crisis which will have a significant impact on our beneficiaries.

The existence of these reserves has enabled the Trustees to accept financial risk, and to continue services through very uncertain times. This has facilitated the uninterrupted delivery of essential, valuable activities and development of new services for our beneficiaries.

Risk

The most significant risk faced by the Charity, as with many other small charities, is maintaining sufficient funding to provide for the needs of its service users. This is particularly apparent in a period where Carers, our beneficiaries, have been particularly badly affected by measures to combat the spread of COVID19 virus.

The increasing use of web-based technology to serve the needs of our beneficiaries through the Pandemic and the periods of isolation and lock-down it has increased the risks of cyber-attack and the need for electronic data security. The Trustees believe that reasonable data security measures are in place they continue to look into further steps to enhance protections.

Going concern

The Trustees believe that the current level of reserves will enable the current level of activity to be sustained for more than 24 months while we continue to develop new services and identify new partners. In consequence the Trustees believe that the Charity will be able to continue as a going concern into 2024 and beyond.

Plans for future

The charity provides many services to beneficiaries as described in this report. However, the Trustees are of the view that, valuable as they are, these services on their own are insufficient to sustain the charity in a financially sound state for the long term. To this end the Charity won a bid for funding from the Carers Trust, for a new 32 month project commencing in October 2021 which will provide a total income of £149,935. The Trustees are therefore determined to build new services for our beneficiaries at a time when they face new and increased hardship as a result of the COVID 19 Pandemic and to find new partners to provide the economies of scale necessary to sustain and develop these services into the future.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2022

Beneficiaries of our services

Beneficiaries of our services are unpaid carers aged 16 and over living in the Borough of Hackney and the City of London. We also indirectly support the people our carers care for through our various services.

Structure, governance and management **Governing Documents**

The Trustees review the Articles of Association and Memorandum of Association in line with Charity Commission guidelines.

Statement of responsibilities of the trustees

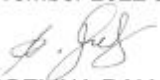
The trustees (who are also directors of City and Hackney Carers Centre for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company and charity law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgments and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

The trustees' annual report which includes the strategic report has been approved by the trustees on 15 November 2022 and signed on their behalf by


ANGELINA DALY, Chair

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
CITY & HACKNEY CARERS CENTRE FOR THE YEAR ENDED 31 MARCH 2022

I report to the charity trustees on my examination of the financial statements of City & Hackney Carers Centre for the year ended 31 March 2022.

Responsibilities and basis of report

As the trustees of the City & Hackney Carers Centre (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). You are satisfied that the accounts of the Company are not required by charity or company law to be audited and have chosen instead to have an independent examination.

Having satisfied myself that the accounts of the City & Hackney Carers Centre are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the accounts 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

I can confirm that I am qualified to undertake the examination because I am a registered member of the ICAEW which is one of the listed bodies.

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

1. accounting records were not kept as required by section 386 of the 2006 Act ; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the Charities SORP (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Richard Billingham FCA
Knox Cropper LLP
Chartered Accountants
65 Leadenhall Street, London, EC3A 2AD

Date:

30/11/2022

CITY & HACKNEY CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating the Income and Expenditure Account)
For the year ended 31 March 2022

	Note	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
INCOME AND ENDOWMENTS FROM:					
Donations and legacies	2	26,894	-	26,894	12,231
Charitable activities	3	21,543	177,001	198,544	263,338
TOTAL		48,437	177,001	225,438	275,569
EXPENDITURE ON:					
Charitable activities		39,666	187,027	226,693	219,161
TOTAL EXPENDITURE	4	39,666	187,027	226,693	219,161
Net income/((expenditure) before gains and losses on investments		8,771	(10,026)	(1,255)	56,408
Net income		8,771	(10,026)	(1,255)	56,408
Transfer between funds	13	(336)	336	-	-
Net outgoing resources before other recognised gains and losses		8,435	(9,690)	(1,255)	56,408
NET MOVEMENT IN FUNDS		8,435	(9,690)	(1,255)	56,408
TOTAL FUNDS AT 1 APRIL 2021		148,184	49,331	197,515	141,107
TOTAL FUNDS AT 31 MARCH 2022		£ 156,619	£ 39,641	£ 196,260	£ 197,515

CITY & HACKNEY CARERS CENTRE

Company limited by guarantee (registered company no. 03044523)

BALANCE SHEET**As at 31 March 2022**

	Notes	2022 £	2021 £
FIXED ASSETS			
Tangible assets	10	-	-
		<u>-</u>	<u>-</u>
CURRENT ASSETS			
Debtors	11	10,430	6,118
Cash at bank and in hand		203,201	210,699
		<u>213,631</u>	<u>216,817</u>
CREDITORS: amounts falling due within one year	12	(17,371)	(19,302)
NET CURRENT ASSETS		<u>196,260</u>	<u>197,515</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		196,260	197,515
NET ASSETS		<u>£ 196,260</u>	<u>£ 197,515</u>
FUNDS			
Unrestricted funds:			
General fund	13	156,619	148,184
Restricted funds	13	39,641	49,331
		<u>£ 196,260</u>	<u>£ 197,515</u>

The financial statements have been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 relating to small companies and the Financial Reporting Standard 102.

