

REDBRIDGE CARERS SUPPORT SERVICE

England & Wales · Charity number 1057505

Details

Other names	R C S S
Status	Registered
Legal form	Charitable company
Company number	02959566
Registered	1996-08-12
Register	View on the Charity Commission register

Contact

Address	Unit 12 Clements Court Clements Lane Ilford IG1 2QY
Phone	02085146251
Email	office@rcss.org.uk
Website	www.rcss.org.uk

Activities

Objects: 1. THE RELIEF OF PERSONS WITH A DISABILITY ARISING FROM AGE, SICKNESS OR MENTAL DISABILITY IN THE LONDON BOROUGH OF REDBRIDGE WHO ARE DEPENDANT ON OTHERS FOR THEIR DAILY CARE BY THE PROVISION OF PRACTICAL HELP, SERVICE, ADVICE, SUPPORT, ADVOCACY AND INFORMATION TO SPOUSES, PARTNERS, AND RELATIVES WHO HAVE AN UNPAID RESPONSIBILITY FOR THEIR DAILY CARE AND TREATMENT ("THE CARERS") 2. TO ADVANCE PUBLIC EDUCATION CONCERNING THE CARE AND TREATMENT OF THOSE REQUIRING SUCH FULL TIME CARE AND TREATMENT BECAUSE OF AGE, DISABILITY OR SICKNESS

Activities: Redbridge Carers Support Service (RCSS) aims to make a positive difference to the lives of unpaid carers in the diverse communities of Redbridge by providing them with a range of services, support and recognition.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment, Recreation
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, Other Defined Groups

Geography

- **Area of benefit:** LONDON BOROUGH OF REDBRIDGE
- Redbridge

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£296,897	£381,410	-	-
2024-03-31	£284,838	£345,182	-	-
2023-03-31	£448,956	£480,218	-	-
2022-03-31	£508,092	£540,833	£316,946	14
2021-03-31	£549,876	£515,734	£349,687	15

Trustees

Name	Role	Appointed
Debra Hastings-Henry	Chair	2017-11-11
ANTONY SOBERS		2007-08-06
BARRY BATES		2009-12-09
BUSHRA TAHIR		2015-11-19
DR Sudarshan Kapur		2017-11-11
Madelaine Baker		2017-11-11
NICHOLAS HURST		2011-11-15

Accounts

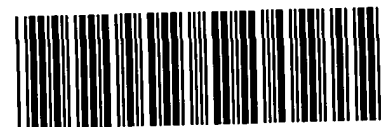
Charity number: 1057505
Company number: 02959566

Redbridge Carers Support Service
(A company limited by guarantee)

Trustees' report and financial statements

for the year ended 31 March 2025

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Redbridge Carers Support Service
(A company limited by guarantee)

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Redbridge Carers Support Service
(A company limited by guarantee)

Legal and administrative information

Charity number 1057505

Company registration number 02959566

Registered office 12 Clements Court
Clements Lane
Ilford
Essex
IG1 2QY

Trustees Debra Hastings-Henry (Chair)
Bushra Tahir (Vice Chair)
Sudha Agrawal (Treasurer)
Nicholas Hurst
Antony Sobers
Barry Bates
Madelaine Baker
Dr Sudarshan Kapur

Secretary Catherine Ellen O'Keeffe

Auditors Levy + Partners Limited
7-8 Ritz Parade
Western Avenue
London
W5 3RA

Bankers Caf Bank Ltd
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

HSBC Bank Plc
126 High Road
Ilford
Essex
IG1 1DA

Redbridge Carers Support Service
(A company limited by guarantee)

Legal and administrative information

Solicitors

Edward Oliver & Bellis
19 Broadway Market
Fencepiece Road
Barkingside
Ilford, Essex IG6 2JW

Redbridge Carers Support Service

(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)

for the year ended 31 March 2025

The trustees present their report and the financial statements for the year ended 31 March 2025. The trustees, who are also directors of Redbridge Carers Support Service for the purposes of company law and who served during the year and up to the date of this report are set out on page 1 - 2.

Structure, governance and management

Governing Document

Redbridge Carers Support Service (RCSS) is a company limited by guarantee, Company number 2959566, and a registered Charity, Charity number 1057505. Its constitution is set out in its Memorandum and Articles of Association.

RCSS was incorporated on 17th August 1994 as a Company Limited by Guarantee. The company was established under a Memorandum of Association which established the objects and powers of the company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. The Company attained registration with the Charities Commission on 15th August 1996.

Our Mission Statement

'Our mission is to make a positive difference to the lives of unpaid carers in the diverse communities of Redbridge by providing them with a range of services, support and recognition.'

Organisational Structure

Under the requirements the Board of Trustees consists of no less than 5 and no more than 20. This year there were eight members of the Board who met every 5-6 weeks. Trustees are responsible for the strategic direction and policy of the charity. At present Board members come from a variety of backgrounds relevant to the governance and work of the charity. The majority are carers or are ex carers. The Secretary also sits on the Board but has no voting rights. Staff representatives also attend Board meetings to give reports but have no voting rights.

A scheme of delegation is in place. The Executive Director is responsible for ensuring the charity delivers the services specified and that key performance indicators are met.

Our Staff

Catherine O'Keeffe, Executive Director
Rani Raju, Operations Manager
Anna Mylvaganam, Finance Officer
Doris Holder, Office Manager
Sylvia Williams, Community Support Officer
Jahan McCready, Community Support Officer
Leah Bulka, Mental Health Support Officer
Monica Orozco, Community Support/Dementia Support Officer (Joined August 2024)
Roselyn Kirton, Community Support Officer (Left May 2024)
Selina Marius, Community Support Officer (Joined June 2024, left July 2024)
Marie-Anne Roy, Dementia Support Officer

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2025

Recruitment and Appointment of Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. Under the requirements of the Memorandum and Articles of Association Trustees are elected at the organisation's annual general meeting. Each year one-third of the Trustees or, if their number is not three or a multiple of three, the number nearest to one-third shall retire from office. They may be re-elected.

The Trustees meet every 5-6 weeks. The Chair or Joint Chairs, Vice Chair and Treasurer are elected by fellow Trustees at the first general meeting following the annual general meeting. The Audit and Risk Subgroup meets quarterly and reports to the Board. The day-to-day management of the Charity is delegated to the Executive Director.

Risk Management

RCSS operate a full Risk Register outlining risks and mitigation in key areas - Operational, Governance, Finance, Legal & Regulatory Compliance and External. The Risk Register is reviewed annually by the Board to set our risk profile and assess any emerging or increasing threats or risks. Staff conduct risk assessments for all activities and these are reviewed and signed off by Senior Management Team. The Trustees have assessed risk and acted to put in place systems to mitigate those risks. The Trustees' Audit & Risk Subgroup meets quarterly to review risks, policies, and procedures. Over the year the group has been reviewing and revising its policies regarding business risks, HR risks, financial risks, premises risks, health and safety and other identified risk factors.

Objectives and activities

The purpose of the charity is the provision of practical help, emotional support, advice, informal advocacy, health and wellbeing activities and information to unpaid carers in the London Borough of Redbridge. By unpaid carers, we mean people who give help and support to a relative, a child, a spouse or a partner, a friend or a neighbour who, due to disability, illness or frailty/vulnerability, cannot manage in the community without help. We work strategically with partners across all sectors to amplify the voice of our service users and ensure their views and experiences are reflected in policy and decision making.

Carers can be any age and may or may not be living with the person who needs care. RCSS is an independent, carer-led organisation working with carers for carers.

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2025

Our Range of Services and Activities:

Emotional Support
Practical Support
Welfare Benefits/Debt Advice
Home Visits
Welfare Checks
Advice, Information, Signposting and Referrals
Informal Advocacy
Referral and Access to Services
Referral and Access to Respite Care
Support for Older Carers
Support for Dementia Carers
Training
Volunteer Befriending
Health & Wellbeing Activities
Advice Surgeries
Employment, Education and Training Advice
Complementary Therapies
Support Groups
Carers Bulletin, formally called The Redbridge Carer Newsletter
Website
Information-Packs
Giving Carers a Voice via Consultation/Engagement Activities
Forums and Events, including Carers Week and Carers' Rights Day
MH & Wellbeing Support for Carers
Support for Young Adult Carers

Achievements and performance

Redbridge Carers Support Service exists to support local carers with their caring responsibilities. More than one in 20 people (21,395 residents) in Redbridge were providing unpaid care as of 2021, Census data shows.

A carer is a person who provides unpaid care and support to someone who is ill, disabled, frail or elderly. Carers can be mothers, fathers, sons, daughters, sisters, brothers, friends or partners. A carers' role can often be stressful, demanding and time consuming, as well as physically tiring and mentally draining. The huge positive impact and contribution that unpaid carers make is often unrecognised.

Redbridge Carers Support Service
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Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2025

Chair's Report - Debra Hastings-Henry

It is with pleasure that at the time of writing the Chair's Report to accompany this year's audited accounts, I am happy to outline some of the successes and developments at RCSS.

We welcomed Monica Orozco to our Community Support Team and bid a fond farewell to Rosalyn Kirton. Our MH Support Officer, Leah Bulka firmly established our dedicated MH services, improving support and referral pathways for carers and their dependents. In year 1, 114 carers received intensive MH support, and the project delivered 107 hours of counselling and coaching sessions. Setting a strong foundation to build upon in year 2 of the project.

Our Community Support Team remains the cornerstone of our work, providing comprehensive advice, support and referrals to carers across our diverse communities. During this reporting year, 235 new carers were registered and supported. We expanded our peer support offer, establishing a monthly MH and wellbeing group, an English Conversation Club for refugee/migrant carers and delivering a 5-week workshop for parent carers in partnership with Appletree Consultants. An exciting new partnership with Create Arts unlocked social and creative opportunities for carers participating in themed workshops, including radio drama.

The funding to increase our dementia support has enabled us to reach and engage 109 new carers and extend outreach activities. Organising regular drop-in sessions at the Memory Service has substantially increased referrals and fostered closer, collaborative working with statutory services. Our involvement in partnership boards, including the Dementia Improvement Board, ensures carers have strong representation in the development and delivery of local services.

On 10th December 2024, RCSS were proud to celebrate 30 years of supporting and raising the profile of carers in Redbridge. Service users, staff, Trustees and volunteers gathered to mark this important milestone at our anniversary party. Our thanks to Redbridge Adult Institute for hosting our event.

As we reflect on another very productive and successful year, I wish to take the opportunity to thank our very deserved staff, volunteers and trustees for all of their hard work, enthusiasm and commitment to improving the lives of carers. I would also like to give thanks to our funders and individual donors who make all of this possible, particularly:

The London Borough of Redbridge (Carers Support Services Contract, provision of MH services to Unpaid Carers)

NHS NEL ICB & The London Borough of Redbridge (Dementia Carers Support)

Healthwatch Redbridge Community Cash Fund (Supporting Carers from Migrant Communities)

Carers Trust (Grants for Carers)

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2025

Executive Director's Report and Forward Plan

Another successful and innovative year for RCSS, establishing new partnerships to continue expanding our offer for carers. Listening to service users and drawing upon the experience of stakeholders to inform delivery, underpinning our commitment to carer led services. We fundamentally understand the importance of giving carers a strong voice and the opportunity to shape local services. Our positive relationship with the local authority providing opportunities for carers to speak directly to decision makers. Most recently at the Council's Health & Wellbeing Board in April, where carers shared their experiences and challenges around support, respite and assessments and navigating complex health and social care systems. The ongoing work to embed the Carers Charter and Action Plan will afford more opportunities for meaningful involvement. We are working closely with commissioners on this and welcome the potential for a working group where carers can actively review and shape the Action Plan.

At the time of writing this report, carers are already benefitting from the successful implementation of the Accelerating Reform funded Hospital Discharge Project. Dedicated Carers Hospital Support Workers established in hospital settings across North East London, helping carers navigate support planning and continuing care.

The positive impact of increased outreach and partnership work is evidenced by the exponential rise in new carer referrals. Our forward plan must focus on effectively managing capacity to ensure we deliver high quality and personalised support. To this end, our focus in the forthcoming year is to review and streamline referral systems, offer more workshops and engagement events and diversify funding. As always, our goal is measured, sustainable growth. Adapting to emerging needs and responding to the voices of our carers. Alongside our Chair, I too wish to thank our staff, volunteers, trustees and service users for their unfaltering dedication.

Our key fundraising and operational objectives are listed below:-

- Continue to ensure sustainable core and project income from a diverse range of funders.
- Learn from our support work and activities to improve services.
- Continue to use external expert advice from a range of professionals.
- Continue to build lasting relationships with our funders.
- Continue to seek donations and sponsorships to fund social activities to give carers respite.
- Seek funding to promote new innovative ways of supporting carers.
- Seek consortia funding via our network membership with Carers Trust.
- Build on our projects and prioritise further funding to develop home and community services for carers who are isolated, housebound or excluded.
- Develop and implement an effective outreach strategy to reach and engage more carers from all communities.
- Seek funding to further develop and sustain our MH, counselling, and coaching services.
- Expand, train and support our diverse pool of volunteers.
- Maximise opportunities to develop and improve services via strategic and partnership work.

Redbridge Carers Support Service
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Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2025

- Involve key stakeholders in the continuous review and improvement of services.
- Continue to seek financial support and goods in kind from the corporate sector and build on our existing relationships through Carers Trust and also local businesses/companies.
- Increase the profile, recognition and civic involvement of carers by maintaining and developing further crucial links with local politicians, decision-makers and business leaders.
- Secure further funding to sustain positive health and wellbeing outcomes for carers.

Reserves Policy

The Trustees recognise the need for a reserves policy. To this end they have designated an Operational Reserve and a Contingency Reserve, which in effect are the level of reserves the Trustees believe they need. Over the coming year as a prudent measure the Board reviewed the level of its reserves and increased them to reflect risk. This is to ensure this fund is sufficient to meet the items of potential expenditure and/or loss of income, including the termination and wind down costs of the charity.

Strict transparency is maintained to avoid conflict of interest in respect of:

- Trustees Mr Barry Bates and Mrs Bushra Tahir are registered carers who also access RCSS' services.
- Trustees Mr Nicholas Hurst and Mrs Sudarshan Kapur are registered carers with RCSS.

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also the directors of Redbridge Carers Support Service 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 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.
- observe the methods and principles in the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping 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. The trustees 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.

Redbridge Carers Support Service
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Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2025

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditors

Levy + Partners Limited have expressed their willingness to continue in office and a resolution to re-appoint them will be proposed at the annual general meeting.

On behalf of the board



Catherine Ellen O'Keeffe
Secretary

Date : 12 December 2025

Redbridge Careres Support Service
(A company limited by guarantee)

Independent auditor's report to the members of Redbridge Carers Support Service

For the year ended 31 March 2025

Opinion

We have audited the financial statements of Redbridge Carers Support Service for the year ended 31 March 2025, which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025, and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made;
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement set out on page 9 the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but it is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

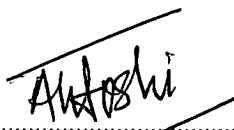
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Discussion with the management of known instances of non-compliance with laws and regulations.
- Understanding of management's internal control designed to prevent irregularities.
- Design audit procedures around testing of expenses.
- Testing transactions entered outside of the normal course of the business.
- Identifying and testing of journals entries.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

'This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed'.

A handwritten signature in black ink, appearing to read 'Arvind Joshi', is written over a horizontal dotted line.

Arvind Joshi FCA,CTA,DchA (Senior Statutory Auditor)

For and on behalf of Levy + Partners Limited

and Chartered Accountants and Statutory Auditors

7-8 Ritz Parade

Western Avenue

London

W5 3RA

Date: 12 December 2025

Redbridge Carers Support Service
(A company limited by guarantee)

Cash flow statement

for the year ended 31 March 2025

	Notes	2025 £	2024 £
Net outgoing resources for the year		(84,513)	(60,344)
Interest receivable		(4,602)	(4,064)
Depreciation and impairment		400	1,502
(Increase)/Decrease in debtors		(752)	47,929
Increase/(Decrease) in creditors		30,791	(5,218)
Net cash outflow from operating activities		(58,676)	(20,195)
Returns on investments and servicing of finance	20	4,602	4,064
Capital expenditure	20	-	(1,201)
Decrease in cash in the year		(54,074)	(17,332)
Reconciliation of net cash flow to movement in net funds	21		
Decrease in cash in the year		(54,074)	(17,332)
Net funds at 1 April 2024		234,996	252,328
Net funds at 31 March 2025		180,922	234,996
Represented by:-			
Cash at bank and in hand		180,953	235,267
Bank overdrafts		(31)	(271)
		180,922	234,996

Redbridge Carers Support Service
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Statement of financial activities (incorporating the income and expenditure account)

For the year ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total £	2024 Total £
Incoming resources					
Incoming resources from generating funds:					
Voluntary income	2	235,741	56,554	292,295	280,774
Investment income	3	4,602	-	4,602	4,064
Total incoming resources		<u>240,343</u>	<u>56,554</u>	<u>296,897</u>	<u>284,838</u>
Resources expended					
Charitable activities	4	308,066	64,502	372,568	336,251
Governance, finance and professional costs	6	8,842	-	8,842	8,931
Total resources expended		<u>316,908</u>	<u>64,502</u>	<u>381,410</u>	<u>345,182</u>
Net incoming/(outgoing) resources for the year /					
Net income/(expenditure) for the year		(76,565)	(7,948)	(84,513)	(60,344)
Total funds brought forward		224,674	668	225,342	285,686
Transfers	18	(12,109)	12,109	-	-
Total funds carried forward		<u>136,000</u>	<u>4,829</u>	<u>140,829</u>	<u>225,342</u>

The statement of financial activities includes all gains and losses in the year and therefore a separate statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The notes on pages 16 to 23 form an integral part of these financial statements.

Redbridge Carers Support Service
(A company limited by guarantee)

Balance sheet
as at 31 March 2025

	Notes	£	2025	£	£	2024	£
Fixed assets							
Tangible assets	13			400			801
Current assets							
Debtors and prepayments	14	10,817			10,065		
Cash at bank and in hand		180,953			235,267		
		<u>191,770</u>			<u>245,332</u>		
Creditors: amounts falling due within one year	15	<u>(51,341)</u>			<u>(20,791)</u>		
Net current assets				140,429			224,541
Net assets				<u>140,829</u>			<u>225,342</u>
Funds	16						
Restricted income funds				4,829			668
Unrestricted income funds				136,000			224,674
Total funds				<u>140,829</u>			<u>225,342</u>

The financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies .

The financial statements were approved by the board on 12 December 2025 and signed on its behalf by



Debra Hastings-Henry (Chair)
Director

The notes on pages 16 to 23 form an integral part of these financial statements.

Redbridge Carers Support Service
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Notes to financial statements
for the year ended 31 March 2025

1. Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and the preceding year.

