

Charity registration number: 1068801

Careline

Annual Report and Financial Statements

for the Year Ended 31 March 2023

Careline
Contents (continued)

Reference and Administrative Details	1
Trustees' Report	2 to 6
Statement of Trustees' Responsibilities	7
Independent Examiner's Report	8
Statement of Financial Activities	9
Notes to the Financial Statements	10 to 15

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 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
Wendy Woodhouse
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	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
	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
Income and Endowments from:				
Donations and legacies		10,418	-	10,418
Other trading activities		938	-	938
Total income		11,356	-	11,356
Expenditure on:				
Charitable activities		(23,333)	(35,987)	(59,320)
Total expenditure		(23,333)	(35,987)	(59,320)
Net expenditure		(11,977)	(35,987)	(47,964)
Net movement in funds		(11,977)	(35,987)	(47,964)
Reconciliation of funds				
Total funds brought forward		55,388	43,845	99,233
Total funds carried forward	12	43,411	7,858	51,269

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>