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022. The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved, and authorised for issue, by the Board of Trustees and signed on 15 November 2022 their behalf by:-


ANGELINA DALY, Chair


MALCOLM AICKIN, Treasurer

CITY & HACKNEY CARERS CENTRE

CASH FLOW STATEMENT

For the year ended 31 March 2022

	2022	2021
	£	£
Cash flows from operating activities		
Net income/(expenditure) for the financial year	(1,255)	56,408
Adjustments for:		
(Increase)/decrease in debtors	(4,312)	(3,135)
Increase/(decrease) in creditors	(1,931)	8,527
	(7,498)	61,800
Net increase/(decrease) in cash and cash equivalents	(7,498)	61,800
Cash and cash equivalents at 1 April 2021	210,699	148,899
Cash and cash equivalents at 31 March 2022	£ 203,201	£ 210,699
Components of cash and cash equivalents		
Cash at bank and in hand	203,201	210,699

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

1. ACCOUNTING POLICIES

Basis of preparation of financial statements

The financial statements of the charity, which is a public benefit entity under FRS102, have been prepared under the historical cost convention. They have been prepared in accordance with applicable United Kingdom accounting standards, the requirements of the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2015), in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) and the Charities Act 2011. The presentational currency of the financial statements is Pound Sterling (£).

Company status

City & Hackney Carers Centre is a company limited by guarantee. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

Going concern

The trustees have prepared cash flows and budgets for the next twelve months and consider that the company is able to realise its assets and discharge its liabilities in the normal course of business. The trustees have an expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For these reasons, they continue to adopt the going concern basis of accounting in preparing the annual financial statements.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objects of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes. The cost of administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements. Statutory grants which are given as contributions towards the Charity's core services are treated as unrestricted.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixture and Equipment	-	4 Years
Office equipment	-	4 Years

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Short-term debtors and creditors

Debtors are recognised when the charity is legally entitled to the income after any performance conditions have been met, the account can be measured reliably and it is probable that the income will be received. Creditors are recognised when the charity has a present legal or constructive obligation resulting from a past event to make payment to a third party, it is probable that settlement will be required and the amount due to settle the obligation can be measured or estimated reliably.

Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value which are subsequently measured at amortised cost using the effective interest method.

Pensions

The company operates a stakeholder pension scheme. If employees choose to join, the company contributes 3% of gross salary. Alternatively, the company contributes 5% of gross salary to an employee's personal pension fund. The pension charge represents the amounts payable by the company to the funds in respect of the year.

2. DONATIONS AND LEGACIES

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Donations	25,092	-	25,092	1,023
Other income	1,802	-	1,802	11,208
	£ 26,894	£ Nil	£ 26,894	£ 12,231

CITY & HACKNEY CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Carer's support services	3,455	130,711	134,166	240,251
Advice	18,088	46,290	64,378	23,087
	£ 21,543	£ 177,001	£ 198,544	£ 263,338

Analysis of funding

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Carer's support services				
Carers Trust - Aspiration Fund	-	4,825	4,825	-
Brocols - Public Health Fund	-	33,451	33,451	-
London Borough Hackney	-	-	-	144
Connect Hackney/ Hackney Council for Voluntary services	-	-	-	69,967
East London NHS Foundation Trust	-	-	-	14,057
Mercers Charitable Foundation	-	-	-	21,200
The National Community Fund	-	-	-	56,437
Carers Trust - Making Carers Count	-	31,670	31,670	44,413
Hackney Giving	-	38,840	38,840	-
London Catalyst	-	-	-	3,000
The London Community Foundation	-	20,000	20,000	23,354
Counselling income	1,605	-	1,605	3,255
THCC Tier 1 and Upper Tribunal	1,850	-	1,850	-
West Hackney Parochial Charity	-	-	-	4,424
Kings Park Moving Together	-	1,925	1,925	-
	3,455	130,711	134,166	240,251
Advice				
City Bridge Trust	-	46,290	46,290	-
Citizens Advice East End	18,088	-	18,088	18,088
Hackney Parochial Charities	-	-	-	4,999
	18,088	46,290	64,378	23,087
	£ 21,543	£ 177,001	£ 198,544	£ 263,338

CITY & HACKNEY CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

4. RESOURCES EXPENDED

	Direct Staff costs £	Other direct costs £	Support costs £	Total 2022 £	Total 2021 £
Cost of charitable activities					
Carers's support services	111,408	57,374	2,763	171,545	210,522
Advice	52,869	2,126	153	55,148	8,639
Total 2022	£ 164,277	£ 59,500	£ 2,916	£ 226,693	
Total 2021	£ 129,021	£ 83,645	£ 6,495		£ 219,161

Resources expended include:

	2022 £	2021 £
Independent Examiner's fee	2,090	1,440

Details of staff costs are given in Note 6.

Details of Support costs is given in Notes 5.

5. SUPPORT COSTS

	Total 2022 £	Total 2021 £
Office and supply costs	732	596
Governance costs	13	-
Premises costs	81	4,459
Independent Examiner's fee	2,090	1,440
	£ 2,916	£ 6,495

6. STAFF NUMBERS AND COSTS

	2022 £	2021 £
Wages and salaries	151,152	116,147
Social security costs	6,983	6,019
Pension costs	6,142	5,798
Redundancy costs	-	1,057
	£ 164,277	£ 129,021

The average monthly number of employees during the year was 8 staff. (2021 - 5 staff)

No employee received remuneration of more than £60,000. (2021 - None)

The key management personnel of the charitable company are those persons having authority and responsibility for planning, directing and controlling the activities of the charitable company, directly or indirectly, including any trustee of the charitable company. In addition to the trustees of City and Hackney Carers Centre, key management personnel includes the Chief Operations Officer. Total employee benefits including employer pension contributions paid to key management personnel in the period amounted to £33,157 (2021 - £35,101).

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

7. TRUSTEES REMUNERATION AND BENEFITS

During the year, no members of the Board of Trustees received any remuneration (2021 - £NIL).
No members of the Board of Trustees received reimbursement of expenses (2021 - £NIL).

8. Taxation

City & Hackney Carers Centre is a registered charity and is potentially exempt from taxation in respect of income and capital gains received within the categories covered by Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to charitable purposes.