1.1. Basis of accounting

The financial statements are prepared under the historical cost convention and in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' issued in March 2005 (SORP 2005) and the Companies Act 2006.

1.2. Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable. Grants where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included.

~~Gifts donated for resale are included as incoming resources within activities for generating funds when they are sold.~~

Grants, including grants for the purchase of fixed assets, are recognised in full in the statement of financial activities in the year in which they are receivable.

Income from investments is included in the year in which it is receivable.

1.3. Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes including the charity's shop.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management.

1.4. Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Fixtures, fittings and equipment - 33% straight line

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2025

1.5. Defined contribution pension schemes

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

2. Voluntary income

	Unrestricted funds £	Restricted funds £	2025 Total £	2024 Total £
Donations	6,209	-	6,209	4,309
Specific Various Funds	-	4,980	4,980	2,200
Working for Carers Project - ESF and The NLCF	-	-	-	32,238
LB of Redbridge - Dementia Projects	-	17,800	17,800	-
Local Authority Contracts & Grants LB of Redbridge	228,539	-	228,539	229,676
LB of Redbridge Provision of MH Support to Carers	-	33,774	33,774	11,258
Other voluntary income activity	993	-	993	1,093
	<u>235,741</u>	<u>56,554</u>	<u>292,295</u>	<u>280,774</u>

ESF denotes as European Social Fund and NLCF as National Lottery Community Fund.

3. Investment income

	Unrestricted funds £	2025 Total £	2024 Total £
Bank interest receivable	4,602	4,602	4,064
	<u>4,602</u>	<u>4,602</u>	<u>4,064</u>

4. Costs of charitable activities - by fund type

	Unrestricted funds £	Restricted funds £	2025 Total £	2024 Total £
Employment and training costs	231,956	46,073	278,029	252,597
Running costs	36,847	17,829	54,676	47,003
Premises costs	38,863	600	39,463	35,150
Capital costs	400	-	400	1,502
	<u>308,066</u>	<u>64,502</u>	<u>372,568</u>	<u>336,252</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2025

5. Costs of charitable activities - by activity

	Activities undertaken directly £	Grant funding activities £	Support costs £	2025 Total £	2024 Total £
Employment and training costs	-	-	278,029	278,029	252,597
Running costs	33,044	21,632	-	54,676	47,003
Premises costs	39,463	-	-	39,463	35,149
Capital costs	-	-	400	400	1,502
	<u>68,505</u>	<u>21,632</u>	<u>278,429</u>	<u>372,568</u>	<u>336,251</u>

6. Governance, finance and professional costs

	Unrestricted funds £	2025 Total £	2024 Total £
Others and Bank charges	203	203	176
Audit Fees	5,000	5,000	5,000
Professional insurance	3,005	3,005	3,755
Professional and legal fees	634	634	-
	<u>8,842</u>	<u>8,842</u>	<u>8,931</u>

7. Analysis of support costs

	Employment Training costs £	Depreciation £	Governance costs £	2025 Total £	2024 Total £
Staff costs	278,029	-	-	278,029	252,597
Auditors' remuneration	-	-	5,000	5,000	5,000
Legal and professional fees	-	-	3,639	3,639	3,755
Depreciation and impairment	-	400	-	400	1,502
Other	-	-	203	203	176
	<u>278,029</u>	<u>400</u>	<u>8,842</u>	<u>287,271</u>	<u>263,030</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2025

8. Net outgoing resources for the year

	2025	2024
	£	£
Net outgoing resources is stated after charging:		
Depreciation and other amounts written off tangible fixed assets	400	1,502
Auditors' remuneration	5,000	5,000
	<u>5,400</u>	<u>6,502</u>

9. Employees

Employment costs	2025	2024
	£	£
Wages and salaries	251,311	230,670
Social security costs	18,424	15,434
Pension costs	6,790	5,298
Other costs	1,504	1,195
	<u>278,029</u>	<u>252,597</u>

No employee received emoluments of more than £60,000 (2024 : None).

Number of employees

The average monthly numbers of employees during the year, calculated on the basis of full time equivalents, was as follows:

	2025	2024
	Number	Number
Provision of services and support (includes part time)	8	8
Management and administration	1	1
	<u>9</u>	<u>9</u>

10. Trustees' Remuneration and Benefits

The trustees received no remunerations or other benefits during the year (2024: Nil).

No trustees received payment for professional or other services supplied to the charity.

The trustees were able to use services used generally by beneficiaries and members of the charity.

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2025

11. Pension costs

The company operates a defined contribution pension scheme. The scheme and its assets are held by independent managers. The pension charge represents contributions due from the company and was as follows:

	2025	2024
	£	£
Pension charge	6,790	5,298

12. Taxation

The Charity's activities fall within the exemptions afforded by the provisions of the Section 478 of the Corporation Tax Act 2010. Accordingly, there is no taxation charge in these accounts.

13. Tangible fixed assets

	Fixtures, fittings and equipment £	Total £
Cost		
At 1 April 2024 and At 31 March 2025	83,103	83,103
Depreciation		
At 1 April 2024	82,303	82,303
Charge for the year	400	400
At 31 March 2025	82,703	82,703
Net book values		
At 31 March 2025	400	400
At 31 March 2024	800	800

14. Debtors and prepayments

	2025	2024
	£	£
Other debtors	277	264
Rent deposit	3,000	3,000
Prepayments and accrued income	7,540	6,801
	10,817	10,065

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2025

15. Creditors: amounts falling due within one year

	2025	2024
	£	£
Barclay Card	31	271
Other taxes and social security	6,531	3,849
Other creditors	19,413	10,717
Accruals and deferred income	25,366	5,954
	<u>51,341</u>	<u>20,791</u>

16. Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Fund balances at 31 March 2025 as represented by:			
Tangible fixed assets	400	-	400
Current assets	186,941	4,829	191,770
Current liabilities	(51,341)	-	(51,341)
	<u>136,000</u>	<u>4,829</u>	<u>140,829</u>

17. Unrestricted funds

	At 1 April 2024 £	Incoming resources £	Outgoing resources £	At 31 March 2025 £
General Funds	134,674	240,343	(329,017)	46,000
Designated Fund	90,000	-	-	90,000
	<u>224,674</u>	<u>240,343</u>	<u>(329,017)</u>	<u>136,000</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2025

18. Restricted funds

	At 1 April 2024	Incoming resources	Outgoing resources	Outgoing transfers	At 31 March 2025
	£	£	£	£	£
Working for Carers Project - European Social Fund and The National Lottery Community Fund	(5,393)	-	-	5,393	-
LB of Redbridge Provision of Mental Health Support to Carers	3,225	33,774	(38,971)	1,972	-
Specific Various Funds	3,759	4,980	(3,910)	-	4,829
Active Older Carers Project - Mulberry Trust	(923)	-	-	923	-
LB of Redbridge - Dementia Projects	-	17,800	(21,621)	3,821	-
	<u>668</u>	<u>56,554</u>	<u>(64,502)</u>	<u>12,109</u>	<u>4,829</u>

19. Related party transactions

There are no related party transactions during the year.

20. Gross cash flows

	2025 £	2024 £
Returns on investments and servicing of finance		
Interest received	<u>4,602</u>	<u>4,064</u>
Capital expenditure		
Payments to acquire tangible assets	<u>-</u>	<u>(1,201)</u>

21. Analysis of changes in net funds

	Opening balance	Cash flows	Closing balance
	£	£	£
Cash at bank and in hand	235,267	(54,314)	180,953
Barclay Card	(271)	240	(31)
	<u>234,996</u>	<u>(54,074)</u>	<u>180,922</u>
Net funds	<u>234,996</u>	<u>(54,074)</u>	<u>180,922</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2025

22. Going concern

There are no material uncertainties about the charity's ability to continue.

23. Company limited by guarantee

Redbridge Carers Support Service is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

Redbridge Carers Support Service
(A company limited by guarantee)

The following pages do not form part of the statutory accounts.

Redbridge Carers Support Service
(A company limited by guarantee)

Detailed statement of financial activities

For the year ended 31 March 2025

	2025	2024
	£	£
Incoming resources		
Incoming resources from generating funds:		
<i>Voluntary income</i>		
Donations	6,209	4,309
Specific Various Funds	4,980	2,200
Working for Carers Project - ESF and The NLCF	-	32,238
LB of Redbridge - Dementia Projects	17,800	-
Local Authority Contracts & Grants LB of Redbridge	228,539	229,676
LB of Redbridge Provision of MH Support to Carers	33,774	11,258
Other voluntary income activity	993	1,093
	<u>292,295</u>	<u>280,774</u>
<i>Investment income</i>		
Bank interest receivable	4,602	4,064
	<u>4,602</u>	<u>4,064</u>
Total incoming resources from generating funds	<u>296,897</u>	<u>284,838</u>
Total incoming resources	<u><u>296,897</u></u>	<u><u>284,838</u></u>
Resources expended		
Costs of generating funds:		
Fundraising trading:		
cost of goods sold and other costs		

Redbridge Carers Support Service
(A company limited by guarantee)

Detailed statement of financial activities

For the year ended 31 March 2025

	2025 £	2024 £
Charitable activities		
Employment and training costs		
<i>Support costs</i>		
Staff - Wages & Salaries	251,311	230,670
Staff - Employer's NIC	18,424	15,434
Staff - Pension costs	6,790	5,298
Staff training and recruitment costs	1,504	1,195
	<u>278,029</u>	<u>252,597</u>
Employment and training costs total expenditure	<u>278,029</u>	<u>252,597</u>
Running costs		
<i>Activities undertaken directly</i>		
Marketing, promotion and publicity	3,492	2,080
Telephone and internet	4,299	5,340
Other office administrative costs	4,223	4,291
Payroll, IT and software	16,365	16,533
Subscription and licences	2,863	3,354
Printing, postage and stationery	1,802	1,758
	<u>33,044</u>	<u>33,356</u>
<i>Grant funding activities</i>		
Events and activities costs	17,804	11,360
Travelling, subsistence and accommodation	1,938	2,287
Consultancy fees	1,890	-
	<u>21,632</u>	<u>13,647</u>
Running costs total expenditure	<u>54,676</u>	<u>47,003</u>
Premises costs		
<i>Activities undertaken directly</i>		
Rent	24,000	24,000
Rates & water	2,761	2,265
Light & heat	6,388	3,466
Repairs & maintenance	4,536	4,344
Building insurance	451	154
Office cleaning	1,327	920
	<u>39,463</u>	<u>35,149</u>
Premises costs total expenditure	<u>39,463</u>	<u>35,149</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Detailed statement of financial activities

For the year ended 31 March 2025

Capital costs			
Depreciation and impairment	400	1,502	
	<u>400</u>		<u>1,502</u>
Capital costs total expenditure		<u>400</u>	<u>1,502</u>
Total charitable activity expenditure		<u>372,568</u>	<u>336,251</u>
Governance, finance and professional costs			
<i>Support costs</i>			
Others and Bank charges	203	176	
Audit Fees	5,000	5,000	
Professional insurance	3,005	3,755	
Professional and legal fees	634	-	
	<u>8,842</u>		<u>8,931</u>
Total governance costs		<u>8,842</u>	<u>8,931</u>
Net incoming/(outgoing) resources for the year		<u>(84,513)</u>	<u>(60,344)</u>

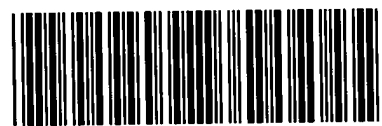
Accounts

Charity number: 1057505
Company number: 02959566

**Redbridge Carers Support Service
(A company limited by guarantee)**

**Trustees' report and financial statements
for the year ended 31 March 2024**

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Redbridge Carers Support Service
(A company limited by guarantee)

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Redbridge Carers Support Service
(A company limited by guarantee)

Legal and administrative information

Charity number 1057505

Company registration number 02959566

Registered office 12 Clements Court
Clements Lane
Ilford
Essex
IG1 2QY

Trustees Debra Hastings-Henry (Chair)
Bushra Tahir (Vice Chair)
Sudha Agrawal (Treasurer 22 March 2024)
Nicholas Hurst
Antony Sobers
Barry Bates
Madelaine Baker
Dr Sudarshan Kapur

Secretary Catherine Ellen O'Keeffe

Auditors Levy + Partners Limited
7-8 Ritz Parade
Western Avenue
London
W5 3RA

Bankers Caf Bank Ltd
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

HSBC Bank Plc
126 High Road
Ilford
Essex
IG1 1DA

Redbridge Carers Support Service
(A company limited by guarantee)

Legal and administrative information

Solicitors

Edward Oliver & Bellis
19 Broadway Market
Fencepiece Road
Barkingside
Ilford, Essex IG6 2JW

Redbridge Carers Support Service **(A company limited by guarantee)**

Report of the trustees (incorporating the directors' report) **for the year ended 31 March 2024**

The trustees present their report and the financial statements for the year ended 31 March 2024. The trustees, who are also directors of Redbridge Carers Support Service for the purposes of company law and who served during the year and up to the date of this report are set out on page 1 - 2.

Structure, governance and management

Governing Document

Redbridge Carers Support Service (RCSS) is a company limited by guarantee, Company number 2959566, and a registered Charity, Charity number 1057505. Its constitution is set out in its Memorandum and Articles of Association.

RCSS was incorporated on 17th August 1994 as a Company Limited by Guarantee. The company was established under a Memorandum of Association which established the objects and powers of the company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. The Company attained registration with the Charities Commission on 15th August 1996.

Our Mission Statement

'Our mission is to make a positive difference to the lives of unpaid carers in the diverse communities of Redbridge by providing them with a range of services, support and recognition.'

Organisational Structure

Under the requirements the Board of Trustees consists of no less than 5 and no more than 20. This year there were eight members of the Board who met every 5-6 weeks. Trustees are responsible for the strategic direction and policy of the charity. At present Board members come from a variety of backgrounds relevant to the governance and work of the charity. The majority are carers or are ex carers. The Secretary also sits on the Board but has no voting rights. Staff representatives also attend Board meetings to give reports but have no voting rights.

A scheme of delegation is in place. The Executive Director is responsible for ensuring the charity delivers the services specified and that key performance indicators are met.

Our Staff

Catherine O'Keeffe, Executive Director
Harriet Owusu Operations Manager (Left 21 July 2023)
Doris Holder, Office Manager
Anna Mylvaganam, Finance Officer
Rani Raju, Operations Manager (Appointed October 2023)
Sylvia Williams, Community Support Officer
Jahan McCready, Community Support Officer
Kasia Kuczynska, Project Manager, Working for Carers Project (Left 30 June 2023)
Jennifer Jonah, Employment Personal Advisor, Working for Carers Project (Left 16 May 2023)
Jayne King, Admin Coordinator, Working for Carers Project (Left 30 June 2023)
Mohima Akthar, Admin Coordinator, Working for Carers Project (Left 30 June 2023)
Khalifa Araba, Employment Personal Advisor, Working for Carers Project (Left 30 June 2023)
Leah Bulka, Mental Health Support Officer (Joined 19 February 2024)
Roselyn Kirton, Community Support Officer (Joined 9 January 2024)

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2024

Recruitment and Appointment of Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. Under the requirements of the Memorandum and Articles of Association Trustees are elected at the organisation's annual general meeting. Each year one-third of the Trustees or, if their number is not three or a multiple of three, the number nearest to one-third shall retire from office. They may be re-elected.

The Trustees meet every 5-6 weeks. The Chair or Joint Chairs, Vice Chair and Treasurer are elected by fellow Trustees at the first general meeting following the annual general meeting. The Audit and Risk Subgroup meets quarterly and reports to the Board. The day-to-day management of the Charity is delegated to the Executive Director.

Risk Management

RCSS operate a full Risk Register outlining risks and mitigation in key areas - Operational, Governance, Finance, Legal & Regulatory Compliance and External. The Risk Register is reviewed annually by the Board to set our risk profile and assess any emerging or increasing threats or risks. Staff conduct risk assessments for all activities and these are reviewed and signed off by Senior Management Team. The Trustees have assessed risk and acted to put in place systems to mitigate those risks. The Trustees' Audit & Risk Subgroup meets quarterly to review risks, policies, and procedures. Over the year the group has been reviewing and revising its policies regarding business risks, HR risks, financial risks, premises risks, health and safety and other identified risk factors.

Objectives and activities

The purpose of the charity is the provision of practical help, emotional support, advice, informal advocacy, health and wellbeing activities and information to unpaid carers in the London Borough of Redbridge. By unpaid carers, we mean people who give help and support to a relative, a child, a spouse or a partner, a friend or a neighbour who, due to disability, illness or frailty/vulnerability, cannot manage in the community without help. We work strategically with partners across all sectors to amplify the voice of our service users and ensure their views and experiences are reflected in policy and decision making.

Carers can be any age and may or may not be living with the person who needs care. RCSS is an independent, carer-led organisation working with carers for carers.

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2024

Our Range of Services and Activities:

Emotional Support
Practical Support
Welfare Benefits/Debt Advice
Home Visits
Welfare Checks
Advice, Information, Signposting and Referrals
Informal Advocacy
Referral and Access to Services
Referral and Access to Respite Care
Support for Older Carers
Support for Dementia Carers
Training
Volunteer Befriending
Health & Wellbeing Activities
Advice Surgeries
Employment, Education and Training Advice
Complementary Therapies
Support Groups
Carers Bulletin, formally called The Redbridge Carer Newsletter
Website
Information Packs
Giving Carers a Voice via Consultation/Engagement Activities
Forums and Events, including Carers Week and Carers' Rights Day
MH & Wellbeing Support for Carers
Support for Young Adult Carers

Achievements and performance

Redbridge Carers Support Service exists to support local carers with their caring responsibilities. More than one in 20 people (21,395 residents) in Redbridge were providing unpaid care as of 2021, Census data shows.

A carer is a person who provides unpaid care and support to someone who is ill, disabled, frail or elderly. Carers can be mothers, fathers, sons, daughters, sisters, brothers, friends or partners. A carers' role can often be stressful, demanding and time consuming, as well as physically tiring and mentally draining. The huge positive impact and contribution that unpaid carers make is often unrecognised.

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2024

Chair's Report - Debra Hastings-Henry

It is with pleasure that at the time of writing the Chair's Report to accompany this year's audited accounts, I am happy to outline some of the successes and developments RCSS has experienced.

We welcomed Marie-Anne Roy, Dementia Support Officer, Rosalyn Kirton, Community Support Officer and Leah Bulka, Mental Health Support Officer. The closure of the 6-year Working for Carers Project sadly ended this year and with that we said goodbye to Project Manager Kasia Kuczynska, Employment Personal Advisors Khalifa Araba and Jennifer Jonah and Administrators Mohima Akthar and Jayne King. We also wished Harriet Owusu, Operations Manager (OM), a fond farewell but were very happy to announce the appointment of Rani Raju, to the role of OM to facilitate the management and development of the frontline Community Support Team and contribute to the strategic planning needs of RCSS as a member of the Senior Management Team.

