RICHMOND CARERS CENTRE

England & Wales · Charity number 1092459

Details

Status	Registered
Legal form	Charitable company
Company number	04412793
Registered	2002-06-14
Register	View on the Charity Commission register

Contact

Address	Cameo House 5 Briar Road Twickenham TW2 6RB
Phone	02088672380
Email	info@richmondcarers.org
Website	www.richmondcarers.org

Activities

Objects: The Centre is established for the relief of those caring, in an unpaid capacity, for people in need with physical disabilities, learning disabilities, mental health problems, age or illness in the London Borough of Richmond upon Thames, and other such Local Authority areas as the Directors may see fit, by providing practical help, service, support, advocacy, information and education to them.

Activities: The charity is a member of the Carers Trust network and provides services to unpaid carers.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Defined Groups

Downloaded from opencharities.uk/ew/1092459

Geography

- **Area of benefit:** RICHMOND UPON THAMES
- Richmond Upon Thames

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£940,098	£922,254	£463,542	14
2024-03-31	£927,020	£928,668	£445,698	14
2023-03-31	£841,153	£841,366	£447,346	14
2022-03-31	£772,792	£702,272	£447,559	11
2021-03-31	£11,564	£614,430	£377,039	12

Trustees

Name	Role	Appointed
Batcho Kaur Notay		2009-01-22
Harry Yates		2023-09-06
Margaret Ivy Edwards		2023-09-06
Nicholas Rettie		2023-09-06
Noel Patrick Gilmartin		2023-12-14
Paul Hainsworth		2024-12-12
Sandeep Singh Sanghera		2026-02-05
Sondra Tarshis		2023-01-05

Downloaded from opencharities.uk/ew/1092459

RICHMOND CARERS CENTRE

England & Wales - Charity number 1092459

Accounts

RICHMOND CARERS CENTRE

Charity No. 1092459

Report and financial statements

For the year ended

31 March 2025

GOLDWINS
CHARTERED ACCOUNTANTS

Richmond Carers Centre
Report and financial statements
For the year ended 31 March 2025

Contents

	Page
Reference and administrative information	1
Trustees' annual report	2 - 12
Independent auditors' report	13-15
Statement of financial activities (incorporating an income and expenditure account)	16
Balance sheet	17
Statement of cash flows	18
Notes to the financial statements	19-26

Richmond Carers Centre
Reference and administrative information
For the year ended 31 March 2025

Trustees:

Nicholas Rettie Chair
Margaret Edwards Vice Chair
Sondra Tarshis Treasurer
Batcho Notay
Harry Yates
Noel Gilmartin
Paul Hainsworth (appointed 06/02/25)
Christine Hawes (resigned 12/12/24)

Chief Executive:	Melissa Wilks
Company number:	4412793
Charity number:	1092459

Registered office:
5 Briar Road
Twickenham
Middlesex
TW2 6RB
www.richmondcarers.org

Auditors:
Goldwins Limited
75 Maygrove Road
West Hampstead
London NW6 2EG
www.goldwins.co.uk

Bankers
Caf Bank Ltd
PO Box 289
Kingshill
West Malling
Kent
ME19 4OA

The trustees, who are also directors under company law, present their report and financial statements for the year ended 31 March 2025.

The trustees confirm that the financial statements comply with current statutory requirements and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Structure, governance and management

Objectives and Purpose

Richmond Carers Centre (RCC) is a charitable company limited by guarantee, incorporated on 9th April 2002. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. It was registered as a charity on 14th June 2002.

The charity is a network member of Carers Trust.

As stated in the memorandum and articles, RCC is established for the relief of those caring, in an unpaid capacity, for people in need with physical disabilities, learning disabilities, mental health problems, age or illness in the London Borough of Richmond upon Thames, and other such Local Authority areas as the Trustees may see fit, by providing practical help, service, support, advocacy, information and education to them.

Our mission is for Richmond Carers Centre to deliver and be the gateway to direct support, information and access to services for unpaid carers in the London Borough of Richmond upon Thames.

The values below drive and influence how we carry out our work.

RESPONSIVE – listening, caring and empathy underpin our approach
INNOVATIVE - we are creative, and solution focused, using our knowledge and experience to continually improve our offer
RELIABLE – integrity and respect are important to us. We will do what we say we will.
DRIVEN – we believe in what we do and strive to make a positive difference
COLLABORATIVE – we are committed to working with our team, with carers and others to deliver the best service we can

RCC provides support, advocacy, advice and information to unpaid carers of all ages living and caring within London Borough of Richmond upon Thames, enabling them to continue their caring roles, help to improve their health and wellbeing, prevent deterioration and breakdown of caring relationship/s, and reduce their stress. Services include access to information and regular communication, telephone support line, one to one informal support, support groups, social mornings and evenings, a breaks and leisure programme for adult carers, a counselling and complementary therapy service, delivery of training programme for adult carers, young carers support and mentoring service, breaks and activities programme for young carers, bespoke projects and events, and a project implementing the young carers in schools programme.

Trustees

The trustees, who are also directors for the purposes of company law and who served during the year and up to the date of this report, are set out on page 1. As outlined in the organisations Articles, members of the

board may remain in post for a period of three years after which time they may seek re-election for a further three year period. Six of the current board members may remain in post until the first board meeting in 2026. New board members can be appointed at any time in the year. These appointments will last for the remainder of the year in which the appointment is made and the subsequent two years until the board appointment meeting at the beginning of the fourth year.

Risk Management

The Trustees reviewed and updated the risk management processes using the Charity Commission guidance and adopted a new Risk Register in March 2024. Trustees consistently review the major risks to which the Charity is exposed, and where practical, take steps to guard or mitigate against them. Risks have been grouped under 5 areas – governance, operational and safeguarding, financial, compliance, environmental/external. Each section is owned by a trustee, and a staged approach to reviewing each area is in place with an annual review. Risk is a standing item on Board meeting agendas. The trustees are satisfied that this system of analysis, planning, action and review enables them to identify major risks, and that systems and strategies are in place to manage or mitigate those risks.

The only item that is showing as red on the risk register at the time of writing this report is the risk of cyber-attack resulting in data compromise, exposure to blackmail or interruption to service delivery. The Trustees are considering additional measures to mitigate the risk, including investigating whether a dummy attack to test the strength of our defences and response and to identify where improvements could be made would be useful.

The risks showing amber focus on loss of key staff, high staff or volunteer turnover, impaired financial controls, safeguarding failures or adverse publicity hindering service delivery. All of these topics remain high profile issues with the senior staff or trustees tasked with managing these risks and introducing proportionate steps to prevent them occurring.

Key Risks (assessed as red or amber)	Mitigations
Governance - Loss or key staff or relevant skills	• refresh trustee recruitment and induction process including skills review • development of a people plan, with attention to leadership and succession planning
Operational and safeguarding	• Continued use of outcomes framework to capture feedback from service users • Annual review of safeguarding policies, and mandatory training for all staff, volunteers and trustees
Financial	• Refresh fundraising strategy in line with business plan review
Environmental and External	• Consider developing a agree crisis management strategy • Review current lease arrangements and explore options

RCC has clear, regularly updated policies on professional good practice and on areas such as safeguarding both vulnerable adult and children, health and safety and financial procedures.

Governance structure

The Board meets seven times a year to review progress against the organisation's objectives, provide strategic guidance and approve management decisions. Budgets are prepared in detail, and the activities, operations and funding are subject to ongoing risk analysis and review.

A delegation scheme is in place and day-to-day responsibility for the provision of the services rests with the CEO. An Operational Manager supports the CEO, with two service specific Team Leaders managing front line service delivery. The CEO reports regularly on both staff and business performance to trustees.

The trustees, in partnership with the staff team, participate in an annual review of the charity's business plan priorities and achievements and agree themes for future attention. The trustees consider how planned activities will contribute to the aims and objectives they have set. Throughout 2024, a series of sessions were facilitated with trustees and staff to develop a three year strategy for 2025 – 2028. This strategy will begin implementation in August 2025.

Trustee induction and training

On retirement or resignation of any Trustee, the Board reviews the skills across the existing trustees to identify any gaps and will recruit to fill those skills.

Trustees are recruited through a process of advertisement and participation at local volunteer recruitment sessions, followed always by application and interview by a Committee, with the aim of securing a good range of experience and skills for the Trustee board. There are no outside bodies entitled to appoint Trustees.

New Trustees are inducted through visits to services; governance documents including the charity's Articles and the Charity Commission's guide 'The Essential Trustee'; opportunities to attend training on governance and the Trustee role and all aspects of unpaid carers; a Trustee Induction pack; and the provision of policies including Risk Management, Safeguarding, Financial Procedures, Equality and Diversity, Confidentiality, Code of Conduct, Conflict of Interest and Anti-Bribery.

All Trustees are required to undertake safeguarding training. One Trustee is designated the Safeguarding Lead, ensuring the Board has sight and understanding of safeguarding issues, policy and procedures and their implementation. An annual internal safeguarding audit is completed, led by trustee safeguarding lead and Operations Manager. Safeguarding is a standing item on Board agenda. Staff receive appropriate training, and compliance and standards of performance are monitored through the appraisal and supervision process and reported quarterly.

Governance and Quality

RCC maintains two quality marks – Improving Quality (Progression Level) (awarded in October 2022) and Carers Trust Excellence for Carers Quality Award (awarded May 2024). We have been focusing on recommendations to expand our reach into the wider local voluntary sector and working on increasing income from different sources. A full review and audit against both of these standards is carried out every three years. The Improving Quality audit is scheduled in October 2025. The Board continues to review the charity's governance against the Charity Governance Code.

Staff Renumeration

Staff remuneration is reviewed annually by the Board considering the rate of inflation, salaries in similar roles and taking into account the organisation's financial position. The Board has adopted the London Living Wage. A Workplace Pension scheme is available to all staff, with a minimum staff contribution of 5% matched by an Employer contribution to a maximum of 4%.

Staff Development

There were 15 full and part-time staff in 2024/25. All staff have access to training throughout the year, both mandatory and specialist as required. All staff undertake training in Safeguarding (both for children and adults(and relevant financial processes. The organisations continues to work together to support staff wellbeing and happiness in the workplace. The organisation was also supported by 12 volunteers (including Trustees) who also receive access to relevant support, training and development.

RCC's local and national partners

RCC is a Network Partner of Carers Trust but is an independent organisation. Limited funding is received from Carers Trust through applications for grants. Through membership fees, Carers Trust provides a range of support including information and research, training opportunities, funding opportunities, leadership and guidance, strategic support.

Access to information and resources is provided through the Carers Trust intranet (The Knowledge Hub), through London Network meetings, and regular topic based workshops/forums. RCC is currently working with a number of London Carers Centres in Southwest London to implement Accelerating Reform Fund projects specifically relating to unpaid carers.

Locally, RCC is actively involved in a number of groups to ensure the voice of unpaid carers is heard across the health and social care sector and it influences policy and service review and development. RCC co-chairs with the Local Authority the Carers Strategy Reference Group (currently working on design and development of a local Carers and Young Carers Charter informed by carer consultation). Other groups include Carers Lead role on the Richmond Place Based Partnership Committee, Integrated Care System's involvement group Community Voices Richmond, Local Authority's Care and Support Partnership Board, local Health and Wellbeing Network, Carer Champion Meetings, Local Health Transformation activity and more. RCC has also been actively engaged in two carer focused projects funded through Accelerating Reform Fund covering the 6 boroughs in Southwest London.

RCC works in partnership with other local charities (Richmond and Kingston Crossroads Care, Homelink Day Services, Addiction Support and Care Agency (ASCA), Richmond Borough Mind, Integrated Neurological Society (INS), in the provision of local universal and specialist services for carers. This partnership is in the form of a contracted service led by RCC delivering universal services and these local charities delivering subcontracted specialist work.

Key Achievements in 2024/2025

This was the charity's twenty-third year of operation. RCC continued to make good progress towards realising its vision – 'To know and be known by all local carers, providing or influencing the provision of support for them'.