9. INTANGIBLE FIXED ASSETS

	£
Software:	
Cost	
At 1 April 2021	9,880
At 31 March 2022	<u>£ 9,880</u>
Amortisation	
At 1 April 2021	9,880
At 31 March 2022	<u>£ 9,880</u>
Net book value	
At 31 March 2022	<u>£ Nil</u>

Goodwill is being written off in equal annual instalments over its estimated economic life of 5 years.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

10. TANGIBLE FIXED ASSETS

	Fixture and Equipment £
Cost	
At 1 April 2021 and 31 March 2022	<u>8,574</u>
Depreciation	
At 1 April 2021 and 31 March 2022	<u>8,574</u>
At 31 March 2022	<u>8,574</u>
Net book value	
At 31 March 2022	<u>£ Nil</u>
At 31 March 2021	<u>£ Nil</u>

11. DEBTORS

	2022 £	2021 £
Due within one year		
Trade debtors	9,288	4,995
Prepayments	1,142	1,123
	<u>£ 10,430</u>	<u>£ 6,118</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade creditors	9,308	11,645
Social security and other taxes	3,493	3,663
Other creditors	721	764
Accruals	3,849	3,230
	<u>£ 17,371</u>	<u>£ 19,302</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

13. STATEMENT OF FUNDS

	Brought Forward	Incoming Resources	Resources Expended	Transfers and investment gains/(losses)	Carried Forward
	£	£	£	£	£
RESTRICTED FUNDS					
Carer's support services	28,131	130,711	(127,343)	-	31,499
Mercers Charitable Foundation	21,200	-	(21,536)	336	-
City Bridge Trust	-	46,290	(38,148)	-	8,142
	<u>£ 49,331</u>	<u>£ 177,001</u>	<u>£ (187,027)</u>	<u>£ 336</u>	<u>£ 39,641</u>

SUMMARY OF FUNDS

General Funds	148,184	48,437	(39,666)	(336)	156,619
Restricted Funds	49,331	177,001	(187,027)	336	39,641
	<u>£ 197,515</u>	<u>£ 225,438</u>	<u>£ (226,693)</u>	<u>£ Nil</u>	<u>£ 196,260</u>

COMPARATIVE STATEMENT OF FUNDS

RESTRICTED FUNDS

Carer's support services	12,160	189,243	(173,272)	-	28,131
Mercers Charitable Foundation	21,200	21,200	(21,200)	-	21,200
	<u>£ 33,360</u>	<u>£ 210,443</u>	<u>£ (194,472)</u>	<u>£ Nil</u>	<u>£ 49,331</u>

SUMMARY OF FUNDS

General Funds	107,747	65,126	(24,689)	-	148,184
Restricted Funds	33,360	210,443	(194,472)	-	49,331
	<u>£ 141,107</u>	<u>£ 275,569</u>	<u>£ (219,161)</u>	<u>£ Nil</u>	<u>£ 197,515</u>

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
Net current assets	156,619	39,641	196,260
	<u>£ 156,619</u>	<u>£ 39,641</u>	<u>£ 196,260</u>
Comparative analysis of net assets	<u>£ 148,184</u>	<u>£ 49,331</u>	<u>£ 197,515</u>

15. RELATED PARTIES

There were no other related party transactions in the year.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

16 COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES

	<i>Unrestricted Funds 2021 £</i>	<i>Restricted Funds 2021 £</i>	<i>Total Funds 2021 £</i>
INCOME AND ENDOWMENTS FROM:			
Donations and legacies	11,231	1,000	12,231
Charitable activities	53,895	209,443	263,338
TOTAL	65,126	210,443	275,569
EXPENDITURE ON:			
Charitable activities	24,689	194,472	219,161
Net expenditure	40,437	15,971	56,408
NET MOVEMENT IN FUNDS	40,437	15,971	56,408
TOTAL FUNDS AT 31 MARCH 2020	107,747	33,360	141,107
TOTAL FUNDS AT 31 MARCH 2021	£ 148,184	£ 49,331	£ 197,515

Accounts

CITY & HACKNEY CARERS CENTRE
(Company limited by guarantee no. 03044523
registered charity no. 1054962)

REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021



REPORT AND FINANCIAL STATEMENTS
For the year ended 31 March 2021

CONTENTS

	Page
Legal and administrative information	1
Board of Trustees's report	2 - 9
Independent Examiner's report	10
Statement of financial activities	11
Balance sheet	12
Cash flow statement	13
Notes to the financial statements	14

CITY & HACKNEY CARERS CENTRE

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS

For the year ended 31 March 2021

Board of Trustees Jonathan Passman
Malcolm Aickin
Helen Mary Julian
Sophie Fagan (resigned 19 April 2020)
Mary Hiscock
Cassim Adepegba
Angelina Daly
Dominic Masny
John Smith
Kit Andrew Welsh

Chair Jonathan Passman

Treasurer Malcolm Aickin

Chief Operations Officer Joanna Brunt

Company reg. no. 03044523

Charity reg. no. 1054962

Registered office 1 C Mentmore Terrace
London
E8 3DQ

Independent Examiner Knox Cropper LLP
65 Leadenhall Street
London
EC3A 2AD

Bankers Unity Trust Bank
Nine Brindley Place
Birmingham
BI 2HB

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2021

The trustees present their report and the independently examined financial statements for the year ended 31 March 2021.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Objectives and activities

The objects for which the charity was established are: the relief of persons suffering from disabilities arising from age, or physical or mental disability in particular by the provision of practical assistance, support, training, advocacy, counselling and information to those persons caring for persons with such disabilities in the City of London and the London Borough of Hackney (the "Carers").

The mission

City & Hackney Carers Centre aims to improve Carers' quality of life and to ensure the delivery of Carer focussed services in the borough of Hackney and the City of London.