As this financial year draws to a close, I reflect on the very successful and impactful Working for Carers project which concluded in June 2023 and am proud to say that we supported 299 carers across 8 boroughs back into work, training, education and/or volunteering. Furthermore, this important body of work leaves us with a strong legacy of closer collaborative working relationships with Network Partners across North East London, as well as solid partnerships with a broader range of agencies and organisations focused on helping carers achieve their employment and education goals.

Our vital MH support for carers successfully won additional funding from LBR for a dedicated MH Support Officer, which involves the provision of coaching, counselling and peer support to carers and is essential in the delivery of proactive support services that seek to a) reduce risk of crisis among carers and b) keep carers and their dependents out of acute services.

Towards the end of this financial year, we also received additional funding from the NHS Ageing Well programme and we are consequently able to extend our 16-hour Dementia Support Officer to a full-time post. This is excellent news as we continue to reach and engage more carers of someone with dementia in Redbridge.

Whilst Catherine will cover the details of our ongoing work, I wish to take the opportunity to thank each one of our very deserved staff, volunteers and trustees again for all of their hard work, enthusiasm and commitment to improving the lives of carers. I would also like to give thanks to our funders and individual donors who make all of this possible, particularly:-

- The London Borough of Redbridge (Carers Support Services Contract, Provision of MH Services to Unpaid Carers)
- Working for Carers led by Carers Trust and funded by the European Social Fund and The National Lottery Community Fund via Carers Trust
- One Place East (MH & Wellbeing Support)
- Carers Trust (Grants for Carers)

Finally, a special thank you to our inspirational Carers Walk Team for braving the weather at Fairlop Waters on 8th March 2024 and successfully raising £2,000 towards much-needed breaks for carers.

We thank you all.

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2024

Executive Director's Report and Forward Plan

A very productive and successful year in the development of new work. Our targeted MH support already delivering positive outcomes for carers and demonstrating the focus and commitment from statutory services to prevention. In March 2024 the Department of Health and Social Care (DHSC) awarded Northeast London (NEL) boroughs funding to deliver a project to better identify and support carers within and beyond acute settings. This Accelerating Reform funding will be used to recruit dedicated Hospital Carers Support Workers based in each of the main Hospital settings across NEL. They will be an active presence on the wards, identifying carers and ensuring they are supported and effectively involved in the planning and discharge process. At the time of completing our Annual Audited Accounts and Report, we are working closely with our NEL partners to plan recruitment and delivery in early 2025.

Looking forward, we are committed to increasing our wellbeing offer for carers by providing more peer groups, social outings and self-help workshops. Our continuing partnerships with organisations such as Spare Tyre and IROKO unlocking a wealth of creative opportunities for carers and their dependents through music and theatre.

Innovative outreach will be key to engaging more carers throughout the diverse communities of Redbridge. We have already begun to roll out the 'I Am a Carer' cards to public outlets across the borough, including GP surgeries and clinics, service providers and the Memory Clinic. The cards support the self-identification of carers and a simple means of registering with RCSS to receive ongoing support. This initiative has already increased our carer registrations by 40%.

The development of new work will be underpinned by steady and sustainable growth. Increasing and maintaining our capacity to support more carers and be agile and adaptive to respond to changing needs and priorities. I too thank our talented staff and volunteers and skilled Board for their hard work and dedication to the support and empowerment of carers.

Our key fundraising and operational objectives are listed below:-

- Continue to ensure sustainable core and project income from a diverse range of funders.
- Learn from our support work and activities to improve services.
- Continue to use external expert advice from a range of professionals.
- Continue to build lasting relationships with our funders.
- Continue to seek donations and sponsorships to fund social activities to give carers respite.
- Seek funding to promote new innovative ways of supporting carers.
- Seek consortia funding via our network membership with Carers Trust.
- Build on our projects and prioritise further funding to develop home and community services for carers who are isolated, housebound or excluded.
- Develop and implement an effective outreach strategy to reach and engage more carers from all communities.
- Seek funding to further develop and sustain our MH, counselling, and coaching services.
- Expand, train and support our diverse pool of volunteers.

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2024

- Maximise opportunities to develop and improve services via strategic and partnership work.
- Involve key stakeholders in the continuous review and improvement of services.
- Continue to seek financial support and goods in kind from the corporate sector and build on our existing relationships through Carers Trust and also local businesses/companies.
- Increase the profile, recognition and civic involvement of carers by maintaining and developing further crucial links with local politicians, decision-makers and business leaders.
- Secure further funding to sustain positive health and wellbeing outcomes for carers.

Reserves Policy

The Trustees recognise the need for a reserves policy. To this end they have designated an Operational Reserve and a Contingency Reserve, which in effect are the level of reserves the Trustees believe they need. Over the coming year as a prudent measure the Board reviewed the level of its reserves and increased them to reflect risk. This is to ensure this fund is sufficient to meet the items of potential expenditure and/or loss of income, including the termination and wind down costs of the charity.

Strict transparency is maintained to avoid conflict of interest in respect of:

- Trustees Mr Barry Bates and Mrs Bushra Tahir are registered carers who also access RCSS' services.
- Trustees Mr Nicholas Hurst and Mrs Sudarshan Kapur are registered carers with RCSS.

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also the directors of Redbridge Carers Support Service 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 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.
- observe the methods and principles in the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2024

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. The trustees 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditors

Levy + Partners Limited have expressed their willingness to continue in office and a resolution to re-appoint them will be proposed at the annual general meeting.

On behalf of the board



Catherine Ellen O'Keeffe
Secretary

Date : 23 December 2024

Redbridge Carers Support Service
(A company limited by guarantee)

Independent auditor's report to the members of Redbridge Carers Support Service

For the year ended 31 March 2024

Opinion

We have audited the financial statements of Redbridge Carers Support Service for the year ended 31 March 2024, which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024, and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made;
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement set out on page 9 the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but it is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Discussion with the management of known instances of non-compliance with laws and regulations.
- Understanding of management's internal control designed to prevent irregularities.
- Design audit procedures around testing of expenses.
- Testing transactions entered outside of the normal course of the business.
- Identifying and testing of journals entries.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

'This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed'.


.....

Arvind Joshi FCA,CTA,DchA (Senior Statutory Auditor)

For and on behalf of Levy + Partners Limited

and Chartered Accountants and Statutory Auditors

7-8 Ritz Parade

Western Avenue

London

W5 3RA

Date: 23 December 2024

Redbridge Carers Support Service
(A company limited by guarantee)

Cash flow statement

for the year ended 31 March 2024

	Notes	2024 £	2023 £
Net outgoing resources for the year		(60,344)	(31,262)
Interest receivable		(4,064)	(2,310)
Depreciation and impairment		1,502	3,214
Decrease/(Increase) in debtors		47,929	(3,433)
(Decrease)/Increase in creditors		(5,218)	1,285
Net cash outflow from operating activities		(20,195)	(32,506)
Returns on investments and servicing of finance	20	4,064	2,310
Capital expenditure	20	(1,201)	-
Decrease in cash in the year		(17,332)	(30,196)
Reconciliation of net cash flow to movement in net funds	21		
Decrease in cash in the year		(17,332)	(30,196)
Net funds at 1 April 2023		252,328	282,524
Net funds at 31 March 2024		234,996	252,328
Represented by:-			
Cash at bank and in hand		235,267	253,847
Bank overdrafts		(271)	(1,519)
		234,996	252,328

Redbridge Carers Support Service
(A company limited by guarantee)

Statement of financial activities (incorporating the income and expenditure account)

For the year ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total £	2023 Total £
Incoming resources					
Incoming resources from generating funds:					
Voluntary income	2	235,078	45,696	280,774	446,646
Investment income	3	4,064	-	4,064	2,310
Total incoming resources		<u>239,142</u>	<u>45,696</u>	<u>284,838</u>	<u>448,956</u>
Resources expended					
Charitable activities	4	285,173	51,078	336,251	471,955
Governance, finance and professional costs	6	8,831	100	8,931	8,263
Total resources expended		<u>294,004</u>	<u>51,178</u>	<u>345,182</u>	<u>480,218</u>
Net incoming/(outgoing) resources for the year /					
Net income/(expenditure) for the year		(54,862)	(5,482)	(60,344)	(31,262)
Total funds brought forward					
		<u>279,534</u>	<u>6,150</u>	<u>285,684</u>	<u>316,946</u>
Total funds carried forward		<u>224,672</u>	<u>668</u>	<u>225,340</u>	<u>285,684</u>

The statement of financial activities includes all gains and losses in the year and therefore a separate statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The notes on pages 16 to 23 form an integral part of these financial statements.

Redbridge Carers Support Service
(A company limited by guarantee)

Balance sheet
as at 31 March 2024

	Notes	2024	2023
		£	£
Fixed assets			
Tangible assets	13	800	1,101
Current assets			
Debtors and prepayments	14	10,064	57,994
Cash at bank and in hand		235,267	253,847
		<u>245,331</u>	<u>311,841</u>
Creditors: amounts falling due within one year	15	<u>(20,791)</u>	<u>(27,258)</u>
Net current assets		<u>224,540</u>	<u>284,583</u>
Net assets		<u>225,340</u>	<u>285,684</u>
Funds	16		
Restricted income funds		668	6,150
Unrestricted income funds		224,672	279,534
Total funds		<u>225,340</u>	<u>285,684</u>

The financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the board on 23 December 2024 and signed on its behalf by



Debra Hastings-Henry (Chair)
Director

The notes on pages 16 to 23 form an integral part of these financial statements.

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2024

1. Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and the preceding year.

1.1. Basis of accounting

The financial statements are prepared under the historical cost convention and in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' issued in March 2005 (SORP 2005) and the Companies Act 2006.

1.2. Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable. Grants where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included.

Gifts donated for resale are included as incoming resources within activities for generating funds when they are sold.

Grants, including grants for the purchase of fixed assets, are recognised in full in the statement of financial activities in the year in which they are receivable.

Income from investments is included in the year in which it is receivable.

1.3. Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes including the charity's shop.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management.

1.4. Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Fixtures, fittings and equipment - 33% straight line

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2024

1.5. Defined contribution pension schemes

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

2. Voluntary income

	Unrestricted funds £	Restricted funds £	2024 Total £	2023 Total £
Donations	4,309	-	4,309	3,531
Specific Various Funds	-	2,200	2,200	2,740
Working for Carers Project - ESF and The NLCF	-	32,238	32,238	152,622
Local Authority Contracts & Grants LB of Redbridge	229,676	-	229,676	240,775
One Place East (MH & Wellbeing Project)	-	-	-	16,898
Mayor's Appeal	-	-	-	19,080
The Mulberry Trust	-	-	-	4,000
LB of Redbridge Grant Fund	-	-	-	7,000
LB of Redbridge Provision of MH Support to Carers	-	11,258	11,258	-
Other voluntary income activity	1,093	-	1,093	-
	<u>235,078</u>	<u>45,696</u>	<u>280,774</u>	<u>446,646</u>

ESF denotes as European Social Fund and NLCF as National Lottery Community Fund.

3. Investment income

	Unrestricted funds £	2024 Total £	2023 Total £
Bank interest receivable	4,064	4,064	2,310
	<u>4,064</u>	<u>4,064</u>	<u>2,310</u>

4. Costs of charitable activities - by fund type

	Unrestricted funds £	Restricted funds £	2024 Total £	2023 Total £
Employment and training costs	205,841	46,756	252,597	356,216
Running costs	42,981	4,022	47,003	75,807
Premises costs	34,849	300	35,149	36,718
Capital costs	1,502	-	1,502	3,214
	<u>285,173</u>	<u>51,078</u>	<u>336,251</u>	<u>471,955</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2024

5. Costs of charitable activities - by activity

	Activities undertaken directly £	Grant funding activities £	Support costs £	2024 Total £	2023 Total £
Employment and training costs	-	-	252,597	252,597	356,216
Running costs	33,356	13,647	-	47,003	75,807
Premises costs	35,149	-	-	35,149	36,718
Capital costs	-	-	1,502	1,502	3,214
	<u>68,505</u>	<u>13,647</u>	<u>254,099</u>	<u>336,251</u>	<u>471,955</u>

6. Governance, finance and professional costs

	Unrestricted funds £	Restricted funds £	2024 Total £	2023 Total £
Others and Bank charges	176	-	176	277
Audit Fees	4,900	100	5,000	4,800
Professional insurance	3,755	-	3,755	3,187
	<u>8,831</u>	<u>100</u>	<u>8,931</u>	<u>8,264</u>

7. Analysis of support costs

	Employment Training costs £	Depreciation £	Governance costs £	2024 Total £	2023 Total £
Staff costs	252,597	-	-	252,597	356,216
Auditors' remuneration	-	-	5,000	5,000	4,800
Legal and professional fees	-	-	3,755	3,755	3,187
Depreciation and impairment	-	1,502	-	1,502	3,214
Other	-	-	176	176	277
	<u>252,597</u>	<u>1,502</u>	<u>8,931</u>	<u>263,030</u>	<u>367,694</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2024

8. Net outgoing resources for the year

	2024	2023
	£	£
Net outgoing resources is stated after charging:		
Depreciation and other amounts written off tangible fixed assets	1,502	3,214
Auditors' remuneration	5,000	4,800
	<u>6,502</u>	<u>8,014</u>

9. Employees

Employment costs	2024	2023
	£	£
Wages and salaries	230,670	328,477
Social security costs	15,434	19,127
Pension costs	5,298	5,283
Other costs	1,195	3,329
	<u>252,597</u>	<u>356,216</u>

No employee received emoluments of more than £60,000 (2023 : None).

Number of employees

The average monthly numbers of employees during the year, calculated on the basis of full time equivalents, was as follows:

	2024	2023
	Number	Number
Provision of services and support (includes part time)	8	13
Management and administration	1	1
	<u>9</u>	<u>14</u>

10. Trustees' Remuneration and Benefits

The trustees received no remunerations or other benefits during the year (2023: Nil).

No trustees received payment for professional or other services supplied to the charity.

The trustees were able to use services used generally by beneficiaries and members of the charity.

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2024

11. Pension costs

The company operates a defined contribution pension scheme. The scheme and its assets are held by independent managers. The pension charge represents contributions due from the company and was as follows:

	2024	2023
	£	£
Pension charge	5,298	5,283

12. Taxation

The Charity's activities fall within the exemptions afforded by the provisions of the Section 478 of the Corporation Tax Act 2010. Accordingly, there is no taxation charge in these accounts.

13. Tangible fixed assets

	Fixtures, fittings and equipment £	Total £
Cost		
At 1 April 2023	81,902	81,902
Additions	1,201	1,201
At 31 March 2024	83,103	83,103
Depreciation		
At 1 April 2023	80,801	80,801
Charge for the year	1,502	1,502
At 31 March 2024	82,303	82,303
Net book values		
At 31 March 2024	800	800
At 31 March 2023	1,101	1,101

14. Debtors and prepayments

	2024	2023
	£	£
Other debtors	263	49,127
Rent deposit	3,000	3,000
Prepayments and accrued income	6,801	5,867
	10,064	57,994

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2024

15. Creditors: amounts falling due within one year

	2024	2023
	£	£
Barclay Card	271	1,519
Other taxes and social security	3,849	6,737
Other creditors	10,717	14,131
Accruals and deferred income	5,954	4,871
	<u>20,791</u>	<u>27,258</u>

16. Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Fund balances at 31 March 2024 as represented by:			
Tangible fixed assets	800	-	800
Current assets	244,663	668	245,331
Current liabilities	(20,791)	-	(20,791)
	<u>224,672</u>	<u>668</u>	<u>225,340</u>

17. Unrestricted funds

	At 1 April 2023	Incoming resources	Outgoing resources	At 31 March 2024
	£	£	£	£
General Funds	189,534	239,142	(294,004)	134,672
Designated Fund	90,000	-	-	90,000
	<u>279,534</u>	<u>239,142</u>	<u>(294,004)</u>	<u>224,672</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2024

18. Restricted funds

	At 1 April 2023 £	Incoming resources £	Outgoing resources £	At 31 March 2024 £
Working for Carers Project - European Social Fund and The National Lottery Community Fund	-	32,238	(37,631)	(5,393)
LB of Redbridge Provision of Mental Health Support to Carers	-	11,258	(8,033)	3,225
Specific Various Funds	3,079	2,200	(1,520)	3,759
Active Older Carers Project - Mulberry Trust	3,071	-	(3,994)	(923)
	<u>6,150</u>	<u>45,696</u>	<u>(51,178)</u>	<u>668</u>

19. Related party transactions

There are no related party transactions during the year.

20. Gross cash flows

	2024 £	2023 £
Returns on investments and servicing of finance		
Interest received	<u>4,064</u>	<u>2,310</u>
Capital expenditure		
Payments to acquire tangible assets	<u>(1,201)</u>	<u>-</u>

21. Analysis of changes in net funds

	Opening balance £	Cash flows £	Closing balance £
Cash at bank and in hand	253,847	(18,580)	235,267
Barclay Card	(1,519)	1,248	(271)
	<u>252,328</u>	<u>(17,332)</u>	<u>234,996</u>
Net funds	<u>252,328</u>	<u>(17,332)</u>	<u>234,996</u>

22. Going concern

There are no material uncertainties about the charity's ability to continue.

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2024

23. Company limited by guarantee

Redbridge Carers Support Service is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

Redbridge Carers Support Service
(A company limited by guarantee)

The following pages do not form part of the statutory accounts.