Achievements during the year include:

1. Reaching more than 2,900 carers through services, 7.5% increase on the previous year.
2. The success of the Young Carers in Schools programme of work has led to a significant increase in the identification of young carers and connections made to support. 28 local primary and secondary schools have engaged in the programme, now accounting for approximately one third of all referrals of young carers to RCC. We have seen a 70% increase in school referrals when compared to the same period in the previous year. Since the programme began in mid-2023, over 700 local education professionals have

engaged in young carer awareness training. In addition, over 2000 children and young people have engaged in assemblies delivered in a range of school settings.

3. We continued our focus on expanding our ambitious activities programmes for both young and adult carers to support them with access to a break, reduce feelings of isolation and loneliness, learn new skills, and develop relationships with others – enabling us to deliver over 2200 breaks.
4. We successfully negotiated a new Direct Award with Richmond and Wandsworth Local Authority for the Carers Hub Service for further 4-year term from August 2024.
5. With the resignation of three trustees, and the retirement of the Chair at the end of 2024, steps were taken this year to strengthen the Board of Trustees with the appointment of four new trustees. Their diverse background has brought new energy to the board and their expertise has been used to good effect in strategy and policies' development, and as a resource, when called for by the senior management.

Strategic Objectives

The Trustees reviewed the Strategic Objectives set in 2023/24, agreeing that the priorities remain appropriate for 2024/25. A comprehensive review of RCC's Business Plan was carried out in several stages through 2024, engaging all trustees and staff. A number of new priorities have been agreed for 2025 – 2028.

RCC continued to offer a blended model of support for adult and young carers. This model gives carers choice about how to receive support and information – online, face to face and on the telephone.

RCC continues to lead the delivery of the Carers Hub Service. The London Borough of Richmond upon Thames (LBRUT) commission this service. The contract is led by RCC with five local voluntary sector organisations sub-contracted to deliver specialist elements of the service – specifically targeting dementia, neurological conditions, addiction, and mental health. The services offered to carers include universal and specialist information, emotional support for individuals and small groups, a range of formal and informal respite and facilitated break activities, individual grants to support carers to have a break, training for adult carers, specialist support for young carers, a caring café for carers and people living with dementia, professional awareness, the promotion of engagement opportunities and strategic leadership. A decision was made to re-award this contract as a direct award for a further 4 years from August 2024.
The charity focused on the following business plan objectives:

1. Deliver and further develop services for carers

As at April 2025, 2561 carers were registered with RCC. 32% of registered carers have identified themselves as BAME. 30% of carers are male, and 69% female. 23.5% are young carers (under 18 years of age).

Growth in the referral of new carers continues. Over the 12 month period, 523 new referrals (368 adults and 155 young carers) were received. Over 7100 contacts were held with carers (19% increase on previous year), providing information, advice and support. RCC continued to offer a minimum of 30 hours per week of advice and support over the telephone, face to face and online.

In addition to information and advice, informal emotional support was provided on a 1:1 basis. A total of 402 sessions were provided for adult carers and 133 for young carers. Adult carers continued to have access to counselling, with over 354 sessions delivered either face to face or online. Over 120 adult carers participated in 39 online and face to face training sessions covering a range of topics from health and wellbeing to rights

and entitlements. A comprehensive range of leisure and group support activities were delivered for adult and young carers providing over 2200 breaks. Young carers continued to access mentoring support.

The third year of the Young Carers in Schools project continues to have a positive impact on the identification of young carers within educational environments. 28 (33% increase on year 2) partnership schools are actively engaged with high numbers of education professionals attending bespoke training as part of the programme. Referrals of young carers identified by both primary and secondary schools continue to grow.

RCC continued to engage with local health, social care, voluntary sector and education professionals with a focus on improving the identification, recognition and support for unpaid carers. 24 individual and group sessions were delivered to 279 professionals.

RCC delivered a range of events for adult and young carers. Examples of these include events to celebrate Young Carers Action Day (March), Carers Week (June) and Carers Rights Day (November). RCC participated in a range of local events to promote the service and to engage with the wider community and health, social care and voluntary sector.

2. Be the strategic focus to influence services and outcomes for carers

RCC remains the local lead for the delivery of universal services for adult and young carers, through actively participating in local change activity with a clear focus on influencing the development of local services for unpaid carers. RCC also participates in local review and engagement meetings concerning commissioned services, policy and practice.

RCC communicates regularly with local statutory and voluntary sector organisations regarding local services, national carer focused policy activity and information. RCC represented the sector and the voice of unpaid carers through participation in several key strategic health, social care and voluntary sector groups and forums. This included co-chairing the Richmond Carers Strategy Reference Group and participating as carer lead on Richmond Place Based Partnership Committee. RCC continued to support the carer representative on the Richmond Health and Wellbeing Board helping with meeting preparation and post meeting activity. RCC continues to be part of both the steering committee and one project group for Accelerating Reform Fund projects which are aiming to deliver sustainable change in relation to carer identification and assessment across Local Authority boundaries in the six boroughs in Southwest London.

Carers can choose to receive information from RCC about opportunities to participate in local and national engagement activities and events and to take part in shaping services that are relevant and or important to them. A range of opportunities were promoted to carers to share their experience and knowledge and help review and shape service provision.

RCC, in partnership with Richmond Local Authority and other local organisations, continues to work on the review of our Local Carers Strategy and development of a local Carer and Young Carer Charter. A large part of the early stages of this development has been focused on gathering views of carers of all ages about the things that are important to them.

3. Ensure the use of a variety of channels of communication to deliver, inform and engage carers and professionals

RCC makes use of a variety of communication channels to keep carers and other stakeholders informed. Regular service and information updates are shared with carers (both digital and printed to most isolated carers) and local health, social care and voluntary sector professionals. A text message service is in place to liaise with carers in relation to bookings for support, activities, breaks and training workshops. Work to review and refresh RCC website continues. The telephone system for the organisation was reviewed, resulting in a new approach which has led to improved service delivery and response rates and reduced costs.

RCC managed, on behalf of Active Richmond Fund (Public Health Richmond), a micro grant programme to support local voluntary sector organisations to deliver an activity/event for unpaid adult carers during Carers Week 2024 and to stimulate positive approaches to recognising and identifying unpaid carers in their community. 8 organisations received a small grant and supported carers to increase connections, reduce social isolation, be active, improve diet and nutrition through healthy eating. 121 carers plus 60 service users/cared for engaged in a range of activities. We plan to repeat this in 2025.

4. Actively plan to attract a range of funding from a variety of sources

RCC has continued to receive income from local charities and would like to thank the following organisations for their continued support – Richmond Foundation, The Barnes Fund and Hampton Fund. This support is crucial in enabling RCC to deliver elements of essential support to adult and young unpaid carers currently being provided.

RCC continued to work hard to attract donations and received income from a variety of sources to support young carers and adult group leisure breaks/activities, large annual events and specific elements of our support offer (for example Counselling provision). Donations to RCC have increased during this reporting year.

Support continued to be provided to individual carers to apply for individual grants from a range of grant givers to support with financial need. This also included the management of a number of small grant programmes to financially support individual adult carers with emergency grants, employment, education and training, wellbeing, access to respite breaks, the reduction of debt and to meet other household needs. Carers continue to be affected by cost-of-living issues and inability to access a break. 178 individual grants were issued to carers plus 164 food bank vouchers. Demand for this type of support on average increased by approximately 15% on the previous year. Carers were actively connected to support available in the borough to help with the cost of living and other specialist financial advice. Information was regularly shared in service updates to promote local support options.

5. Develop Workforce (Paid and Voluntary) and Capacity

RCC continues to offer a blended service to carers, having a range of choices for engagement and support. Staff have a flexible working schedule with a minimum of 60% of work time expected to be office based.

RCC remains strongly committed to the training and development of staff. It supported staff performance through annual reviews and regular and planned supervision meetings. During this reporting period, there were some changes to staffing. RCC recruited a number of new staff to the staff team to roles of Young Carers Support Worker, Adult Carers Support Worker, Young Carers in Schools Project Worker. Active recruitment

has begun to fill expected short and longer term vacancies in 2025 for Adult Carers Activity Coordinator and Adult Carers Support Worker.

RCC is planning to review its volunteer policy with a view to developing more opportunities particularly to support the delivery of adult carer break activities and the incredibly successful volunteer led counselling service.

RCC is committed to exploring and implementing wellbeing support options for our people. All staff have access to an Employee Assistance Scheme through Richmond upon Thames Local Authority and a number of other useful resources to increase access to emotional and practical support and enhance wellbeing at work. An annual people pulse survey was introduced in 2024 (looking at staff perception of support, belonging, wellbeing, learning, reward and communication). The results of this survey are being used in the development of 2025 – 28 Business Plan. Through 2025 RCC will be reviewing all HR policies.

RCC continues to invest in the organisation's IT capacity and the Business Continuity Plan is reviewed annually.

6. Continue quality improvement and keep building on variety of methods to inform us about the quality of service delivery

RCC maintains two quality marks – Improving Quality (Progression Level) (awarded in October 2022) and Carers Trust Excellence for Carers Quality Award (awarded May 2024). We have been focusing on recommendations to expand our reach into the wider local voluntary sector and working on increasing income from non-statutory sources. A full review and audit against both of these standards is carried out every three years. The Improving Quality audit is scheduled in October 2025.

The Board continues to review the charity's governance against the Charity Governance Code. This review informs the organisational risk register and mitigations captured in operational planning and reporting.

Feedback from carers who use our services is highly valued. We use this feedback to influence our planning, recognise success, review our service offer and stimulate change and improvement. Carers were invited to a number of facilitated focus groups to share their views and support service development and review.

RCC continues to use an outcomes framework to measure carer perception of the impact and difference the service is making for unpaid carers. We gather feedback from carers who use our services both throughout the year and on an annual basis dependent on the nature of the service.

Financial review

In the year to 31 March 2025, income, primarily from the contract with the LBRUT to provide services to unpaid carers in the borough and from other grants and donations provided with the aim of supporting unpaid carers, was £940,098 compared to £927,020 in 2024. The 1.4% increase reflects the inflation increase in contractual income and additional grants and donations received in the year.

In the year, expenditure was £922,254 compared to £928,668 in 2024. The decrease, despite of the inflation increase to sub-contractors as well as higher staff salaries is the result of savings made on administrative costs and lower expenditure on support for careers, reflecting the specific grants received. As a result, RCC had a

surplus of £17,844 (2024 deficit £1,648) showing the benefit of continuing to generate additional funds while carefully managing expenditure, which will need to continue in the future.

The total funds retained were £463,542 as at 31 March 2025 compared to £445,698 as at 31 March 2024, reflecting the surplus for the year. Total funds as at 31 March 2025 consists of £46,918 of restricted funds, and £416,624 of unrestricted funds.

Restricted funds have decreased from £66,896 to £46,918 and unrestricted funds have increased from £378,802 to £416,624 reflecting the increase in services and activities in the year and the surplus generated.

Investment policy

Cash balances are automatically managed between the interest-bearing CAF Gold account and the CAF Current Account to meet cash flow requirements. Funds not needed for immediate use are invested in on demand and term deposits with reputable banks and building societies to generate interest.

Reserves Policy

RCC holds reserves to increase resilience in times of uncertainty, to provide a temporary buffer if funding is lost, and to cover any future potential liabilities that are not provided for in the accounts.

RCC's funding model is a mixed one, with substantial funding coming from statutory bodies such as the London Borough of Richmond, and the majority of the rest from non-statutory grants and donations.

Through building fundraising activity we are trying to increase the level of income generated from donations and other sources in order to provide funds for new projects as well as ensuring that all overheads are covered. Some projects are funded by a sole funder, others may be funded by a mixture of funders. If funding for a particular project is lost, reserves may be used while alternative funding is sought, but if this is not possible the project would generally be terminated. The Board reviews risks to funding on a regular basis and has contingency plans for the loss of funding.

The target reserves are set between 4 and 6 months of budgeted expenditure, including rent, salaries and payments to sub-contractors. Total unrestricted funds at 31 March 2025 were £416,624 amounting to 5 months of budgeted expenditure.

Going Concern

The trustees have considered RCC's cash position and budget for the next financial year as well as the fact that the Carers Hub Service contract from LBRUT, which provides the majority of funding, is a four year contract that was renewed in August 2024.

