

CARELINE

England & Wales · Charity number 1068801

Details

Other names	DERBYSHIRE DALES CARELINE, CARELINE
Status	Registered
Legal form	Other
Registered	1998-03-24
Register	View on the Charity Commission register

Contact

Address	St Oswalds Hospital Clifton Road Ashbourne DE6 1DR
Phone	01335210353
Email	info@carelinecalling.org.uk
Website	www.carelinecalling.org.uk

Activities

Objects: The object of the organisation is to relieve the isolation of older, vulnerable or isolated people in Ashbourne, the Derbyshire Dales, East Staffordshire and its surrounding areas by offering a regular telephone befriending service which aims to improve the quality of life, increase levels of well-being and supports independent living”

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Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Elderly/old People, People With Disabilities

Geography

- **Area of benefit:** ASHBOURNE, THE DERBYSHIRE DALES, EAST STAFFORDSHIRE AND ITS SURROUNDING AREAS.
- Derbyshire
- Staffordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£96,080	£58,493	-	-
2024-03-31	£86,843	£61,074	-	-
2023-03-31	£29,299	£49,627	-	-
2022-03-31	£11,356	£59,320	-	-
2021-03-31	£90,197	£39,156	-	-

Trustees

Name	Role	Appointed
Andrew Peter Yates		2024-11-25
Gordon Hart		2016-06-20
Graham John Leceister Secretary		2021-01-18
Patricia Barclay		2021-01-18
Rachel Murt		2024-09-16
WENDY WOODHOUSE CHAIR		2018-06-25

Accounts

Charity registration number: 1068801

Careline

Annual Report and Financial Statements
for the Year Ended 31 March 2025

Careline

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Reference and Administrative Details

Trustees:	Wendy Woodhouse, Chair Trustee Gordon Hart Graham Leicester, Secretary Patricia Barclay Andrew Peter Yates (appointed 25 November 2024) Vincent Nicholas Paul Bishop Rachel Murt (appointed 16 September 2024)
Senior Management / Leadership Team	Hannah Hopkinson, Careline manager
Charity Registration Number	1068801
Principal Office	St Oswald's Hospital Clifton Road Ashbourne DE6 1DR
Independent Examiner	Coates and Partners Limited The Old Vicarage 51 St John Street Ashbourne Derbyshire DE6 1GP

Careline

Trustees' Report

The trustees present their annual report together with the financial statements of the charity for the year ended 31 March 2025.

Objectives and Activities

The objective of the charity, as set out in the governing document, is to relieve the isolation of older, vulnerable, or isolated people living in the Derbyshire Dales and East Staffordshire, by providing a free telephone befriending service. Established in 1997, Careline's mission is to reduce social isolation, enhance wellbeing, and support independent living.

Calls are made at a frequency that suits each member's needs, with the overall aim of enhancing wellbeing and reducing feelings of loneliness. In 2024/25, Careline had 53 volunteers supporting the service, providing regular befriending calls tailored to each member's needs.

New volunteers receive comprehensive training, which includes shadow call sessions with staff or experienced volunteers, as well as instruction on using the database to manage calls. In addition, Careline provides access to external training sessions through community organisations, such as mental health awareness courses, as an optional opportunity for volunteers to further their skills and understanding. To ensure ongoing support and maintain best practices, Careline holds biannual Q&A sessions for volunteers, covering database refreshers, policy updates, and effective call techniques. These sessions also include the opportunity for volunteers to share their experiences and raise any concerns.

Careline values its volunteers and hosts an annual event to recognise their dedication, presenting awards for 10 and 20 years of service and certificates to new volunteers. This event also features a short film compiled by Careline staff, using contributions from members to highlight their experiences and the impact of the service. It provides an opportunity for volunteers to connect and be thanked for their ongoing support.

To promote social connection and increase awareness of Careline's work, the charity organises coffee mornings for members during the year. Between 2024/25 we held one in Matlock and one in Ashbourne. These events provided an opportunity for members to meet face-to-face, enjoy refreshments, and take part in fundraising activities through stalls operated by Careline. The coffee mornings were well received by all who attended and played an important role in fostering community engagement and support.

In setting the objectives and planning activities, the Trustees have considered the Charity Commission's general guidance on public benefit.

Achievements and Service Development

During the 2024/25 year, Careline has focused on continuing to strengthen its governance and refining key policies to ensure the charity operates effectively, legally, and continues to meet the needs of its community. We have worked closely with Derbyshire Dales CVS to review and enhance several policies including safeguarding, volunteer management, and data protection, ensuring alignment with best practices.

Careline

Trustees' Report (continued)

Improving the quality of our befriending calls has also been a priority. In response to feedback from volunteers and members, we introduced a new system limiting volunteers to a maximum of eight calls per session. This change allows volunteers more time to engage in meaningful conversations, ensuring members receive a personalised and supportive experience, while also helping prevent volunteer fatigue. Volunteer Q&A sessions held twice a year continue to offer a forum for sharing feedback, maintaining strong communication, and fostering a sense of teamwork among volunteers who mostly work from home.

Strengthening safeguarding procedures remains central to our work. We implemented a formal safeguarding log to consistently record and respond to concerns, supporting timely action and informed decision-making. In several cases, with members' consent, Careline has acted as a vital link to Adult Social Care, facilitating early intervention and ensuring members receive appropriate support. These early actions not only protect individuals but also help reduce pressure on statutory services.

Careline's Beneficiaries and Volunteer Team

During the 2024/25 year, Careline supported 151 members. The majority of these members were based in our two core service areas, the Derbyshire Dales and East Staffordshire, which continue to be the primary focus of our delivery. A smaller number of members were supported from neighbouring areas through historic service extensions or specific funding arrangements.

Member Locations	2024/25
Derbyshire Dales	52
East Staffordshire	71
Erewash	8
Other	20
Total	151

Our volunteer team remained strong throughout the year, with 53 volunteers making a total of 10,652 befriending calls, averaging around 205 calls per week.

Rather than focusing on increasing member numbers, this year has been about enhancing the quality-of-service delivery, ensuring each member benefits from a consistent and personalised experience. Continued demand was evident, with a waiting list of 12 individuals at the end of the 2024/25 year.

During the year, 34 new members were accepted onto the service, while 42 members left, for the following reasons:

- 13 members were no longer contactable
- 10 members felt they no longer required the service, often due to improved mental health or increased social activity.
- 10 members moved to residential care without access to a personal phone
- 5 members passed away
- 4 members developed complex health needs beyond Careline's scope

Careline

Trustees' Report (continued)

These figures are summarised below:

Key Figures	2024/25	2023/24
Total members supported	151	157
New referrals received	65	75
New members accepted	34	43
Members left	42	45
Total volunteers	53	46
New volunteers recruited	5	5
Volunteers stepped down	4	8
Members on waiting list	12	n/a

Note: The 2024/25 volunteer figure (53) represents all volunteers active at any point during the year, reflecting the total involvement over the period. The 2023/24 figure (46) was a snapshot at the time of the previous report.

While the number of new referrals (65) and new members accepted (34) was slightly lower than the previous year, this reflects our intentional approach to ensuring each member receives meaningful and tailored support. To maintain high-quality interactions, we capped the number of calls per volunteer at eight per session. Also, many referrals involve complex circumstances that require time to build trust and engagement, which naturally means a steadier pace of new member take-up. Despite this, the presence of a waiting list clearly demonstrates ongoing strong demand for our service.

Volunteer numbers have remained steady, but with availability varying due to a rotating six-week schedule, we carefully manage capacity to provide consistent, effective support.

Building on this approach, our priority for next year is to expand our membership and volunteer team in a thoughtful and sustainable way. We plan to draw on what we've learned this year to develop new ways of reaching out to new members and volunteers, while also continuing to work flexibly to manage capacity and maintain the quality of our service. This will allow us to continue to reduce social isolation and broaden our impact within the community.

Grants

Careline continues to receive grant funding, which underpins the delivery and growth of our service.

We are currently in receipt of a three-year grant from the National Lottery Reaching Communities Fund, secured in 2023. This funding totals £225,118 over three years. In 2024/25, we received £75,716 to support the second year of delivery.

We also received a grant of £5,500 from the Derbyshire Dales Public Health Locality Funding to build upon our befriending service to better support members with ongoing mental health needs. This allowed us to deliver a bespoke package of support, 'Talking Help's, for individuals aged 18–65.

Careline

Trustees' Report (continued)

Finally, we received £2,010 from the Derbyshire County Council - Adult Care grant. This funding has now ceased and will not continue in 2025/26.

Table: Grant Funding 2024/25

Grants	Amount
National Lottery Community Fund – Reaching Communities	£75,716
Derbyshire Dales Public Health Locality Funding	£5,500
Derbyshire County Council – Adult Care	£2,010
Total	£83,226

Donations

Careline is grateful for the ongoing recognition and generous support from our community, volunteers, and local organisations. During 2024/25, Careline received approximately £4,363 in donations, including:

- £565 from numerous individual supporters
- £598 from Ashbourne Methodist Church
- £700 from Uttoxeter Rotary Club
- £1,000 from Ashbourne Rotary Club
- £1,500 from Ashbourne Accommodations

These donations greatly assist in sustaining and developing our services. We remain grateful for this generosity which helps us continue to provide vital support to those experiencing loneliness and isolation.

Fundraising and Community Support

Careline's fundraising efforts this year involved a mix of Careline-led initiatives and community-based support. We are incredibly grateful to everyone who has contributed their time, energy, and resources to help sustain our befriending work.

Our Fundraising Committee, made up of five volunteers and two staff members, continues to bring energy and commitment to planning and delivering successful events throughout the year. Their efforts play a vital role in raising funds that support Careline's work. We would also like to recognise the significant impact of our Careline Ambassador, who has coordinated the distribution of collection tins across the community and successfully doubled the amount raised since joining us. Combined, their dedication and enthusiasm have contributed enormously to our fundraising achievements.

We are committed to ethical fundraising practices and are pleased to report that we have not received complaints about our fundraising activities this year.