The need

There are an estimated 4,120 carers in Hackney providing more than 50 hours of care and 70 in the same group in the City of London. Carers are reporting increased levels of health inequalities, poor mental health, social isolation and financial difficulty. This has never been more apparent than during the Coronavirus pandemic which began shortly before the financial year commenced and has shaped the way we delivered services this year. CHCC's services are always designed to respond to the changing needs of carers and to support the wider family too where possible. We have had to be especially agile and creative in order to meet this need over the last year.

Public Benefit statement

The Trustees consider that they have complied with Section 17 of the Charities Act 2011 with regard to the guidance on public benefit published by the Charity Commission.

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

Main Activities to Support Objectives:

All activities delivered by City and Hackney Carers Centre (CHCC) aim to respond to local need and provide better quality services to carers and the people they care for. This year City and Hackney Carers Centre (CHCC) has supported unpaid Carers with the provision of the following services :

- Specialist advice and information on welfare benefits, grant applications and form filling.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2021

-
- Generalist information, advice and signposting for current and former carers, the people they care for and professionals.
 - A weekly 'What's on' e-news bulletin sent to both carers and professionals, giving information about local voluntary sector and statutory services and the Centre's activities.
 - Online wellbeing courses: Mindfulness, yoga, creative drawing, creative writing, dance, cookery and chair disco.
 - Short educational training courses for carers on topics such as Lasting power of attorney, writing a will, online safety and developing digital skills.
 - Carers coffee mornings (online) providing peer support, high quality information and to enable carers to contribute to the shape of service provision.
 - 1:1 counselling and coaching sessions.
 - Buddying and trips for males over 50yrs.
 - Individual and group support for carers of children with additional needs.

OUR SERVICES

In the year 2020-21 City & Hackney Carers Centre actively worked with 686 unpaid carers across the range of our services:

- **Brocals:** An isolation busting project for men over 50yrs funded by Connect Hackney, part of the Big Lottery Ageing Better programme.

With a monthly online meet up held during the pandemic, yoga, trips and activities (risk assessment permitting) and a buddying service attached, this project has been used by a core group of 30 men over the year. The pandemic made in-person meet-ups difficult and trips out even more challenging. Supporting the men into online and digital activities where possible was a priority and many enjoyed meeting socially. During the summer of 2020 artist Angela Groundwater worked with Hackney Brocals as part of her 'Out of the ManCave' wallpaper project, matching volunteer 'story gatherers' (sourced via Volunteer Centre Hackney) with beneficiaries. Some of these pairs also developed into long-term befriending relationships. In December we ran a 4 week online 'Boxing and Mindfulness for Men' class.

"So proud to be part of Angela's wallpaper project - and a Brocal!"

'Dan has become such a wonderful part of my life and I will be forever grateful to Brocals for bringing us together.'

[My volunteer] Charlotte and I have taken walks together and she showed me how to use Instagram.'

Carers Information and Advice Service

Over the year the Carers Advice Service, funded by the London Borough of Hackney, has provided 461 1:1 advice and information sessions to 120 unpaid carers. The advice sessions were all held remotely via Zoom, WhatsApp or telephone due to the coronavirus pandemic.

Carers were supported with range of issues such as rights to benefits, support from social services, housing, debt, transport, grants for essential items, accommodation and adaptations, as well as support with other issues.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2021

Counselling, Coaching and Emotional Support

Based on Zoom and telephone, this service is open to all carers in Hackney and the City. The service was funded through a combination of donations, charges to carers using the service (on a sliding scale) and through a grant from West Hackney Parochial Charity.

Offering Human Givens Therapy and integrative counselling plus access to life coaching, this year we received 89 referrals. 50 of these went on to have counselling. 22 decided that the listening ear service would suit them better and 1 carer remains on the waiting list to see a counsellor.

Our volunteer counsellors supported carers through challenging life experiences such as bereavement, coming to terms with a diagnosis, managing challenging behaviour and their response to this, personal concerns, depression anxiety and trauma. Counselling has enabled carers to make positive changes and look after their own emotional health.

Our 'Listening Ear' sessions have been especially important during the pandemic. They provide an opportunity for carers to offload to a trained person about the stresses and strains they are experiencing over the telephone or on Zoom, at a time that suits them. Over the year CHCC conducted 91 listening ear sessions with 35 carers. These sessions include impromptu calls from carers in crisis, scheduled telephone appointments and zoom appointments.

Coaching

Over the year, through our partnership with CIC Coaching for Unpaid Carers we delivered 35 1:1 coaching sessions to 10 carers. We also held a coaching workshop on Time Management attended by 11 carers.

***"CHCC has been a lifeline; I do not know what I would have done throughout lockdown without them".
"The counselling sessions were brilliant; it was wonderful to have such a bubbly positive person to talk to – really helps lift your mood when you're feeling low".***

The Carers Collective:

This is a creative project funded by Connect Hackney which engages with carers over 50yrs and the people they care for, who are at risk of mental ill health. Together (or apart if preferred) they learn new skills and revisit dormant ones, unlocking their creativity, producing objects of beauty for personal pleasure or public exhibitions.

We were able to swiftly pivot to online delivery after the national lockdown, commissioning video content and getting running on Zoom very quickly. We already had content on YouTube and a good social media presence on other channels. Carers were quick to engage with Zoom in the main and enjoyed the online activities and the feeling of connectedness to others they provided.

Through the year the Collective engaged with 150 carers over six sessions of: Kirsty's Art Klub, the Carers' Choir, Hackney Howlers (women's writing group), In-person Silk Painting, in-person Mosaic making and a Gold Leaf decorating course.

We offered 12 sessions of Dance for Carers and Yoga for Carers. We also commissioned some video content: four yoga videos and a short course in enhancing your creativity as a carer. We used carers as facilitators wherever possible.