The trustees believe that the charity has a reasonable expectation of having sufficient resources to continue in operation for the foreseeable future. Accordingly, the trustees continue to adopt the going concern basis of preparation of the accounts.

Thank you to our funders and fundraisers

We of course could not offer the services or have the same impact without the support of our funders and donors, and those who give their support in kind. They are acknowledged below and we thank them all most sincerely. In addition, we would like to thank those funders who wish to remain anonymous.

Achieving for Children	Richmond Charities
Carers Trust	Richmond Foundation
Get Lucky Local	Richmond Voluntary Fund
Hampton Fund	Southwest London Integrated Care Board
Individual donors	The Barnes Fund
Kew Village Market	Screwfix
Kew Rotary	Stephen Clarke Charitable Settlement 1965
London Borough of Richmond Upon Thames	The Parish of Mortlake with East Sheen

Outgoing Chair of the Trustees – Christine Hawes

We would also like take this opportunity to express, on behalf of Trustees, the senior management team and all our stakeholders, our most sincere thanks to Christine Hawes, who resigned at the end of December 2024. Christine had been a trustee of Richmond Carers Centre since the early days in 2005 and became Chair in 2019. She was driven by an unerring focus on the needs of unpaid carer and led the centre through the difficult period of the Covid 19 epidemic with enormous strength. Christine's wide range of experience and skills contributed significantly to the ongoing growth and development of Richmond Carers Centre. We wish her well in her well-deserved retirement.

Statement of responsibilities of the trustees

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

Charity law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the

charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Statement as to disclosure to our auditors

The Trustees in office at the date of approval of this report have confirmed that as far as they are aware there is no relevant audit information of which the charity's auditors are unaware.

Each of the trustees has confirmed they have taken all steps that they ought to have taken as Trustees to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditor.

Auditors

Goldwins limited were appointed as the auditors of the charity during the year and have expressed their willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees on 17 July 2025

and signed on their behalf by:

Nicholas Rettie
Chair of Trustees

Opinion

We have audited the financial statements of Richmond Carers Centre for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its income and expenditure for the year then ended:
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:

- Detecting, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- Detecting of the risks of fraud and responding whether they have knowledge of any actual or suspected fraud;
- The internal controls in place to mitigate risks related to fraud or non-compliance with laws and regulations.

- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We performed analytical procedures to detect any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton (Senior Statutory Auditor)
for and on behalf of
Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

Richmond Carers Centre
Statement of financial activities
(incorporating an income and expenditure account)
For the year ended 31 March 2025

	Note	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Income from:					
Donations and legacies	3	147,152	143,952	**291,104**	317,381
Income from trading activities	4	2,003	-	**2,003**	10,247
Charitable activities	5	624,660	-	**624,660**	583,742
Investment income	6	19,881	2,450	**22,331**	15,650
Total income		793,696	146,402	**940,098**	927,020
Expenditure on:					
Charitable activities	7	755,874	166,380	**922,254**	928,668
Total expenditure		755,874	166,380	**922,254**	928,668
Net (expenditure)/income before net gains / (losses) on investments		37,822	(19,978)	**17,844**	(1,648)
Net gains/(losses) on investments		-	-	-	-
Total net gains/(losses) on investments		-	-	-	-
Net income/(expenditure) for the year		37,822	(19,978)	**17,844**	(1,648)
Transfers between funds		-	-	-	-
Net income/(expenditure) before other recognised gains and losses		37,822	(19,978)	**17,844**	(1,648)
Reconciliation of funds:					
Total funds brought forward		378,802	66,896	**445,698**	447,346
Total funds carried forward		416,624	46,918	**463,542**	445,698

All of the above results are derived from continuing activities.
There were no other recognised gains or losses other than those stated above.
The attached notes form part of these financial statements.

Richmond Carers Centre
Balance sheet
As at 31 March 2025

	Note	2025 £	2025 £	2024 £	2024 £
Fixed assets:					
Tangible assets	11		139		555
			139		555
Current assets:					
Debtors	12	29,114		33,314	
Cash at bank and in hand		615,315		729,404	
		644,429		762,718	
Liabilities:					
Creditors: amounts falling due within one year	13	181,026		317,575	
Net current assets			463,403		445,143
Total net assets			463,542		445,698
Funds	13				
Restricted funds			46,918		66,896
Unrestricted funds:					
General funds		416,624		378,802	
Total unrestricted funds			416,624		378,802
Total funds			463,542		445,698

The Financial Statements were approved by the Board on 17 July 2025

N Rettie
Trustee

S Tarshis
Trustee

Company registration no. 04412793

The attached notes form part of the financial statements.

Richmond Carers Centre
Statement of cash flows
For the year ended 31 March 2025

	Note	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities:					
Net cash provided by / (used in) operating activities	**16**		(114,089)		216,165
Cash flows from investing activities:					
Interest/ rent/ dividends from investments		-		-	
Sale/ (purchase) of fixed assets		-		-	
Sale/ (purchase) of investments		-		-	
Cash provided by / (used in) investing activities			-		-
Cash flows from financing activities:					
Repayments of borrowing		-		-	
Cash inflows from new borrowing		-		-	
Receipt of endowment		-		-	
Cash provided by / (used in) financing activities			-		-
Change in cash and cash equivalents in the year			(114,089)		216,165
Cash and cash equivalents at the beginning of the year			729,404		513,239
Change in cash and cash equivalents due to exchange rate movements			-		-
Cash and cash equivalents at the end of the year	**17**		615,315		729,404

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Going concern

The trustees have considered RCC's cash position and budget for the next financial year as well as the fact that the Carers Hub Service contract from LBRUT, which provides the majority of funding, has been renewed from 1 August 2025 for four years. The trustees believe that the charity has a reasonable expectation of having sufficient resources to continue in operation for the foreseeable future. Accordingly, the trustees continue to adopt the going concern basis of preparation of the accounts.

c) Income

Voluntary income including donations and grants that provide core funding or are of a general nature is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:-

- The donor specifies that the grant or donation must only be used in future accounting periods, or
- The donor has imposed conditions which must be met before The charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income recognised as earned (that is, as the related goods or services are provided).

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

e) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

1 Accounting policies (continued)

f) Expenditure and irrecoverable VAT

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating funds are the costs of trading for fundraising purposes.

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.

Grants payable are payments made to third parties in the furtherance of the charitable objectives. Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SOFA once the recipient of the grant has provided the specific service or output.

g) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

h) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Fixtures and fittings	33% straight line

Individual fixed assets costing £500 or more are initially recorded at cost.

i) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

j) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

k) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

l) Pensions

The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

2 Detailed comparatives for the statement of financial activities

	Unrestricted £	Restricted £	2024 Total £
Income from:			
Donations	123,210	194,171	317,381
Income from trading activities	10,247	-	10,247
Charitable activities	583,742	-	583,742
Investment income	15,650	-	15,650
Total income	732,849	194,171	927,020
Expenditure on:			
Charitable activities	721,036	207,632	928,668
Total expenditure	721,036	207,632	928,668
Net (expenditure)/income before net gains / (losses) on investments	11,813	(13,461)	(1,648)
Net gains/(losses) on investments	-	-	-
Total net gains/(losses) on investments	-	-	-
Net income/(expenditure) for the year	11,813	(13,461)	(1,648)
Transfers between funds	-	-	-
Net movement in funds	11,813	(13,461)	(1,648)
Reconciliation of funds:			
Total funds brought forward	366,989	80,357	447,346
Total funds carried forward	378,802	66,896	445,698

3 Donations and legacies

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Donations	3,876	478	**4,354**	3,784	-	3,784
Grants:			-			
The Barnes Fund	-	5,360	**5,360**	-	5,300	5,300
LBRUT Education and Children	72,500	1,000	**73,500**	62,000	2,000	64,000
Hampton Fund	-	92,867	**92,867**	-	103,208	103,208
Richmond Parish Lands Charity	56,950	11,019	**67,969**	55,550	22,038	77,588
Other Grants	13,826	33,228	**47,054**	1,876	61,625	63,501
	147,152	**143,952**	**291,104**	123,210	194,171	317,381

4 Income from trading activities

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Fundraising Events						
Events	2,003	-	**2,003**	10,247	-	10,247
	2,003	-	**2,003**	10,247	-	10,247

5 Charitable activities

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Contractual Income from Government or Public Authorities	624,660	-	**624,660**	583,742	-	583,742
	624,660	-	**624,660**	583,742	-	583,742

6 Investment income

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Interest	19,881	-	**19,881**	13,200	-	13,200
Room hire	-	2,450	**2,450**	2,450	-	-
	19,881	**2,450**	**22,331**	15,650	-	13,200

7 Analysis of expenditure

	Charitable activities				
	Services to carers	**Hub services**	**Governance**	**2025 Total**	2024 Total
	£	£	£	£	£
Direct costs					
Grant Funding of Activities	-	18,250	-	**18,250**	20,640
Other Direct Costs	82,179	227,603	-	**309,782**	313,877
Employment Costs	206,551	284,514	-	**491,065**	479,896
Support costs					
Establishment Costs	7,999	40,765	-	**48,764**	45,198
Office Expenses	11,933	25,641	-	**37,574**	50,382
Depreciation	-	416	-	**416**	1,008
Legal and Professional Costs	969	5,216	4,372	**10,557**	12,010
Auditors' Remuneration	-	-	5,400	**5,400**	5,400
Trustee Expenses	-	-	336	**336**	149
Bank Charges	-	-	110	**110**	108
	309,631	602,406	10,218	**922,254**	928,668
Governance costs	3,646	6,572	(10,218)	-	-
Total expenditure	**313,277**	**608,977**	-	**922,254**	928,668

Of the total expenditure £755,874 was unrestricted (2024: £721,036) and £166,380 was restricted (2024: £207,632).

7a Analysis of expenditure (prior year)

	Charitable activities				
	Services to carers	**Hub services**	**Governance**	**2024 Total**	2023 Total
	£	£	£	£	£
Direct costs					
Grant Funding of Activities	-	20,640	-	20,640	15,669
Other Direct Costs	101,220	212,657	-	313,877	269,254
Employment Costs	201,853	278,043	-	479,896	435,930
Support costs					
Establishment Costs	7,414	37,784	-	45,198	52,953
Office Expenses	16,000	34,382	-	50,382	41,713
Depreciation	-	1,008	-	1,008	2,900
Legal and Professional Costs	1,103	5,934	4,973	12,010	21,062
Auditors' Remuneration	-	-	5,400	5,400	1,800
Trustee Expenses	-	-	149	149	13
Bank Charges	-	-	108	108	72
	327,590	590,448	10,630	928,668	841,366
Governance costs	3,793	6,837	(10,630)	-	-
Total expenditure	**331,383**	**597,285**	-	**928,668**	841,366

Of the total expenditure £721,036 was unrestricted (2023: £700,568) and £207,632 was restricted (2023: £140,798).

8 Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2025	2024
	£	£
Depreciation	416	1,008
Audit fees	4,500	4,500

9 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025	2024
	£	£
Salaries and wages	442,039	431,374
Social security costs	38,657	37,688
Employer's pension	10,369	10,834
	491,065	479,896

The average number of employees was:

	2025	2024
	No.	No.
Direct Provision of Services to Carers	10	10
Support, service development and administration	4	4
	14	14

No employee, including the CEO, received emoluments amounting to over £60,000 during the current year (2024: nil).

