

**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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# **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  
1<sup>st</sup> 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.

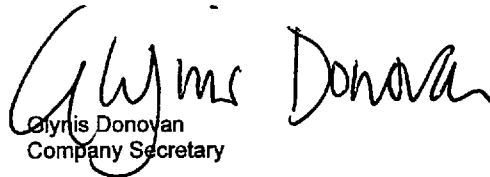
**Redbridge Carers Support Service**

**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:

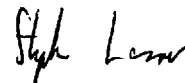
- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

#### **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 £
<b>Income and endowments</b>					
Donations and parking income	5	2,186	–	<b>2,186</b>	7,915
Charitable activities	6	236,676	307,505	<b>544,181</b>	484,085
Investment income	7	3,509	–	<b>3,509</b>	3,135
<b>Total income</b>		<u>242,371</u>	<u>307,505</u>	<u><b>549,876</b></u>	<u>495,135</u>
<b>Expenditure</b>					
Expenditure on charitable activities	8,9	273,688	242,046	<b>515,734</b>	515,803
<b>Total expenditure</b>		<u>273,688</u>	<u>242,046</u>	<u><b>515,734</b></u>	<u>515,803</u>
<b>Net income/(expenditure) and net movement in funds</b>		<u>(31,317)</u>	<u>65,459</u>	<u><b>34,142</b></u>	<u>(20,668)</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		234,262	81,283	<b>315,545</b>	336,213
<b>Total funds carried forward</b>		<u>202,945</u>	<u>146,742</u>	<u><b>349,687</b></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 £
<b>Fixed assets</b>			
Tangible fixed assets	14	4,731	2,748
<b>Current assets</b>			
Debtors	15	17,008	15,727
Cash at bank and in hand		<u>353,237</u>	<u>313,921</u>
		<b>370,245</b>	<b>329,648</b>
<b>Creditors: amounts falling due within one year</b>	16	<u>25,289</u>	<u>16,851</u>
<b>Net current assets</b>		<b>344,956</b>	<b>312,797</b>
<b>Total assets less current liabilities</b>		<b>349,687</b>	<b>315,545</b>
<b>Net assets</b>		<b><u>349,687</u></b>	<b><u>315,545</u></b>
<b>Funds of the charity</b>			
Restricted funds		146,742	81,283
Unrestricted funds		<u>202,945</u>	<u>234,262</u>
<b>Total charity funds</b>	18	<b><u>349,687</u></b>	<b><u>315,545</u></b>

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 £
<b>Cash flows from operating activities</b>		
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>
<b>Cash flows from investing activities</b>		
Purchase of tangible assets	(6,338)	(1,514)
Net cash used in investing activities	<u>(6,338)</u>	<u>(1,514)</u>
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>39,316</b>	<b>(23,846)</b>
<b>Cash and cash equivalents at beginning of year</b>	<b>313,921</b>	<b>337,767</b>
<b>Cash and cash equivalents at end of year</b>	<b><u>353,237</u></b>	<b><u>313,921</u></b>

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 £
<b>Donations and parking income</b>				
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
	£	£
<b>Cost</b>		
At 1 April 2020	72,261	72,261
Additions	6,338	6,338
<b>At 31 March 2021</b>	<u>78,599</u>	<u>78,599</u>
<b>Depreciation</b>		
At 1 April 2020	69,513	69,513
Charge for the year	4,355	4,355
<b>At 31 March 2021</b>	<u>73,868</u>	<u>73,868</u>
<b>Carrying amount</b>		
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)
<b>Net assets</b>	<b>349,687</b>	<b>349,687</b>

	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)
<b>Net assets</b>	<b>315,545</b>	<b>315,545</b>

#### 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