The Trustees confirm that they have complied with the requirements of Section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Careline

Trustees' Report (continued)

Below is a summary of the funds raised this year:

Fundraising Income 2024/25

Category	Event / Activity	Amount
Careline Fundraising	Spring Coffee Morning	£376.50
	Collection Tins / Boxes	£615.78
	Matlock Coffee Morning (with Connex)	£8.00
	Hilltop School Fair	£31.35
	Summer Garden Party	£280.00
	Sainsbury's Street Collection	£285.03
	Annual Fundraising Walk/Run	£1,556.60
	The Original Factory Shop	£226.44
	Auction – Teaspoons	£15.00
	100 Club Draws	£600.00
	Ashbourne Lantern Parade	£89.00
	Christmas Coffee Morning	£852.00
	Item on Facebook Marketplace	£5.00
	Subtotal	£4,940.70
Community Fundraising	Ashbourne WI	£56.15
	Tissington Well Dressing	£1,100.00
	St Leonard's Church Coffee Morning	£50.00
	WI	£113.32
	Volunteer (birthday donations)	£110.00
	Chameleon Choir Concert	£400.00
	ABBA Night	£787.00
	Denstone WI	£50.00
	Unknown	£644.11
	Subtotal	£3,310.58
	Total Raised	£8,251.28

Next Steps for Fundraising

Careline

Trustees' Report (continued)

As we look ahead to the coming year, Careline will continue to prioritise transparent and community-driven fundraising. We are also keen to expand our volunteer recruitment and grow the reach of our fundraising efforts to ensure the long-term sustainability of our service.

Careline

Trustees' Report (continued)

Financial Review

Careline continues to take a proactive approach to ensuring long-term financial sustainability. This year, we established the Financial Sustainability Group (FSG), which brings together two staff members, two trustees, and two volunteers to strengthen our financial planning and fundraising strategies. Meeting quarterly, the group has been actively exploring new ways to diversify our income streams.

Careline's income this year included significant grants, as well as donations and fundraising. This mix of funding has helped us to continue delivering our core services and develop future plans.

During Year Two of Lottery Reaching Communities funding (2024/25), Careline received £75,716. Including the £12,605 underspend carried forward from Year One, the total available budget for the year was £88,321.

Actual expenditure for the period amounted to approximately £56,483, resulting in an underspend of £31,838. This surplus has been set aside for future project needs and contingency purposes. The Lottery has been notified of this underspend and has approved its carry-forward into Year Three.

The largest portion of the underspend had been originally allocated for the recruitment of a third staff member. However, following a careful review, the Board of Trustees decided to delay this recruitment. This decision reflects the recent appointment of a new manager in 2023 and the anticipated departure of our long-standing Chair in March 2026.

We have prioritised strengthening our governance, internal systems, and reviewing our current staffing roles and capacity. This careful approach ensures that any future recruitment, including the potential addition of a third staff member, is fully aligned with the evolving direction of the service. This deliberate and considered approach ensures we secure long-term value and effectiveness, rather than simply filling a vacancy.

Additionally, in light of recent developments at the hospital site where Careline is currently based, trustees have chosen to allocate part of the funding as a provision for the risk of unlikely but potential relocation costs. This proposal has been shared with the Lottery to ensure we remain resilient and prepared, with the flexibility to secure alternative premises, if necessary, always safeguarding the continued delivery of our vital service.

The Board of Trustees has reviewed the reserves policy for 2024/25 and has agreed to maintain the reserves target at £16,000, which covers approximately four months of planned expenditure. This ensures that Careline remains financially secure and able to continue providing its vital service to our members. Trustees review the reserves level regularly and update the policy as needed.

Careline

Trustees' Report (continued)

Plans for the Future

As we move into our next year, Careline will continue to focus on delivering high-quality support to residents in the Derbyshire Dales and East Staffordshire. Although the 'Talking Helps' pilot project officially concludes in June 2025, we recognise the ongoing need for tailored befriending services for adults with mental health challenges. We will continue working towards the project's targets and explore how this service can be sustained and developed further.

We will build on the significant progress made this year to improve our internal systems and governance. Strengthening policies and procedures to ensure effective oversight and compliance will remain a priority. Trustee recruitment and succession planning will also be key, particularly with the planned departure of our Chair in 2026.

Volunteer recruitment remains a major focus, as we aim to build a diverse and dedicated team to support service delivery. Expanding our reach and increasing the number of members we serve is also a priority, ensuring that growth is accompanied by careful planning to maintain Careline's high standards of service.

Overall, our work in the year ahead will concentrate on consolidating and growing the service sustainably, ensuring Careline remains a lifeline for those experiencing social isolation and loneliness.

Structure, Governance and Management

The charity is governed by its constitution, adopted on 15 April 1997, and subsequently amended on 14 January 1998, 9 April 2003, by resolution dated 18 June 2014, and most recently amended on 1 January 2024.

The Trustees who served during the year were:

- Wendy Woodhouse – **Chair**
- Patricia Barclay – **Vice Chair / Treasurer** (appointed Treasurer on 16 September 2024 and continuing as Vice Chair)
- Graham Leicester – **Secretary**
- Andrew Peter Yates (appointed 25 November 2024)
- Rachel Murt (appointed 16 September 2024)
- Vincent Nicholas Paul Bishop
- Gordon Hart

Careline's Management Committee met six times in 2024/25, in addition to several informal catch-up meetings. All meetings were held in person, and minutes were recorded for each.

Day-to-day operations are managed by Hannah Hopkinson (Careline Manager), supported by Carolyn Storer (Befriending Coordinator). One volunteer also serves as a Careline Ambassador, raising the charity's profile locally and promoting community fundraising. Volunteers are organised on a six-week rota to make telephone befriending calls, with administration managed by our two salaried staff members.

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Trustees' Report (continued)

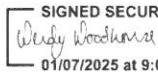
The Financial Sustainability Group (FSG), a sub-committee comprising staff, trustees, and volunteers, meets quarterly to oversee financial planning and fundraising strategies, supporting the charity's long-term financial health.

The Fundraising Committee, made up of volunteers and staff, continues to coordinate fundraising activities and events throughout the year.

Policies essential to the effective governance of Careline have been reviewed during the year. The risk management policy and conflict of interest policy have recently been updated and are awaiting formal approval by the Board of Trustees. Trustees declare any conflicts of interest as they arise during Management Committee meetings to ensure transparency and maintain good governance.

None of the Careline Trustees have claimed any expenses during the financial year.

This Annual Report was approved by the Trustees of the charity on 7 July 2025 and signed on their behalf by:

SIGNED SECURELY

01/07/2025 at 9:02:11 AM UTC

.....
Wendy Woodhouse
Chair of Trustees

Careline

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

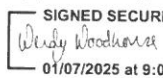
The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial 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 accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 7 July 2025 and signed on its behalf by:

SIGNED SECURELY

01/07/2025 at 9:02:11 AM UTC

.....
Wendy Woodhouse
Trustee

Careline

Independent Examiner's Report to the trustees of Careline

I report to the trustees on my examination of the accounts of Careline for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity trustees of Careline you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Careline's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of Careline as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

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



Coates and Partners Limited
Chartered Accountants

The Old Vicarage
51 St John Street
Ashbourne
Derbyshire
DE6 1GP

7 July 2025

Careline

Statement of Financial Activities for the Year Ended 31 March 2025

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £
Income and Endowments from:				
Donations and legacies		4,363	83,226	87,589
Other trading activities		8,251	-	8,251
Investment income	4	240	-	240
Total income		<u>12,854</u>	<u>83,226</u>	<u>96,080</u>
Expenditure on:				
Charitable activities		-	(58,493)	(58,493)
Total expenditure		<u>-</u>	<u>(58,493)</u>	<u>(58,493)</u>
Net income		<u>12,854</u>	<u>24,733</u>	<u>37,587</u>
Net movement in funds		12,854	24,733	37,587
Reconciliation of funds				
Total funds brought forward		<u>40,928</u>	<u>15,783</u>	<u>56,711</u>
Total funds carried forward	12	<u><u>53,782</u></u>	<u><u>40,516</u></u>	<u><u>94,298</u></u>

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

Statement of Financial Activities for the Year Ended 31 March 2025 (continued)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies		11,167	69,492	80,659
Other trading activities		6,166	-	6,166
Investment income	4	<u>18</u>	<u>-</u>	<u>18</u>
Total income		<u>17,351</u>	<u>69,492</u>	<u>86,843</u>
Expenditure on:				
Charitable activities		<u>(2,365)</u>	<u>(58,709)</u>	<u>(61,074)</u>
Total expenditure		<u>(2,365)</u>	<u>(58,709)</u>	<u>(61,074)</u>
Net income		14,986	10,783	25,769
Gross transfers between funds		<u>(5,000)</u>	<u>5,000</u>	<u>-</u>
Net movement in funds		9,986	15,783	25,769
Reconciliation of funds				
Total funds brought forward		<u>30,941</u>	<u>-</u>	<u>30,941</u>
Total funds carried forward	12	<u><u>40,927</u></u>	<u><u>15,783</u></u>	<u><u>56,710</u></u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2024 is shown in note 12.

Careline

Notes to the Financial Statements for the Year Ended 31 March 2025

1 Accounting policies

Statement of compliance

The financial statements have been prepared in accordance with the second edition of the Charities Statement of Recommended Practice issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

Basis of preparation

Careline meets the definition of a public benefit entity under FRS 102. The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Careline

Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

Charitable activities

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.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Careline

Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

2 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total funds £
Donations and legacies;			
Donations from individuals	4,363	-	4,363
Grants, including capital grants;			
Grants	-	83,226	83,226
Total for 2025	<u>4,363</u>	<u>83,226</u>	<u>87,589</u>
Total for 2024	<u>11,167</u>	<u>69,492</u>	<u>80,659</u>

3 Income from other trading activities

	Unrestricted funds Designated £	Total funds £
Local fundraising and street collection income	8,251	8,251
Total for 2025	<u>8,251</u>	<u>8,251</u>
Total for 2024	<u>6,166</u>	<u>6,166</u>

4 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income;		
Interest receivable on bank deposits	240	240
Total for 2025	<u>240</u>	<u>240</u>
Total for 2024	<u>18</u>	<u>18</u>

Careline

Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

5 Expenditure on charitable activities

	Note	Unrestricted funds General £	Restricted funds £	Total funds £
Staff costs		-	50,771	50,771
Governance costs		-	7,715	7,715
Total for 2025		-	58,486	58,486
Total for 2024		2,365	58,709	61,074

6 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

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Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

7 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	49,732	49,219
Pension costs	629	589
Other staff costs	410	955
	<u>50,771</u>	<u>50,763</u>

No employee received emoluments of more than £60,000 during the year

8 Independent examiner's remuneration

	2025 £	2024 £
Other fees to examiners		
The examining of accounts of any associate of the charity	<u>2,217</u>	<u>1,797</u>

9 Taxation

The charity is a registered charity and is therefore exempt from taxation.