The total employee benefits, including pension contributions and the employer's national insurance, of the key management personnel were £62,373 (2024: £60,514).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2024: nil). No charity trustee received payment for professional or other services supplied to the charity (2024: nil). Trustee expenses of £336 were paid (2024 - £149)

10 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11 Tangible fixed assets

	Fixtures and fittings	Total
	£	£
Cost		
At the start of the year	26,609	**26,609**
Additions in year	-	-
Disposals in year	-	-
At the end of the year	26,609	**26,609**
Depreciation		
At the start of the year	26,054	**26,054**
Charge for the year	416	**416**
Eliminated on disposal	-	-
At the end of the year	26,470	**26,470**
Net book value		
At the end of the year	139	**139**
At the start of the year	555	**555**

12 Debtors

	2025	2024
	£	£
Other Debtors, Prepayments and Accrued Income	29,114	33,314
	29,114	33,314

13 Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade Creditors	32,468	23,158
Taxation and Social Security	9,415	10,745
Accruals and Deferred income	139,143	283,672
	181,026	317,575

14 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Fixed assets	139	-	-	**139**
Net assets	416,485	-	46,918	**463,403**
Net assets at the end of the year	416,624	-	46,918	**463,542**

14a Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Fixed Assets	1,563	-	-	**1,563**
Net current assets	365,426	-	80,357	**445,783**
Net assets at the end of the year	366,989	-	80,357	**447,346**

15 Movements in funds

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Grants for Individual Funds	(1,638)	17,971	(18,250)	-	**(1,917)**
NHS YC in Schools	37,223	21,353	(43,310)	-	**15,266**
Richmond Voluntary Fund	3,310	14,261	(17,571)	-	**-**
P/T Carers Support Worker	14,245	5,360	(3,800)	-	**15,805**
YC Wellbeing & Activities	(2,814)	33,033	(30,219)	-	**-**
Adult Carers Activity	1,705	4,924	(5,061)	-	**1,568**
Part Time ACSW	14,865	49,500	(48,169)	-	**16,196**
	66,896	**146,402**	**(166,380)**	**-**	**46,918**
General funds	378,802	793,696	(755,874)	-	**416,624**
Total unrestricted funds	378,802	793,696	(755,874)	-	416,624
Total funds	445,698	940,098	(922,254)	-	463,542

15a Movements in funds (prior year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Grants for Individual Funds	2,717	16,285	(20,640)	-	**(1,638)**
NHS YC in Schools	36,784	42,705	(42,266)	-	**37,223**
Richmond Voluntary Fund	2,521	43,414	(42,625)	-	**3,310**
P/T Carers Support Worker	13,508	6,476	(5,739)	-	**14,245**
YC Wellbeing & Activities	-	33,000	(35,814)	-	**(2,814)**
Adult Carers Activity	3,694	3,926	(5,915)	-	**1,705**
Part Time ACSW	21,133	48,365	(54,633)	-	**14,865**
	80,357	**194,171**	**(207,632)**	**-**	**66,896**
Designated Funds:					
IT and Property Maintenance Fund	30,000			(30,000)	**-**
COVID Fund	31,360	-	-	(31,360)	**-**
	61,360	-	-	(61,360)	**-**
General funds	305,629	732,849	(721,036)	61,360	**378,802**
Total unrestricted funds	366,989	732,849	(721,036)	-	378,802
Total funds	447,346	927,020	(928,668)	-	445,698

Purposes of restricted funds
Restricted funds funded the delivery of the following programs:

Grants for Individual Funds - to support carers with access to individual grants.

NHS YC in Schools - to support and deliver the Young Carers in Schools Programme in primary and secondary schools.

Richmond Voluntary Fund -to deliver a Health and Wellbeing Programme for young carers.

Part Time Carers Support Worker Fund - to deliver support, information and advice and range of services to adult carers.

Young Carers Activities - to deliver a range of groups and leisure activities for young carers.

Adult Carers Activity - to deliver a range of groups and leisure activities for adult carers.

Part Time ACSW - to deliver support, information and advice and range of services to unpaid adult carers.

16 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2025	2024
	£	£
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	**17,844**	(1,648)
Depreciation	**416**	1,008
(Increase)/ decrease in debtors	**4,200**	(930)
Increase/ (decrease) in creditors	**(136,549)**	217,735
Net cash provided by / (used in) operating activities	**(114,089)**	216,165

17 Analysis of cash and cash equivalents

	2024	Cash flows	Other changes	**2025**
	£	£	£	**£**
Cash at bank and in hand	729,404	(114,089)	-	**615,315**
Total cash and cash equivalents	729,404	(114,089)	-	**615,315**

18 Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Property **2025**	2024
	£	£
Less than 1 year	32,500	32,500
1 - 5 years	18,958	51,458
	51,458	**83,958**

19 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the charity being wound up.

20 Related party transactions

There are no related party transactions to disclose for 2025 (2024: none).

RICHMOND CARERS CENTRE

England & Wales - Charity number 1092459

Accounts

RICHMOND CARERS CENTRE

Charity No. 1092459

Registered Charity No. 1092459

Company registered number: 4412793

Report and financial statements

For the year ended

31 March 2024

GOLDWINS

CHARTERED ACCOUNTANTS

Richmond Carers Centre

Report and financial statements

For the year ended 31 March 2024

Contents

	Page
Reference and administrative information	1
Trustees' annual report	2 - 12
Independent auditors' report	13-16
Statement of financial activities (incorporating an income and expenditure account)	17
Balance sheet	18
Statement of cash flows	19
Notes to the financial statements	20-28

Richmond Carers Centre

Reference and administrative information

For the year ended 31 March 2024

Trustees:

Christine Hawes Chair
Nicholas Rettie Vice Chair (appointed 06/09/23)
Sondra Tarshis Treasurer
Carolyn Cullen (resigned 21/03/24)
Batcho Notay
Michael Brownlee (resigned 31/01/24)
Margaret Edwards Trustee (appointed 06/09/23)
Harry Yates Trustee (appointed 06/09/23)
Noel Gilmartin Trustee (appointed 14/12/23)
Ana Daruwalla (resigned 13/05/24)

Chief Executive:	Melissa Wilks
Company number:	4412793
Charity number:	1092459

Registered office:
5 Briar Road
Twickenham
Middlesex
TW2 6RB
www.richmondcarers.org

Auditors:
Goldwins Limited
75 Maygrove Road
West Hampstead
London NW6 2EG
www.goldwins.co.uk

Bankers
Caf Bank Ltd
PO Box 289
Kingshill
West Malling
Kent
ME19 4OA

Richmond Carers Centre

Trustees` report

For the year ended 31 March 2024

The trustees, who are also directors under company law, present their report and financial statements for the year ended 31 March 2024.

The trustees confirm that the financial statements comply with current statutory requirements and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Structure, governance and management

Objectives and Purpose

Richmond Carers Centre (RCC) is a charitable company limited by guarantee, incorporated on 9th April 2002. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. It was registered as a charity on 14th June 2002.

A review of the charities' Articles of Association took place in the previous reporting year. New Articles were approved on 19 July 2023.

The charity is a network member of Carers Trust.

As stated in the memorandum and articles, RCC is established for the relief of those caring, in an unpaid capacity, for people in need with physical disabilities, learning disabilities, mental health problems, age or illness in the London Borough of Richmond upon Thames, and other such Local Authority areas as the Trustees may see fit, by providing practical help, service, support, advocacy, information and education to them.

Our mission is for Richmond Carers Centre to deliver and be the gateway to direct support, information and access to services for unpaid carers in the London Borough of Richmond upon Thames.

The below values drive and influence how we carry out our work.
RESPONSIVE – listening, caring and empathy underpin our approach
INNOVATIVE - we are creative, and solution focused, using our knowledge and experience to continually improve our offer
RELIABLE – integrity and respect are important to us. We will do what we say we will.
DRIVEN – we believe in what we do and strive to make a positive difference
COLLABORATIVE – we are committed to working with our team, with carers and others to deliver the best service we can

RCC provides support, advocacy, advice and information to unpaid carers of all ages living and caring within London Borough of Richmond upon Thames, enabling them to continue their caring roles, help to improve their health and wellbeing, prevent deterioration and breakdown of caring relationship/s, and reduce their stress. Services include access to information and regular communication, telephone support line, one to one informal support, support groups, social mornings and evenings, a breaks and leisure programme for adult carers, a counselling and complementary therapy service, delivery of training programme for adult carers, young carers support and mentoring service, breaks and activities programme for young carers, bespoke projects and events, and a project implementing the young carers in schools programme.

Trustees

The trustees, who are also directors for the purposes of company law and who served during the year and up to the date of this report, are set out on page 1. Following the change to the Articles on 19 July 2023, members of the board may remain in post for a period of three years after which time they may seek re-election for a further three year period. The current board members may remain in post until the first board meeting in 2026. New board members can be appointed at any time in the year. These appointments will last for the remainder of the year in which the appointment is made and the subsequent two years until the board appointment meeting at the beginning of the fourth year.

Risk Management

The Trustees reviewed and updated the risk management processes using the Charity Commission guidance and adopted a new Risk Register in March 2024. Trustees consistently review the major risks to which the Charity is exposed, and where practical, take steps to guard or mitigate against them. Risks have been grouped under 5 areas – governance, operational and safeguarding, financial, compliance, environmental/external. Each section is owned by a trustee, and a staged approach to reviewing each area is in place with an annual review. The trustees are satisfied that this system of analysis, planning, action and review enables them to identify major risks and that systems and strategies are in place to mitigate those risks.

Key Risks (assessed as red or amber)	Mitigations
Governance • lack of direction, strategy and planning • trustee body lacks relevant skills or commitment • loss of key staff (CEO and senior leadership team)	• review of business plan and strategic objectives with clear ownership and engagement from range of stakeholders • agree model for more effective trustee/senior staff joint working to make better use of skills and knowledge and manage capacity • refresh trustee recruitment and induction process including skills review • development of people plan, with attention to leadership and succession planning
Operational and safeguarding • client dissatisfaction at service provision • competition from similar organisations • insufficient or inadequate volunteers • IT failure • Safeguarding failure with vulnerable adults or children	• Ensure all client related policies are visible and accessible • Continue use of outcomes framework to capture feedback from service users • Review HR policies, including volunteer related, as part of design of People Plan – review volunteer recruitment approach and related policies • Annual review of all safeguarding policies, safer recruitment plan in place, mandatory training for all staff, volunteers and trustees, implement annual internal safeguarding review
Financial • Loss of control of budgets, reporting or forecasting • Dependency on small number of income sources	• Agree procedures to review and action budget/cash flow variances and monitor and control costs - both at strategic and operational levels • Refresh fundraising strategy in line with business plan review

Environmental/External • Adverse publicity • Cyber attack • Office accommodation	• to agree crisis management strategy to ensure consistency of key messages and nominated spokesperson. Links to business continuity plan. • Ensure current cyber insurance is at appropriate level • Review current lease arrangements and explore options to renew or identify alternative space dependant on affordability and location

RCC has clear, regularly updated policies on professional good practice and on areas such as safeguarding, health and safety and financial procedures.

Governance structure

The Board meets six times a year to review progress against the organisation's objectives, provide strategic guidance and approve management decisions. Budgets are prepared in detail and the activities, operations and funding are subject to ongoing risk analysis and review.

A scheme of delegation is in place and day-to-day responsibility for the provision of the services rests with the CEO. An Operational Manager supports the CEO, with two service specific Team Leaders managing front line service delivery. The CEO reports regularly on both staff and business performance to trustees.

The trustees, in partnership with the staff team, participate in an annual review of the charity's business plan priorities and achievements and agree themes for future attention. The trustees consider how planned activities will contribute to the aims and objectives they have set. Throughout 2024, a series of sessions have been planned with trustees and staff to develop a three year strategy for the future.

Trustee induction and training

On retirement or resignation of any Trustee, the Board reviews the skills across the existing trustees to identify any gaps and will recruit to fill those skills.

Trustees are recruited through a process of advertisement and participation at local volunteer recruitment sessions, followed always by application and interview by a Committee, with the aim of securing a good range of experience and skills for the Trustee board. There are no outside bodies entitled to appoint Trustees.

New Trustees are inducted through visits to services; governance documents including the charity's Memorandum and Articles and the Charity Commission's guide 'The Essential Trustee'; opportunities to attend training on governance and the Trustee role and all aspects of unpaid carers; a Trustee Induction pack; and the provision of policies including Risk Management, Safeguarding, Financial Procedures, Equality and Diversity, Confidentiality, Conflict of Interest and Anti-Bribery.

All Trustees are required to undertake safeguarding training. One Trustee is designated the Safeguarding Lead, ensuring the Board has sight and understanding of safeguarding issues, policy and procedures and their implementation. Staff receive appropriate training, and compliance and standards of performance are monitored through the appraisal and supervision process and reported quarterly.

