

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.

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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.

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Trustees' Report (continued)

Achievements and Performances

Careline's 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

Careline's 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.

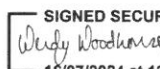
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Trustees' Report (continued)

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.

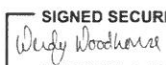
The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial 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.

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

The funds breakdown for 2023 is shown in note 12.

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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.

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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.

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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>

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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		<u>1,610</u>	<u>8,701</u>	<u>10,311</u>
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>

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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>