10 Cash and cash equivalents

	2025 £	2024 £
Cash on hand	1	10
Cash at bank	<u>95,997</u>	<u>58,202</u>
	<u>95,998</u>	<u>58,212</u>

Careline

Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

11 Creditors: amounts falling due within one year

	2025 £	2024 £
Pension scheme creditor	148	114
Accruals	<u>1,450</u>	<u>1,388</u>
	<u>1,598</u>	<u>1,502</u>

12 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Balance at 31 March 2025 £
Unrestricted funds				
<i>General</i>				
General	40,927	12,854	-	53,781
Restricted funds				
The National Lottery Community Fund	12,604	75,716	(56,483)	31,837
Derbyshire County Council	-	2,010	(2,010)	-
Erewash Voluntary Action	3,179	-	-	3,179
Derbyshire Dales Public Health Funding	<u>-</u>	<u>5,500</u>	<u>-</u>	<u>5,500</u>
Total restricted funds	<u>15,783</u>	<u>83,226</u>	<u>(58,493)</u>	<u>40,516</u>
Total funds	<u>56,710</u>	<u>96,080</u>	<u>(58,493)</u>	<u>94,297</u>

Careline

Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
<i>General</i>					
General	30,941	17,351	(2,365)	(5,000)	40,927
Restricted					
The National Lottery					
Community Fund	-	67,482	(54,878)	-	12,604
Derbyshire County Council	-	2,010	(2,010)	-	-
Erewash Voluntary Action	-	-	(1,821)	5,000	3,179
Total restricted funds	-	69,492	(58,709)	5,000	15,783
Total funds	30,941	86,843	(61,074)	-	56,710

Careline

Detailed Statement of Financial Activities for the Year Ended 31 March 2025

	Total 2025 £	Total 2024 £
Income and Endowments from:		
Donations and legacies (analysed below)	87,589	80,659
Other trading activities (analysed below)	8,251	6,166
Investment income (analysed below)	240	18
Total income	<u>96,080</u>	<u>86,843</u>
Expenditure on:		
Charitable activities (analysed below)	<u>(58,493)</u>	<u>(61,074)</u>
Total expenditure	<u>(58,493)</u>	<u>(61,074)</u>
Net income	<u>37,587</u>	<u>25,769</u>
Net movement in funds	37,587	25,769
Reconciliation of funds		
Total funds brought forward	<u>56,711</u>	<u>30,941</u>
Total funds carried forward	<u><u>94,298</u></u>	<u><u>56,710</u></u>

Careline

Detailed Statement of Financial Activities for the Year Ended 31 March 2025 (continued)

	Total 2025 £	Total 2024 £
<i>Donations and legacies</i>		
Appeals and donations	4,363	10,167
Grants - restricted	83,226	69,492
Grants	-	1,000
	<u>87,589</u>	<u>80,659</u>
<i>Other trading activities</i>		
Fundraising	<u>8,251</u>	<u>6,166</u>
	<u>8,251</u>	<u>6,166</u>
<i>Investment income</i>		
Bank interest receivable	<u>240</u>	<u>18</u>
	<u>240</u>	<u>18</u>
<i>Charitable activities</i>		
Wages and salaries - restricted	(49,732)	(49,219)
Staff pensions - restricted	(629)	(589)
Volunteer expenses - restricted	(410)	(200)
Volunteer expenses	-	(755)
Other interest payable	(7)	-
Fundraising costs - restricted	(665)	(700)
Fundraising costs	-	(10)
Staff training - restricted	(150)	(140)
Insurance - restricted	(343)	(290)
Insurance	-	(150)
Telephone and internet - restricted	(208)	(180)
Telephone and fax	-	(23)
Computer software and maintenance costs - restricted	(2,424)	(3,616)
Computer software and maintenance costs	-	(140)
Printing, postage and stationery - restricted	(829)	(1,000)
Printing, postage and stationery	-	(224)
Travel and subsistence - restricted	(506)	(400)
Travel and subsistence	-	(24)
Advertising - restricted	(154)	(675)

This page does not form part of the statutory financial statements.

Careline

Detailed Statement of Financial Activities for the Year Ended 31 March 2025 (continued)

	Total 2025 £	Total 2024 £
Advertising	-	(484)
Accountancy fees - restricted	(2,217)	(1,700)
Accountancy fees	-	(97)
Consultancy fees - restricted	(219)	-
Consultancy fees	-	(458)
	<u>(58,493)</u>	<u>(61,074)</u>

CARELINE

England & Wales - Charity number 1068801

Accounts

Charity registration number: 1068801

Careline

Annual Report and Financial Statements

for the Year Ended 31 March 2024

Careline

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Careline

Reference and Administrative Details

Trustees:	Wendy Woodhouse, Chair Trustee Gordon Hart Graham Leicester, Secretary Patricia Barclay Peter Yates Nicholas Bishop (appointed 3 July 2023)
Senior Management / Leadership Team	Hannah Hopkinson, Careline manager
Charity Registration Number	1068801
Principal Office	St Oswald's Hospital Clifton Road Ashbourne DE6 1DR
Independent Examiner	Coates and Partners Limited The Old Vicarage 51 St John Street Ashbourne Derbyshire DE6 1GP

Careline

Trustees' Report

The trustees present the annual report together with the financial statements of the charity for the year ended 31 March 2024.

Objectives and Activities

The objects of the charity, as stated in the governing document are as follows:

- Relieve the isolation of older, vulnerable, or isolated people in the Derbyshire Dales, East Staffordshire, Erewash, and its surrounding areas.
- Offer a regular telephone befriending service

Aims of the Chairty

The overall aim of Careline is to improve quality of life, increase levels of well-being and support independent living.

Careline is an independent charity set up in 1997 and provides a telephone befriending service to people within the community, to reduce the effects of loneliness and isolation. The charity is based in St Oswald's Hospital in Ashbourne, Derbyshire. The free telephone calls are made 365 days a year, to older or vulnerable people, with the aim of alleviating social isolation, tackling loneliness and improving wellbeing.

The service covers the Derbyshire Dales, East Staffordshire and Erewash. Erewash was added to the area of service delivery in January 2023, on receipt of a Mental Health Grant from Erewash Voluntary Action.

Calls are made by 47 volunteers, to members (service users) with the primary purpose of a befriending call, to enable the member to enjoy friendship and be socially connected. Carelines also encourages members to engage in events and community activities to socialise and meet with other people.

Careline has a safeguarding policy in place, whereby volunteers will notify the members listed contact, if they are unable to reach them. Further to this the service signposts onto other support services such as Social Prescribers to triage the individual and provide access to other specialist support.

On average the charity makes around 230 calls a week, up to 12,000 calls a year and there has been a continuous increase on the referrals received per year, since 2021.

In setting the objectives and planning the activities the Trustees have considered the Charity Commission's general guidance on public benefit.

Fundraising Disclosures

Careline continues to reinvigorate its fundraising activities since the lockdowns of the COVID 19 pandemic. The fundraising committee met three times between April 2023 and March 2024 as well as informally during some of Careline's activities and events. Listed below are the fundraising activities that were planned and carried out.

Careline

Trustees' Report (continued)

Event	Funds Raised Per Event
Spring Coffee Morning	£507
Fundraising Walk	£2,000
Winter Craft Fair	£361
Uttoxeter Christmas Fair	£71
Christmas Coffee Morning	£936
100 Club	£648
Online Shopping Sites	£10
Collection Tins	£220
Fundraising Account Interest	£19
Community Fundraising	£4,101
Total	£8,876

The Trustees confirm that they have complied with the requirements of Section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Grants and Donations

There has been recognition of the service which Careline provides through some smaller scale donations received from volunteers and the community. Careline received three larger donations, two from the Rotary of Ashbourne, totalling £1,500, the NFU Mutual for £6,443 and Ashbourne Methodist Church for £485. Careline has also received funding through successful grant applications. Listed below are the funds received from grants in 2023/2024.

Grants	Amount
Lottery – Reaching Communities	£67,482
Derbyshire County Council - Adult Care	£2,010
Provincial Grand Lodge of Derbyshire Freemasons	£1,000
Total	£70,492

As detailed in the table above, Careline received its first payment from its successful application to the Lottery Reaching Communities (LRC) and will be receiving £225,118 in total over three years. Careline has completed its first year of funding and has submitted the end of year one progress report to the LRC, which has been accepted. This funding has allowed for the continued delivery of Careline's service and further development.

The Derbyshire County Council – Adult Care grant continues to be under review due to the local authority reducing non-essential spend, due to budget pressures. Careline have received confirmation that the grant will remain operational from April 2024 – March 2025.

Careline

Trustees' Report (continued)

Achievements and Performances

Carelines biggest challenge over the last year was managing a change of staff member. Our previous Manager retired, and our new Manager commenced employment in August 2023. A smooth transition was achieved through Careline's key strategies for change management, which were focused on sensitivity towards our charity's culture and characteristics. A large amount of time and resources has been spent on building trusting working relationships between staff, volunteers, members, and the wider community.

During the year the service has increased its referral rate by 19%, compared to 2022/2023 and the take up rate has increased by 21%. The conversion rate of take up from referrals received in 2023/2024 was 57%.

Volunteers and members

Carelines overall figures for volunteers and members are as follows:

2023/2024	Total
Member referrals	75
New members	43
Total members in receipt of service	157
Closed members	45
Volunteers	46
New volunteers	5
Closed volunteers	8

The data above shows that 47 members were lost during the year, this was due to members passing away, moving into a care home, unable to contact due to not answering the phone, or improved mental health meaning they no longer felt they required the service. Careline lost eight volunteers due to ill health, caring responsibilities or their regular befriender stepping down from the service.