"I love the class. It helps me get through the week and gives me something to look forward to."

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2021

"My favourite class of the whole week!" "You guys run the best classes!"

"It's great that I can do these courses and talk to people online after the dance and yoga classes."

"Lovely instructor, very clear and engaging."

Digital Inclusion

This two-part project was funded through the Carers Trust and enabled us to identify digitally excluded carers, provide them with information about options for getting online and then furnish them with a tablet, access to broadband and an introductory session on how to use their tablet. We also offered online safety classes to all carers and a range of workshops and activities on zoom that we tutored and coached carers onto. The take up of this service was phenomenal with 150 carers using the service at some point over 6 months. We gave out 17 tablets to carers, 7 broadband or portable Wi-Fi connections and 29 laptops and Chromebooks.

We ran 69 sessions for carers who had not previously engaged with online classes, including carers coffee mornings, mindfulness sessions, a quiz and digital skills workshops.

"Excellent service, which has been an absolute lifeline during the pandemic". Carer D has attended online group sessions, including the Disco sessions; which "left her feeling like a 20-year-old again". Through group sessions, she has found that "she doesn't feel as sorry for herself, as she has seen that some carers have more problems than she has"

"The tablet has made a big difference to my mum. I have helped her to set up an email address and she uses the tablet to read Urdu news, check the weather, watch cooking videos on you tube and reach out to family members abroad through WhatsApp/zoom. She still has a lot to learn but is making steady progress"

Planning for Tomorrow

This brief project funded through the Carers Trust allowed CHCC to offer workshops designed to provide vital information and prepare carers for the future. 49 carers accessed 8 workshops on Writing a Will, Lasting Power of Attorney, Thinking about Alternate Care Provision and a Death Café.

Carers reported that they now felt confident that they can ask for help when they need it in the future. One carer said that she felt better able to deal with some of the things that she was worrying about, that she needed to sort out or that might happen in the future. Another carer said she felt confident that she knew who to turn to for support in the future and therefore felt happier or more positive as a result of the LPA and Will Writing session.

Parent Carer Support

Funded by Mercers Charitable Trust with some additional funding from London Catalyst and Hackney Parochials, this two-year project offers support to those caring for a child with additional needs. This could be a disability or a long-term illness or health condition. Carers are offered advice and information, support to navigate health and social care systems, emotional support sessions, grant applications for items that will help the child or carer and a monthly peer support and information group.

Over the year we were contacted by 79 parent carers and assisted them with a range of issues such as applying for Personal Independence Payment (PIP) or Disability Living Allowance (DLA) for their child, grant applications to the Family Fund and Carers Trust, housing issues, accessing Education and Health Care plans (EHCP) and counselling, listening ear sessions and workshops.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2021

'I know that it can take a while to get an appointment for help filling in dla forms but they were fantastic and really went out of their way to help me asap.'

'I'm really grateful for the help and support I received from Jo. She was professional and knowledgeable, excellent service from Hackney carers centre and staff. Thank you so much, you guys are awesome.'

Our Strategic Objectives are:

Strategic aim 1 : To increase the number of identified carers able to access services including 'hidden' carers.

Strategic aim 2: To meet agreed targets but to maintain the quality of our services to carers

Strategic aim 3: To establish financial stability

Strategic aim 4: To improve the mental and physical health and wellbeing of carers and to increase the confidence and ability of carers to make and influence decisions that affect their lives

Strategic aim 5: To ensure a greater voice for carers to influence policies and practices which affect their lives

Strategic aim 6: To increase knowledge and awareness amongst statutory agencies and other partners about the support needs of carers and how to best address them.

Achievements and performance

It has been another challenging year for the Carers Centre but much more so for our beneficiaries. Our updated position as a provider of advice, information and wellbeing services has proved to be essential to our unpaid carers. In November 2020 we noted that demand for our counselling service had increased by 250% from the same time the year before. The staff team is much smaller now and we would have struggled to meet the demand were it not for the availability of Covid-19 crisis funding. New funding from the Carers Trust, Big Lottery, London Community Response and London Borough of Hackney enabled us to maintain our services and respond to the need for digital skills development and online wellbeing workshops.

Fundraising is an on-going activity and continues to be successful. Funders have recognised the need for increased mental health support, information and advice and programmes to tackle isolation and increase human and digital connections. CHCC is confident it can continue offering the services that carers need for the next year and beyond.

Feedback in numbers

100% of carers surveyed were either happy or satisfied with the service they received.

98% of carers felt their issues were adequately addressed by CHCC, 2% did not comment.

74% of carers said they felt better able to resolve their issue after using our service, 21% said they didn't know, 2% did not comment and 3% said they did not.

77% of carers said they felt better able to continue caring as a result of using our services, 16% did not comment and 8% said they didn't know.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2021

Chair's Report

This has been a year in which we have continued to provide services for the unpaid carers of Hackney. You can read more about the help we are able to provide elsewhere in this report. We have been able to carry on through the epidemic with a relatively small amount of face to face contact, but with increased use of telephone and online media.

This has also been a year of steady improvement for the financial situation of the charity. Although we do not have any contracts with the local authority, only grants, we are in a stronger position than we were a year ago. This is thanks to prudent management by our COO, Joanna Brunt, a strict control of costs, and a huge effort on the part of Jo and others in fundraising. All who work for the Carers Centre are to be congratulated on this achievement. We look forward to the next year with some optimism.