Redbridge Carers Support Service
(A company limited by guarantee)

Detailed statement of financial activities

For the year ended 31 March 2024

	2024	2023
	£	£
Incoming resources		
Incoming resources from generating funds:		
<i>Voluntary income</i>		
Donations	4,309	3,531
Specific Various Funds	2,200	2,740
Working for Carers Project - ESF and The NLCF	32,238	152,622
Local Authority Contracts & Grants LB of Redbridge	229,676	240,775
One Place East (MH & Wellbeing Project)	-	16,898
Mayor's Appeal	-	19,080
The Mulberry Trust	-	4,000
LB of Redbridge Grant Fund	-	7,000
LB of Redbridge Provision of MH Support to Carers	11,258	-
Other voluntary income activity	1,093	-
	<u>280,774</u>	<u>446,646</u>
<i>Investment income</i>		
Bank interest receivable	4,064	2,310
	<u>4,064</u>	<u>2,310</u>
Total incoming resources from generating funds	<u>284,838</u>	<u>448,956</u>
Total incoming resources	<u><u>284,838</u></u>	<u><u>448,956</u></u>
Resources expended		
Costs of generating funds:		
Fundraising trading:		
cost of goods sold and other costs		

Redbridge Carers Support Service
(A company limited by guarantee)

Detailed statement of financial activities

For the year ended 31 March 2024

	2024 £	2023 £
Charitable activities		
Employment and training costs		
<i>Support costs</i>		
Staff - Wages & Salaries	230,670	328,477
Staff - Employer's NIC	15,434	19,127
Staff - Pension costs	5,298	5,283
Staff training and recruitment costs	1,195	3,329
	<u>252,597</u>	<u>356,216</u>
Employment and training costs total expenditure	<u>252,597</u>	<u>356,216</u>
Running costs		
<i>Activities undertaken directly</i>		
Fundraising Costs	-	8,000
Marketing, promotion and publicity	2,080	428
Telephone and internet	5,340	7,478
Other office administrative costs	4,291	12,835
Payroll, IT and software	16,533	15,347
Subscription and licences	3,354	3,384
Printing, postage and stationery	1,758	8,508
	<u>33,356</u>	<u>55,980</u>
<i>Grant funding activities</i>		
Events and activities costs	11,360	18,768
Travelling, subsistence and accommodation	2,287	1,059
	<u>13,647</u>	<u>19,827</u>
Running costs total expenditure	<u>47,003</u>	<u>75,807</u>
Premises costs		
<i>Activities undertaken directly</i>		
Rent	24,000	24,000
Rates & water	2,265	2,510
Light & heat	3,466	2,296
Repairs & maintenance	4,344	6,300
Building insurance	154	223
Office cleaning	920	1,388
	<u>35,149</u>	<u>36,717</u>
Premises costs total expenditure	<u>35,149</u>	<u>36,717</u>
Capital costs		

Redbridge Carers Support Service
(A company limited by guarantee)

Detailed statement of financial activities

For the year ended 31 March 2024

Depreciation and impairment	<u>1,502</u>	<u>3,214</u>	
	1,502		3,214
Capital costs total expenditure	<u>1,502</u>		<u>3,214</u>
Total charitable activity expenditure	<u>336,251</u>		<u>471,954</u>
Governance, finance and professional costs			
<i>Support costs</i>			
Others and Bank charges	176	277	
Audit Fees	5,000	4,800	
Professional insurance	<u>3,755</u>	<u>3,187</u>	
	8,931		8,264
Total governance costs	<u>8,931</u>		<u>8,264</u>
Net incoming/(outgoing) resources for the year	<u>(60,344)</u>		<u>(31,262)</u>

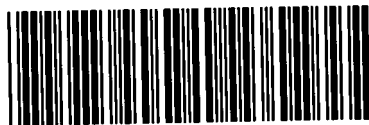
Accounts

Charity number: 1057505
Company number: 02959566

**Redbridge Carers Support Service
(A company limited by guarantee)**

**Trustees' report and financial statements
for the year ended 31 March 2023**

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Redbridge Carers Support Service
(A company limited by guarantee)

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Redbridge Carers Support Service
(A company limited by guarantee)

Legal and administrative information

Charity number 1057505

Company registration number 02959566

Registered office 12 Clements Court
Clements Lane
Ilford
Essex
IG1 2QY

Trustees Debra Hastings-Henry (Chair)
Bushra Tahir (Vice Chair)
Nicholas Hurst (Treasurer)
Antony Sobers
Barry Bates
Madelaine Baker
Dr Sudarshan Kapur

Secretary Catherine Ellen O'Keeffe

Auditors Levy + Partners Limited
7-8 Ritz Parade
Western Avenue
London
W5 3RA

Bankers Caf Bank Ltd
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

HSBC Bank Plc
126 High Road
Ilford
Essex
IG1 1DA

Redbridge Carers Support Service
(A company limited by guarantee)

Legal and administrative information

Solicitors

Edward Oliver & Bellis
19 Broadway Market
Fencepiece Road
Barkingside
Ilford, Essex IG6 2JW

Redbridge Carers Support Service (A company limited by guarantee)

Report of the trustees (incorporating the directors' report) for the year ended 31 March 2023

The trustees present their report and the financial statements for the year ended 31 March 2023. The trustees, who are also directors of Redbridge Carers Support Service for the purposes of company law and who served during the year and up to the date of this report are set out on page 1 - 2.

Structure, governance and management

Governing Document

Redbridge Carers Support Service (RCSS) is a company limited by guarantee, Company number 2959566, and a registered Charity, Charity number 1057505. Its constitution is set out in its Memorandum and Articles of Association.

RCSS was incorporated on 17th August 1994 as a Company Limited by Guarantee. The company was established under a Memorandum of Association which established the objects and powers of the company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. The Company attained registration with the Charities Commission on 15th August 1996.

Our Mission Statement

'Our mission is to make a positive difference to the lives of unpaid carers in the diverse communities of Redbridge by providing them with a range of services, support and recognition.'

Organisational Structure

Under the requirements the Board of Trustees consists of no less than 5 and no more than 20. This year there were eight members of the Board who met every 5-6 weeks. Trustees are responsible for the strategic direction and policy of the charity. At present Board members come from a variety of backgrounds relevant to the governance and work of the charity. The majority are carers or are ex carers. The Secretary also sits on the Board but has no voting rights. Staff representatives also attend Board meetings to give reports but have no voting rights.

A scheme of delegation is in place and the day-to-day responsibility of the provision Executive Director is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met.

Our Staff

Catherine O'Keeffe, Executive Director

Harriet Owusu Operations Manager

Doris Holder, Office Manager

Anna Mylvaganam, Finance Officer

Rani Raju, Community Support Officer/MH & Wellbeing Project Manager

Sylvia Williams, Community Support Officer

Jahan McCready, Community Support Officer

Tina Patel, Older Carers Health & Wellbeing Coordinator (left December 2022)

Sue Grant, Dementia Carers Support Worker (left April 2022)

Kasia Kuczynska, Project Manager, Working for Carers Project

Jennifer Jonah, Employment Personal Advisor, Working for Carers Project (joined May 2022)

Jeevan Claire, Admin Coordinator, Working for Carers Project (joined August 2022, left November 2022)

Jayne King, Admin Coordinator, Working for Carers Project (joined December 2022)

Mohima Akthar, Admin Coordinator, Working for Carers Project

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2023

Recruitment and Appointment of Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. Under the requirements of the Memorandum and Articles of Association Trustees are elected at the organisation's annual general meeting. Each year one-third of the Trustees or, if their number is not three or a multiple of three, the number nearest to one-third shall retire from office. They may be re-elected.

The Trustees meet every 5-6 weeks. The Chair or Joint Chairs, Vice Chair and Treasurer are elected by fellow Trustees at the first general meeting following the annual general meeting. The Audit and Risk Subgroup meets quarterly and reports to the Board. The day-to-day management of the Charity is delegated to the Executive Director.

Risk Management

RCSS operate a full Risk Register outlining risks and mitigation in key areas - Operational, Governance, Finance, Legal & Regulatory Compliance and External. The Risk Register is reviewed annually by the Board to set our risk profile and assess any emerging or increasing threats or risks. Staff conduct risk assessments for all activities and these are reviewed and signed off by Senior Management Team. The Trustees have assessed risk and acted to put in place systems to mitigate those risks. The Trustees' Audit & Risk Subgroup meets quarterly to review risks, policies, and procedures. Over the year the group has been reviewing and revising its policies regarding business risks, HR risks, financial risks, premises risks, health and safety and other identified risk factors.

Objectives and activities

The purpose of the charity is the provision of practical help, emotional support, advice, informal advocacy, health and wellbeing activities and information to unpaid carers in the London Borough of Redbridge (and neighbouring boroughs as part of the Working for Carers project). By unpaid carers, we mean people who give help and support to a relative, a child, a spouse or a partner, a friend or a neighbour who, due to disability, illness or frailty/vulnerability, cannot manage in the community without help. We work strategically with partners across all sectors to amplify the voice of our service users and ensure their views and experiences are reflected in policy and decision making.

Carers can be any age and may or may not be living with the person who needs care. RCSS is an independent, carer-led organisation working with carers for carers.

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2023

Our Range of Services and Activities:

Emotional Support
Practical Support
Welfare Benefits/Debt Advice
Home Visits
Welfare Checks
Advice, Information, Signposting and Referrals
Informal Advocacy
Referral and Access to Services
Referral and Access to Respite Care
Support for Older Carers
Support for Dementia Carers
Training
Working for Carers supporting carers who want to return to employment, training and/or volunteering
Volunteer Befriending
Health & Wellbeing Activities
Advice Surgeries
Employment, Education and Training Advice
Complementary Therapies
Support Groups
Carers Bulletin, formally called The Redbridge Carer Newsletter
Website
Information Packs
Giving Carers a Voice via Consultation/Engagement Activities
Forums and Events, including Carers Week and Carers' Rights Day
MH & Wellbeing Support for Carers
Support for Young Adult Carers

Achievements and performance

Redbridge Carers Support Service exists to support local carers with their caring responsibilities. More than one in 20 people (21,395 residents) in Redbridge were providing unpaid care as of 2021, Census data shows.

A carer is a person who provides unpaid care and support to someone who is ill, disabled, frail or elderly. Carers can be mothers, fathers, sons, daughters, sisters, brothers, friends or partners. A carers' role can often be stressful, demanding and time consuming, as well as physically tiring and mentally draining. The huge positive impact and contribution that unpaid carers make is often unrecognised.

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2023

Chair's Report - Debra Hastings-Henry

We reflect on another difficult year, as carers and their families face fresh challenges in the cost-of-living crisis and strive to recover from the lasting impact of Covid-19. We pay tribute to their strength and courage and recognise the amazing contribution that carers make every day in our communities. This significant contribution is also recognised in the new Carers Charter and Strategy. (The Charter has just been formally launched as we draft this Annual Report). The Charter will act as a framework for the identification, recognition, and support for carers in Redbridge. We will continue to work closely with the Council and stakeholders to ensure carers are involved in the development and ongoing review of this important strategy.

This has been a busy year in the development of new services including our very successful MH & Wellbeing Pilot and in our changing workforce. We were pleased to welcome Jennifer Jonah, Jeevan Claire and Jayne King to the Working for Carers Team to help bring the project to a successful completion in its final months. It is with sadness that we said a fond farewell to Tina Patel and Sue Grant. Both of whom were instrumental in developing services for older carers and carers of someone with dementia. They both leave a positive legacy, and we wish them every success for the future.

As I write this report in November, I must refer to the RCSS staff, who work tirelessly to support carers, ensuring they achieve best possible outcomes as often as is possible. They display levels of dedication and inspiration rarely seen, as they give themselves and their time tirelessly. I wholeheartedly give thanks to our volunteers without whom we would struggle to deliver the quality of services we offer. Thank you for your continued support of our carers and our staff. Similarly, I would like to give huge thanks to Catherine O'Keeffe, our Executive Director, and the RCSS Management Team who dedicate themselves to delivering meaningful outcomes for carers and commit to ensuring that carers have a voice that is being heard.

Last but not least, with regards to the RCSS Board of Trustees, I appreciate and value their combined efforts, broad range of experience and wisdom in strategically guiding RCSS towards positive outcomes. The Trustees are very proud of RCSS's achievements this year. None of this would be possible without the financial support of our core contract with the council, funders of our various projects as well as our individual donors. I would like to thank the following for our contracts and grants:

The London Borough of Redbridge (Carers Support Services Contract; Redbridge Grant Fund)

Mulberry Trust (Carers of People with Dementia)

Charity of Sir Richard Whittington (for which the Mercer's Company is Trustee), (Older Carers Connect)

Working for Carers, led by Carers Trust funded by the European Social Fund and The National Lottery Community Fund via Carers Trust

Garfield Weston (Support for Young Adult Carers)

One Place East (MH & Wellbeing Support)

CCG (administered by London Borough of Redbridge - carers COVID vaccination project)

Carers Trust (Grants for Carers)

We would also like to thank all those who have made individual donations throughout the year. Your support, no matter how small, is much appreciated.
We thank them all for their funding.

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2023

Executive Director's Report and Forward Plan

I am pleased to report a successful Tender outcome in the award of a new 3-5 year contract with Redbridge Council commencing February 2023. This follows a year of market shaping and consultation to review commissioned services to focus on the priorities that matter to carers and service users. Carers were involved in this process via focus groups and our main Carers Week event in June 2022. This event gave carers an opportunity to talk directly to LBR Commissioners about the support they value and the gaps in services. This consultative process continues in the design and review of the new Carers Charter. RCSS are committed to ensuring the voices of carers are heard and they have a say in how local services are shaped and delivered.

We are also committed to developing and strengthening partnerships across all sectors to add value to our work and improve support pathways for carers and their dependents. Working strategically, we will strive to unlock opportunities to improve services via place-based partnerships within Integrated Care Boards, as a Network Partner of Carers Trust and as a commissioned provider. Our goal in the coming year is to expand our outreach and community work to reach and engage more carers. Also, to build on our organisational review and engage all key stakeholders in the continual improvement of our services. Our key fundraising and operational objectives are listed below:

- Continue to ensure sustainable core and project income from a diverse range of funders.
- Learn from our support work and activities to improve services.
- Continue to use external expert advice from a range of professionals.
- Continue to build lasting relationships with our funders.
- Continue to seek donations and sponsorships to fund social activities to give carers respite.
- Seek funding to promote new innovative ways of supporting carers.
- Seek consortia funding via our network membership with Carers Trust.
- Build on our projects and prioritise further funding to develop home and community services for carers who are isolated, housebound or excluded.
- Develop and implement an effective outreach strategy to reach and engage more carers from all communities.
- Seek funding to further develop and sustain our MH, counselling, and coaching services.
- Expand, train and support our diverse pool of volunteers.
- Maximise opportunities to develop and improve services via strategic and partnership work.
- Involve key stakeholders in the continuous review and improvement of services.
- Continue to seek financial support and goods in kind from the corporate sector and build on our existing relationships through Carers Trust and also local businesses/companies.

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2023

- Increase the profile, recognition and civic involvement of carers by maintaining and developing further crucial links with local politicians, decision-makers and business leaders.
- Secure further funding to sustain positive health and wellbeing outcomes for carers.

Reserves Policy

The Trustees recognise the need for a reserves policy. To this end they have designated an Operational Reserve and a Contingency Reserve, which in effect are the level of reserves the Trustees believe they need. Over the coming year as a prudent measure the Board reviewed the level of its reserves and increased them to reflect risk. This is to ensure this fund is sufficient to meet the items of potential expenditure and/or loss of income, including the termination and wind down costs of the charity.

Strict transparency is maintained to avoid conflict of interest in respect of:

- Trustees Mr Barry Bates and Mrs Bushra Tahir are registered carers who also access RCSS' services.
- Trustees Mr Nicholas Hurst and Mrs Sudarshan Kapur are registered carers with RCSS.

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also the directors of Redbridge Carers Support Service 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 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.
- observe the methods and principles in the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping 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. The trustees 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2023

- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditors

Levy + Partners Limited have expressed their willingness to continue in office and a resolution to re-appoint them will be proposed at the annual general meeting.

On behalf of the board



Catherine Ellen O'Keeffe
Secretary

Date : 18 December 2023

Redbridge Carers Support Service
(A company limited by guarantee)

Independent auditor's report to the members of Redbridge Carers Support Service

For the year ended 31 March 2023

Opinion

We have audited the financial statements of Redbridge Carers Support Service for the year ended 31 March 2023, which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023, and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made;
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement set out on page 9 the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but it is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Discussion with the management of known instances of non-compliance with laws and regulations.
- Understanding of management's internal control designed to prevent irregularities.
- Design audit procedures around testing of expenses.
- Testing transactions entered outside of the normal course of the business.
- Identifying and testing of journals entries.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

'This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed'.



Arvind Joshi FCA,CTA,DchA (Senior Statutory Auditor)
For and on behalf of Levy + Partners Limited
and Chartered Accountants and Statutory Auditors
7-8 Ritz Parade
Western Avenue
London
W5 3RA

Date: 18 December 2023

Redbridge Carers Support Service
(A company limited by guarantee)

Cash flow statement

for the year ended 31 March 2023

	Notes	2023 £	2022 £
Net outgoing resources for the year		(31,262)	(32,741)
Interest receivable		(2,310)	(519)
Depreciation and impairment		3,214	3,718
Increase in debtors		(3,433)	(37,552)
Increase/(Decrease) in creditors		1,285	(834)
Net cash outflow from operating activities		(32,506)	(67,928)
Returns on investments and servicing of finance	20	2,310	519
Capital expenditure	20	-	(3,304)
Decrease in cash in the year		(30,196)	(70,713)
Reconciliation of net cash flow to movement in net funds	21		
Decrease in cash in the year		(30,196)	(70,713)
Net funds at 1 April 2022		282,524	353,237
Net funds at 31 March 2023		252,328	282,524
Represented by:-			
Cash at bank and in hand		253,847	283,213
Bank overdrafts		1,519	689
		252,328	282,524

Redbridge Carers Support Service
(A company limited by guarantee)

Statement of financial activities (incorporating the income and expenditure account)

For the year ended 31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total £	2022 Total £
Incoming resources					
Incoming resources from generating funds:					
Voluntary income	2	270,386	176,260	446,646	507,573
Investment income	3	2,310	-	2,310	519
Total incoming resources		<u>272,696</u>	<u>176,260</u>	<u>448,956</u>	<u>508,092</u>
Resources expended					
Charitable activities	4	230,399	241,556	471,955	530,803
Governance, finance and professional costs	6	8,263	-	8,263	10,030
Total resources expended		<u>238,662</u>	<u>241,556</u>	<u>480,218</u>	<u>540,833</u>
Net incoming/(outgoing) resources for the year /					
Net income/(expenditure) for the year		34,034	(65,296)	(31,262)	(32,741)
Total funds brought forward		245,500	71,446	316,946	349,687
Total funds carried forward		<u>279,534</u>	<u>6,150</u>	<u>285,684</u>	<u>316,946</u>

The statement of financial activities includes all gains and losses in the year and therefore a separate statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The notes on pages 16 to 23 form an integral part of these financial statements.

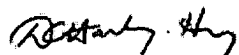
Redbridge Carers Support Service
(A company limited by guarantee)

Balance sheet
as at 31 March 2023

	Notes	2023		2022	
		£	£	£	£
Fixed assets					
Tangible assets	13		1,101		4,316
Current assets					
Debtors	14	57,994		54,561	
Cash at bank and in hand		253,847		283,213	
		<u>311,841</u>		<u>337,774</u>	
Creditors: amounts falling due within one year	15	<u>(27,258)</u>		<u>(25,144)</u>	
Net current assets			284,583		312,630
Net assets			<u>285,684</u>		<u>316,946</u>
Funds	16				
Restricted income funds			6,150		71,446
Unrestricted income funds			279,534		245,500
Total funds			<u>285,684</u>		<u>316,946</u>

The financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the board on 18 December 2023 and signed on its behalf by



Debra Hastings-Henry (Chair)
Director

The notes on pages 16 to 23 form an integral part of these financial statements.