The locations for the 157 members in receipt of the service between 2023/2024 are as follows:

Member Location	Total	Percentage
Ashbourne	29	18%
Matlock	22	14%
Crich	6	4%
Wirksworth	4	3%
Bakewell	4	3%
Belper	5	3%
Burton	40	25%
Utttoxeter	27	17%
Erewash	5	3%
Other	15	10%

Careline

Trustees' Report (continued)

Financial Review

It is recognised that it is important that reserves are set aside to provide financial stability and to ensure that the service to our members can be maintained at a level that meets their needs.

The initial reserves policy was approved by Trustees in January 2022, this was a free reserves policy (unrestricted funds) target to cover three months planned expenditure of £9,000, based on the previous year's accounts expenditure.

On receipt of the financial breakdown figures presented at the bi-monthly management meetings the Board of Trustees review the level of reserves required to ensure the ongoing service is retained at a level that meets the needs of all. Trustees are informed of the ongoing income and expenditure for the past months and are given an indication of possible financial implications for the rest of the current financial year.

By retrospectively applying this policy to the 23/24 financial year, the target reserves on 31 March 2024 were set at £9,000. This figure has now been reviewed by our Board of Trustees and based on our current expenditure each month have increased our reserves target to £16,000 to cover four months planned expenditure.

Plans for the Future

Careline will continue the delivery of our service to residents in the Derbyshire Dales, East Staffordshire, Erewash and surrounding areas. We will continue to complete and build upon the activities set out in our Lottery Reaching Communities, Activity, Fundraising and Sustainability Delivery Plan and the Community Engagement Programme.

Careline is looking to work with a fundraising consultant in the next year to help identify and secure future grants to sustain the charity. Careline has recruited a small team of staff, trustees and volunteers who will be meeting quarterly throughout the year to build upon Careline's financial sustainability.

Another area of focus will be the on the delivery of a new project which aims to support members, referred to the service with ongoing mental health needs. We will be offering a tailored befriending package to meet the needs of these individuals. The project will be starting in June 2024 and will be a pilot project for one year. The funding for this project was secured from a successful grant application of £5,500 from the Derbyshire Dales Public Health Locality Funding.

Structure Governance and Management

The charity is governed by its constitution adopted 15 April 1997, as amended 14 January 1998, 9 April 2003 and by resolution dated June 2014. Amended again in January 2022 to broaden the areas of operation of the organisation. Careline was contacted by the Charities Commission on the 27th of April 2022 to amend the paragraph setting out the objectives. This will be finalised at the AGM in July 2024. Careline's Management Committee met six times in 2023/2024 in addition to several more informal catch-up meetings. All the meetings have been face to face and minutes have been recorded for every meeting. Annie Gardener, a trustee, was elected at the 2023 AGM, and stepped down from the role in October 2023.

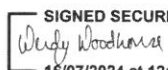
Careline

Trustees' Report (continued)

The day to day running of the Charity is managed by Hannah Hopkinson (Careline Manager), supported by Carolyn Storer, befriending Coordinator. Hannah commenced employment in August 2023 when the previous Manager Jane Fulham retired. One of our volunteers is a Careline Ambassador, who raises Carelines profile in the local community and promotes community fundraising for Careline. Volunteers are on a six weekly rota and make the telephone befriending calls, the administration of which is managed by our two salaried staff.

None of the Careline Trustees have claimed any expenses during the financial year.

This Annual Report was approved by the Trustees of the charity on 15 July 2024 and signed on its behalf by:

SIGNED SECURELY

16/07/2024 at 12:51:22 PM UTC

.....
Wendy Woodhouse

Chair of Trustees

Careline

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

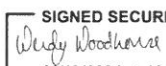
The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial 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 accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 15 July 2024 and signed on its behalf by:

SIGNED SECURELY

16/07/2024 at 12:51:22 PM UTC

.....
Wendy Woodhouse
Trustee

Careline

Independent Examiner's Report to the trustees of Careline

I report to the trustees on my examination of the accounts of Careline for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity trustees of Careline you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Careline's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of Careline as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

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


.....
Coates and Partners Limited
Chartered Accountants

The Old Vicarage
51 St John Street
Ashbourne
Derbyshire
DE6 1GP

15 July 2024

Careline

Statement of Financial Activities for the Year Ended 31 March 2024

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies		11,167	69,492	80,659
Other trading activities		6,166	-	6,166
Investment income	4	18	-	18
Total income		17,351	69,492	86,843
Expenditure on:				
Charitable activities		(2,365)	(58,709)	(61,074)
Total expenditure		(2,365)	(58,709)	(61,074)
Net income		14,986	10,783	25,769
Gross transfers between funds		(5,000)	5,000	-
Net movement in funds		9,986	15,783	25,769
Reconciliation of funds				
Total funds brought forward		30,941	-	30,941
Total funds carried forward	12	40,927	15,783	56,710
	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies		28,487	-	28,487
Other trading activities		808	-	808
Investment income	4	4	-	4
Total income		29,299	-	29,299
Expenditure on:				
Charitable activities		(41,769)	(7,858)	(49,627)
Total expenditure		(41,769)	(7,858)	(49,627)
Net expenditure		(12,470)	(7,858)	(20,328)
Net movement in funds		(12,470)	(7,858)	(20,328)
Reconciliation of funds				
Total funds brought forward		43,411	7,858	51,269
Total funds carried forward	12	30,941	-	30,941

All of the charity's activities derive from continuing operations during the above two periods.

The notes on pages 11 to 16 form an integral part of these financial statements.

Careline

**Statement of Financial Activities for the Year Ended 31 March 2024
(continued)**

The funds breakdown for 2023 is shown in note 12.

Careline

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Accounting policies

Statement of compliance

The financial statements have been prepared in accordance with the second edition of the Charities Statement of Recommended Practice issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

Basis of preparation

Careline meets the definition of a public benefit entity under FRS 102. The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Careline

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

Charitable activities

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.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Careline

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

2 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total funds £
Donations and legacies;			
Donations from individuals	10,167	-	10,167
Grants, including capital grants;			
Grants	1,000	69,492	70,492
Total for 2024	<u>11,167</u>	<u>69,492</u>	<u>80,659</u>
Total for 2023	<u>28,487</u>	<u>-</u>	<u>28,487</u>

3 Income from other trading activities

	Unrestricted funds Designated £	Total funds £
Local fundraising and street collection income	6,166	6,166
Total for 2024	<u>6,166</u>	<u>6,166</u>
Total for 2023	<u>808</u>	<u>808</u>

4 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income;		
Interest receivable on bank deposits	18	18
Total for 2024	<u>18</u>	<u>18</u>
Total for 2023	<u>4</u>	<u>4</u>

Careline

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

5 Expenditure on charitable activities

	Note	Unrestricted funds General £	Restricted funds £	Total funds £
Staff costs		755	50,008	50,763
Governance costs		1,610	8,701	10,311
Total for 2024		<u>2,365</u>	<u>58,709</u>	<u>61,074</u>
Total for 2023		<u>41,769</u>	<u>7,858</u>	<u>49,627</u>

6 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

Careline

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

7 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	49,219	43,414
Pension costs	589	558
Other staff costs	955	-
	<u>50,763</u>	<u>43,972</u>

No employee received emoluments of more than £60,000 during the year

8 Independent examiner's remuneration

	2024 £	2023 £
Other fees to examiners		
The examining of accounts of any associate of the charity	<u>1,797</u>	<u>1,180</u>

9 Taxation

The charity is a registered charity and is therefore exempt from taxation.

10 Cash and cash equivalents

	2024 £	2023 £
Cash on hand	10	50
Cash at bank	<u>58,202</u>	<u>31,999</u>
	<u>58,212</u>	<u>32,049</u>

Careline

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

11 Creditors: amounts falling due within one year

	2024 £	2023 £
Pension scheme creditor	114	108
Accruals	1,388	1,000
	<u>1,502</u>	<u>1,108</u>

12 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
<i>General</i>					
General	30,941	17,351	(2,365)	(5,000)	40,927
Restricted funds					
The National Lottery					
Community Fund	-	67,482	(54,878)	-	12,604
Derbyshire Dales CVS	-	2,010	(2,010)	-	-
Erewash Voluntary Action	-	-	(1,821)	5,000	3,179
Total restricted funds	<u>-</u>	<u>69,492</u>	<u>(58,709)</u>	<u>5,000</u>	<u>15,783</u>
Total funds	<u>30,941</u>	<u>86,843</u>	<u>(61,074)</u>	<u>-</u>	<u>56,710</u>

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 31 March 2023 £
Unrestricted funds				
<i>General</i>				
General	43,411	29,299	(41,769)	30,941
Restricted				
Foundation Derby	<u>7,858</u>	<u>-</u>	<u>(7,858)</u>	<u>-</u>
Total funds	<u>51,269</u>	<u>29,299</u>	<u>(49,627)</u>	<u>30,941</u>

Careline

Detailed Statement of Financial Activities for the Year Ended 31 March 2024

	Total 2024 £	Total 2023 £
Income and Endowments from:		
Donations and legacies (analysed below)	80,659	28,487
Other trading activities (analysed below)	6,166	808
Investment income (analysed below)	18	4
	<u>86,843</u>	<u>29,299</u>
Total income		
Expenditure on:		
Charitable activities (analysed below)	<u>(61,074)</u>	<u>(49,627)</u>
Total expenditure	<u>(61,074)</u>	<u>(49,627)</u>
Net income/(expenditure)	<u>25,769</u>	<u>(20,328)</u>
Net movement in funds	25,769	(20,328)
Reconciliation of funds		
Total funds brought forward	<u>30,941</u>	<u>51,269</u>
Total funds carried forward	<u><u>56,710</u></u>	<u><u>30,941</u></u>

Careline

Detailed Statement of Financial Activities for the Year Ended 31 March 2024 (continued)

	Total 2024 £	Total 2023 £
<i>Donations and legacies</i>		
Appeals and donations	10,167	21,979
Grants - restricted	69,492	-
Grants	1,000	6,508
	<u>80,659</u>	<u>28,487</u>
<i>Other trading activities</i>		
Fundraising	6,166	808
	<u>6,166</u>	<u>808</u>
<i>Investment income</i>		
Bank interest receivable	18	4
	<u>18</u>	<u>4</u>
<i>Charitable activities</i>		
Wages and salaries - restricted	(49,219)	(5,253)
Wages and salaries	-	(38,161)
Staff pensions - restricted	(589)	-
Staff pensions	-	(558)
Volunteer expenses - restricted	(200)	-
Volunteer expenses	(755)	-
Fundraising costs - restricted	(700)	-
Fundraising costs	(10)	(330)
Staff training - restricted	(140)	-
Insurance - restricted	(290)	-
Insurance	(150)	(380)
Telephone and internet - restricted	(180)	(1,508)
Telephone and fax	(23)	-
Computer software and maintenance costs - restricted	(3,616)	(846)
Computer software and maintenance costs	(140)	-
Printing, postage and stationery - restricted	(1,000)	(251)
Printing, postage and stationery	(224)	-
Travel and subsistence - restricted	(400)	-
Travel and subsistence	(24)	(809)
Advertising - restricted	(675)	-
Advertising	(484)	-
Accountancy fees - restricted	(1,700)	-
Accountancy fees	(97)	(1,180)

This page does not form part of the statutory financial statements.

