

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

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## **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.'

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##### **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.

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**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

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**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 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.

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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**  
**(A company limited by guarantee)**

**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

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**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.

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**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.

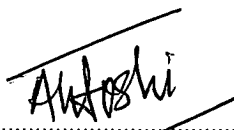
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting 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](http://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)
<b>Net cash outflow from operating activities</b>		<b>(58,676)</b>	<b>(20,195)</b>
Returns on investments and servicing of finance	20	4,602	4,064
Capital expenditure	20	-	(1,201)
<b>Decrease in cash in the year</b>		<b>(54,074)</b>	<b>(17,332)</b>
<b>Reconciliation of net cash flow to movement in net funds</b>	21		
<b>Decrease in cash in the year</b>		<b>(54,074)</b>	<b>(17,332)</b>
<b>Net funds at 1 April 2024</b>		<b>234,996</b>	<b>252,328</b>
<b>Net funds at 31 March 2025</b>		<b>180,922</b>	<b>234,996</b>
<b>Represented by:-</b>			
Cash at bank and in hand		180,953	235,267
Bank overdrafts		(31)	(271)
		<b>180,922</b>	<b>234,996</b>

**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 2025**

	Notes	Unrestricted funds £	Restricted funds £	2025 Total £	2024 Total £
<b>Incoming resources</b>					
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
<b>Total incoming resources</b>		<u>240,343</u>	<u>56,554</u>	<u>296,897</u>	<u>284,838</u>
<b>Resources expended</b>					
Charitable activities	4	308,066	64,502	372,568	336,251
Governance, finance and professional costs	6	8,842	-	8,842	8,931
<b>Total resources expended</b>		<u>316,908</u>	<u>64,502</u>	<u>381,410</u>	<u>345,182</u>
<b>Net incoming/(outgoing) resources for the year /</b>					
<b>Net income/(expenditure) for the year</b>		(76,565)	(7,948)	(84,513)	(60,344)
<hr/>					
Total funds brought forward		224,674	668	225,342	285,686
Transfers	18	(12,109)	12,109	-	-
<b>Total funds carried forward</b>		<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	£
<b>Fixed assets</b>							
Tangible assets	13			400			801
<b>Current assets</b>							
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>		
<b>Creditors: amounts falling due within one year</b>	15	<u>(51,341)</u>			<u>(20,791)</u>		
<b>Net current assets</b>				140,429			224,541
<b>Net assets</b>				<u>140,829</u>			<u>225,342</u>
<b>Funds</b>	16						
Restricted income funds				4,829			668
Unrestricted income funds				136,000			224,674
<b>Total funds</b>				<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**  
**(A company limited by guarantee)**

**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 £
<b>Cost</b>		
At 1 April 2024 and At 31 March 2025	83,103	83,103
<b>Depreciation</b>		
At 1 April 2024	82,303	82,303
Charge for the year	400	400
At 31 March 2025	82,703	82,703
<b>Net book values</b>		
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 £
<b>Returns on investments and servicing of finance</b>		
Interest received	<u>4,602</u>	<u>4,064</u>
<b>Capital expenditure</b>		
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>
<b>Net funds</b>	<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.**

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

**Detailed statement of financial activities**

**For the year ended 31 March 2025**

	2025	2024
	£	£
<b>Incoming resources</b>		
<b>Incoming resources from generating funds:</b>		
<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>
<b>Total incoming resources from generating funds</b>	<u>296,897</u>	<u>284,838</u>
<b>Total incoming resources</b>	<u>296,897</u>	<u>284,838</u>
<b>Resources expended</b>		
<b>Costs of generating funds:</b>		
<b>Fundraising trading:</b>		
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 £
<b>Charitable activities</b>		
<b>Employment and training costs</b>		
<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>
<b>Employment and training costs total expenditure</b>	<u>278,029</u>	<u>252,597</u>
<b>Running costs</b>		
<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>
<b>Running costs total expenditure</b>	<u>54,676</u>	<u>47,003</u>
<b>Premises costs</b>		
<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>
<b>Premises costs total expenditure</b>	<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**

<b>Capital costs</b>			
Depreciation and impairment	400	1,502	
	<u>400</u>		<u>1,502</u>
<b>Capital costs total expenditure</b>		<u>400</u>	<u>1,502</u>
<b>Total charitable activity expenditure</b>		<u>372,568</u>	<u>336,251</u>
<b>Governance, finance and professional costs</b>			
<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>
<b>Total governance costs</b>		<u>8,842</u>	<u>8,931</u>
<b>Net incoming/(outgoing) resources for the year</b>		<u>(84,513)</u>	<u>(60,344)</u>