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2023

1. Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and the preceding year.

1.1. Basis of accounting

The financial statements are prepared under the historical cost convention and in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' issued in March 2005 (SORP 2005) and the Companies Act 2006.

1.2. Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable. Grants where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included.

Gifts donated for resale are included as incoming resources within activities for generating funds when they are sold.

Grants, including grants for the purchase of fixed assets, are recognised in full in the statement of financial activities in the year in which they are receivable.

Income from investments is included in the year in which it is receivable.

1.3. Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes including the charity's shop.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management.

1.4. Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Fixtures, fittings and equipment - 33% straight line

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2023

1.5. Defined contribution pension schemes

The pension costs charged in the financial statements represent the contribution payable by the charity during the year.

2. Voluntary income

	Unrestricted funds £	Restricted funds £	2023 Total £	2022 Total £
Donations	3,531	-	3,531	23,964
Specific Various Funds	-	2,740	2,740	3,574
Working for Carers Project - ESF and The NLCF	-	152,622	152,622	151,946
Local Authority Contracts & Grants LB of Redbridge	240,775	-	240,775	229,676
Garfield Weston Fund	-	-	-	15,000
Covid Vaccination Project - LB of Redbridge	-	-	-	11,274
The Charity of Sir Dick Whittington	-	-	-	49,616
One Place East (MH & Wellbeing Project)	-	16,898	16,898	11,246
Mayor's Appeal	19,080	-	19,080	277
The Mulberry Trust	-	4,000	4,000	4,000
Redbridge Grant Fund	7,000	-	7,000	7,000
	<u>270,386</u>	<u>176,260</u>	<u>446,646</u>	<u>507,573</u>

ESF denotes as European Social Fund and NLCF as National Lottery Community Fund.

3. Investment income

	Unrestricted funds £	2023 Total £	2022 Total £
Bank interest receivable	2,310	2,310	519
	<u>2,310</u>	<u>2,310</u>	<u>519</u>

4. Costs of charitable activities - by fund type

	Unrestricted funds £	Restricted funds £	2023 Total £	2022 Total £
Employment and training costs	128,948	227,268	356,216	437,622
Running costs	61,519	14,288	75,807	54,904
Premises costs	36,718	-	36,718	34,559
Capital costs	3,214	-	3,214	3,718
	<u>230,399</u>	<u>241,556</u>	<u>471,955</u>	<u>530,803</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2023

5. Costs of charitable activities - by activity

	Activities undertaken directly £	Grant funding activities £	Support costs £	2023 Total £	2022 Total £
Employment and training costs	-	-	356,216	356,216	437,622
Running costs	55,980	19,827	-	75,807	54,904
Premises costs	36,718	-	-	36,718	34,559
Capital costs	-	-	3,214	3,214	3,718
	<u>92,698</u>	<u>19,827</u>	<u>359,430</u>	<u>471,955</u>	<u>530,803</u>

6. Governance, finance and professional costs

	Unrestricted funds £	2023 Total £	2022 Total £
Others and Bank charges	275	277	1,218
Audit Fees	4,800	4,800	4,800
Professional insurance	3,187	3,187	4,012
	<u>8,264</u>	<u>8,264</u>	<u>10,030</u>

7. Analysis of support costs

	Employment Training costs £	Depreciation £	Governance costs £	2023 Total £	2022 Total £
Staff costs	356,216	-	-	356,216	437,622
Auditors' remuneration	-	-	4,800	4,800	4,800
Legal and professional fees	-	-	3,187	3,187	4,012
Depreciation and impairment	-	3,214	-	3,214	3,718
Other	-	-	277	-	-
	<u>356,216</u>	<u>3,214</u>	<u>8,264</u>	<u>367,417</u>	<u>450,152</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2023

8. Net outgoing resources for the year

	2023	2022
	£	£
Net outgoing resources is stated after charging:		
Depreciation and other amounts written off tangible fixed assets	3,214	3,718
Auditors' remuneration	4,800	4,800
	<u>8,014</u>	<u>8,518</u>

9. Employees

Employment costs	2023	2022
	£	£
Wages and salaries	328,477	391,375
Social security costs	19,127	33,082
Pension costs	5,283	9,340
Other costs	3,329	3,825
	<u>356,216</u>	<u>437,622</u>

No employee received emoluments of more than £60,000 (2022 : None).

Number of employees

The average monthly numbers of employees (including the trustees) during the year, calculated on the basis of full time equivalents, was as follows:

	2023	2022
	Number	Number
Provision of services and support (includes part time)	13	13
Management and administration	1	1
	<u>14</u>	<u>14</u>

10. Trustees' Remuneration and Benefits

The trustees received no remunerations or other benefits during the year (2022: Nil).

No trustees received payment for professional or other services supplied to the charity.

The trustees were able to use services used generally by beneficiaries and members of the charity.

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2023

11. Pension costs

The company operates a defined contribution pension scheme. The scheme and its assets are held by independent managers. The pension charge represents contributions due from the company and was as follows:

	2023	2022
	£	£
Pension charge	<u>5,283</u>	<u>9,340</u>

12. Taxation

The Charity's activities fall within the exemptions afforded by the provisions of the Section 478 of the Corporation Tax Act 2010. Accordingly, there is no taxation charge in these accounts.

13. Tangible fixed assets

	Fixtures, fittings and equipment £	Total £
Cost		
At 1 April 2022 and At 31 March 2023	<u>81,902</u>	<u>81,902</u>
Depreciation		
At 1 April 2022	77,587	77,587
Charge for the year	<u>3,214</u>	<u>3,214</u>
At 31 March 2023	<u>80,801</u>	<u>80,801</u>
Net book values		
At 31 March 2023	<u>1,101</u>	<u>1,101</u>
At 31 March 2022	<u>4,315</u>	<u>4,315</u>

14. Debtors

	2023	2022
	£	£
Other debtors	49,127	39,655
Rent deposit	3,000	3,000
Prepayments and accrued income	<u>5,867</u>	<u>11,906</u>
	<u>57,994</u>	<u>54,561</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2023

15. Creditors: amounts falling due within one year

	2023	2022
	£	£
Barclay Card	1,519	689
Other taxes and social security	6,737	13,194
Other creditors	14,131	8,546
Accruals and deferred income	4,871	2,715
	<u>27,258</u>	<u>25,144</u>

16. Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Fund balances at 31 March 2023 as represented by:			
Tangible fixed assets	1,101	-	1,101
Current assets	305,691	6,150	311,841
Current liabilities	(27,258)	-	(27,258)
	<u>279,534</u>	<u>6,150</u>	<u>285,684</u>

17. Unrestricted funds

	At 1 April 2022 £	Incoming resources £	Outgoing resources £	At 31 March 2023 £
General Funds	155,500	272,696	(238,662)	189,534
Designated Fund	90,000	-	-	90,000
	<u>245,500</u>	<u>272,696</u>	<u>(238,662)</u>	<u>279,534</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2023

18. Restricted funds

	At 1 April 2022	Incoming resources £	Outgoing resources £	At 31 March 2023 £
Working for Carers Project - European Social Fund and The National Lottery Community Fund	9,901	152,622	(162,523)	-
One Place East - Mental Health & Wellbeing Project	3,088	16,898	(19,986)	-
Specific Various Funds	1,434	2,740	(1,095)	3,079
The Charity of Sir Dick Whittington (for which the Mercer's Company is Trustee)	21,164	-	(21,164)	-
Active Older Carers Project - Mulberry Trust	30,823	4,000	(31,752)	3,071
Young Adult Carers - Garfield Weston Fund	5,036	-	(5,036)	-
	<u>71,446</u>	<u>176,260</u>	<u>(241,556)</u>	<u>6,150</u>

19. Related party transactions

There are no related party transactions during the year.

20. Gross cash flows

	2023 £	2022 £
Returns on investments and servicing of finance		
Interest received	<u>2,310</u>	<u>519</u>
Capital expenditure		
Payments to acquire tangible assets	<u>-</u>	<u>(3,304)</u>

21. Analysis of changes in net funds

	Opening balance £	Cash flows £	Closing balance £
Cash at bank and in hand	283,213	(29,366)	253,847
Barclay Card	(689)	(830)	(1,519)
	<u>282,524</u>	<u>(30,196)</u>	<u>252,328</u>
Net funds	<u>282,524</u>	<u>(30,196)</u>	<u>252,328</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2023

22. Going concern

There are no material uncertainties about the charity's ability to continue.

23. Company limited by guarantee

Redbridge Carers Support Service is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

Redbridge Carers Support Service
(A company limited by guarantee)

The following pages do not form part of the statutory accounts.

Redbridge Carers Support Service
(A company limited by guarantee)

Detailed statement of financial activities

For the year ended 31 March 2023

	2023	2022
	£	£
Incoming resources		
Incoming resources from generating funds:		
<i>Voluntary income</i>		
Donations	3,531	23,964
Specific Various Funds	2,740	3,574
Working for Carers Project - ESF and The NLCF	152,622	151,946
Local Authority Contracts & Grants LB of Redbridge	240,775	229,676
Garfield Weston Fund	-	15,000
Covid Vaccination Project - LB of Redbridge	-	11,274
The Charity of Sir Dick Whittington	-	49,616
One Place East (MH & Wellbeing Project)	16,898	11,246
Mayor's Appeal	19,080	277
The Mulberry Trust	4,000	4,000
Redbridge Grant Fund	7,000	7,000
	<u>446,646</u>	<u>507,573</u>
<i>Investment income</i>		
Bank interest receivable	2,310	519
	<u>2,310</u>	<u>519</u>
Total incoming resources from generating funds	<u>448,956</u>	<u>508,092</u>
Total incoming resources	<u><u>448,956</u></u>	<u><u>508,092</u></u>
Resources expended		
Costs of generating funds:		
Fundraising trading:		
cost of goods sold and other costs		

Redbridge Carers Support Service
(A company limited by guarantee)

Detailed statement of financial activities

For the year ended 31 March 2023

	2023 £	2022 £
Charitable activities		
Employment and training costs		
<i>Support costs</i>		
Staff - Wages & Salaries	328,477	391,375
Staff - Employer's NIC	19,127	33,082
Staff - Pension costs	5,283	9,340
Staff training and recruitment costs	3,329	3,825
	<u>356,216</u>	<u>437,622</u>
Employment and training costs total expenditure	<u>356,216</u>	<u>437,622</u>
Running costs		
<i>Activities undertaken directly</i>		
Fundraising Costs	8,000	-
Marketing, promotion and publicity	428	24
Telephone and internet	7,478	5,932
Other office administrative costs	12,835	4,218
IT and software	15,347	12,111
Subscription and licences	3,384	3,910
Printing, postage and stationery	8,508	9,693
	<u>55,980</u>	<u>35,888</u>
<i>Grant funding activities</i>		
Events and activities costs	18,768	17,545
Travelling, subsistence and accommodation	1,059	1,471
	<u>19,827</u>	<u>19,016</u>
Running costs total expenditure	<u>75,807</u>	<u>54,904</u>
Premises costs		
<i>Activities undertaken directly</i>		
Rent	24,000	24,000
Rates & water	2,510	2,598
Light & heat	2,296	1,896
Repairs & maintenance	6,300	2,863
Building insurance	223	203
Office cleaning	1,388	2,999
	<u>36,717</u>	<u>34,559</u>
Premises costs total expenditure	<u>36,717</u>	<u>34,559</u>
Capital costs		

Redbridge Carers Support Service
(A company limited by guarantee)

Detailed statement of financial activities

For the year ended 31 March 2023

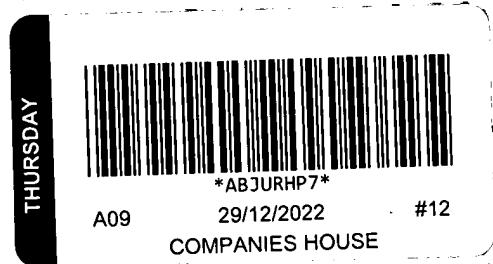
Depreciation and impairment	<u>3,214</u>	<u>3,718</u>
	3,214	3,718
Capital costs total expenditure	<u>3,214</u>	<u>3,718</u>
Total charitable activity expenditure	<u>471,954</u>	<u>530,803</u>
Governance, finance and professional costs		
<i>Support costs</i>		
Others and Bank charges	277	1,218
Audit Fees	4,800	4,800
Professional insurance	<u>3,187</u>	<u>4,012</u>
	8,264	10,030
Total governance costs	<u>8,264</u>	<u>10,030</u>
Net incoming/(outgoing) resources for the year	<u>(31,262)</u>	<u>(32,741)</u>

Accounts

Charity number: 1057505
Company number: 02959566

Redbridge Carers Support Service
(A company limited by guarantee)

Trustees' report and financial statements
for the year ended 31 March 2022



Redbridge Carers Support Service
(A company limited by guarantee)

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Redbridge Carers Support Service
(A company limited by guarantee)

Legal and administrative information

Charity number 1057505

Company registration number 02959566

Registered office 12 Clements Court
Clements Lane
Ilford
Essex
IG1 2QY

Trustees Debra Hastings-Henry (Chair)
Bushra Tahir (Vice Chair)
Nicholas Hurst (Treasurer)
Antony Sobers
Barry Bates
Harbans Singh Chahal
Madelaine Baker
Dr Sudarshan Kapur

Resigned on 31/12/2021

Secretary Catherine Ellen O'Keeffe

Auditors Levy + Partners Limited
7-8 Ritz Parade
Western Avenue
London
W5 3RA

Bankers Caf Bank Ltd
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

Solicitors Edward Oliver & Bellis
19 Broadway Market
Fencepiece Road
Barkingside
Ilford, Essex IG6 2JW

Redbridge Carers Support Service **(A company limited by guarantee)**

Report of the trustees (incorporating the directors' report) **for the year ended 31 March 2022**

The trustees present their report and the financial statements for the year ended 31 March 2022. The trustees, who are also directors of Redbridge Carers Support Service for the purposes of company law and who served during the year and up to the date of this report are set out on page 1.

Structure, governance and management

Governing Document

Redbridge Carers Support Service (RCSS) is a company limited by guarantee, Company number 2959566, and a registered Charity, Charity number 1057505. Its constitution is set out in its Memorandum and Articles of Association.

RCSS was incorporated on 17th August 1994 as a Company Limited by Guarantee. The company was established under a Memorandum of Association which sets out the objects and powers of the company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. The Company attained registration with the Charities Commission on 15th August 1996.

Our Mission Statement

'Our mission is to make a positive difference to the lives of unpaid carers in the diverse communities of Redbridge by providing them with a range of services, support and recognition.'

Organisational Structure

Under the requirements the Board of Trustees consists of no less than 5 and no more than 20. This year there were eight members of the Board who met every 5-6 weeks. Trustees are responsible for the strategic direction and policy of the charity. At present Board members come from a variety of backgrounds relevant to the governance and work of the charity. The majority are carers or are ex carers. The Secretary also sits on the Board but has no voting rights. Staff representatives also attend Board meetings to give reports but have no voting rights.

A scheme of delegation is in place and the day-to-day responsibility of the provision. The Executive Director is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met.

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2022

Our Staff

Glynis Donovan, Executive Director (retired December 2021)
Cathy O'Keeffe, Operations Director/Executive Director (appointed ED 1st January 2022)
Harriet Owusu, Project Manager, Working for Carers Project/Operations Manager (appointed OM 1st January 2022)
Doris Holder, Office Manager
Anna Mylvaganam, Finance Officer
Kate Stewart, Young Adult Carers Project Manager (left September 2021)
Rani Raju, Community Support Worker/MH & Wellbeing Project Manager
Sylvia Williams, Community Support Worker
Jahan McCready, Community Support Worker
Tina Patel, Older Carers Health & Wellbeing Coordinator
Sue Grant, Dementia Carers Support Worker & Young Adult Carers Support Worker
Kasia Kuczynska, Senior Employment Personal Advisor/Project Manager Working for Carers Project (appointed PM 1st January 2022)
Josephine Akintoye, Employment Personal Advisor, Working for Carers Project (left September 2021)
Mohima Akthar, Admin Coordinator, Working for Carers Project
Khalifa Araba Working for Carers Employment Personal Advisor (joined December 2021)
Carla Gobey Working for Carers Employment Personal Advisor (joined December 2021)

Recruitment and Appointment of Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. Under the requirements of the Memorandum and Articles of Association Trustees are elected at the organisation's annual general meeting. Each year one-third of the Trustees or, if their number is not three or a multiple of three, the number nearest to one-third shall retire from office. They may be re-elected.

The Trustees meet every 5-6 weeks. The Chair or Joint Chairs, Vice Chair and Treasurer are elected by fellow Trustees at the first general meeting following the annual general meeting. The Audit and Risk Subgroup meets quarterly and reports to the Board. The day-to-day management of the Charity is delegated to the Executive Director.

Risk Management

RCSS operate a full Risk Register outlining risks and mitigation in key areas - Operational, Governance, Financial, Legal & Regulatory Compliance and External. The Risk Register is reviewed annually by the Board to set our risk profile and assess any emerging or increasing threats or risks. Staff conduct risk assessments for all activities and these are reviewed and signed off by Senior Management Team. The Trustees have assessed risks to the service and acted to put in place systems to mitigate those risks. The Trustees' Audit and Risk Subgroup meets quarterly to review risks, policies and procedures. Over the year this group has been reviewing and revising its policies regarding business risks, HR risks, financial risks, premises risks, health and safety and other identified risk factors.

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2022

Objectives and activities

The purpose of the charity is the provision of practical help, emotional support, advice, informal advocacy, health and wellbeing activities and information to unpaid carers in the London Borough of Redbridge (and neighbouring boroughs as part of the Working for Carers project). By unpaid carers, we mean people who give help and support to a relative, a child, a spouse or a partner, a friend or a neighbour who, due to disability, illness or frailty/vulnerability, cannot manage in the community without help. We work strategically with partners across all sectors to amplify the voice of our service users and ensure their views and experiences are reflected in policy and decision making.

Carers can be any age and may or may not be living with the person who needs care. RCSS is an independent, carer-led organisation working with carers for carers

Our Range of Services and Activities:

Emotional Support
Practical Support
Welfare Benefits/Debt Advice
Home Visits
Welfare Checks
Advice, Information, Signposting and Referrals
Informal Advocacy
Support for Older Carers
Support for Dementia Carers
Training
Working for Carers supporting carers who want to return to employment, training and/or volunteering
Volunteer Befriending
Health & Wellbeing Activities
Advice Surgeries
Employment, Education and Training Advice
Complementary Therapies
Support Groups
Carers Bulletin, formally called The Redbridge Carer Newsletter
Website
Information Packs
Giving Carers a Voice via Consultation/Engagement Activities
Forums and Events, including Carers Week and Carers' Rights Day
MH & Wellbeing Support for Carers
Support for Young Adult Carers

Achievements and performance

Redbridge Carers Support Service exists to support local carers with their caring responsibilities. There are 27,000 - 30,000 carers in Redbridge - around one in ten of the local population (source: National Census 2011).