Careline

Detailed Statement of Financial Activities for the Year Ended 31 March 2024 (continued)

	Total 2024 £	Total 2023 £
Consultancy fees	<u>(458)</u>	<u>(351)</u>
	<u>(61,074)</u>	<u>(49,627)</u>

CARELINE

England & Wales - Charity number 1068801

Accounts

Charity registration number: 1068801

Careline

Annual Report and Financial Statements

for the Year Ended 31 March 2023

Careline
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Careline

Reference and Administrative Details

Trustees:	Wendy Woodhouse Gordon Hart Graham Leicester, Secretary Nicola Jane Bexon (resigned 9 September 2022) Patricia Barclay Peter Yates (appointed 1 April 2022)
Senior Management / Leadership Team	Jane Fulham, Careline manager
Charity Registration Number	1068801
Principal Office	St Oswald's Hospital Clifton Road Ashbourne DE6 1DR
Independent Examiner	Coates and Partners Limited The Old Vicarage 51 St John Street Ashbourne Derbyshire DE6 1GP

Careline

Trustees' Report

The trustees present the annual report together with the financial statements of the charity for the year ended 31 March 2023.

Objectives and activities

Objects, activities and public benefit

The object of the organisation is to relieve the isolation of older, vulnerable, or isolated people in Ashbourne, the Derbyshire Dales, East Staffordshire and its surrounding areas by offering a regular telephone befriending service which aims to improve the quality of life, increase levels of well-being and supports them to live at home independently. The charity has amended the constitution to broaden their areas of operation, as advised by the Charity Commission; this was agreed at the September 2022 AGM.

Careline is small self-funded independent charity set up in 1997 and provides a telephone befriending service to people within the community to reduce the effects of loneliness and isolation. The charity is based in St Oswald's Hospital in Ashbourne, Derbyshire. The free telephone calls are made on a daily basis 365 days a year, including Bank Holidays to older or vulnerable people in the area with the aim of alleviating social isolation, tackling loneliness and improving wellbeing. The service covers the Derbyshire Dales, including the towns of Ashbourne, Wirksworth, Matlock, Bakewell, and its surrounding villages. It also covers East Staffordshire Uttoxeter and Burton, the surrounding rural areas, and parts of Staffordshire. It added Erewash to its service offer on receipt of a Mental Health Grant from Erewash Voluntary Action in 2023. Calls are made by 57 volunteers to service users, with the primary purpose of a befriending call, to enable the service user to enjoy friendship and be socially connected. It also encourages its members to engage in its events and community activities in order to socialise and meet with other people. Careline also refer to one of their service users contacts if they are unable to reach them to check that everything is in order. Further to this the service signposts onto other support services such as Social Prescribers to triage the individual and provide access to other specialist support medical and social.

On average the charity makes around 420 calls a week, up to 22,000 calls a year and referrals to the charity increased dramatically during the pandemic from health and social care professionals, members of the community and individuals themselves.

In setting the objectives and planning the activities the Trustees have given careful consideration to the Charity Commission's general guidance on public benefit.

Careline

Trustees' Report (continued)

Fundraising disclosures

The Charity remained limited in carrying out its usual Fundraising activities since the downturn in the confidence of its members and some volunteers to fully mix in the community. The fundraising committee met 3 times in 2022/23 as well as informally during some of Careline activities and events.

Some examples are as follows:

25th Anniversary Afternoon Tea (June) £775
Fundraising Walk – around Carsington Water, Derbyshire (Sept) £1228
Christmas Coffee Morning Event - £859
Easy Fundraising/Give as you Live donations £20.91
Careline Collection Boxes - £221.34
100 Club £874
Sold eBay items £35
Warm Spaces Coffee Morning £62
Community Fundraising > Ashbourne Singers Concert £1000
Tissington Well Dressing £1200
Book Sales £300
Knitted figures £20
Ashbourne Christmas Lights Festival £161.22
Peak Tangent £62
Ashbourne W.I £300
Cornerstone Café £350.41
Thorpe Church Coffee Morning £52

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Careline

Trustees' Report (continued)

Grants and donations

There has been some recognition of the continued service that Careline has provided with some smaller scale donations from volunteers and the community and received a large bequest of £10,194 from a previous member who had been in receipt of the Careline service for several years. Careline also received a Mental Health Grant of £5,000 from Erewash Voluntary Action.

It also received its annual grant of £2,010 from Derbyshire County Council Adult Social Care. This Grant is currently under Review by the Local Authority and was due to be withdrawn in September 2022. Cabinet met, however and decided on continuation for Careline until January 2024.

Careline maintained its communication with the Big Lottery and submitted a new application to Reaching Communities for funding of £225,139 over 3 years in March 2023, which was successful, with the first payment in April 2023.

Careline's main achievement during 2022/23 has been the development of the service from office based to a more flexible service with many volunteers making their calls from home with the aid of a password protected, cloud-based database. Volunteers have been provided with training to use the database.

Careline has improved efficiencies with most of the referrals completed by telephone, reducing travel costs for staff and volunteers. It has, therefore, been able to maintain and develop its vital service, without a break in service at any stage, 7 days a week, 365 days a year. Careline increased its referral rate and take up of service by 46% compared to 2021-22 and its conversion rate of take up from referrals received in 22-23 was 60%. It also amalgamated the members of Crich Careline into its service without any additional staff or admin support, as Crich Careline was under threat of closure. Careline received £2,000 from Crich Careline to assist with the transition.

Careline

Trustees' Report (continued)

Volunteers and members

The overall figures are as follows:

Members Referrals - 63

New members added - 38

Total number in receipt of the service - 182

No of members, passed away, moved into care home, out of the area - 50

Volunteers - 57

Lost Volunteers - 4

The overall stats for the 182 people who have received calls in the period 22-23 are as follows:

Uttoxeter - 16%, 29

Burton - 16%, 29

Ashbourne - 18%, 32

Matlock - 24%, 44

Crich - 8% ,15

Bakewell - 8%, 15

Belper - 4%, 8

Other - 6%, 10

Careline's referral rate increased by 46% in 22-23 compared to the previous year. Those who did not take up the service were either seeking face to face support, or they were too far out of Careline's funded demographical area, or the referee had not received permission from them to refer.

Careline lost 4 volunteers either due to ill health, caring responsibilities, or moved out of the area.

Financial review

Policy on reserves

It is recognised that it is important that reserves are set aside to provide financial stability and to ensure that the service to our members is able to be maintained at a level that meets all their needs.

The first reserves policy was approved by Trustees in January 2022, this was a free reserves (unrestricted funds) target to cover 3 months planned expenditure of £9,000 based on the previous year's expenditure accounts.

The Board of Trustees regularly review the level of reserves required to ensure the ongoing service is retained at a level that meets the needs of all, on receipt of the financial breakdown figures for the bi-monthly meetings. Trustees are informed at these meetings of the ongoing income and expenditure for the past months and are given an indication of possible financial implications for the rest of the current financial year

By retrospectively applying this policy to the 21/22 financial year, the target reserves at 31 March 2023 was set at £9,000. This figure is reviewed as stated above.

Careline

Trustees' Report (continued)

Plans for future periods

Aims and key objectives for future periods

A key priority for Careline is funding and it was informed on the 29th March 2023 that it has been successful with a Lottery bid (Reaching Communities) and will receive £225,188 over 3 years in 6 monthly payments. The funds will be spent on providing an up to date, quality service to the most vulnerable members of the community through telephone befriending and community engagement. Monitoring will consist of an End of Year Report due by the end of May each year detailing project progress, outputs achieved, outcomes achieved, learning gained, and budget spend including any underspend being carried forward into the following year. Careline's sustainability and delivery plan will be reviewed annually as part of that monitoring.

Careline plans to raise its profile further with its additional funding by engaging with the community in face-to-face activities as detailed in the Activity and Engagement Plan submitted with the Lottery Bid.

Careline is considering the appointment of an additional member of part time staff to assist with admin duties and also using a specialist in fundraising to identify and secure grants for the sustainability of the charity.

Structure, governance and management

The charity is governed by its constitution adopted 15 April 1997, as amended 14 January 1998, 9 April 2003 and by resolution dated June 2014. Amended again in January 2022 to broaden the areas of operation of the organisation. Careline was contacted by the Charities Commission on the 27th April 2022 to amend the paragraph setting out the objectives. This will be submitted with this report and accounts following the AGM meeting in July 2023.

Careline's Management Committee met six times in 2022-23 in addition to several more informal catch-up meetings. Some meetings have been face to face. Minutes have been recorded for every meeting.

The day to day running of the Charity is managed by Jane Fulham (Careline Manager). One volunteer is a Patient Liaison Officer and she liaises with the discharge team at St Oswald's Hospital for possible new referrals. Volunteers are on a six weekly rota and make the telephone befriending calls, the administration of which is managed by the two paid staff.

None of the Careline Trustees have claimed any expenses during the financial year.