Governance and Quality

RCC maintains two quality marks – Improving Quality (Progression Level) (awarded in October 2022) and Carers Trust Excellence for Carers Quality Award (awarded May 2024). We will be focusing on recommendations to expand our reach into the wider local voluntary sector and exploring new funding techniques to build on our fundraising strategy.
A full review and audit against both of these standards is carried out every three years. The Board continues to review the charity's governance against the Charity Governance Code.

Staff Renumeration

Staff remuneration is reviewed annually by the Board considering the rate of inflation, salaries in similar roles and taking into account the organisation's financial position. The Board has adopted the London Living Wage. A Workplace Pension scheme is available to all staff, with a minimum staff contribution of 5% matched by an Employer contribution to a maximum of 4%.

Staff Development

There were 15 full and part-time staff in 2023/24. All staff have access to training throughout the year, both mandatory and specialist as required. All staff undertake training in Safeguarding and relevant financial processes. Staff Wellbeing champions were appointed in 2023, and we are working together to deliver an annual wellbeing plan to support staff wellbeing and happiness in the workplace. The organisation was also supported by 17 volunteers (including Trustees) who receive relevant training and development.

RCC's local and national partners

RCC is a Network Partner of Carers Trust but is an independent organisation. Limited funding is received from Carers Trust through applications for grants. Through membership fees, Carers Trust provides a range of support including information and research, training opportunities, funding opportunities, leadership and guidance, strategic support.

Access to information and resources is provided through the Carers Trust intranet (The Knowledge Hub), through an annual online/face to face Network Partner Conference, and regular topic based workshops/meetings. RCC is currently working with a number of London Carers Centres in Southwest London with a focus on relationship development and understanding of recently formed Integrated Care Partnerships.

Locally, RCC is actively involved in a number of groups to ensure the voice of unpaid carers is heard across the health and social care sector and it influences policy and service review and development. RCC co-chairs with the Local Authority the Carers Strategy Reference Group. Other groups include Carers Lead role on the Richmond Place Based Partnership Committee, Integrated Care System's involvement group Community Voices Richmond, Local Authority's Care and Support Partnership Board, local Health and Wellbeing Network, Carer Champion Meetings, and more.

RCC works in partnership with other local charities (Richmond and Kingston Crossroads Care, Homelink Day Services, Addiction Support and Care Agency (ASCA), Richmond Borough Mind, Integrated Neurological Society (INS), in the provision of local services. This partnership is in the form of a contracted service led by RCC with these local charities delivering subcontracted specialist work.

Key Achievements in 2023/2024

This was the charity's twenty-second year of operation. RCC continued to make good progress towards realising its vision – 'To know and be known by all local carers, providing or influencing the provision of support for them'.

The Charity develops a separate short Impact Report every year which includes qualitative and quantitative results against outcomes indicators showing carer perception about the impact and difference support has made to them. Highlights in this year:

1. Reaching more than 2,700 carers through services, 8% increase on the previous year.
2. Selected as one of three local charities by Richmond Voluntary Fund to raise money to support services for young carers and increase opportunities for them to have a break. This resulted in an increase of almost 40% in the number of breaks delivered and a 35% increase in the engagement of young carers.
3. Further expansion of an ambitious activities programmes for adult to support them with access to a break, reduce feelings of isolation and loneliness, learn new skills, and develop relationships with others.
4. Achieving Carers Trust - Excellence for Carers Award. This is awarded to partner charities (Network Partners) within the Carers Trust Network who are able to demonstrate both an existing excellence of service to unpaid carers and a culture that fosters continuous improvement and striving for excellence. We were assessed and recommended for this award in March 2024 and received incredibly positive feedback about the services and support we provide to adult and young carers. We have held this award since its introduction in 2012. The award was formally ratified by Carers Trust Board in May 2024.
5. Working in partnership with Kingston Hospital NHS Trust to design and implement a Carers Clinical Liaison Service within the Hospital to support with the identification and recognition of unpaid carers and to proactively deliver support carers through often complex discharge processes.

Strategic Objectives for 2021-2024

The Trustees reviewed the Strategic Objectives set in 2022/23, agreed that the priorities remain appropriate for 2024/25. A plan is in place to carry out a comprehensive review of RCC's Business Plan throughout 2024.

RCC continued its focus on the delivery of a blended model of support for adult and young carers. This model offers carers a choice about how to receive support and information – online, face to face and on the telephone.

RCC continues to lead the delivery of the Carers Hub Service. The London Borough of Richmond upon Thames (LBRUT) commissioned this service. The contract is led by RCC with five local voluntary sector organisations sub-contracted to deliver specialist elements of the service – specifically targeting dementia, neurological conditions, addiction, and mental health. The services offered to carers include universal and specialist information, emotional support for individuals and small groups, a range of formal and informal respite and facilitated break activities, individual grants to support carers to have a break, training for adult carers, specialist support for young carers, a caring café for carers and people living with dementia, professional

awareness, the promotion of engagement opportunities and strategic leadership. A decision was made to re-award this contract as a direct award for a further 4 years from August 2024.

The charity focused on the following business plan objectives:

1. Deliver and further develop services for carers

As at April 2024, 2,538 carers were registered with RCC. 30% of carers registered have identified themselves as BAME. 30% of carers are male, and 68% female. 24% are young carers (under 18 years of age). The number of young carers known to RCC has increased by 10% and the number of adult carers by 5%.

There has continued to be a growth in the referral of new carers, having an impact on overall capacity to manage increasing demand. Over the 12 month period, 680 new referrals (507 adults and 173 young carers) were received (an increase of 52% on the previous year), and 6,039 contacts were held with carers (34% increase on previous year), providing information, advice and listening support. RCC continued to offer a minimum of 30 hours per week of advice and support over the telephone and online. However, with very high levels of demand for information and advice continuing, the number of hours of delivery per week remains high.

In addition to information and advice, informal emotional support was provided on a 1:1 basis. A total of 482 (40% increase) sessions were provided for adult carers and 187 for young carers. Adult carers continued to have access to counselling, with over 501 sessions (243% increase on the previous year) delivered either face to face or online. An active recruitment process resulted in an increase in the number of volunteer counsellors in our team which helped achieve this result. Over 100 adult carers participated in 32 online and face to face training sessions covering a range of topics from health and wellbeing to rights and entitlements. A comprehensive range of leisure and group support activities were delivered for adult and young carers providing over 2,580 breaks. Young carers continued to access mentoring support.

The second year of the Young Carers in Schools project has continued to have a positive impact on the identification of young carers within education environments. 21 partnership schools have actively engaged in the programme with 616 education professionals attending bespoke training as part of the programme. This has resulted in a significant increase in referrals of young carers identified by their school.

RCC continued to engage with local health, social care, voluntary sector and education professionals with a focus on improving the identification, recognition and support for unpaid carers. 29 individual and group sessions were delivered to 399 professionals.

RCC delivered a range of events for adult and young carers. Examples of these include events to celebrate Carers Week and Young Carers Action Day. RCC also participated in a range of local events to promote the service and to engage with the wider community and health, social care and voluntary sector.

2. Be the strategic focus to influence services and outcomes for carers

RCC remains the local lead for the delivery of universal services for adult and young carers, through actively participating in local change activity with a clear focus on influencing the development of local services for unpaid carers. RCC also participates in local review and engagement meetings concerning commissioned services.

RCC communicates regularly with local statutory and voluntary sector organisations regarding local services, national carer focused policy activity and information. RCC represented the sector and the voice of unpaid carers through participation in several key strategic health, social care and voluntary sector groups and forums. This included co-chairing the Richmond Carers Strategy Reference Group and participating as carer lead on Richmond Place Based Partnership Committee. RCC continued to support the carer representative on the Richmond Health and Wellbeing Board and was actively involved in recruiting and inducting a second carer to support this role. RCC supported the development of two successful carer specific project bids funded through the Accelerating Reform Fund and continues to be part of a steering committee with oversight of the two projects. Both projects are working to influence change across Local Authority boundaries in the six boroughs in Southwest London.

Carers can choose to receive information from RCC about opportunities to participate in local and national engagement activities and events and to take part in shaping services that are relevant to them. 629 carers are signed up to receive this targeted information. A range of opportunities were promoted to carers to share their experience and knowledge and help review and shape service provision.

RCC in partnership with Richmond Local Authority, will be working throughout 2024 to review the Local Carers Strategy London Borough of Richmond upon Thames (LBRUT).

3. Ensure the use of a variety of channels of communication to deliver, inform and engage carers and professionals

RCC makes use of a variety of communication channels to keep carers and other stakeholders informed. Regular service and information updates are shared with carers and professionals, with social media activity supporting our ability to communicate key messages from RCC and from other relevant partners. A text message service is in place to liaise with carers in relation to bookings for support, activities, breaks and training. RCC website is currently undergoing review to improve carer experience and enhance the quality of its content. This is a long-term piece of work. RCC is also planning to review our communication strategy and the telephone provision for the organisation.

4. Actively plan to attract a range of funding from a variety of sources

RCC has continued to receive income from local charities and would like to thank the following organisations for their continued support – Richmond Parish Lands Charity, The Barnes Fund and Hampton Fund. Without the support of these organisations, RCC would not be able to deliver elements of the essential support to adult and young unpaid carers that it currently provides.

RCC continued to work hard to attract donations and received income from a variety of sources to support young carers and adult group leisure breaks/activities, large annual events and specific elements of our support offer (for example Counselling provision). This has resulted in an increase in donations in this reporting year.

Support continued to be provided to individual carers to apply for individual grants from a range of grant givers to support with financial need. This also included the management of a number of small grant programmes to financially support individual adult carers with emergency grants, employment, education and training, wellbeing, access to respite breaks, the reduction of debt and to meet other household needs. Carers continue to be affected by cost-of-living issues and inability to access a break. 158 individual grants were issued to carers plus 140 food bank vouchers. Carers were actively connected to support available in the borough to help with the cost of living and other specialist financial advice.

5. Develop Workforce (Paid and Voluntary) and Capacity

RCC continues to offer a blended service to carers, having a range of choices for engagement and support. Staff also continue to have a flexible working schedule with a minimum of 60% of work time expected to be office based.

RCC continued its commitment to the training and development of staff. It supported staff performance through annual reviews and supervision meetings. During this reporting period, there were several changes to staffing. RCC recruited a number of new staff to the staff team to roles of Adult Carers Activity Coordinator, Adult Carer Support Team Leader and newly introduced Office Administrator. Active recruitment began to fill vacancies for a Schools Project Worker and Young Carers Support Worker.

Recruitment of additional volunteer counsellors was successful enabling growth in this team, and through 2024 RCC will be looking to engage more volunteers to support with delivery of breaks.

All staff had access to an Employee Assistance Scheme through Richmond upon Thames Local Authority and a number of other useful resources to increase access to emotional and practical support and enhance wellbeing at work. RCC introduced a Staff Wellbeing Plan in 2023 led by staff wellbeing champions. This survey looked at staff perception of support, belonging, wellbeing, learning, reward and communication. An annual people pulse survey was introduced and the results of these will be used to develop a People Plan as part of the Business Plan review process.

RCC continues to invest in the organisation's IT capacity and the Business Continuity Plan is reviewed annually.

6. Continue quality improvement and keep building on variety of methods to inform us about the quality of service delivery

RCC maintains two quality marks – Improving Quality (Progression Level) (awarded in October 2022) and Carers Trust Excellence for Carers Quality Award (awarded May 2024). We will be focusing on recommendations to expand our reach into the wider local voluntary sector and exploring new funding

techniques to build on our fundraising strategy. A full review and audit against the Improving Quality standards is due in October 2025.

Feedback from carers who use our services is highly valued. We use this feedback to influence our planning, recognise success, review our service offer and stimulate change and improvement. Carers were invited to a number of facilitated focus groups to share their views and support service development and review.

RCC continues to use an outcomes framework to measure carer perception of the impact and difference the service is making for unpaid carers. We gather feedback from carers who use our services both throughout the year and on an annual basis dependent on the nature of the service.