A carer is a person who provides unpaid care and support to someone who is ill, disabled, frail or elderly. Carers can be mothers, fathers, sons, daughters, sisters, brothers, friends or partners. A carers' role can often be stressful, demanding and time consuming, as well as physically tiring and mentally draining. The huge positive impact and contribution that unpaid carers make is often unrecognised.

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2022

Chair's Report - Debra Hastings-Henry

This year has continued to present challenges with the lasting impact of COVID 19 and wider pressures in the health and social care sectors. It is clear that these difficult times have greatly impacted carers and we have seen an increase both in the demand for our services and in the complexity of need. Our skilled and dedicated staff continue to rise to the challenge in providing high quality, individualised and compassionate support for our service users. I give praise and thanks to all staff and volunteers for their innovative and inspirational support for carers.

We pay tribute to former Executive Director Glynis Donovan who retired in December. Glynis was instrumental in building the success and sustainability of RCSS and in establishing important and influential strategic partnerships to give carers a stronger voice. We will continue to build on this positive legacy. The Working for Carers Team expanded to welcome new Employment Personal Advisors, Khalifa Araba and Carla Gobey. We said goodbye to Josephine Akintoye Employment Personal Advisor and thank her for her positive contribution. Kate Stewart Young Adult Carer Project Manager also moved on to pastures new leaving a strong legacy in her dedicated work supporting this often underrepresented group. We continue to develop support for YACS and to fundraise as part of the Mayor's Appeal 2021-22. We are grateful to the Worshipful the Mayor of Redbridge Councillor Roy Emmett for this opportunity. The COVID 19 pandemic presented many challenges, but also opportunities in the use of technology to engage, for staff, carers and Trustees. Trustees continue to meet regularly via Zoom ensuring good governance and business planning prevail. The Trustees are very proud of RCSS's achievements this year. None of this would be possible without the financial support of our core contract with the council, funders of our various projects as well as our individual donors. I would like to thank the following for our contracts and grants:

The London Borough of Redbridge (Carers Support Services Contract; Redbridge Grant Fund)

Mulberry Trust (Carers of People with Dementia)

Charity of Sir Richard Whittington (for which the Mercer's Company is Trustee), (Older Carers Connect)

Working for Carers, led by Carers Trust funded by the European Social Fund and The National Lottery Community Fund via Carers Trust

Garfield Weston (Support for Young Adult Carers)

One Place East (MH & Wellbeing Support)

CCG (administered by London Borough of Redbridge - carers COVID vaccination project)

Carers Trust (Grants for Carers)

Stripe (Donations via the RCSS website)

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2022

Executive Director's Report and Forward Plan

Echoing our Chair's report, we faced and coped with the challenges of COVID and at the time of this report, begin work to review and strengthen our risk management to safeguard staff and service users as we resume face to face work. A planned organisational review will be an opportunity to reflect on recent challenges, learn from our experiences and refresh our operational plan. We will continue to listen to our carers to ensure their views and experiences inform the development and delivery of our services.

This year the delivery of targeted MH and wellbeing support to carers has been a key development in our work. Most recently our new Mental Health and Wellbeing project in partnership with One Place East and funded by the CCG. This 14 month project will support carers of someone with a MH illness to access 1-1 counselling and coaching. Learning from the project will feed into wider research to improve MH services for carers. At the time of this report, this project is in the early stages of development, but we are confident in the delivery of positive outcomes for participants and in building and sustaining this work in the longer term. In terms of our overall workplan, community support work continues to deliver positive and significant outcomes for carers through 1-1 advice, referrals, support, peer groups and activities. Our diverse projects add value to our core work in the targeted support for older carers, young adult carers and carers of someone with dementia. In its 5th year the Working for Carers Project continues to improve employability outcomes for unpaid carers and former carers.

Looking forward, RCSS will continue to expand and develop innovative new services to support carers from the diverse communities of Redbridge. To invest in our talented staff and volunteers and build capacity to reach more carers. Our aim is to support carers in being more active in their communities and to encourage more civic and social action. Amplifying the voices of carers and valuing the extraordinary positivity of volunteers and their passion for supporting those in need within our communities. Our key fundraising objectives for the coming year are listed below:

- Continue to ensure sustainable core and project income from a diverse range of funders
- Learn from our projects to improve services
- Continue to use external expert advice from a range of professionals
- Continue to build lasting relationships with our funders
- Continue to seek donations and sponsorships to fund social activities to give carers a break
- Seek funding to promote new innovative ways of supporting carers, including a blended approach to virtual and face to face support
- Seek consortia funding via our network membership with Carers Trust
- Build on our projects and prioritise further funding to develop services for isolated, frail carers in Redbridge by expanding home and community services for the most vulnerable carers
- Seek funding to further develop and sustain our counselling and coaching services
- Seek funding to further expand, train and support our diverse pool of volunteers
- Continue to seek financial support and goods in kind from the corporate sector and build on our existing relationships through Carers Trust and also local businesses/companies

Redbridge Carers Support Service
(A company limited by guarantee)

Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2022

- Increase the profile and the needs of carers including maintaining and developing further crucial links with local politicians, decision-makers and business leaders
- Secure further funding to sustain positive health and wellbeing outcomes for carers.

Reserves Policy

The Trustees recognise the need for a reserves policy. To this end they have designated an Operational Reserve and a Contingency Reserve, which in effect are the level of reserves the Trustees believe they need. Over the coming year as a prudent measure the Board reviewed the level of its reserves and increased them to reflect risk. This is to ensure this fund is sufficient to meet the items of potential expenditure and/or loss of income, including the termination and wind down costs of the charity.

Strict transparency is maintained to avoid conflict of interest in respect of:

- Trustees Mr Barry Bates and Mrs Bushra Tahir are registered carers who also access RCSS' services.
- Trustee Mr Nicholas Hurst and Dr Sudarshan Kapur are registered carers with RCSS.

RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also the directors of Redbridge Carers Support Service 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 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.
- observe the methods and principles in the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping 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. The trustees 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and

Redbridge Carers Support Service
(A company limited by guarantee)

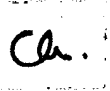
Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2022

- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditors

Levy + Partners Limited have expressed their willingness to continue in office and a resolution to re-appoint them will be proposed at the annual general meeting.

On behalf of the board



Catherine Ellen O'Keeffe
Secretary

Redbridge Carers Support Service
(A company limited by guarantee)

Independent auditor's report to the members of Redbridge Carers Support Service

For the year ended 31 March 2022

Opinion

We have audited the financial statements of Redbridge Carers Support Service for the year ended 31 March 2022, which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022, and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made;
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime.

Responsibilities of trustees

As explained more fully in the Trustees' Responsibilities Statement set out on page 9 the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but it is not a guarantee that an audit conducted in accordance with ISAs (UK), will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

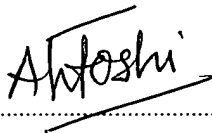
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Discussion with the management of known instances of non-compliance with laws and regulations.
- Understanding of management's internal control designed to prevent irregularities.
- Design audit procedures around testing of expenses.
- Testing transactions entered outside of the normal course of the business.
- Identifying and testing of journals entries.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

'This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed'.



Arvind Joshi FCA,CTA,DchA (Senior Statutory Auditor)
For and on behalf of Levy + Partners Limited
and Chartered Accountants and Statutory Auditors
7-8 Ritz Parade
Western Avenue
London
W5 3RA

Date: 20 December 2022

Redbridge Carers Support Service
(A company limited by guarantee)

Cash flow statement

for the year ended 31 March 2022

	Notes	2022 £	2021 £
Net (outgoing)/incoming resources for the year		(32,741)	34,142
Interest receivable		(519)	(3,509)
Depreciation and impairment		3,718	4,355
Increase in debtors		(37,552)	(18,132)
(Decrease)/Increase in creditors		(834)	25,289
Net cash (outflow)/inflow from operating activities		(67,928)	42,145
Returns on investments and servicing of finance	19	519	3,509
Capital expenditure	19	(3,304)	(6,338)
(Decrease)/Increase in cash in the year		(70,713)	39,316
Reconciliation of net cash flow to movement in net funds	20		
(Decrease)/Increase in cash in the year		(70,713)	39,316
Net funds at 1 April 2021		353,237	313,921
Net funds at 31 March 2022		282,524	353,237

Redbridge Carers Support Service
(A company limited by guarantee)

Statement of financial activities (incorporating the income and expenditure account)

For the year ended 31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total £	2021 Total £
Incoming resources					
Incoming resources from generating funds:					
Voluntary income	2	260,917	246,656	507,573	546,367
Investment income	3	519	-	519	3,509
Total incoming resources		<u>261,436</u>	<u>246,656</u>	<u>508,092</u>	<u>549,876</u>
Resources expended					
Charitable activities	4	213,016	319,639	532,655	507,450
Governance costs	6	5,865	2,313	8,178	8,284
Total resources expended		<u>218,881</u>	<u>321,952</u>	<u>540,833</u>	<u>515,734</u>
Net incoming/(outgoing) resources for the year /					
Net income/(expenditure) for the year		42,555	(75,296)	(32,741)	34,142
Total funds brought forward		<u>202,945</u>	<u>146,742</u>	<u>349,687</u>	<u>315,545</u>
Total funds carried forward		<u>245,500</u>	<u>71,446</u>	<u>316,946</u>	<u>349,687</u>

The statement of financial activities includes all gains and losses in the year and therefore a separate statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The notes on pages 15 to 21 form an integral part of these financial statements.

Redbridge Carers Support Service
(A company limited by guarantee)

Balance sheet
as at 31 March 2022

	Notes	£	2022	£	£	2021	£
Fixed assets							
Tangible assets	12			4,317			4,731
Current assets							
Debtors	13	54,560			17,008		
Cash at bank and in hand		283,213			353,237		
		337,773			370,245		
Creditors: amounts falling due within one year	14	(25,144)			(25,289)		
Net current assets				312,629			344,956
Net assets				316,946			349,687
Funds	15						
Restricted income funds				71,446			146,742
Unrestricted income funds				245,500			202,945
Total funds				316,946			349,687

The financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the board on 20 December 2022 and signed on its behalf by



Debra Hastings-Henry (Chair)
Director

The notes on pages 15 to 21 form an integral part of these financial statements.

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2022

1. Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and the preceding year.

1.1. Basis of accounting

The financial statements are prepared under the historical cost convention and in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' issued in March 2005 (SORP 2005) and the Companies Act 2006.

1.2. Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the statement of financial activities when receivable. Grants where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included.

Gifts donated for resale are included as incoming resources within activities for generating funds when they are sold.

Grants, including grants for the purchase of fixed assets, are recognised in full in the statement of financial activities in the year in which they are receivable.

Income from investments is included in the year in which it is receivable.

1.3. Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes including the charity's shop.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management.

1.4. Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Fixtures, fittings and equipment - 33% straight line

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2022

2. Voluntary income

	Unrestricted funds £	Restricted funds £	2022 Total £	2021 Total £
Donations	23,964		23,964	2,186
Specific Various Funds		3,574	3,574	7,032
London Community Response - City Bridge Trust				12,126
Active Older Carers Project -City Bridge Trust				48,736
Young Adult Carers – National Lottery Community Fund				95,492
Working for Carers Project – European Social Fund & National Lottery Community Fund		151,946	151,946	140,119
Carers of someone with Dementia				4,000
Local Authority Contracts & Grants London Borough	229,676		229,676	236,676
Garfield Weston Fund		15,000	15,000	
Covid Vaccination Project-LBR		11,274	11,274	
Older Carers Connect -Charity of Sir Richard Whittington		49,616	49,616	
One Place East -MH & Wellbeing Project		11,246	11,246	
Mayor's Appeal – Young Adult Carers	277		277	
The Mulberry Trust – Carers of Dementia		4,000	4,000	
Redbridge Grant Fund	7,000		7,000	
	<u>260,917</u>	<u>246,656</u>	<u>507,573</u>	<u>546,367</u>

3. Investment income

	Unrestricted funds £	2022 Total £	2021 Total £
Bank interest receivable	519	519	3,509
	<u>519</u>	<u>519</u>	<u>3,509</u>

4. Costs of charitable activities - by fund type

	Unrestricted funds £	Restricted funds £	2022 Total £	2021 Total £
Employment and training costs	189,980	243,817	43,798	417,453
Running costs	(3,244)	59,048	55,805	45,372
Premises costs	24,084	15,252	39,336	40,270
Capital costs	2,196	1,522	3,718	4,355
	<u>213,016</u>	<u>319,639</u>	<u>532,657</u>	<u>507,450</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2022

5. Costs of charitable activities - by activity

	Activities undertaken directly £	Grant funding activities £	Support costs £	2022 Total £	2021 Total £
Employment and training costs	-	-	433,798	433,798	417,453
Runing costs	54,516	1,289	-	55,805	45,372
Premises costs	39,336	-	-	39,336	40,270
Capital costs	-	-	3,718	3,718	4,355
	<u>93,852</u>	<u>1,289</u>	<u>437,516</u>	<u>532,657</u>	<u>507,450</u>

6. Governance costs

	Unrestricted funds £	Restricted funds £	2022 Total £	2021 Total £
Office expenses - Other	-	-	(2)	-
Audit Fees	4,800	-	4,800	-
Support - Professional - Other	1,065	2,313	3,378	8,284
	<u>5,865</u>	<u>2,313</u>	<u>8,176</u>	<u>8,284</u>

7. Analysis of support costs

	Employment Training costs £	Depreciation £	Governance costs £	2022 Total £	2021 Total £
Staff costs	433,798	-	-	433,798	417,453
Auditors' remuneration	-	-	4,800	4,800	-
Other professional fees	-	-	3,378	3,378	8,284
Depreciation and impairment	-	3,718	-	3,718	4,355
	<u>433,798</u>	<u>3,718</u>	<u>8,178</u>	<u>445,694</u>	<u>430,092</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2022

8. Net (outgoing)/incoming resources for the year

	2022	2021
	£	£
Net (outgoing)/incoming resources is stated after charging:		
Depreciation and other amounts written off tangible fixed assets	3,718	4,355
Auditors' remuneration	4,800	-
	<u>8,518</u>	<u>4,355</u>

9. Employees

Employment costs	2022	2021
	£	£
Wages and salaries	433,798	417,453
No employee received emoluments of more than £60,000 (2021 : None).		

Number of employees

The average monthly numbers of employees (including the trustees) during the year, calculated on the basis of full time equivalents, was as follows:

	2022	2021
	Number	Number
Provision of services and support (includes part time)	13	14
Management and administration	1	1
	<u>14</u>	<u>15</u>

10. Trustees' Remuneration and Benefits

The trustees received no remunerations or other benefits during the year (2021: Nil).

No trustees received payment for professional or other services supplied to the charity.

The trustees were able to use services used generally by beneficiaries and members of the charity.

11. Taxation

The Charity's activities fall within the exemptions afforded by the provisions of the Section 478 of the Corporation Tax Act 2010. Accordingly, there is no taxation charge in these accounts.

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2022

12. Tangible fixed assets	Fixtures, fittings and equipment	
	£	Total £
Cost		
At 1 April 2021	78,599	78,599
Additions	3,304	3,304
At 31 March 2022	<u>81,903</u>	<u>81,903</u>
Depreciation		
At 1 April 2021	73,868	73,868
Charge for the year	3,718	3,718
At 31 March 2022	<u>77,586</u>	<u>77,586</u>
Net book values		
At 31 March 2022	<u>4,317</u>	<u>4,317</u>
At 31 March 2021	<u>4,731</u>	<u>4,731</u>

13. Debtors	2022	2021
	£	£
Other debtors	39,655	1,578
Rent deposit	3,000	3,000
Prepayments and accrued income	11,906	12,430
	<u>54,561</u>	<u>17,008</u>

14. Creditors: amounts falling due within one year	2022	2021
	£	£
Barclay Card	689	-
Accruals and deferred income	24,455	25,289
	<u>25,144</u>	<u>25,289</u>

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2022

15. Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds £
Fund balances at 31 March 2022 as represented by:			
Tangible fixed assets	2,536	1,781	4,317
Current assets	243,270	94,503	337,773
Current liabilities	(25,144)	-	(25,144)
	<u>220,662</u>	<u>96,284</u>	<u>316,946</u>

16. Unrestricted funds

	At 1 April 2021 £	Incoming resources £	Outgoing resources £	At 31 March 2022 £
General Funds	112,945	261,436	(218,881)	155,500
Designated Fund	90,000	-	-	90,000
	<u>202,945</u>	<u>261,436</u>	<u>(218,881)</u>	<u>245,500</u>

17. Restricted funds

	At 1 April 2021 £	Incoming resources £	Outgoing resources £	At 31 March 2022 £
Covid Vaccination Project - London Borough of Redbridge	-	11,274	(11,274)	-
Working for Carers Project - European Social Fund and The National Lottery Community Fund	13,758	151,946	(155,803)	9,901
Young Adult Carers - The National Lottery Community Fund	76,898	-	(76,898)	-
Specific Various Funds	6,797	3,574	(8,937)	1,434
The Charity of Sir Dick Whittington (for which the Mercer's Company is Trustee)	15,282	49,616	(42,632)	22,266
Active Older Carers Project - Mulbery Trust	33,588	4,000	(6,765)	30,823
Young Adult Carers - Garfield Weston Fund	-	15,000	(9,964)	5,036
One Place East - Mental Health & Wellbeing Project	-	11,246	(8,158)	3,088
Fixed Assets	420	-	(1,522)	(1,102)
	<u>146,743</u>	<u>246,656</u>	<u>(321,953)</u>	<u>71,446</u>

18. Related party transactions

There are no related party transactions during the year.

Redbridge Carers Support Service
(A company limited by guarantee)

Notes to financial statements
for the year ended 31 March 2022

19. Gross cash flows

	2022	2021
	£	£
Returns on investments and servicing of finance		
Interest received	519	3,509
	<u> </u>	<u> </u>
Capital expenditure		
Payments to acquire tangible assets	(3,304)	(6,338)
	<u> </u>	<u> </u>

20. Analysis of changes in net funds

	Opening balance	Cash flows	Closing balance
	£	£	£
Cash at bank and in hand	353,237	(70,024)	283,213
Barclay Card	-	(689)	(689)
	<u>353,237</u>	<u>(70,713)</u>	<u>282,524</u>
Net funds	<u>353,237</u>	<u>(70,713)</u>	<u>282,524</u>

21. Going concern

There are no material uncertainties about the charity's ability to continue.