The annual report was approved by the trustees of the charity on 3 July 2023 and signed on its behalf by:

SIGNED SECURELY
Wendy Woodhouse
04/07/2023 at 8:57:27 AM UTC

.....
Wendy Woodhouse
Trustee

Careline

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

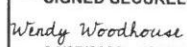
The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial 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 accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 3 July 2023 and signed on its behalf by:

SIGNED SECURELY

04/07/2023 at 8:57:27 AM UTC

.....
Wendy Woodhouse
Trustee

Careline

Independent Examiner's Report to the trustees of Careline

I report to the trustees on my examination of the accounts of Careline for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity trustees of Careline you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Careline's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of Careline as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

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



.....
Coates and Partners Limited
Chartered Accountants

The Old Vicarage
51 St John Street
Ashbourne
Derbyshire
DE6 1GP

3 July 2023

Careline

Statement of Financial Activities for the Year Ended 31 March 2023

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies		28,487	-	28,487
Other trading activities		808	-	808
Investment income	4	<u>4</u>	<u>-</u>	<u>4</u>
Total income		<u>29,299</u>	<u>-</u>	<u>29,299</u>
Expenditure on:				
Charitable activities		<u>(41,769)</u>	<u>(7,858)</u>	<u>(49,627)</u>
Total expenditure		<u>(41,769)</u>	<u>(7,858)</u>	<u>(49,627)</u>
Net expenditure		<u>(12,470)</u>	<u>(7,858)</u>	<u>(20,328)</u>
Net movement in funds		(12,470)	(7,858)	(20,328)
Reconciliation of funds				
Total funds brought forward		<u>43,411</u>	<u>7,858</u>	<u>51,269</u>
Total funds carried forward	12	<u>30,941</u>	<u>-</u>	<u>30,941</u>
	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
Income and Endowments from:				
Donations and legacies		10,418	-	10,418
Other trading activities		<u>938</u>	<u>-</u>	<u>938</u>
Total income		<u>11,356</u>	<u>-</u>	<u>11,356</u>
Expenditure on:				
Charitable activities		<u>(23,333)</u>	<u>(35,987)</u>	<u>(59,320)</u>
Total expenditure		<u>(23,333)</u>	<u>(35,987)</u>	<u>(59,320)</u>
Net expenditure		<u>(11,977)</u>	<u>(35,987)</u>	<u>(47,964)</u>
Net movement in funds		(11,977)	(35,987)	(47,964)
Reconciliation of funds				
Total funds brought forward		<u>55,388</u>	<u>43,845</u>	<u>99,233</u>
Total funds carried forward	12	<u>43,411</u>	<u>7,858</u>	<u>51,269</u>

All of the charity's activities derive from continuing operations during the above two periods.
The funds breakdown for 2022 is shown in note 12.

Careline

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Accounting policies

Statement of compliance

The financial statements have been prepared in accordance with the second edition of the Charities Statement of Recommended Practice issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

Basis of preparation

Careline meets the definition of a public benefit entity under FRS 102. The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Careline

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

Charitable activities

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.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Careline

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

2 Income from donations and legacies

	Unrestricted funds General £	Total funds £
Donations and legacies;		
Donations from individuals	21,979	21,979
Grants, including capital grants;		
Grants	<u>6,508</u>	<u>6,508</u>
Total for 2023	<u><u>28,487</u></u>	<u><u>28,487</u></u>
Total for 2022	<u><u>10,418</u></u>	<u><u>10,418</u></u>

3 Income from other trading activities

	Unrestricted funds Designated £	Total funds £
Local fundraising and street collection income	<u>808</u>	<u>808</u>
Total for 2023	<u><u>808</u></u>	<u><u>808</u></u>
Total for 2022	<u><u>938</u></u>	<u><u>938</u></u>

4 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income;		
Interest receivable on bank deposits	<u>4</u>	<u>4</u>
Total for 2023	<u><u>4</u></u>	<u><u>4</u></u>

Careline

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

5 Expenditure on charitable activities

	Note	Unrestricted funds General £	Restricted funds £	Total funds £
Staff costs		38,719	5,253	43,972
Governance costs		<u>3,050</u>	<u>2,605</u>	<u>5,655</u>
Total for 2023		<u>41,769</u>	<u>7,858</u>	<u>49,627</u>
Total for 2022		<u>23,333</u>	<u>35,987</u>	<u>59,320</u>

6 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

Careline

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

7 Staff costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	<u>43,972</u>	<u>52,833</u>

No employee received emoluments of more than £60,000 during the year

8 Independent examiner's remuneration

	2023 £	2022 £
Other fees to examiners		
The examining of accounts of any associate of the charity	<u>1,180</u>	<u>2,643</u>
		2023 £

9 Taxation

The charity is a registered charity and is therefore exempt from taxation.

10 Cash and cash equivalents

	2023 £	2022 £
Cash on hand	50	50
Cash at bank	<u>31,999</u>	<u>52,419</u>
	<u>32,049</u>	<u>52,469</u>

11 Creditors: amounts falling due within one year

	2023 £	2022 £
Pension scheme creditor	108	-
Accruals	<u>1,000</u>	<u>1,200</u>
	<u>1,108</u>	<u>1,200</u>

Careline

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

12 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 31 March 2023 £
Unrestricted funds				
<i>General</i>				
General	43,411	29,299	(41,769)	30,941
Restricted funds				
Foundation Derby	<u>7,858</u>	<u>-</u>	<u>(7,858)</u>	<u>-</u>
Total funds	<u>51,269</u>	<u>29,299</u>	<u>(49,627)</u>	<u>30,941</u>
	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Balance at 31 March 2022 £
Unrestricted funds				
<i>General</i>				
General	55,388	11,356	(23,333)	43,411
Restricted				
The National Lottery Community Fund	25,627	-	(25,627)	-
Foundation Derby	9,871	-	(2,013)	7,858
Derbyshire Dales CVS	<u>8,346</u>	<u>-</u>	<u>(8,346)</u>	<u>-</u>
Total restricted funds	<u>43,844</u>	<u>-</u>	<u>(35,986)</u>	<u>7,858</u>
Total funds	<u>99,232</u>	<u>11,356</u>	<u>(59,319)</u>	<u>51,269</u>

Careline

Detailed Statement of Financial Activities for the Year Ended 31 March 2023

	Total 2023 £	Total 2022 £
Income and Endowments from:		
Donations and legacies (analysed below)	28,487	10,418
Other trading activities (analysed below)	808	938
Investment income (analysed below)	4	-
	<u>29,299</u>	<u>11,356</u>
Total income		
Expenditure on:		
Charitable activities (analysed below)	(49,627)	(59,320)
	<u>(49,627)</u>	<u>(59,320)</u>
Total expenditure		
Net expenditure	(20,328)	(47,964)
	<u>(20,328)</u>	<u>(47,964)</u>
Net movement in funds		
	(20,328)	(47,964)
Reconciliation of funds		
Total funds brought forward	51,269	99,233
	<u>51,269</u>	<u>99,233</u>
Total funds carried forward	30,941	51,269
	<u>30,941</u>	<u>51,269</u>

Careline

Detailed Statement of Financial Activities for the Year Ended 31 March 2023 (continued)

	Total 2023 £	Total 2022 £
<i>Donations and legacies</i>		
Appeals and donations	21,979	5,405
Grants	<u>6,508</u>	<u>5,013</u>
	<u>28,487</u>	<u>10,418</u>
<i>Other trading activities</i>		
Fundraising	<u>808</u>	<u>938</u>
	<u>808</u>	<u>938</u>
<i>Investment income</i>		
Bank interest receivable	<u>4</u>	<u>-</u>
	<u>4</u>	<u>-</u>
<i>Charitable activities</i>		
Wages and salaries - restricted	(5,253)	(29,790)
Wages and salaries	(38,161)	(22,465)
Staff pensions	(558)	(578)
Fundraising costs	(330)	(290)
Insurance - restricted	-	(521)
Insurance	(380)	-
Telephone and internet - restricted	(1,508)	(113)
Computer software and maintenance costs - restricted	(846)	(1,473)
Printing, postage and stationery - restricted	(251)	(428)
Travel and subsistence - restricted	-	(409)
Travel and subsistence	(809)	-
Advertising - restricted	-	(130)
Accountancy fees - restricted	-	(2,643)
Accountancy fees	(1,180)	-
Consultancy fees - restricted	-	(480)
Consultancy fees	<u>(351)</u>	<u>-</u>
	<u>(49,627)</u>	<u>(59,320)</u>

CARELINE

England & Wales - Charity number 1068801

Accounts

Registered Charity Number: 1068801



Careline

ANNUAL REPORT

For the year ended 31 March 2021

Careline

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Careline

Legal and administrative information

Charity number

1068801

Other names the charity is known by:

Derbyshire Dales Careline

Trustees

Gordon Hart

Nicola Bexon

Appointed 18 January 2021

Graham Leicester

Appointed 18 January 2021

Wendy Woodhouse

Appointed 18 January 2021

Annette Eley

(Secretary)

Melanie Ferguson Allen

(Treasurer)

Appointed 18 January 2021

Resigned 17 January 2022

Patricia Barclay

Appointed 18 January 2021

***** April 2019 – March 2020 AGM deferred from June 2020 to January 2021

Key management

Jane Fulham

Careline Manager

Principal Address

St Oswald's Hospital

Clifton Road

Ashbourne

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Independent Examiner

Sarah Lightfoot, FCA DChA

Employee of:

VAS Community Accountancy

The Circle

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Careline
Trustees' annual report
For the year ended 31 March 2021

The Trustees present this Annual Report and Financial Statements of the Charity for the year ended 31 March 2021.

Objectives, activities and public benefit

The charity's object is to relieve the isolation of vulnerable and elderly housebound people in the areas served by the general practitioners of Ashbourne, Brailsford, Hartington, Sudbury and Wirksworth by establishing, maintaining and developing a daily telephone calling service. The charity has amended the constitution to broaden their areas of operation, this will be agreed at the January 2022 AGM.

Careline is small self-funded independent charity set up in 1997 and provides a telephone befriending service to people within the community in order to reduce the effects of loneliness and isolation. The charity is based in St Oswald's Hospital in Ashbourne, Derbyshire. The free telephone calls are made on a daily basis 365 days a year, including Bank Holidays to older or vulnerable people in the area with the aim of alleviating social isolation, tackling loneliness and improving wellbeing. The service covers the Derbyshire Dales, including the towns of Ashbourne, Wirksworth, Matlock, Bakewell and its surrounding villages. It also covers East Staffordshire Uttoxeter and Burton, the surrounding rural areas and parts of Staffordshire. Calls are made by 60 volunteers to service users, with the primary purpose of a befriending call, to enable the service user to enjoy regular social interaction and friendship. Careline also refer to one of their service users contacts if they are unable to reach them to check that everything is in order. Further to this the service signposts onto other support services such as Social Prescribers to triage the individual and provide access to other specialist support medical and social.