Financial review

In the year to 31 March 2024, income, primarily from the contract with the LBRUT to provide services to unpaid carers in the borough and from other grants and donations provided with the aim of supporting unpaid carers, was £927,020 compared to £841,153 in 2023. The 10% increase reflects the inflation increase in contractual income and additional grants and donations received in the year.

In the year, expenditure was £928,668 compared to £841,366 in 2023. The 10% increase also reflects the inflation increase to sub-contractors as well as higher staff salaries and general cost increases. As a result, RCC had a deficit of £1,648 (2023 deficit £213) and will need to continue to look to generate additional funds and carefully manage expenditure.

The total funds retained were £445,698 as at 31 March 2024 compared to £447,346 as at 31 March 2023, reflecting the deficit for the year. Total funds as at 31 March 2024 consists of £66,896 of restricted funds, and £378,802 of unrestricted funds. During the year, the fund designated funds for IT and property maintenance of £30,000 and the Covid reserve of £31,360 were transferred to unrestricted funds to simplify the reporting and better manage the overall level of reserves within the reserves policy.

Unrestricted funds, including the designated fund and the Covid reserve have increased from £366,989 to 378,802 and restricted funds have decreased from £80,357 to £66,896 reflecting the increase in services and activities in the year.

Investment policy

Cash balances are automatically managed between the interest-bearing CAF Gold account and the CAF Current Account to meet cash flow requirements. Funds not needed for immediate use are invested in on demand and term deposits with reputable banks and building societies to generate interest.

Reserves Policy

RCC holds reserves to increase resilience in times of uncertainty, to provide a temporary buffer if funding is lost, and to cover any future potential liabilities that are not provided for in the accounts.

RCC's funding model is a mixed one, with substantial funding coming from statutory bodies such as the London Borough of Richmond, and the majority of the rest from non-statutory grants and donations.

Through building fundraising activity we are trying to increase the level of income generated from donations and other sources in order to provide funds for new projects as well as ensuring that all overheads are covered. Some projects are funded by a sole funder, others may be funded by a mixture of funders. If funding for a particular project is lost, reserves may be used while alternative funding is sought, but if this is not possible the project would generally be terminated. The Board reviews risks to funding on a regular basis and has contingency plans for the loss of funding.

The target reserves are set between 4 and 6 months of budgeted expenditure, including rent, salaries and payments to sub-contractors. Total unrestricted funds at 31 March 2024 were £378,802, amounting to 4.8 months of budgeted expenditure.

Going Concern

The trustees have considered RCC's cash position and budget for the next financial year as well as the fact that the Carers Hub Service contract from LBRUT, which provides the majority of funding, has been renewed from 1 August 2024 for four years. The trustees believe that the charity has a reasonable expectation of having sufficient resources to continue in operation for the foreseeable future. Accordingly, the trustees continue to adopt the going concern basis of preparation of the accounts.

Thank you to our funders and fundraisers

We of course could not offer the services or have the same impact without the support of our funders and donors, and those who give their support in kind. They are acknowledged below and we thank them all most sincerely. In addition, we would like to thank those funders who wish to remain anonymous.

Achieving for Children	London Borough of Richmond Upon Thames
Carers Trust	Richmond Charities
Get Lucky Local	Richmond Parish Lands Charity
Hampton Fund	Richmond Voluntary Fund
Individual donors	Southwest London Integrated Care Board
Kew Village Market	The Barnes Fund
Kew Rotary	Stephen Clarke Charitable Settlement 1965
Kingston Hospital NHS	

Statement of responsibilities of the trustees

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

Charity law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Statement as to disclosure to our auditors
The Trustees in office at the date of approval of this report have confirmed that as far as they are aware there is no relevant audit information of which the charity's auditors are unaware.

Each of the trustees has confirmed they have taken all steps that they ought to have taken as Trustees to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditor.

Auditors
Goldwins limited were appointed as the auditors of the charity during the year and have expressed their willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees on 08.06.2024

and signed on their behalf by;

C Hawes

.....

Christine Hawes
Chair of Trustees

Independent Auditor's Report
To the members of
Richmond Carers Centre

Opinion

We have audited the financial statements of Richmond Carers Centre for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its income and expenditure for the year then ended:
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Independent Auditor's Report

To the members of

Richmond Carers Centre

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
    - Detecting, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
    - Detecting of the risks of fraud and responding whether they have knowledge of any actual or suspected fraud;
    - The internal controls in place to mitigate risks related to fraud or non-compliance with laws and regulations.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We performed analytical procedures to detect any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Independent Auditor's Report

To the members of

Richmond Carers Centre

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton

8 August 2024

Anthony Epton (Senior Statutory Auditor)
for and on behalf of
Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

Richmond Carers Centre
Statement of financial activities
(incorporating an income and expenditure account)
For the year ended 31 March 2024

	Note	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Income from:					
Donations and legacies	**3**	123,210	194,171	**317,381**	267,728
Income from trading activities	**4**	10,247	-	**10,247**	26,034
Charitable activities	**5**	583,742	-	**583,742**	543,427
Investment income	**6**	15,650	-	**15,650**	3,964
Total income		732,849	194,171	**927,020**	841,153
Expenditure on:					
Charitable activities	**7**	721,036	207,632	**928,668**	841,366
Total expenditure		721,036	207,632	**928,668**	841,366
Net (expenditure)/income before net gains / (losses) on investments		11,813	(13,461)	**(1,648)**	(213)
Net gains/(losses) on investments		-	-	-	-
Total net gains/(losses) on investments		-	-	-	-
Net income/(expenditure) for the year		11,813	(13,461)	**(1,648)**	(213)
Transfers between funds		-	-	-	-
Net income/(expenditure) before other recognised gains and losses		11,813	(13,461)	**(1,648)**	(213)
Reconciliation of funds:					
Total funds brought forward		366,989	80,357	**447,346**	447,559
Total funds carried forward		378,802	66,896	**445,698**	447,346

All of the above results are derived from continuing activities.
There were no other recognised gains or losses other than those stated above.
The attached notes form part of these financial statements.

Richmond Carers Centre
Balance sheet
As at 31 March 2024

	Note	2024 £	2024 £	2023 £	2023 £
Fixed assets:					
Tangible assets	11		555		1,563
			555		1,563
Current assets:					
Debtors	12	33,314		32,384	
Cash at bank and in hand		729,404		513,239	
		762,718		545,623	
Liabilities:					
Creditors: amounts falling due within one year	13	317,575		99,840	
Net current assets			445,143		445,783
Total net assets			445,698		447,346
Funds	13				
Restricted funds			66,896		80,357
Unrestricted funds:					
General funds		378,802		366,989	
Total unrestricted funds			378,802		366,989
Total funds			445,698		447,346

The Financial Statements were approved by the Board on ...08.08.2024

C Hawes
Trustee

S Tarshis
Trustee

Company registration no. 04412793

The attached notes form part of the financial statements.

Richmond Carers Centre
Statement of cash flows
For the year ended 31 March 2024

	Note	2024 £	2024 £	2023 £	2023 £
Cash flows from operating activities:					
Net cash provided by / (used in) operating activities	**16**		216,165		(4,922)
Cash flows from investing activities:					
Interest/ rent/ dividends from investments		-		-	
Sale/ (purchase) of fixed assets		-		(1,249)	
Sale/ (purchase) of investments		-		-	
Cash provided by / (used in) investing activities			-		(1,249)
Cash flows from financing activities:					
Repayments of borrowing		-		-	
Cash inflows from new borrowing		-		-	
Receipt of endowment		-		-	
Cash provided by / (used in) financing activities			-		-
Change in cash and cash equivalents in the year			216,165		(6,171)
Cash and cash equivalents at the beginning of the year			513,239		519,410
Change in cash and cash equivalents due to exchange rate movements			-		-
Cash and cash equivalents at the end of the year	**17**		729,404		513,239

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Going concern

The trustees have considered RCC's cash position and budget for the next financial year as well as the fact that the Carers Hub Service contract from LBRUT, which provides the majority of funding, has been renewed from 1 August 2024 for four years. The trustees believe that the charity has a reasonable expectation of having sufficient resources to continue in operation for the foreseeable future. Accordingly, the trustees continue to adopt the going concern basis of preparation of the accounts.

c) Income

Voluntary income including donations and grants that provide core funding or are of a general nature is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:-

- The donor specifies that the grant or donation must only be used in future accounting periods, or
- The donor has imposed conditions which must be met before The charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income recognised as earned (that is, as the related goods or services are provided).

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

e) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

1 Accounting policies (continued)

f) Expenditure and irrecoverable VAT
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating funds are the costs of trading for fundraising purposes.

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.

Grants payable are payments made to third parties in the furtherance of the charitable objectives. Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SOFA once the recipient of the grant has provided the specific service or output.

g) Operating leases
Rental charges are charged on a straight line basis over the term of the lease.

h) Tangible fixed assets
Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Fixtures and fittings	33% straight line

Individual fixed assets costing £500 or more are initially recorded at cost.

i) Debtors
Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

j) Cash at bank and in hand
Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

k) Creditors and provisions
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

l) Pensions
The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

2 Detailed comparatives for the statement of financial activities

	Unrestricted £	Restricted £	2023 Total £
Income from:			
Donations	114,131	153,597	267,728
Income from trading activities	4,309	21,725	26,034
Charitable activities	543,427	-	543,427
Investment income	3,964	-	3,964
Total income	665,831	175,322	841,153
Expenditure on:			
Charitable activities	700,568	140,798	841,366
Total expenditure	700,568	140,798	841,366
Net (expenditure)/income before net gains / (losses) on investments	(34,737)	34,524	(213)
Net gains/(losses) on investments	-	-	-
Total net gains/(losses) on investments	-	-	-
Net income/(expenditure) for the year	(34,737)	34,524	(213)
Transfers between funds	-	-	-
Net movement in funds	(34,737)	34,524	(213)
Reconciliation of funds:			
Total funds brought forward	401,726	45,833	447,559
Total funds carried forward	366,989	80,357	447,346

3 Donations and legacies

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Donations	3,784	-	**3,784**	3,798	-	3,798
Grants:			-			
The Barnes Fund	-	5,300	**5,300**	-	4,167	4,167
LBRUT Education and Children	62,000	2,000	**64,000**	62,000	2,000	64,000
Hampton Fund	-	103,208	**103,208**	-	70,066	70,066
Richmond Parish Lands Charity	55,550	22,038	**77,588**	48,333	14,142	62,475
Other Grants	1,876	61,625	**63,501**	-	63,222	63,222
	123,210	**194,171**	**317,381**	114,131	153,597	267,728

4 Income from trading activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Fundraising Events						
Events	10,247	-	**10,247**	4,309	21,725	26,034
	10,247	-	**10,247**	4,309	21,725	26,034

5 Charitable activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Contractual Income from Government or Public Authorities	583,742	-	**583,742**	543,427	-	543,427
	583,742	-	**583,742**	543,427	-	543,427

6 Investment income

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Interest	13,200	-	**13,200**	3,964	-	3,964
Room hire	2,450	-	**2,450**	-	-	-
	15,650	-	**15,650**	3,964	-	3,964

7 Analysis of expenditure

	Charitable activities				
	Services to carers	**Hub services**	**Governance**	**2024 Total**	2023 Total
	£	£	£	£	£
Direct costs					
Grant Funding of Activities	-	20,640	-	**20,640**	15,669
Other Direct Costs	101,220	212,657	-	**313,877**	269,254
Employment Costs	201,853	278,043	-	**479,896**	435,930
Support costs					
Establishment Costs	7,414	37,784	-	**45,198**	52,953
Office Expenses	16,000	34,382	-	**50,382**	41,713
Depreciation	-	1,008	-	**1,008**	2,900
Legal and Professional Costs	1,103	5,934	4,973	**12,010**	21,062
Auditors' Remuneration	-	-	5,400	**5,400**	1,800
Trustee Expenses	-	-	149	**149**	13
Bank Charges	-	-	108	**108**	72
	327,590	590,448	10,630	**928,668**	841,366
Governance costs	2,940	7,691	(10,630)	**-**	-
Total expenditure	**330,529**	**598,139**	**-**	**928,668**	841,366

Of the total expenditure £721,036 was unrestricted (2023: £700,568) and £207,632 was restricted (2023: £140,798).