22. Company limited by guarantee

Redbridge Carers Support Service is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

Accounts

COMPANY REGISTRATION NUMBER: 02959566
CHARITY REGISTRATION NUMBER: 1057505

Redbridge Carers Support Service
Company Limited by Guarantee
Financial Statements
For the year ended
31 March 2021

Redbridge Carers Support Service

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2021

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Statement of cash flows	23
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Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2021

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the company for the year ended 31 March 2021.

Reference and administrative details

Registered charity name

Redbridge Carers Support Service

Charity registration number 1057505

Company registration number 02959566

Principal office and registered office 12 Clements Court
Clements Lane
Ilford
Essex
IG1 2QY

The trustees

Debra Hastings-Henry (Chair)
Bushra Tahir (Vice Chair)
Nichols Hurst (Treasurer)
Antony Sobers
Barry Bates
Harbans Singh Chahal
Madelaine Baker
Dr Sudarshan Kapur

Company secretary Glynis Donovan

Auditor Lesser & Co. Ltd
Chartered Accountants & Senior Statutory Auditor
147 Station Road
North Chingford
London
E4 6AG

Bankers CafBank Ltd
25 Kings Hill Avenue
West Malling
Kent ME19 4JQ

HSBC
126 High Road
Ilford
Essex IG1 1DA

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Aldermore
1st Floor, Block B
Western House
Lynch Wood
Peterborough PE2 6FZ

Nationwide Building Society
Kings Park Road
Moulton Park
Northampton NW3 6NW

Hampshire Trust Bank plc
PO Box 73115
London EC4P 4GP

Solicitors

Edward Oliver & Bellis
19 Broadway Market
Fencepiece Road
Barkingside
Ilford
Essex
IG6 2JW

Structure, governance and management

Governing Document

Redbridge Carers Support Service (RCSS) is a company limited by guarantee, Company number 2959566, and a registered Charity, Charity number 1057505. Its constitution is set out in its Memorandum and Articles of Association.

RCSS was incorporated on 17th August 1994 as a Company Limited by Guarantee. The company was established under a Memorandum of Association which established the objects and powers of the company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. The Company attained registration with the Charities Commission on 15th August 1996.

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Structure, governance and management *(continued)*

Our Mission Statement

'Our mission is to make a positive difference to the lives of unpaid carers in the diverse communities of Redbridge by providing them with a range of services, support and recognition.'

Organisational Structure

Under the requirements the Board of Trustees consists of no less than 5 and no more than 20. This year there were eight members of the Board who met every 5-6 weeks. Trustees are responsible for the strategic direction and policy of the charity. At present Board members come from a variety of backgrounds relevant to the governance and work of the charity. The majority are carers or are ex carers. The Secretary also sits on the Board but has no voting rights. Staff representatives also attend Board meetings to give reports but have no voting rights.

A scheme of delegation is in place and the day-to-day responsibility of the provision. The Executive Director is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met.

Our Staff

- Glynis Donovan, Executive Director
- Cathy O'Keeffe, Operations Director
- Doris Holder, Office Manager
- Theresa Sparks, Finance Officer (left October 2020)
- Anna Mylvaganam, Finance Officer (joined October 2020)
- Kate Stewart, Young Adult Carers Project Manager
- Rani Raju, Community Support Worker/New Arrivals
- Sylvia Williams, Community Support Worker
- Jahan McCready, Community Support Worker
- Tina Patel, Older Carers Health & Wellbeing Coordinator
- Sue Grant, Dementia Carers Support Worker & Young Adult Carers Support Worker
- Harriet Owusu, Project Manager, Working for Carers Project
- Kasia Kuczynska, Senior Employment Personal Advisor, Working for Carers Project
- Josephine Akintoye, Employment Personal Advisor, Working for Carers Project
- Mohima Akthar, Admin Coordinator, Working for Carers Project (joined March 2020)
- Bettina Grayson, Dementia Carers temp Worker (joined March 2021)

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Structure, governance and management *(continued)*

Recruitment and Appointment of Board of Trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. Under the requirements of the Memorandum and Articles of Association Trustees are elected at the organisation's annual general meeting. Each year one-third of the Trustees or, if their number is not three or a multiple of three, the number nearest to one-third shall retire from office. They may be re-elected but can only serve a consecutive 12 years in aggregate.

The Trustees meet every 5-6 weeks. The Chair or Joint Chairs, Vice Chair and Treasurer are elected by fellow Trustees at the first general meeting following the annual general meeting. The Audit and Risk Subgroup meets quarterly and reports to the Board. The day-to-day management of the Charity is delegated to the Executive Director.

Risk Management

The Trustees have assessed risks to the service and acted to put in place systems to mitigate those risks. The Trustees' Audit and Risk Subgroup meets quarterly to review risks, policies and procedures. Over the year this group has been reviewing and revising its policies regarding business risks, HR risks, financial risks, premises risks, health and safety and other identified risk factors. In liaison with the Executive Director and Senior Management Team, the Trustees took the decision to close the office on 17th March 2020, due to the health and safety risks posed by the COVID 19 pandemic. All staff were risk assessed for remote, home working and systems, guidance, policies and resources (e.g., equipment) were put in place to mitigate risk and to ensure staff were equipped to carry out their roles safely. Throughout this period the Trustees and management have followed the government's COVID 19 Guidance to work from home. The Trustees' Report outlines how RCSS adapted to support carers remotely and continue to provide services during this period.

Objectives and activities

The purpose of the charity is the provision of practical help, emotional support, advice, informal advocacy, health and wellbeing activities and information to unpaid carers in the London Borough of Redbridge (and neighbouring boroughs as part of the Working for Carers project). By unpaid carers, we mean people who give help and support to a relative, a child, a spouse or a partner, a friend or a neighbour who, due to disability, illness or frailty/vulnerability, cannot manage in the community without help.

Carers can be any age and may or may not be living with the person who needs care. RCSS is an independent, carer-led organisation working with carers for carers.

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Objectives and activities *(continued)*

Our Range of Services and Activities

- Emotional Support
- Practical Support
- Welfare Benefits/Debt Advice
- Home Visits
- Welfare Checks
- Advice and Information
- Informal Advocacy
- Referral and Access to Services
- Referral and Access to Respite Care
- Support for Older Carers
- Support for Dementia Carers
- Training
- Working for Carers supporting carers who want to return to employment, training and/or volunteering
- Volunteer Befriending
- Health & Wellbeing Activities
- Advice Surgeries
- Employment, Education and Training Advice
- Complementary Therapies
- Support Groups
- Carers Bulletin, formally called The Redbridge Carer Newsletter
- Website
- Information Packs
- Giving Carers a Voice via Consultation/Engagement Activities
- Forums and Events, including Carers Week and Carers' Rights Day
- Support for Carers in Newly Arrived, Refugee and Migrant Communities
- Support for Young Adult Carers

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Strategic report

The following sections for achievements and performance and financial review form the strategic report of the company.

Achievements and performance

Redbridge Carers Support Service exists to support local carers with their caring responsibilities. There are 27,000 - 30,000 carers in Redbridge - around one in ten of the local population (source: National Census 2011).

A carer is a person who provides unpaid care and support to someone who is ill, disabled, frail or elderly. Carers can be mothers, fathers, sons, daughters, sisters, brothers, friends or partners. A carers' role can often be stressful, demanding and time consuming, as well as physically tiring and mentally draining. The huge positive impact and contribution that unpaid carers make is often unrecognised.

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Achievements and performance *(continued)*

Chair's Statement - Debra Hastings-Henry

This year has been another challenging one for RCSS. The closure of the office in March 2020 posed particular logistical obstacles to carers' support. However, I give praise to all staff and volunteers for their inspirational and innovative approach to supporting carers during the COVID 19 pandemic and its 'lockdown' restrictions.

The Board too have been able to meet regularly via Zoom meetings, ensuring good governance has prevailed throughout the year, despite not being able to conduct face to face meetings. Our virtual Annual General Meeting took place on 20th January 2021 via zoom and business was conducted smoothly using this new technology.

The Trustees are very proud of RCSS's achievements this year. None of this would be possible without financial support of our core contract with the council, funders of our various projects as well as our individual donors. I would like to thank the following for our contracts and grants:

- The London Borough of Redbridge (Carers Support Services Contract; Redbridge Grant Fund)
- Mulberry Trust (Carers of People with Dementia)
- The Goldsmiths' Company Charity (Carers of People with Dementia)
- Ajahma Charitable Trust, via Carers Trust (Carers of People with Dementia)
- Charity of Sir Richard Whittington (for which the Mercer's Company is Trustee), (Older Carers Connect)
- The National Lottery Community Fund, (Young Adult Carers Transition Project)
- Working for Carers, led by Carers Trust and funded by the European Social Fund and The National Lottery Community Fund
- London Community Response Fund, administered by City Bridge Trust (Emergency funding for carers to connect during the COVID 19 pandemic)
- National Lottery Community Fund (Emergency funding to fund online counselling for young adult carers)
- Carers Trust (Grants for Carers)
- The Talisman Trust (Grants for Carers)
- Friend Trust (Grants for Carers)
- The S.C. Witting Trust (Grants for Carers)
- Stripe (Donations via the RCSS website)

In addition, we have had some very generous individual donations. We would like to thank all those who have made individual donations throughout the year. Your support, no matter how small, is much appreciated.

We thank them all for their funding.

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Achievements and performance *(continued)*

I would also like to thank our volunteers, including the RCSS Board of Trustees, for the enormous contribution they make to the charity. They do a great job and give their time so that we can reach more and more carers adding so much value to the marvellous work the RCSS staff perform. Finally, I would like to give huge thanks to Glynis Donovan, our Executive Director, the RCSS management team, Catherine O'Keeffe, Harriet Owusu, Kate Stewart and all RCSS staff who work so hard to support carers during these very difficult times. Their hard work and commitment helped us to ensure carers achieved positive outcomes and continue to have a voice. Although there are many challenges ahead, I look forward to another successful year as Chair of RCSS.

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Achievements and performance *(continued)*

Report on Services, Activities and Achievements this year from our Executive Director, Glynis Donovan

Our strategic work, with the Council and other partners, is vital to give carers a voice. We continue our relationship with the statutory, voluntary and community sectors as the lead carers' organisation in Redbridge.

At the beginning of 2020 RCSS, in partnership with the London Borough of Redbridge, held a public engagement event. Almost 50 carers attended and participated in facilitated table-top discussions to explore key themes to inform a refresh of the Joint Redbridge Carers Strategy 2017-2020. A key speaker at the event was Mobushra Baig-Daykin, a lead adult social care Commissioner, who gave a presentation on creating a 'Carer Friendly Borough', through a vision for improving the lives of carers. The key feedback themes came as no surprise, including better seamless working between different services; improved communication at all stages of assessment and review and more empathy and understanding from professionals. Another major theme was that GPs and health professionals were key to the identification and referral of carers and the need to recognise them as 'expert partners'. The conclusion was that the latter was crucial for better carer involvement and in discharge and care planning. The full report of this event is available on request, please do not hesitate to contact our office for a copy. With the COVID 19 crisis and ensuing restrictions for gathering, this work was put on hold while the Council prioritised dealing with the pandemic. However, RCSS will continue to work closely with our partners at LBR and carers, to refresh the Joint Redbridge Carers Strategy 2021 and beyond.

In January 2021 I stood down as Chair of Healthwatch Redbridge, though RCSS continues to be one of their key partners. Other key strategic work includes sitting on and being an active member of the Redbridge Safeguarding Adults Board; continued membership of the Barking & Dagenham, Havering and Redbridge (BHR) Carers Network; working with Children's Services and the London-wide Working for Carers Steering Group and Hub Lead for N E London boroughs. This report clearly demonstrates that the RCSS staff have performed outstandingly this year. They have provided vital and essential support to carers, despite the challenges and difficulties of the COVID 19 pandemic. Their dedication and commitment are truly praiseworthy. Their hard work is detailed in the various core and project reports contained herein. I commend all staff, many of whom are carers themselves and have faced their own challenges throughout the year. In addition, our diverse pool of dedicated and hard-working volunteers deserve praise and thanks for their individual support and befriending services to carers and their support to RCSS staff at our various support groups and events. Although, we have not been able to meet face to face throughout the year, their regular welfare checks to carers has been much appreciated and valued by carers. I would like to also give our volunteers special thanks.

I would like to take this opportunity to say a special thank you and goodbye to Theresa Sparks, our Finance Officer of 16 years. Theresa retired from RCSS in October 2020. She joined RCSS in January 2004 and soon proved to be an invaluable member of staff and a vital asset to the organisation's Audit & Risk Trustee sub-group. Theresa was an expert bookkeeper and provided the management team and Board of Trustees with adept financial reporting, guidance and advice. Theresa was always professional, with high standards, producing quality work and reports. She earned praise, not just at RCSS, but also for her astute diligence from our accountants and auditors over the years. Theresa was highly respected and loved by everyone at RCSS and we miss her greatly. All at RCSS wish her well in her well-deserved retirement.

In her report, the RCSS Chair of Trustees gives thanks to our funders. I would like to add that we are fortunate to have attracted new funders this year and continuation funding from on-going relationships with existing funders.

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Achievements and performance *(continued)*

I would like to thank our Chair, Debra Hastings-Henry, for her solid leadership throughout the year and the rest of the RCSS volunteer Board of Trustees for their dedication and commitment to the RCSS staff, volunteers and carers. This year has brought its challenges, but these have been overcome with excellent management and staff teamwork.

Our Core & Dementia Services for Carers

It was a very challenging year for our carers during the pandemic with many self-isolating and coping with substantially increased caring responsibilities. Our Community Support team, Jahan McCready, Rani Raju and Sylvia Williams, rose to the challenge, providing advice, information, referrals and practical support to over 2,500 carers throughout the year. Despite closing our office and ceasing face to face activities in March 2020, our team have provided a full remote service, being contactable via phone and video call throughout the pandemic. Office Manager, Doris Holder ensured all calls were answered and new carers registered and referred for prompt advice and support. Monthly support groups continued to be held via the Zoom video platform and carers were able to gain much needed peer support and crucially, receive vital up to date information about the pandemic and available support services. Our popular Conversation Club continued weekly via Zoom, helping carers to improve their English and socialise. At least 150 carers per month were supported with financial advice and help to access welfare benefits. Thousands of welfare checks were made to carers providing emotional support and making sure they knew they were not alone. A new Carers Online project funded by The Corporation of London's Charity City Bridge Trust (via the London Community Response Fund) enabled us to help digitally excluded carers stay connected. Tablets were loaned to carers by the Vision Libraries service and digital volunteers supported carers to get online safely and confidently. We would like to thank the City Bridge Trust, Vision RCL and our volunteers for making this possible.

During Carers Week 8-14th June we held wellbeing workshops and Advice Surgeries via Zoom and trained professionals to raise awareness of carers and improve support services. The week around Carers Rights Day on 26th November 2020 featured online webinars on welfare benefits and wills probate and power of attorney. We also held a live COVID-19 Q&A session giving participants a chance to discuss their concerns directly with the LBR Public Health Team. We would like to thank the LBR Welfare Benefit and Public Health Teams for joining us on Carers Rights Day and Derek Lindsey of the Moneta Partnership for donating his time and expertise to help carers plan for their future.

Dementia Support

Carers of someone with dementia and their dependents were particularly hard hit by the pandemic, with many finding themselves housebound as day services and respite opportunities closed. Caring responsibilities increased significantly as domiciliary support ceased for those that were concerned about transmission and infection. Our Dementia Support Worker, Sue Grant provided a vital service to carers during lockdown, being a listening ear and ensuring they could access emergency support. Many said that this was a lifeline throughout this difficult time. Support groups were offered via Zoom with activities including singing, and musical exercise. For those unable to Zoom we provided postal activity packs in partnership with the Museum of London and Spare Tyre. Over the course of the year an average of 150 -200 carers were given detailed advice, information, referrals and emotional support every quarter. Key partnerships continued to be established with outside organisations to expand the range of services on offer and develop fun and stimulating activities for carers to join with their loved ones.

Older Carers Support

New 2-year funding was achieved from the Charity of Sir Richard Whittington (for which the Mercer's Company is Trustee) to develop our older carers services. The Older Carers Connect project was

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Achievements and performance *(continued)*

launched in July 2020, aiming to help carers aged 65+ to make lasting friends and connections and improve their health and wellbeing. Tina Patel our Older Carers Wellbeing Coordinator has been hosting a range of weekly activities via Zoom, including Tai Chi, Chair Based, Zumba and Yoga, delivered by our talented and experienced tutors. Videos of the exercise classes were posted on our website enabling carers to access the sessions at any time. As we were unable to provide our usual complementary therapy, a new online Reflexology class started in February 2021, giving carers guidance and techniques to relax and promote wellbeing. Around 200 carers per annum accessed the project activities, befriending and advice and information. It was challenging to deliver our usual home befriending services during lockdown, but our inspirational volunteers rallied round providing hours of telephone and video calls to isolated carers. Many of them were involved in local emergency relief work during COVID delivering food parcels and tablets to carers to keep them safe and connected. Our partnership with RCVS helped us to expand our volunteer team with new recruits, particularly to deliver our Carers Online project. We give our heartfelt thanks to our volunteers and to RCVS.

Young Adult Carers Project (16-30 years)

We have just completed our final year of the project, funded by The National Lottery Community Fund, and are grateful to be granted an extension to our funding until November 2022. We have continued to successfully build on the previous years and the project continues to progress well, in keeping with the key project outcomes and activities.

The last year saw major changes in how we delivered the service and supported young adult carers due to the coronavirus pandemic. We have used a variety of communication methods to engage effectively with carers, particularly as face-to-face support was not possible, e.g., videoconferencing, telephone calls, texts, emails, social media, monthly email updates.

Our monthly Young Adult Carer group has continued to provide a safe space for carers to meet and socialise with their peers. This included a series of workshops designed to support carers to manage their mental health and increase resilience, an online movie night, a joint craft and games day with Camden Carers Service for Young Carers Action Day, and several hands-on sessions which included ceramic painting, baking and cooking. Each of these activities involved receiving something, such as a resource pack or supplies kit, in the post which added something special and tactile to the digital groups. We also ran several workshops on employability, building confidence, carers rights and personal finances. We found that offering an accompanying resource pack allowed carers who may not be able to attend a live workshop session to access the resources and complete activities in their own time, and these packs were accessed by a range of carers throughout the year.

Our one-to-one work with young adult carers has continued and, particularly over the last year, has made up a large percentage of our support work. In many cases, this work is complex, intense, and ongoing.

During the year, a funding opportunity arose to develop the Emotional and Mental Wellbeing Project. This allowed us to offer 6-12 sessions of either counselling or life coaching depending on their needs and preferences, and further signposting, referrals or advice as appropriate once their sessions had finished. Feedback on this service was very positive from YACs and allowed the opportunity to access regular in-depth support during the pandemic.

We continued to deliver the young adult carers training programme to professionals to help them identify and support carers. Professionals gave us positive feedback on the webinar format of the training and allowed professionals from Redbridge and neighbouring boroughs to easily attend.