Pre- Covid the team of volunteers made their befriending calls from the Careline office at St Oswald's Hospital, Ashbourne, however, since March 2020 all the volunteers have been making their calls from home. Careline employs 2 part time members of staff a Manager and a Befriending Co-coordinator and is managed by a board of 6 trustees (voluntary role up to 10). The staff have been hybrid working since the inception of Covid 19.

On average the charity makes around 420 calls a week, up to 22,000 calls a year and referrals to the charity have increased dramatically during the pandemic from health and social care professionals, members of the community and individuals themselves.

In setting the objectives and planning the activities the Trustees have given careful consideration to the Charity Commission's general guidance on public benefit.

Achievements and Performance during the Financial year

2020/2021 has been the most challenging year Careline has ever experienced due to Covid 19. A third member of staff left on the 20th March 2020, leaving two members of staff to ensure the continuation of service delivery whilst working remotely.

Covid has also brought about a change in the demographic of the people it serves. In 2020 Careline received **147** referrals with **105** of those referrals having taken up the service. Many of the referrals received have been from health professionals seeking alternative support that the health and social care system has not been able to provide during the pandemic. This has not been without its problems as some people have presented with complex mental health needs. This required the organisation to put in some additional on-line mental health training in order to support the volunteers making the telephone contact. The volunteers communicate with the staff on extreme cases who are trained to deal with such issues and can signpost onto other services including a variety of mental health support services such as Rethink and other 24/7 Emotional health support functions. The service also offered extra calls, where appropriate as the service operates 7 days a week. The service has had to deal with potential threats of suicide and harm to others on 2 occasions in 2020, both of which were reported to the Police.

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CARELINE MEMBERS AND VOLUNTEERS

01/04/20 – 31/03/2021

The overall figures are as follows:

MEMBERS Referrals	147
New members added	105
Total number in receipt of the service	205
Members, passed away, moved into care home, out of the area etc	42
Office Volunteers	41
Home Volunteers	10
Lost Volunteers	12

The overall stats for 205 members called in 2020/21 are as follows:

- East Staffordshire: 55 members (27%)
- Derbyshire Dales: 94 members (46%)
- Uttoxeter & surrounding villages: 30 (15%)
- Burton & surrounding villages: 24 (12%)
- Other: 2 (1%)

Careline's referral rate increased by 400% in 2020 compared with 2019. Those who did not take up the service were either seeking face to face support, or they were too far out of Careline's funded demographical area, or that they found alternative support. On occasion the referrer had misunderstood the individual's needs or referred without their knowledge of agreement.

Careline lost a few volunteers either due to ill health, caring responsibilities, or moved out of the area. A few volunteers have found the impact of Covid 19 just too challenging and subsequently have taken a break and intend to come back to Careline at some stage.

FINANCES

Detailed information is provided in the financial statements 2020/2021, however, the following provides an overview of the Finances for the year.

Fundraising

The charity was unable to carry out its usual Fundraising activities due to Covid 19, however, it has managed to raise some funds through online appeals and the 100 Club.

Some examples are as follows:

- **Online COVID-19 Emergency Appeal** - raised £1,125
- **#GivingTuesday** – a global day of giving where charities use the hashtag to raise awareness for the charity - we raised £280.
- **100 Club** – our yearly ongoing fundraiser raised £1,077

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There was further recognition from the Community of the unique service that Careline provides, which is very relevant in managing the impact of a world-wide pandemic. Some of that recognition and acknowledgement came into Careline as financial help. 2020-21 was a bumper year for donations, providing Careline with just over £34,000 in donations and support with scaled down fundraising activity. With the addition of applied for Grants, including the Lottery, this provided Careline with Cash Assets of £99,233, which it has never seen before in its 25 years.

Some of the key donors were the following: -

Local businessman (Westfield Centres)
Local Businessman (NFU)
Royal Sun Alliance (via N Bexon)
Virgin Money Giving & Easy Fundraising
Nicola Bexon Charity Challenge
Woodroffe Foundation
Masonic Lodge
4EVA Camper Vans
Bettys Sowing Box, made 200 Masks
Volunteer – Daughter's Sponsored Walk
Volunteer – Knitted Christmas Angels

GRANTS

We also received the following funding from grants:

Big Lottery (Reaching Communities) Final Instalment	£25,228
Foundation Derbyshire (National Emergency Fund)	£12,382
Derbyshire Dales CVS Social Connectedness Funding (Public Health)	£15,000
Derbyshire Dales Adult Social Care	£2,010
TOTAL	£54,620

BIG LOTTERY

The two year Big Lottery funding ended during the year, which covered the majority of project costs. It is important to note that Careline had an underspend at 31 March 2021 of £25,627 of Lottery funding, which will be brought forward into 2021/2022 with the agreement of Careline's Lottery Funding officer. The Funding Officer is eager to keep the line of communication open to advise of any further funding opportunities moving forward and has always been extremely supportive of Careline. National Covid Emergency funds have, however, only been open to organisations who have less than 6 months operating costs.

Careline's main achievement during 2020/21 is that it has been able to maintain its vital service, without a break in service at any stage, 7 days a week, 365 days a year, during 2020/21. Further to this it has increased its membership by 72% in 2020, calling up to 205 people during the whole of the year.

FOUNDATION DERBYSHIRE

Careline was successful in obtaining a grant of £12,282 in May 2020 from Foundation Derbyshire, obtained through National Emergency (Covid) funding. This was for additional hours for the two members of staff, for some volunteers expenses and postage of information to be sent out to volunteers not using an IT system. More than half of the funding was also for the development of a cloud-based database as Careline's existing database was a stand-alone CRM system, not compatible to remote working. Progress with the development was protracted and fraught with difficulties as the developer was based in Ireland. It was also felt that they did not fully understand Careline's needs. It was, therefore, felt necessary to seek an alternative solution and have been exploring the CRM systems used by other befriending services. At year end March 2021, the funding for the database has not been used and Foundation Derbyshire have agreed that Careline can carry the underspend into 2021/22.

SOCIAL CONNECTEDNESS FUNDING

Careline were successful in their application for £15,000 Social Connectedness Funding via Derbyshire Dales CVS in order to expand the service into the North Derbyshire Dales. Careline has always worked very closely with the CVS and the funding formalised being able to offer the service to those in the North Dales.

Of the **147** referrals received in 2020, **67** of those were for the North Dales and **54** took up the service

Referrals	Take up of Service	%
67	54	80%

The majority of those referrals came from the Social Prescribers employed by the CVS and Careline are committed to working closely with them to ensure that the needs of the most vulnerable members of the community in the North Dales are met.

Derbyshire Dales Adult Social Care Grant

We received £2010 total, made in quarterly instalments from Derbyshire Dales Adult Social Care as part of the Council's overall funding arrangements and review for Voluntary and Community organisations. This is awarded quarterly as it is constantly reviewed and has to be approved by Cabinet. This review continues into 2021/22.

Reserves Policy

It is recognised that it is important that reserves are set aside to provide financial stability and to ensure that the service to our members is able to be maintained at a level that meets all their needs. The trustees have not previously had a reserves policy, and have prepared the first policy in January 2022. The trustees have agreed to set the free reserves (unrestricted funds) target at 3 month's planned expenditure.

By retrospectively applying this policy to the 20/21 financial year, the target reserves at 31 March 2021 were approximately £9,000.

Free reserves (unrestricted funds) as at 31 March 2021 were £55,388, which is in excess of the target. Careline have been fortunate to receive some substantial donations during the year, whilst the majority of the expenditure was funded from restricted funds. Looking forwards, the trustees anticipate using the majority of the restricted funds to fund activity in 21/22, but beyond that the continuation of the service will use reserves, unless additional funding is secured. In light of this, the trustees have a planned use of the excess reserves held at 31 March 2021.

The Board of Trustees will regularly review the level of reserves required to ensure the ongoing service is retained at a level that meets the needs of all, on receipt of the financial breakdown figures for the bi-monthly meetings. Trustees are informed bi-monthly of the ongoing income and expenditure for the past months and are given an indication of possible financial implications for the rest of the current financial year.

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Trustees' annual report - continued
For the year ended 31 March 2021

Future plans

- A key priority every year for Careline is the Recruitment of Trustees. We were pleased to welcome Wendy Potts as Chair of Careline and Tricia Barclay as Vice Chair. We were also pleased to welcome John Leicester and Melanie Ferguson Allen as Trustees. Each of our Trustees bring a wealth of experience from the Business and voluntary sectors. Moving forward we need to continue with the recruitment of new Trustees to Careline. Annette Eley also decided to step down as Secretary after the AGM in 2021. We thank Annette for her full and valued contribution.
- Recruitment of volunteers has been difficult due to not being able to meet prospective volunteers face to face. The nature of Careline's service and culture means that we need to be happy and satisfied with the volunteers who will be representing Careline. Even with the checks and references in place, we have to feel comfortable that they will conduct themselves in a sensitive and confidential manner with the vulnerable people we call. Some training would have been possible via Zoom, but the priority of people who approached Careline in 2020 preferred to wait until such time that they could come into the office to meet with us and view the office set up for themselves.
- Careline's sustainability plan should be reviewed throughout 2021, particularly as Careline's delivery model has had to change. The largest grant from the Big Lottery has come to an end and we will need to identify new large funding opportunities moving forward. Fundraising has also been severely limited due to Covid 19.

Structure, governance and management

The charity is governed by its constitution adopted 15 April 1997, as amended 14 January 1998, 9 April 2003 and by resolution dated June 2014.

The charity plans to agree the amended constitution at the January 2022 AGM to broaden the areas of operation of the organisation, and make other minor wording changes.

Careline's Management Committee met six times in 2020 in addition to several more informal catch-up meetings. During 2020 all meetings have been via video link (zoom). Minutes have been recoded for every meeting.