CHCC would like to thank the following funders for their support :-

- London Borough of Hackney
- City and Hackney Clinical commissioning Group – IT Enabler
- Connect Hackney
- Big Lottery
- Mercers Charitable Foundation
- Carers Trust
- Hackney Parochial Charity
- London Catalyst
- London Community Response
- West Hackney Parochial

Financial Review

As noted in the Financial Review last year the COVID 19 Pandemic significantly increased the needs of our beneficiaries. The Charity was in a strong position to respond to the increased needs and altered ways of working the Pandemic brought about. We were the first charity in Hackney to provide online group meetings to our service users. The results of the year's operations are set out in the Financial Statements. Total incoming resources amounted to £275,569 (2020 - £313,989) and total resources expended amounted to £219,161 (2020 - £317,170), resulting in a surplus on the year of £56,408 (2020 - deficit £3,181).

Reserves policy

The Charity sets aside funds, as unrestricted reserves, to meet future anticipated or contingent expenditure, in particular to cover staffing costs such as sickness, redundancy, to develop new activities and to ensure the continuity of services through difficult financial periods. The Board of Trustees decided the desired level of the "free reserves" should be between 3- and 6-months recurrent expenditure at the time when this amounted to £100,000 - £160,000. Although recurrent expenditure is currently at a reduced level of activity, the Board considers it prudent to maintain the reserves at the same level.

At the end of the financial year the free reserves stood at £148,183 (2020 - £107,746).

The existence of these reserves has enabled the Trustees to accept financial risk to continue valuable activities and develop new services through very uncertain times. This has facilitated the uninterrupted delivery of essential services for our beneficiaries.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2021

Risk

The most significant risk faced by the Charity, as with many other small charities, is maintaining sufficient funding to provide for the needs of its service users. This is particularly apparent in a period where Carers, our beneficiaries, have been particularly badly affected by measures to combat the spread of COVID19 virus.

The increasing use of web-based technology to serve the needs of our beneficiaries through the Pandemic and the periods of isolation and lock-down it has increased the risks of cyber-attack and the need for electronic data security. The Trustees are well aware that the Local Authority was the subject of a cyber attack in October 2020 and that its IT services have not been fully restored 10 months later. Although the Trustees believe that reasonable data security measures are in place they are taking further steps to enhance protections.

Going concern

They do so secure in the knowledge that the current level of reserves will enable the current level of activity to be sustained for more than 12 months while new services are developed and new partners are secured. In consequence the Trustees believe that the Charity will be able to continue as a going concern into 2023 and beyond.

Plans for future

The charity provides many services to beneficiaries over and above Carers Assessments as described in this report. However, the Trustees are of the view that, valuable as they are, these services on their own are insufficient to sustain the charity in a financially sound state for the long term. To this end the Charity won a bid for funding from the Mercers Company, for a new 2-year project commencing in March 2020 which will provide an annual income of £21,000. The Trustees are therefore determined to build new services for our beneficiaries at a time when they face new and increased hardship as a result of the COVID 19 Pandemic and to find new partners to provide the economies of scale necessary to sustain and develop these services into the future.

Beneficiaries of our services

Beneficiaries of our services are unpaid carers aged 16 and over living in the Borough of Hackney and the City of London. We also indirectly support the people our carers care for through our various services.

Structure, governance and management

Governing Documents

The Trustees review the Articles of Association and Memorandum of Association in line with Charity Commission guidelines.

Related parties and relationships with other organisations

CHCC works in partnership with 14 other voluntary sector organisations in Hackney to deliver services under the 'Carers are the Bedrock' contract. CHCC has close links with Hackney CVS who are a funder through their Connect Hackney programme. The London Borough of Hackney and City and Hackney CCG are also funders. CHCC sits on the board of the City and Hackney Dementia Alliance and is part of the Hackney Advice Partnership.

CITY & HACKNEY CARERS CENTRE

BOARD OF TRUSTEES' REPORT

For the year ended 31 March 2021

Statement of responsibilities of the trustees

The trustees (who are also directors of City and Hackney Carers Centre for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company and charity law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgments and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

The trustees' annual report which includes the strategic report has been approved by the trustees on 9 November 2021 and signed on their behalf by

JONATHAN PASSMAN, Chair



INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
CITY & HACKNEY CARERS CENTRE FOR THE YEAR ENDED 31 MARCH 2021

I report to the charity trustees on my examination of the financial statements of City & Hackney Carers Centre for the year ended 31 March 2021.

Responsibilities and basis of report

As the trustees of the City & Hackney Carers Centre (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). You are satisfied that the accounts of the Company are not required by charity or company law to be audited and have chosen instead to have an independent examination.

Having satisfied myself that the accounts of the City & Hackney Carers Centre are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

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

1. accounting records were not kept as required by section 386 of the 2006 Act ; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities 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 accounts to be reached.



Richard Billingham FCA
Knox Cropper LLP
Chartered Accountants
65 Leadenhall Street, London, EC3A 2AD

Date: 19/11/2021

CITY & HACKNEY CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES
(incorporating the Income and Expenditure Account)
For the year ended 31 March 2021

	Note	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
INCOME AND ENDOWMENTS FROM:					
Donations and legacies	2	11,231	1,000	12,231	11,456
Charitable activities	3	53,895	209,443	263,338	302,533
TOTAL		65,126	210,443	275,569	313,989
EXPENDITURE ON:					
Charitable activities		24,689	194,472	219,161	317,170
TOTAL EXPENDITURE	4	24,689	194,472	219,161	317,170
Net income/((expenditure) before gains and losses on investments		40,437	15,971	56,408	(3,181)
Net income		40,437	15,971	56,408	(3,181)
NET MOVEMENT IN FUNDS		40,437	15,971	56,408	(3,181)
TOTAL FUNDS AT 1 APRIL 2020		107,747	33,360	141,107	144,288
TOTAL FUNDS AT 31 MARCH 2021		£ 148,184	£ 49,331	£ 197,515	£ 141,107

CITY & HACKNEY CARERS CENTRE

Company limited by guarantee (registered company no. 03044523)

BALANCE SHEET**As at 31 March 2021**

	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	10	-	-
		-	-
CURRENT ASSETS			
Debtors	11	6,118	2,983
Cash at bank and in hand		210,699	148,899
		216,817	151,882
CREDITORS: amounts falling due within one year	12	(19,302)	(10,775)
NET CURRENT ASSETS		197,515	141,107
TOTAL ASSETS LESS CURRENT LIABILITIES		197,515	141,107
NET ASSETS		£ 197,515	£ 141,107
FUNDS			
Unrestricted funds:			
General fund	13	148,184	107,747
Restricted funds	13	49,331	33,360
		£ 197,515	£ 141,107

The financial statements have been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 relating to small companies and the Financial Reporting Standard 102.