7a Analysis of expenditure (prior year)

	Charitable activities				
	Services to carers	**Hub services**	**Governance**	**2023 Total**	2022 Total
	£	£	£	£	£
Direct costs					
Grant Funding of Activities	-	15,669	-	15,669	12,664
Other Direct Costs	22,510	246,744	-	269,254	237,944
Employment Costs	183,360	252,570	-	435,930	354,338
Support costs					
Establishment Costs	8,686	44,267	-	52,953	45,861
Office Expenses	13,247	28,466	-	41,713	39,046
Depreciation	-	2,900	-	2,900	2,670
Legal and Professional Costs	1,934	10,406	8,722	21,062	7,800
Auditors' Remuneration	-	-	1,800	1,800	1,800
Trustee Expenses	-	-	13	13	35
Bank Charges	-	-	72	72	114
	229,737	601,022	10,607	841,366	702,272
Governance costs	2,933	7,674	(10,607)	-	-
Total expenditure	**232,670**	**608,696**	**-**	**841,366**	702,272

Of the total expenditure £700,568 was unrestricted (2022: £573,144) and £140,798 was restricted (2022: £129,128).

8 Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2024	2023
	£	£
Depreciation	**1,008**	2,900
Audit fees	**4,000**	1,800

9 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024	2023
	£	£
Salaries and wages	**431,374**	389,145
Social security costs	**37,688**	35,145
Employer's pension	**10,834**	11,640
	479,896	435,930

The average number of employees was:

	2024	2023
	No.	No.
Direct Provision of Services to Carers	**10**	10
Support, service development and administration	**4**	4
	14	14

No employee, including the CEO, received emoluments amounting to over £60,000 during the current year (2023: nil).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2023: nil). No charity trustee received payment for professional or other services supplied to the charity (2023: nil). Trustee expenses of £149 were paid (2023 - £13)

10 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11 Tangible fixed assets

	Fixtures and fittings	Total
	£	£
Cost		
At the start of the year	26,609	**26,609**
Additions in year	-	**-**
Disposals in year	-	**-**
At the end of the year	26,609	**26,609**
Depreciation		
At the start of the year	25,046	**25,046**
Charge for the year	1,008	**1,008**
Eliminated on disposal	-	**-**
At the end of the year	26,054	**26,054**
Net book value		
At the end of the year	555	**555**
At the start of the year	1,563	**1,563**

12 Debtors

	2024	2023
	£	£
Other Debtors, Prepayments and Accrued Income	**33,314**	32,384
	33,314	32,384

13 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade Creditors	**23,158**	1,144
Taxation and Social Security	**10,745**	10,448
Accruals and Deferred income	**283,672**	88,248
	317,575	99,840

14 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Fixed assets	555	-	-	**555**
Net assets	378,247	-	66,896	**445,143**
Net assets at the end of the year	378,802	-	66,896	**445,698**

14a Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Fixed Assets	1,563	-	-	**1,563**
Net current assets	365,426	-	80,357	**445,783**
Net assets at the end of the year	366,989	-	80,357	**447,346**

15 Movements in funds

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Grants for Individual Funds	2,717	16,285	(20,640)	-	**(1,638)**
NHS YC in Schools	36,784	42,705	(42,266)	-	**37,223**
Richmond Voluntary Fund	2,521	43,414	(42,625)	-	**3,310**
P/T Carers Support Worker	13,508	6,476	(5,739)	-	**14,245**
YC Wellbeing & Activities	-	33,000	(35,814)	-	**(2,814)**
Adult Carers Activity	3,694	3,926	(5,915)	-	**1,705**
Part Time ACSW	21,133	48,365	(54,633)	-	**14,865**
	80,357	**194,171**	**(207,632)**	**-**	**66,896**
Designated Funds:					
IT and Property Maintenance Fund	30,000	-	-	(30,000)	-
COVID Fund	31,360	-	-	(31,360)	-
	61,360	-	-	(61,360)	-
General funds	305,629	732,849	(721,036)	61,360	**378,802**
Total unrestricted funds	366,989	732,849	(721,036)	-	378,802
Total funds	447,346	927,020	(928,668)	-	445,698

15a Movements in funds (prior year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Grants for Individual Funds	(400)	5,254	(2,137)	-	**2,717**
NHS YC in Schools	-	57,134	(20,350)	-	**36,784**
Richmond Voluntary Fund	-	17,705	(15,184)	-	**2,521**
P/T Carers Support Worker	12,212	5,000	(3,704)	-	**13,508**
Young Carers Mentoring	5,921	-	(5,921)	-	-
Young Carers Activities	959	20,667	(21,626)	-	-
Adult Carers Activity	1,339	6,020	(3,665)	-	**3,694**
Part Time ACSW	17,420	49,400	(45,687)	-	**21,133**
Global Make Some Noise	1,088	-	(1,088)	-	-
Yoga Workshops	594	-	(594)	-	-
LA Staff Retention	6700	-	(6,700)	-	-
	45,833	**161,180**	**(126,656)**	**-**	**80,357**
Designated Funds:					
IT and Property Maintenance Fund	30,000				**30,000**
COVID Fund	31,360	14,142	(14,142)	-	**31,360**
	61,360	14,142	(14,142)	-	**61,360**
General funds	340,366	665,831	(700,568)	-	**305,629**
Total unrestricted funds	401,726	679,973	(714,710)	-	366,989
Total funds	447,559	841,153	(841,366)	-	447,346

Purposes of restricted funds

Restricted funds funded the delivery of the following programs:

LA Staff Retention - to support staff as a response to the covid pandemic to be equipped to work remotely and support their wellbeing.

Young Carers Activities - to deliver a range of groups and leisure activities for young carers.

Richmond Voluntary Fund -to deliver a Health and Wellbeing Programme for young carers.

NHS YC in Schools - to support and deliver the Young Carers in Schools Programme in primary and secondary schools.

Grants for Individual Funds - to support carers with access to individual grants.

Part Time Carers Support Worker Fund - to deliver support, information and advice and range of services to adult carers.

Young Carers Mentoring Fund - to deliver support, information and advice to young carers.

Adult Carers Activity - to deliver a range of groups and leisure activities for adult carers.

Part Time ACSW - to deliver support, information and advice and range of services to unpaid adult carers.

Global Make Some Noise - to plan, coordinate, facilitate and deliver a range of activities for young carers.

Yoga Workshops -to deliver yoga workshops for adult carers.

16 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2024 £	2023 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	**(1,648)**	(213)
Depreciation	**1,008**	2,900
(Increase)/ decrease in debtors	**(930)**	(5,339)
Increase/ (decrease) in creditors	**217,735**	(2,270)
Net cash provided by / (used in) operating activities	**216,165**	(4,922)

17 Analysis of cash and cash equivalents

	2023 £	Cash flows £	Other changes £	**2024 £**
Cash at bank and in hand	513,239	216,165	-	**729,404**
Total cash and cash equivalents	513,239	216,165	-	**729,404**

18 Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Property **2024 £**	2023 £
Less than 1 year	32,500	32,500
1 - 5 years	51,458	83,958
	83,958	**116,458**

19 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the charity being wound up.

20 Related party transactions

There are no related party transactions to disclose for 2024 (2023: none).

RICHMOND CARERS CENTRE

England & Wales - Charity number 1092459

Accounts

Company No: 4412793 (England & Wales)
Registered Charity No. 1092459

RICHMOND CARERS CENTRE

(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT
AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

PB ASSOCIATES
CHARTERED ACCOUNTANTS

2 Castle Business Village
Station Road
HAMPTON
Middlesex TW12 2BX

RICHMOND CARERS CENTRE

Company Information

Trustees	Christine Hawes, Chair
	Michael Brownlee, Interim Vice Chair
	Carolyn Cullen, Secretary
	Anahita Daruwalla
	Batcho Notay
	Anne Gowan (Resigned 5.1.23)
	John Newton (Resigned 5.1.23)
	Sondra Tarshis, Treasurer (Co-opted 28.07.22 and Appointed 5.1.23)
	Margaret Edwards (Appointed 6.9.23)
	Nicholas Rettie (Appointed 6.9.23)
	Harry Yates (Appointed 6.9.23)
	Jane McGowan (Co-opted 9.12.21 and Resigned 5.1.23)
Chief Executive Officer	Melissa Wilks
Company Number	4412793
Charity Number	1092459
Registered Office	5 Briar Road Twickenham Middlesex TW2 6RB
Independent Auditor	Gareth Peter Rees, FCA PB Associates Chartered Accountants 2 Castle Business Village Station Road Hampton Middlesex TW12 2BX
Bankers	Cafbank Ltd PO Box 289 Kingshill West Malling Kent, ME19 4OA

REPORT OF THE TRUSTEES

Structure, Governance and Management

Constitution

The trustees present their report and the financial statements for the year ended 31 March 2023.

Richmond Carers Centre (RCC) is a charitable company limited by guarantee, incorporated on 9th April 2002. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. It was registered as a charity on 14th June 2002.

A review of the charities Articles of Association took place through this reporting year. New Articles were approved on 19 July 2023.

The charity is a network member of Carers Trust.

The company's objects and principal activities as stated in the memorandum and articles are:
RCC is established for the relief of those caring, in an unpaid capacity, for people in need with physical disabilities, learning disabilities, mental health problems, age or illness in the London Borough of Richmond upon Thames, and other such Local Authority areas as the Trustees may see fit, by providing practical help, service, support, advocacy, information and education to them.
and as stated in the mission statement:
Richmond Carers Centre to deliver and be the gateway to direct support, information and access to services for unpaid carers in the London Borough of Richmond upon Thames.

Values statement
The values that drive RCC are:
RESPONSIVE – listening, caring and empathy underpin our approach
INNOVATIVE - we are creative and solution focused, using our knowledge and experience to continually improve our offer.
RELIABLE – integrity and respect are important to us. We will do what we say we will.
DRIVEN – we believe in what we do and strive to make a positive difference
COLLABORATIVE – we are committed to working with our team, with carers and others to deliver the best service we can.

Trustees

The trustees, who are also directors for the purposes of company law and who served during the year and up to the date of this report, are set out on page 1. Following the change to the Articles on 19 July 2023, members of the board may remain in post for a period of three years after which time they may seek re-election for a further three year period. The current board members may remain in post until the first board meeting in 2026.

On retirement or resignation of any Trustee, the Board reviews the skills across the existing trustees to identify any gaps and will recruit to fill those skills.

Trustees are recruited through a process of advertisement and participation at local volunteer recruitment sessions, followed always by application and interview by a Committee, with the aim of securing a good range of experience and skills for the Trustee board. There are no outside bodies entitled to appoint Trustees.

REPORT OF THE TRUSTEES

Trustees contd.

New Trustees are inducted through visits to services; governance documents including the charity's Memorandum and Articles and the Charity Commission's guide 'The Essential Trustee'; opportunities to attend training on governance and the Trustee role and all aspects of unpaid carers; a Trustee Induction pack; and policies including Risk Management, Safeguarding, Financial Procedures, Equality and Diversity, Confidentiality, and Conflict of Interest.

Risk Management

The Trustees are currently reviewing and updating the risk management processes against the Charity Commission guidance. Trustees consistently review the major risks to which the Charity is exposed, and where practical, take steps to guard or mitigate against them. RCC has clear, regularly updated policies on professional good practice and on areas such as safeguarding, health and safety and financial procedures.

All Trustees are required to undertake safeguarding training. One Trustee is designated the Safeguarding Lead, ensuring the Board has sight and understanding of safeguarding issues, policy and procedures and their implementation. Staff receive appropriate training, and compliance and standards of performance are monitored through the appraisal and supervision process and reported quarterly.

All staff undertake training in Safeguarding and relevant financial processes.

Governance structure

The Board meets a minimum of six times a year to review progress against the organisation's objectives, provide strategic guidance and approve management decisions. Budgets are prepared in detail and the activities, operations and funding are subject to ongoing risk analysis and review. The trustees are satisfied that this system of analysis, planning, action and review enables them to identify major risks and that systems and strategies are in place to mitigate those risks.