There is a Fundraising Sub-Committee who have met just once in 2020 as Fundraising was drastically reduced.

The day to day running of the Charity is managed by Jane Fulham (Careline Manager). One volunteer is a Patient Liaison Officer and she liaises with the discharge team at St Oswald's Hospital for possible new referrals. Volunteers are on a six weekly rota make the telephone befriending calls, the administration of which is managed by the two paid staff.

None of the Careline Trustees have claimed any expenses during the financial year.

Careline
Trustees' annual report - continued
For the year ended 31 March 2021

Governance and controls Issues

As identified in the independent examiner's report, there have been a number of governance and controls issues during and following the financial year. As a result of the issues highlighted during the accountancy and independent examination work, the board of trustees have taken the following action in December 2021 and January 2022:

- The trustees have amended the area of operation in the constitution, to reflect the work being done and funding opportunities available
- Careline has progressed to an updated version of Quickbooks, to be used from the start of the financial year April 21. Training will be sought for full efficiency on the system, and going forwards the finances will be entered in real time, rather than retrospectively after the year end.
- Careline will allocate restricted fund expenditure on a monthly basis, in conjunction with the real time use of Quickbooks
- The trustees will be presented with the predicted income and expenditure for the following year, and the level of current reserves that can be carried forward at the bi-monthly meetings.
- The trustees have completed the Charity Commission financial control checklist, which has highlighted the need for a review of some of its policies and procedures and introduction of other procedures.
- The trustees need to work with the current bank to resolve the bank mandate and bank account issues, in order to give trustees access to the bank account (including online access). Whilst this is in progress, the trustees have adopted a short term solution for reviewing and approving payments without direct access to the bank. They will also consider other banking arrangements.

Declaration

The trustees declare that they have approved the Trustees' annual report above on 31.01.22 and signed on behalf of the trustees by:

Print name:

WENDY WOODHOUSE
Trustee

Wendy Woodhouse

Independent examiner's report to the trustees of Careline ("the Charity")

I report to the trustees on my examination of the accounts of the Charity for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have identified the following matters to which attention should be drawn in this report:

- A failure of internal controls, including failures in charity governance that could lead to significant charitable funds being put at risk

The key issues found during my work on the 2021 accounts were:

- No real time allocation of restricted funds had been kept, resulting in incorrect reporting to funders – the funder has now been made aware of this, and is satisfied with the action taken
- The objectives of the constitution had not been considered when expanding the area of operation – the trustees are planning to amend the area of operation at the next AGM
- No budgets/forecasts had been considered by the trustees – they have now done this to March 2022, and although this highlights decreasing reserves, I do not feel this is a material uncertainty related to going concern
- There was no financial policy in place – on my recommendation the trustees have completed the checklist provided as part of CC32
- During the financial year and up to date of the submission of this report no trustees had access to the bank account – either on the bank mandate with authorisation to make payments, or a read-only access to online statements. Insufficient effort was made to put in place additional checks either prior to payments taking place or post payments. However, I found no evidence of non-charitable expenditure being made during the financial year. At my suggestion a pre and post payment checking system has been put in place from December 2021.

Whilst there is no evidence of a financial loss or misappropriation of funds, I have concerns that the lack of financial controls and insufficient governance in place could give rise to a significant loss or misappropriation of funds.

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

Signed: *S Lightfoot*
Sarah Lightfoot, FCA DChA
Employee of:
VAS Community Accountancy
The Circle
33, Rockingham Lane
Sheffield
S1 4FW

Dated: 31 January 2022

Careline

Receipts & payments account

For the year ended 31 March 2021

	Notes	Unrestricted funds	Restricted funds	Total	<i>Restated - see note 5</i>		
		£	£	2021 £	Unrestricted funds £	Restricted funds £	Total 2020 £
Receipts							
Grants	2	2,010	52,610	54,620	1,508	52,447	53,955
Donations		34,149	-	34,149	1,621	-	1,621
Fundraising - 100 club		1,177	-	1,177	1,393	-	1,393
Other Fundraising		250	-	250	5,223	-	5,223
Expense donations		-	-	-	50	-	50
Bank interest		1	-	1	4	-	4
Other income		-	-	-	528	-	528
Total receipts		37,587	52,610	90,197	10,327	52,447	62,774
Payments							
Salary costs		-	34,549	34,549	-	39,632	39,632
Staff travel		-	169	169	-	2,153	2,153
Volunteer costs		-	28	28	-	160	160
Postage, stationery and printing		-	1,032	1,032	-	939	939
Telephone costs		-	254	254	-	981	981
Marketing and advertising		-	199	199	-	805	805
Insurance		-	424	424	-	416	416
Fees and subscriptions		-	257	257	-	1,395	1,395
IT and equipment costs		-	1,589	1,589	-	1,038	1,038
Fundraising expenses - 100 Club prizes		100	-	100	190	-	190
Other Fundraising expenses		35	-	35	90	-	90
Sundry costs		-	57	57	-	-	-
Event costs		-	13	13	-	1,441	1,441
Independent examination fees		-	450	450	-	450	450
Total payments		135	39,021	39,156	280	49,410	49,690
Net receipts/(payments) for the year		37,452	13,589	51,041	10,047	3,037	13,084
Total cash funds brought forward		13,676	32,140	45,816	6,716	27,219	33,935
Prior year adjustment - restatement	5	4,260	(1,884)	2,376	1,173	-	1,173
Total cash funds brought forward - restated		17,936	30,256	48,192	7,889	27,219	35,108
Total cash funds carried forward		55,388	43,845	99,233	17,936	30,256	48,192

Careline

Statement of assets and liabilities
As at 31 March 2021

	2021 £	Restated 2020 £
Cash assets		
Current accounts	99,233	48,192
	<u>99,233</u>	<u>48,192</u>
Other assets	-	248
	<u>-</u>	<u>248</u>
Liabilities		
Accountancy & Independent examination fee	600	450
Income received in advance - The National Lottery Community Fund	-	25,229
	<u>600</u>	<u>25,679</u>

Approved by the board of trustees on 31.01.22 and signed on their behalf by;

Print name:

WENDY WOODHOUSE

Position:

Chair of Trustees

Wendy Woodhouse

Notes to the accounts

For the year ended 31 March 2021

1 Receipts & payments account

Receipts and payments accounts are statements that summarise the movement of cash into and out of the organisation during the financial year. In this context "cash" includes cash equivalents, for example, bank accounts where cash can be readily withdrawn to pay for debts as they become due.

Funds

General funds are donations and other income received or generated for the objects of the organisation without further specified purpose and are available for general funds without restriction.

Restricted funds are either donations which the donor has specified are to be solely used for particular areas of the charity's work or grant income sought for specified activities.

2 Income from grants

	Unrestricted funds £	Restricted funds £	Total 2021 £	Unrestricted funds £	Restricted funds £	Total 2020 £
The National Lottery Community Fund	-	25,228	25,228	-	52,447	52,447
Derbyshire Dales District Council	2,010	-	2,010	1,508	-	1,508
Foundation Derbyshire	-	12,382	12,382	-	-	-
Derbyshire Dales CVS	-	15,000	15,000	-	-	-
	2,010	52,610	54,620	1,508	52,447	53,955

3 Restricted funds

Restated - see note 5

	Balance b/fwd £	Income £	Expenditure £	Balance c/fwd £
The National Lottery Community Fund	30,256	25,228	(29,857)	25,627
Foundation Derbyshire	-	12,382	(2,510)	9,872
Derbyshire Dales CVS	-	15,000	(6,654)	8,346
	30,256	52,610	(39,021)	43,845

The National Lottery Community Fund

Grant funding for the core business promoting friendship and inclusion. The grant was for 2 years but was not fully spent as at 31 March 2021. It has been agreed with the funder to extend the project until the funds are fully spent.

Foundation Derbyshire

A grant given to support additional hours and the building of a database of clients. The original plan was to build a bespoke database, but the charity will now be using a subscription service to an existing product.

Derbyshire Dales CVS

A grant given for the expansion of the service into North Derbyshire. The funding was given for 18 months, starting in August 2020 - 8 months worth of apportioned salary costs have been allocated to this funding.

Prior year comparison - restated - see note 5

	Balance b/fwd £	Income £	Expenditure £	Balance c/fwd £
<i>The National Lottery Community Fund</i>	27,219	52,447	(49,410)	30,256
	27,219	52,447	(49,410)	30,256

Notes to the accounts - continued
For the year ended 31 March 2021

4 Trustees remuneration, benefits and expenses

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020: £nil) neither were they reimbursed expenses during the year (2020: £nil). No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

5 Prior year adjustment

There are 2 prior year adjustments made to the 19/20 accounts:

	£
Previously the accounts have not included the balance or movements relating to the 100 Club bank account:	
100 Club bank balance (after unrepresented cheques as at 31 March 2019)	1,173
100 Club income during 19/20	1,393
100 Club expenditure during 19/20	(190)
100 Club bank balance as at 31 March 2020	<u>2,376</u>

In the 19/20 accounts, 100% of salaries and 80% of costs were allocated to the National Lottery Community Fund. The trustees have reviewed this allocation and determined that 100% of non-fundraising related costs should be allocated to the National Lottery Community Fund for the 19/20 financial year. This amounts to £1,956.

	Unrestricted funds £	Restricted funds £	Total 2020 £
<i>Fund balance as at 1 April 2019 as previously stated:</i>	6,716	27,219	33,935
Inclusion of the 100 Club bank account	1,173	-	1,173
Fund balance as at 1 April 2019 as restated:	<u>7,889</u>	<u>27,219</u>	<u>35,108</u>
100 Club income during 19/20	1,393	-	1,393
100 Club expenditure during 19/20	(190)	-	(190)
Reanalysis of the National Lottery Community Fund expenditure	1,884	(1,884)	-
Net adjustment of funds	<u>3,087</u>	<u>(1,884)</u>	<u>1,203</u>
<i>Net income/expenditure for 19/20 as previously stated:</i>	6,960	4,921	11,881
Net income/expenditure for 19/20 as restated:	<u>10,047</u>	<u>3,037</u>	<u>13,084</u>
Fund balance as at 31 March 2020 as restated:	<u>17,936</u>	<u>30,256</u>	<u>48,192</u>