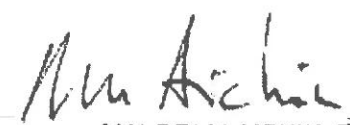
The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021. The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved, and authorised for issue, by the Board of Trustees and signed on 9 November 2021, their behalf by:-



JONATHAN PASSMAN, Chair



MALCOLM AICKIN, Treasurer

CITY & HACKNEY CARERS CENTRE

CASH FLOW STATEMENT

For the year ended 31 March 2021

	2021	2020
	£	£
Cash flows from operating activities		
Net income/(expenditure) for the financial year	56,408	(3,181)
Adjustments for:		
Decrease/(increase) in debtors	(3,135)	86,521
Increase/(decrease) in creditors	8,527	(10,203)
	61,800	73,137
Net increase/(decrease) in cash and cash equivalents	61,800	73,137
Cash and cash equivalents at 1 April 2020	148,899	75,762
Cash and cash equivalents at 31 March 2021	£ 210,699	£ 148,899
Components of cash and cash equivalents		
Cash at bank and in hand	210,699	148,899

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

1. ACCOUNTING POLICIES

Basis of preparation of financial statements

The financial statements of the charity, which is a public benefit entity under FRS102, have been prepared under the historical cost convention. They have been prepared in accordance with applicable United Kingdom accounting standards, the requirements of the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2015), in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) and the Charities Act 2011. The presentational currency of the financial statements is Pound Sterling (£).

Company status

City & Hackney Carers Centre is a company limited by guarantee. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

Going concern

The trustees have prepared cash flows and budgets for the next twelve months and consider that the company is able to realise its assets and discharge its liabilities in the normal course of business. The trustees have an expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For these reasons, they continue to adopt the going concern basis of accounting in preparing the annual financial statements.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objects of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes. The cost of administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements. Statutory grants which are given as contributions towards the Charity's core services are treated as unrestricted.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixture and Equipment	-	4 Years
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CITY & HACKNEY CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

Office equipment - 4 Years

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Short-term debtors and creditors

Debtors are recognised when the charity is legally entitled to the income after any performance conditions have been met, the account can be measured reliably and it is probable that the income will be received. Creditors are recognised when the charity has a present legal or constructive obligation resulting from a past event to make payment to a third party, it is probable that settlement will be required and the amount due to settle the obligation can be measured or estimated reliably.

Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value which are subsequently measured at amortised cost using the effective interest method.

Pensions

The company operates a stakeholder pension scheme. If employees choose to join, the company contributes 3% of gross salary. Alternatively, the company contributes 5% of gross salary to an employee's personal pension fund. The pension charge represents the amounts payable by the company to the funds in respect of the year.

2. DONATIONS AND LEGACIES

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Donations	1,023	-	1,023	6,916
Other income	10,208	1,000	11,208	4,540
	<u>£ 11,231</u>	<u>£ 1,000</u>	<u>£ 12,231</u>	<u>£ 11,456</u>

CITY & HACKNEY CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Carer's support services	30,808	209,443	240,251	212,873
Carers's coordination	-	-	-	70,740
Advice	23,087	-	23,087	18,920
	£ 53,895	£ 209,443	£ 263,338	£ 302,533

Analysis of funding

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Carer's support services				
East End Community	-	-	-	5,000
London Borough Hackney	144	-	144	84,412
Connect Hackney/ Hackney Council for Voluntary services	19,985	49,982	69,967	63,555
East London NHS Foundation Trust	-	14,057	14,057	33,438
Mercers Charitable Foundation	-	21,200	21,200	21,200
The National Community Fund	-	56,437	56,437	-
Carers Trust	-	44,413	44,413	300
London Catalyst	3,000	-	3,000	-
The London Community Foundation	-	23,354	23,354	-
Counselling income	3,255	-	3,255	3,968
West Hackney Parochial Charity	4,424	-	4,424	-
Warwick Community	-	-	-	1,000
	30,808	209,443	240,251	212,873
Carers's coordination	£	£	£	£
London Borough Hackney	-	-	-	70,740
	-	-	-	70,740
Advice	£	£	£	£
SAFH (Social Action For Health)	-	-	-	1,064
London Borough Hackney	-	-	-	1,275
Citizens Advice East End	18,088	-	18,088	16,581
Hackney Parochial Charities	4,999	-	4,999	-
	23,087	-	23,087	18,920

CITY & HACKNEY CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2021

4. RESOURCES EXPENDED

	Direct Staff costs £	Other direct costs £	Support costs £	Total 2021 £	Total 2020 £
Cost of charitable activities					
Carers's support services	121,282	83,001	6,239	210,522	189,683
Carers's coordination	-	-	-	-	62,172
Advice	7,739	644	256	8,639	22,646
Support costs	-	-	-	-	42,670
Total 2021	£ 129,021	£ 83,645	£ 6,495	£ 219,161	
Total 2020	£ 202,450	£ 36,345	£ 78,375		£ 317,170

Resources expended include:

	2021 £	2020 £
Independent Examiner's fee	1,440	1,340

Details of staff costs are given in Note 6.