We have continued to develop stronger working relationships with services throughout Redbridge e.g., social care, NHS services, voluntary sector, and educational providers. Locally our Young Adult Carer Project Manager attends multi-agency meetings and steering groups e.g., UNICEF Child Friendly

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Achievements and performance *(continued)*

Borough steering group, Youth Innovation Project Steering Project. We have developed working relationships with professionals in the borough and surrounding areas by attending online networking meetings, participating in consultations, and offering opportunities to attend our training sessions.

We are very proud that the Worshipful the Mayor of Redbridge, Cllr Roy Emmett, chose the Young Adult Carers Project as his charitable focus for the year 2021/22. As well as raising the profile of the project and building awareness of YACs across a wider segment of the Redbridge community, this is an opportunity to raise essential funds for the project.

Working for Carers Project

The Working for Carers project continues to support unpaid carers and former carers in London, who are aged 25 or over, to move closer to employment. Carers continue to access free support tailored to meet individual needs.

The project is now in its fourth year of delivery following its successful extension in October 2019 and it has been recently confirmed that the project has been successful again in securing further funding until June 2023. The Working for Carers project is funded by the European Social Fund and The National Lottery Community Fund.

While the project continues to support unpaid carers with one-to-one employment support, with the effects of the global coronavirus pandemic, all support has been, and currently remains to be, delivered by telephone or videoconferencing. There has been a heavier emphasis on providing support in mental well-being and stress management. We have built partnerships and collaborated with a variety of external organisations and consultants to deliver workshops on Mindfulness and Resilience. It has also been identified that there is a significant need to support those who may be digitally excluded and have therefore put a variety of support systems in place to support with this such as IT Fact Sheets 'How To Get Online'.

As pandemic restrictions begin to be lifted, plans are currently in place to offer in person face-to-face activities again, but we will also continue to offer online support to remain accessible to those who require more flexibility.

In the year of April 2020 to March 2021, the Redbridge hub has successfully registered and reported 24 new unpaid carers, 5 of which have moved into paid employment, 2 have been supported into education and training opportunities and 3 have been provided with effective tools to job search independently.

During this time the Working for Carers project has also developed training support for external organisations in a bid to help them identify and support carers within their local communities. Training workshops, "Who Is A Carer", have been delivered to DWP Jobcentre Plus Partnership Managers which has generated great awareness amongst staff. Staff feedback that they feel more confident in identifying carers and being able to signpost them to appropriate services.

The project continues to look ahead at reaching more unpaid carers and developing partnerships within the local community.

Annual Work Plan

RCSS has successfully met most targets set by our funders this year and has successfully achieved most planned outcomes. In some areas of work, we have exceeded targets. However, some targets have been difficult to achieve fully, due to the COVID 19 pandemic. We thank our funders for their understanding and support throughout this period.

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Financial review

Reserves Policy

The Trustees recognise the need for a reserves policy. To this end they have designated an Operational Reserve and a Contingency Reserve, which in effect are the level of reserves the Trustees believe they need. Over the coming year as a prudent measure the Board reviewed the level of its reserves and increased them to reflect risk. This is to ensure this fund is sufficient to meet the items of potential expenditure and/or loss of income, including the termination and wind down costs of the charity.

Plans for the future

As the older and disabled population continues to increase the strain on carers is ever apparent. The need for RCSS's support for carers has never been more vital. Our holistic intervention and prevention approach have always been one of our major strengths. By assisting carers who need our services the most, we avert potential crisis situations and help carers manage their caring role and their lives. This year we have continued to develop quality, new, innovative, ground-breaking services, including adapting to the pandemic by increasing our online support and telephone befriending. The growth of our online services has shown us that there is a need to offer a blend of face to face and online services, flexible and beneficial to carers. RCSS will continue to develop and expand its support to carers in Redbridge and will continue to optimise our ability to support carers in a variety of ways to meet their diverse needs.

At the time of writing this Annual Report, we have seen the introduction of the government's Health & Care Bill 2021-2022. As a Network Member of the national Carers Trust, we will continue to join with them to monitor the implications of such legislation on carers and their families. In particular, the introduction of greater Integrated Care. In addition, the requirement of Boards to involve and consult with Patients and Carers (Clause 5 and 19).

Our fundraising objectives for the coming year:

- Continue to ensure sustainable core and project income from a diverse range of funders
- Learn from our projects and promote their success
- Continue to use external expert advice from a range of professionals
- Continue to commission external evaluation for our projects
- Continue to build lasting relationships with our funders
- Continue to seek donations and sponsorships to fund social activities to give carers a break, enhanced by our newly designed website and social media activity
- Seek funding to promote new innovative ways of supporting carers, including a blended approach to virtual and face to face support
- Seek consortia funding via our network membership with Carers Trust
- Build on our projects and prioritise further funding to develop services for isolated, frail carers in Redbridge by expanding our house bound services for the most vulnerable carers

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

- Seek funding to develop our counselling service and explore the development of coaching support for carers
- Seek funding to further expand, train and support our diverse pool of volunteers
- Continue to seek financial support and goods in kind from the corporate sector and build on our existing relationships through Carers Trust and also local businesses/companies
- Increase the profile and the needs of carers including maintaining and developing further crucial links with local politicians, decision-makers and business leaders
- Secure further funding to sustain positive health and wellbeing outcomes for carers.

Strict transparency is maintained to avoid conflict of interest in respect of:

- Trustees Mr Barry Bates and Mrs Bushra Tahir are registered carers who also access RCSS' services.
- Trustee Mr Nicholas Hurst and Dr Sudarshan Kapur are registered carers with RCSS.

Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Trustees' responsibilities statement

The trustees (who are also the directors of Redbridge Carers Support Service 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 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.
- observe the methods and principles in the Charities SORP.
- make judgements and estimates that are reasonable and prudent.
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping 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. The trustees 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the company's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

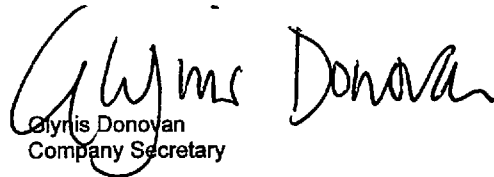
Redbridge Carers Support Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

The trustees' annual report and the strategic report were approved on 28/10/2021 and signed on behalf of the board of trustees by:


Glynis Donovan
Company Secretary

Redbridge Carers Support Service

Company Limited by Guarantee

Independent Auditor's Report to the Members of Redbridge Carers Support Service

Year ended 31 March 2021

Opinion

We have audited the financial statements of Redbridge Carers Support Service (the 'company') for the year ended 31 March 2021 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Redbridge Carers Support Service

Company Limited by Guarantee

Independent Auditor's Report to the Members of Redbridge Carers Support Service (continued)

Year ended 31 March 2021

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

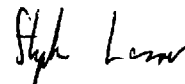
- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.



Mr Stephen Lesser (Senior Statutory Auditor)

For and on behalf of
Lesser and Co. Ltd
Chartered Accountants and Registered Auditors

147 Station Road
North Chingford
London, E4 6AG

10 December 2021

Redbridge Carers Support Service

Company Limited by Guarantee

Independent Auditor's Report to the Members of Redbridge Carers Support Service (continued)

Year ended 31 March 2021

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Redbridge Carers Support Service

Company Limited by Guarantee

Independent Auditor's Report to the Members of Redbridge Carers Support Service *(continued)*

Year ended 31 March 2021

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Redbridge Carers Support Service
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)
Year ended 31 March 2021

			2021		2020
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and parking income	5	2,186	–	2,186	7,915
Charitable activities	6	236,676	307,505	544,181	484,085
Investment income	7	3,509	–	3,509	3,135
Total income		<u>242,371</u>	<u>307,505</u>	<u>549,876</u>	<u>495,135</u>
Expenditure					
Expenditure on charitable activities	8,9	273,688	242,046	515,734	515,803
Total expenditure		<u>273,688</u>	<u>242,046</u>	<u>515,734</u>	<u>515,803</u>
Net income/(expenditure) and net movement in funds		<u>(31,317)</u>	<u>65,459</u>	<u>34,142</u>	<u>(20,668)</u>
Reconciliation of funds					
Total funds brought forward		234,262	81,283	315,545	336,213
Total funds carried forward		<u>202,945</u>	<u>146,742</u>	<u>349,687</u>	<u>315,545</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 24 to 33 form part of these financial statements.

Redbridge Carers Support Service

Company Limited by Guarantee

Statement of Financial Position

31 March 2021

	Note	2021 £	£	2020 £
Fixed assets				
Tangible fixed assets	14		4,731	2,748
Current assets				
Debtors	15	17,008		15,727
Cash at bank and in hand		<u>353,237</u>		<u>313,921</u>
		370,245		329,648
Creditors: amounts falling due within one year	16	<u>25,289</u>		<u>16,851</u>
Net current assets			344,956	312,797
Total assets less current liabilities			349,687	315,545
Net assets			<u>349,687</u>	<u>315,545</u>
Funds of the charity				
Restricted funds			146,742	81,283
Unrestricted funds			<u>202,945</u>	<u>234,262</u>
Total charity funds	18		<u>349,687</u>	<u>315,545</u>

These financial statements were approved by the board of trustees and authorised for issue on 28.10.21., and are signed on behalf of the board by:



Debra Hastings-Henry
Chair

The notes on pages 24 to 33 form part of these financial statements.

Redbridge Carers Support Service

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2021

	2021 £	2020 £
Cash flows from operating activities		
Net income/(expenditure)	34,142	(20,668)
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	4,355	6,291
Other interest receivable and similar income	(3,509)	(3,135)
Interest payable and similar charges	140	124
Accrued expenses/(income)	8,438	(4,177)
<i>Changes in:</i>		
Trade and other debtors	(1,281)	(3,778)
Cash generated from operations	42,285	(25,343)
Interest paid	(140)	(124)
Interest received	3,509	3,135
Net cash from/(used in) operating activities	<u>45,654</u>	<u>(22,332)</u>
Cash flows from investing activities		
Purchase of tangible assets	(6,338)	(1,514)
Net cash used in investing activities	<u>(6,338)</u>	<u>(1,514)</u>
Net increase/(decrease) in cash and cash equivalents	39,316	(23,846)
Cash and cash equivalents at beginning of year	313,921	337,767
Cash and cash equivalents at end of year	<u>353,237</u>	<u>313,921</u>

The notes on pages 24 to 33 form part of these financial statements.

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

1. General information

The company is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 12 Clements Court, Clements Lane, Ilford, Essex, IG1 2QY.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Expenditure

In order to reflect the expenditure incurred in pursuance of the company's principal objectives, expenditure is split between management and administration expenditure and direct expenditure. Management and administration expenditure covers salary costs, professional fees, recruitment costs, bank charges and sundry expenses

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Tangible assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office furniture and equipment - 33% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the company are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the company becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Financial instruments *(continued)*

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

The charity is a company limited by guarantee. The members of the company are the trustees named on page 1. 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.

5. Donations and parking income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Donations and parking income				
Donations and parking income	<u>2,186</u>	<u>2,186</u>	<u>7,915</u>	<u>7,915</u>

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Local Authority Contracts & Grants - London Borough of Redbridge	236,676	—	236,676
Specific Various Funds	—	7,032	7,032
London Community Response - City Bridge Trust	—	12,126	12,126
Charity of Sir Richard Whittington (for which the Mercer's Company is Trustee), (Older Carers Connect)	—	48,736	48,736
Young Adult Carers – The National Lottery Community Fund	—	95,492	95,492
Working for Carers Project - European Social Fund and the National Lottery Community Fund through Carers Trust	—	140,119	140,119
Mulberry Trust	—	4,000	4,000
	<u>236,676</u>	<u>307,505</u>	<u>544,181</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Local Authority Contracts & Grants - London Borough of Redbridge	240,677	—	240,677
Active Older Carers Project - City Bridge Trust	—	11,600	11,600
Young Adult Carers – The National Lottery Community Fund	—	70,854	70,854
Working for Carers Project - European Social Fund and the National Lottery Community Fund through Carers Trust	—	140,981	140,981
Carers of People with Dementia - Ajahma Charitable Trust, Mulberry Trust, The Goldsmiths' Company Charity	—	19,859	19,859
Young Adult Carers - Funding from various small funds	—	114	114
	<u>240,677</u>	<u>243,408</u>	<u>484,085</u>

7. Investment income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Bank interest receivable	<u>3,509</u>	<u>3,509</u>	<u>3,135</u>	<u>3,135</u>

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Employment and training costs	209,690	207,763	417,452
Running costs	14,939	30,433	45,372
Premises costs	37,984	2,286	40,270
Capital costs	3,581	774	4,355
Support costs	7,494	790	8,285
	<u>273,688</u>	<u>242,046</u>	<u>515,734</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Employment and training costs	195,653	191,387	387,039
Running costs	28,512	42,239	70,751
Premises costs	29,328	2,549	31,877
Capital costs	4,484	1,808	6,292
Support costs	9,428	10,415	19,844
	<u>267,405</u>	<u>248,398</u>	<u>515,803</u>

9. Expenditure on charitable activities by activity type

	Activities undertaken directly	Support costs	Total funds 2021 £	Total fund 2020 £
Employment and training costs	417,452	—	417,452	387,039
Running costs	45,372	—	45,372	70,751
Premises costs	40,270	—	40,270	31,877
Capital costs	4,355	—	4,355	6,292
Governance costs	—	8,285	8,285	19,844
	<u>507,449</u>	<u>8,285</u>	<u>515,734</u>	<u>515,803</u>

10. Net Income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Depreciation of tangible fixed assets	<u>4,355</u>	<u>6,291</u>

11. Auditors remuneration

	2021 £	2020 £
Fees payable for the audit of the financial statements	<u>6,960</u>	<u>4,800</u>

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

12. Staff costs and emoluments

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and salaries	378,334	348,354
Social security costs	30,237	32,253
Employer contributions to pension plans	8,881	6,432
	<u>417,452</u>	<u>387,039</u>

The average head count of employees during the year was 15 (2020: 13). The average number of full-time equivalent employees during the year is analysed as follows:

	2021	2020
	No.	No.
Provision of services and support (includes part time)	14	12
Management and administration	1	1
	<u>15</u>	<u>13</u>

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

13. Trustee remuneration and expenses

There was no remuneration in respect of Trustees. Trustees were paid expenses of £0 (2020: £579).

There were no related party transactions in the reporting period.

14. Tangible fixed assets

	Equipment	Total
	£	£
Cost		
At 1 April 2020	72,261	72,261
Additions	6,338	6,338
At 31 March 2021	<u>78,599</u>	<u>78,599</u>
Depreciation		
At 1 April 2020	69,513	69,513
Charge for the year	4,355	4,355
At 31 March 2021	<u>73,868</u>	<u>73,868</u>
Carrying amount		
At 31 March 2021	<u>4,731</u>	<u>4,731</u>
At 31 March 2020	<u>2,748</u>	<u>2,748</u>

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

15. Debtors

	2021	2020
	£	£
Prepayments and accrued income	12,430	10,594
Rent deposit	3,000	3,000
Other debtors	1,578	2,133
	<u>17,008</u>	<u>15,727</u>

16. Creditors: amounts falling due within one year

	2021	2020
	£	£
Accruals and deferred income	<u>25,289</u>	<u>16,851</u>

17. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £8,881 (2020: £6,432).

18. Analysis of charitable funds

Unrestricted funds

	At 1 April 2020	Income	Expenditure	At 31 March 2021
	£	£	£	£
General funds	144,262	242,371	(273,688)	112,945
Designated Fund	90,000	—	—	90,000
	<u>234,262</u>	<u>242,371</u>	<u>(273,688)</u>	<u>202,945</u>

	At 1 April 2019	Income	Expenditure	At 31 March 2020
	£	£	£	£
General funds	159,940	251,727	(267,405)	144,262
Designated Fund	90,000	—	—	90,000
	<u>249,940</u>	<u>251,727</u>	<u>(267,405)</u>	<u>234,262</u>

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

18. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 April 2020 £	Income £	Expenditure £	At 31 March 2021 £
Older Carers Projects – Funding from previous years	1,159	–	(1,159)	–
Working for Carers Project - European Social Fund and The National Lottery Community Fund through Carers Trust	10,051	140,119	(136,412)	13,758
Young Adult Carers – The National Lottery Community Fund	33,221	95,492	(51,815)	76,898
Specific Various Funds	5,012	7,032	(5,247)	6,797
Active Older Carers Project - City Bridge Trust	–	48,736	(33,454)	15,282
Mulberry Trust	30,647	4,000	(1,059)	33,588
London Community Response – City Bridge Trust Charity of Sir Richard Whittington (for which the Mercer's Company is Trustee), (Older Carers Connect)	–	12,126	(12,126)	–
Fixed Assets	1,194	–	(774)	420
	<u>81,284</u>	<u>307,505</u>	<u>(242,046)</u>	<u>146,742</u>

	At 1 April 2019 £	Income £	Expenditure £	At 31 March 2020 £
Carers Newly Arrived to the UK – The Tudor Trust	371	–	(371)	–
Older Carers Projects – The Henry Smith Charity/Mulberry Trust	5,354	–	(4,195)	1,159
Working for Carers Project - European Social Fund and The National Lottery Community Fund through Carers Trust	15,010	140,981	(145,940)	10,051
Young Adult Carers – The National Lottery Community Fund	26,593	70,854	(64,226)	33,221
Young Adult Carers – Funding from Various Small Funds	4,898	114	–	5,012
Active Older Carers Project - City Bridge Trust	11,628	11,600	(23,228)	–
Carers of People with Dementia - Ajahma Charitable Trust, Mulberry Trust, The Goldsmiths' Company Charity	17,430	19,859	(6,642)	30,647
Deloitte Employment, Education and Training Support Fund	3,250	–	(3,250)	–
Fixed Assets	1,739	–	(545)	1,194
	<u>86,273</u>	<u>243,408</u>	<u>(248,398)</u>	<u>81,284</u>

Redbridge Carers Support Service

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

18. Analysis of charitable funds *(continued)*

The income funds of the charity include restricted funds comprising the unexpended balances of grants held on trust to be applied for specific purposes.

19. Analysis of net assets between funds

	Unrestricted Funds	Total Funds 2021
	£	£
Tangible fixed assets	4,731	4,731
Current Assets	370,245	370,245
Creditors less than 1 year	(25,289)	(25,289)
Net assets	349,687	349,687

	Unrestricted Funds	Total Funds 2020
	£	£
Tangible fixed assets	2,748	2,748
Current Assets	329,648	329,648
Creditors less than 1 year	(16,851)	(16,851)
Net assets	315,545	315,545

20. Analysis of changes in net debt

	At 1 Apr 2020	Cash flows	At 31 Mar 2021
	£	£	£
Cash at bank and in hand	313,921	39,316	353,237