Details of Support costs is given in Notes 5.

5. SUPPORT COSTS

	Total 2021 £	Total 2020 £
Office and supply costs	596	1,164
Governance costs	-	13
Premises costs	4,459	35,620
Support costs	-	40,238
Independent Examiner's fee	1,440	1,340
	£ 6,495	£ 78,375

6. STAFF NUMBERS AND COSTS

	2021 £	2020 £
Wages and salaries	116,147	176,034
Social security costs	6,019	11,943
Pension costs	5,798	9,863
Redundancy costs	1,057	4,610
	£ 129,021	£ 202,450

The average monthly number of employees during the year was 5 staff. (2020 - 12staff)

No employee received remuneration of more than £60,000. (2020 - None)

CITY & HACKNEY CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

The key management personnel of the charitable company are those persons having authority and responsibility for planning, directing and controlling the activities of the charitable company, directly or indirectly, including any trustee of the charitable company. In addition to the trustees of City and Hackney Carers Centre, key management personnel includes the Chief Operations Officer. Total employee benefits including employer pension contributions paid to key management personnel in the period amounted to £35,101 (2020 - £27,151).

7. TRUSTEES REMUNERATION AND BENEFITS

During the year, no members of the Board of Trustees received any remuneration (2020 - £NIL). No members of the Board of Trustees received reimbursement of expenses (2020 - £NIL).

8. Taxation

City & Hackney Carers Centre is a registered charity and is potentially exempt from taxation in respect of income and capital gains received within the categories covered by Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to charitable purposes.

9. INTANGIBLE FIXED ASSETS

	£
Software:	
Cost	
At 1 April 2020	9,880
At 31 March 2021	<u>£ 9,880</u>
Amortisation	
At 1 April 2020	9,880
At 31 March 2021	<u>£ 9,880</u>
Net book value	
At 31 March 2021	<u>£ Nil</u>

Goodwill is being written off in equal annual instalments over its estimated economic life of 5 years.

CITY & HACKNEY CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

10. TANGIBLE FIXED ASSETS

	Fixture and Equipment £
Cost	
At 1 April 2020 and 31 March 2021	<u>8,574</u>
Depreciation	
At 1 April 2020 and 31 March 2021	<u>8,574</u>
At 31 March 2021	<u>8,574</u>
Net book value	
At 31 March 2021	<u>£ Nil</u>
At 31 March 2020	<u>£ Nil</u>

11. DEBTORS

	2021 £	2020 £
Due within one year		
Trade debtors	4,995	1,829
Prepayments	1,123	1,154
	<u>£ 6,118</u>	<u>£ 2,983</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	11,645	5,322
Social security and other taxes	3,663	1,825
Other creditors	764	189
Accruals	3,230	3,439
	<u>£ 19,302</u>	<u>£ 10,775</u>

CITY & HACKNEY CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

13. STATEMENT OF FUNDS

	Brought Forward	Incoming Resources	Resources Expended	Transfers and investment gains/(losses)	Carried Forward
	£	£	£	£	£
RESTRICTED FUNDS					
Carer's support services	12,160	189,243	(173,272)	-	28,131
Mercers Charitable Foundation	21,200	21,200	(21,200)	-	21,200
	<u>£ 33,360</u>	<u>£ 210,443</u>	<u>£ (194,472)</u>	<u>£ Nil</u>	<u>£ 49,331</u>

SUMMARY OF FUNDS

General Funds	107,747	65,126	(24,689)	-	148,184
Restricted Funds	33,360	210,443	(194,472)	-	49,331
	<u>£ 141,107</u>	<u>£ 275,569</u>	<u>£ (219,161)</u>	<u>£ Nil</u>	<u>£ 197,515</u>

COMPARATIVE STATEMENT OF FUNDS

	Brought Forward	Incoming Resources	Resources Expended	Transfers and investment gains/(losses)	Carried Forward
	£	£	£	£	£
RESTRICTED FUNDS					
Carer's support services	21,250	78,667	(87,757)	-	12,160
Mercers Charitable Foundation	-	21,200	-	-	21,200
	<u>£ 21,250</u>	<u>£ 99,867</u>	<u>£ (87,757)</u>	<u>£ Nil</u>	<u>£ 33,360</u>

SUMMARY OF FUNDS

General Funds	123,038	214,122	(229,413)	-	107,747
Restricted Funds	21,250	99,867	(87,757)	-	33,360
	<u>£ 144,288</u>	<u>£ 313,989</u>	<u>£ (317,170)</u>	<u>£ Nil</u>	<u>£ 141,107</u>

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
Net current assets	148,184	49,331	197,515
	<u>£ 148,184</u>	<u>£ 49,331</u>	<u>£ 197,515</u>
Comparative analysis of net assets	<u>£ 107,747</u>	<u>£ 33,360</u>	<u>£ 141,107</u>

15. RELATED PARTIES

There were no other related party transactions in the year.

CITY & HACKNEY CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

16 COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES

	<i>Unrestricted Funds 2020 £</i>	<i>Restricted Funds 2020 £</i>	<i>Total Funds 2020 £</i>
INCOME AND ENDOWMENTS FROM:			
Donations and legacies	11,456	-	11,456
Charitable activities	202,666	99,867	302,533
TOTAL	214,122	99,867	313,989
EXPENDITURE ON:			
Charitable activities	229,413	87,757	317,170
Net expenditure	(15,291)	12,110	(3,181)
NET MOVEMENT IN FUNDS	(15,291)	12,110	(3,181)
TOTAL FUNDS AT 31 MARCH 2019	123,038	21,250	144,288
TOTAL FUNDS AT 31 MARCH 2020	£ 107,747	£ 33,360	£ 141,107