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the CEO. An Operational Manager supports the CEO, with two service specific Team Leaders managing front line service delivery. The CEO reports regularly on both staff and business performance to trustees.

The trustees, in partnership with the staff team, participate in an annual review of the charity's business plan priorities and achievements and agree themes for future attention. The trustees consider how planned activities will contribute to the aims and objectives they have set.

Governance and Quality

RCC maintains two quality marks – Improving Quality (Progression Level) (awarded in October 2022) and Carers Trust Centre of Excellence. A full review and audit against the Improving Quality standards is carried out every three years. The Board continues to review the charity's governance against the Charity Governance Code.

Staff remuneration

Staff remuneration is reviewed annually by the Board against the rate of inflation and consideration is given to a general increase taking into account the organisation's financial position. The Board has adopted the London Living Wage. A Workplace Pension scheme is available to all staff, with a minimum staff contribution of 5% matched by an Employer contribution to a maximum of 4%.

REPORT OF THE TRUSTEES

Staff Development

There were 14 full and part-time staff in 2022/23. All staff have access to training throughout the year, both mandatory and specialist as required. Staff Wellbeing champions were appointed in 2023, and we are working together to introduce an annual wellbeing plan to support staff wellbeing and happiness in the workplace. The organisation was also supported by 22 volunteers (including Trustees) who receive relevant training and development.

RCC's local and national partners

RCC is a Network Partner of Carers Trust but is an independent organisation. Limited funding is received from Carers Trust through applications for grants. Through membership fees Carers Trust provides a range of support including information and research, training opportunities, funding opportunities, leadership and guidance, strategic support.

Access to information and resources is provided through the Carers Trust intranet (The Knowledge Hub), through an annual online/face to face Network Partner Conference, and regular topic based workshops/meetings. RCC is currently working with a number of London Carers Centres in a project supporting LGBTQ+ unpaid adult carers in Southwest London.

Locally, RCC is actively involved in a number of groups to ensure the voice of unpaid carers is heard across the health and social care sector. RCC co-chairs with the Local Authority the Carers Strategy Reference Group. Other groups include Richmond Place Based Partnership Committee, Integrated Care System's involvement group Community Voices Richmond, Local Authority's Care and Support Partnership Board, local Health and Wellbeing Network, Carer Champion Meetings, and more.

RCC works in partnership with other local charities (Richmond and Kingston Crossroads Care, Homelink Day Services, Addiction Support and Care Agency (ASCA), Richmond Borough Mind, Integrated Neurological Society (INS), in the provision of local services. This partnership is in the form of a contracted service led by RCC with these local charities delivering subcontracted specialist work.

Key Achievements in 2022/2023

This was the charity's twenty-first year of operation. RCC continued to make good progress towards realising its vision – 'To know and be known by all local carers, providing or influencing the provision of support for them'.

The Charity develops a separate short Impact Report every year which includes qualitative and quantitative results against outcomes survey showing carer perception about the impact and difference support has made to them. Highlights in this year:

1. Reaching more than 2,500 carers through services, 10% increase on the previous year.
2. Selected as one of three local charities by Richmond Voluntary Fund to raise money to support services for young carers.
3. Expansion of activities programmes for both adult and young carers to support with access to a break, reduce feelings of isolation and loneliness, learn new skills, and develop relationships with others.
4. Introduction of a new Young Carers in Schools project to support local primary and secondary schools achieve Young Carers in Schools Award and improve recognition, identification and support for young carers within these environments.

REPORT OF THE TRUSTEES

Strategic Objectives for 2021-2024

The Trustees reviewed the Strategic Objectives set in 2021/22 in light of the current economy, and developments in health and social care, and agreed that the priorities remain appropriate for 2023/24.

The charity focused on the following business plan objectives:

1. Deliver and further develop services for carers

As at April 2023, 2,395 carers were registered with RCC. 29% of carers registered have identified themselves as BAME. 30% of carers are male, and 69% female. 23% are young carers (under 18 years of age).

RCC continued its focus on the implementation of a blended model of support for adult and young carers. This model offers carers a choice about how to receive support and information – online, face to face and on the telephone. RCC continued to invest in developing this approach throughout the year.

Key achievements and challenges in the year April 2022 to March 2023 include:

RCC continues to lead the delivery of the Carers Hub Service. This service was commissioned by the London Borough of Richmond upon Thames (LBRUT). The contract is led by RCC with five local voluntary sector organisations sub-contracted to deliver specialist elements of the service – specifically targeting dementia, neurological conditions, addiction, and mental health. The services offered to carers include universal and specialist information, emotional support for individuals and small groups, a range of formal and informal respite and facilitated break activities, individual grants to support carers to have a break, training for adult carers, specialist support for young carers, a caring café for carers and people living with dementia, professional awareness, the promotion of engagement opportunities and strategic leadership.

1. Deliver and further develop services for carers

There has continued to be a growth in the referral of new carers. Over the 12 month period, 447 new referrals (364 adults and 88 young carers) were received, and 4,503 contacts were held with carers, providing information, advice and listening support. RCC continued to offer a minimum of 30 hours per week of advice and support over the telephone and online. However, with very high levels of demand for information and advice continuing, the number of hours of delivery per week remains high.

In addition to information and advice, informal emotional support was provided on a 1:1 basis. A total of 346 sessions were provided for adult carers and 301 for young carers. Adult carers continued to have access to counselling, with over 150 sessions delivered online. Over 200 adult carers participated in 49 online training sessions covering a range of topics from wellbeing to rights and entitlements. A comprehensive range of leisure and group support activities were delivered for adult and young carers providing over 2,100 breaks. Young carers continued to access mentoring support.

Additional funding was attracted to specifically help both adult and young carers to access much needed break/respite opportunities. This funding helped RCC to develop and deliver ambitious break activity programmes.

RCC also continued to engage with local health, social care and education professionals with a focus on identification, recognition and support for unpaid carers. Delivering 40 individual and group sessions to over 400 professionals.

RCC delivered a range of events for adult and young carers. Examples of these include Wellbeing Day for adult carers to mark Carers Week and Young Carers Action Day celebration event.

2. Be the strategic focus to influence services and outcomes for carers

RCC communicated regularly with local statutory and voluntary sector organisations regarding local services, national carer focused policy activity and information. RCC continued to represent the sector and the voice of unpaid carers through participation in several key strategic health, social care and voluntary sector forums. This included co-chairing the Richmond Carers Strategy Reference Group. RCC supported the carer representative on the Richmond Health and Wellbeing Board. RCC actively engaged in local and national development work relating to Integrated Care Services and was invited to take Carer Lead role on Richmond Place Based Partnership Committee.

RCC worked closely with key local and national stakeholders to ensure carers had access to public health information, for example access to flu and COVID-19 vaccination offers, and was actively involved in a review of End of Life Care support for carers across South West London.

Carers can choose to receive information from RCC about opportunities to participate in local and national engagement events and to be part of activities shaping services that are relevant to them. 416 carers are signed up to receive this targeted information.

3. Ensure the use of a variety of channels of communication to deliver, inform and engage carers and professionals

RCC continues to make use of a variety of communication channels to keep carers and other stakeholders informed. Regular print and digital service updates are shared with carers and professionals, with social media adding to our ability to communicate key messages. RCC continues to build on our presence on Instagram and other social media platforms. RCC continues to try to support carers to access technology and digital information. RCC are currently reviewing our social media policy following the release of Charity Commission Social Media guidance for charities.

4. Actively plan to attract a range of funding from a variety of sources

RCC remains the local lead for the delivery of universal services for adult and young carers, through actively participating in local change activity with a clear focus on influencing the development of local services for unpaid carers. RCC also participates in local review and engagement meetings concerning commissioned services.

RCC has continued to receive income from local charities and would like to thank the following organisations for their continued support – Richmond Parish Lands Charity, The Barnes Fund and Hampton Fund. Without the support of these organisations, RCC would not be able to deliver elements of the essential support to adult and young unpaid carers that it currently provides.

RCC continued to work hard to attract donations and received income from a variety of sources to support young carers and adult group leisure breaks/activities, large annual events and specific elements of our support offer (for example Counselling provision).

Support continued to be provided to individual carers to apply for individual grants from a range of grant givers to support with financial need. This also included the management of a number of small grant programmes to financially support individual adult carers with emergency grants, employment, education and training, wellbeing, access to respite breaks, the reduction of debt and to meet other household needs. There has been an increase in the number of carers supported through individual grants. Carers were also actively connected to other local emergency provision and financial advice and support.

5. Develop Workforce (Paid and Voluntary) and Capacity

RCC staff team and board worked together to test a flexible working approach to respond to need to support work/life balance and staff wellbeing. We continue to offer a blended service to carers, having a range of choices for engagement and support.

RCC continued its commitment to the training and development of staff. It supported staff performance through annual reviews and supervision meetings. During this reporting period, there were several changes to staffing. RCC recruited a number of new staff to our team to roles of Young Carers Support Worker, Young Carers in Schools Project Workers (two), Adult Carers Support Workers (two), Communication and Information Coordinator and Adult Carers Activity Coordinator.

The team of volunteers remains stable with a focus on supporting the delivery of counselling service and wellbeing activities for adult carers.

All staff had access to an Employee Assistance Scheme through Richmond upon Thames Local Authority and a number of other useful resources to increase access to emotional and practical support and enhance wellbeing at work.

RCC continues to invest in the organisation's IT capacity.

6. Continue quality improvement and keep building on variety of methods to inform us about quality of service delivery

RCC maintains two quality marks – Improving Quality Progression Level and Carers Trust Centre of Excellence. A full review and audit against the Improving Quality standards is due in October 2025.

Feedback from carers who use our services is highly valued. We use this feedback to influence our planning, recognise success, review our service offer and stimulate change and improvement. Carers were invited to facilitated focus groups to share their views and support service development and review.

RCC continues to use an outcomes framework to measure carer perception of the impact and difference the service is making for unpaid carers. Outcome indicators for young carers were reviewed and updated in 2022 to ensure they are more age appropriate and reflect the needs of this vulnerable group.

Financial Review:

In the year to 31st March 2023, income increased from £772,792 by 9% to £841,153 reflecting the inflation increase in contractual income and additional donations received in the year.

In the year, expenditure increased from £702,272 and rose by 20% to £841,366 reflecting higher levels of activity as staff levels increased as well as additional grants being provided to carers in the light of the higher cost of living.

The total funds retained were £447,346 as at 31 March 2023 compared to £447,559 as at 31 March 2022. Total funds as at 31 March 2023 consists of £80,357 of restricted funds, £30,000 of funds designated funds for IT and property maintenance, a Covid reserve of £31,360 and £305,629 of unrestricted funds.

Overall, these figures show a small decrease of £213 in retained funds over the last financial year with unrestricted funds reducing by £34,737 and restricted funds increasing by £34,524. The reduction on unrestricted funds is the result of the full staffing levels and increased activity in 2023.

Investment policy
Cash balances are automatically managed between the interest-bearing CAF Gold account and the CAF Current Account to meet cash flow requirements. Funds not needed for immediate use are invested in on demand and term deposits with reputable banks to generate interest.

Reserves Policy
RCC holds reserves to increase resilience in times of uncertainty, to provide a temporary buffer if funding is lost, and to cover any future potential liabilities that are not provided for in the accounts.

RCC's funding model is a mixed one, with substantial funding coming from statutory bodies such as the London Borough of Richmond, and the majority of the rest from non-statutory grants. Through building fundraising activity we are trying to increase the level of income generated from donations and other sources in order to provide funds for new projects as well as ensuring that all overheads are covered.

Some projects are funded by a sole funder, others may be funded by a mixture of funders. If funding for a particular project is lost, reserves may be used while alternative funding is sought, but if this is not possible the project would generally be terminated. The Board reviews risks to funding on a regular basis and has contingency plans for the loss of funding.

The target reserves are set between 4 and 6 months of budgeted expenditure, including rent, salaries and payments to sub-contractors. Total unrestricted and designated funds at 31 March 2023 were £366,989, amounting to 4.8 months of budgeted expenditure.

Going Concern
The trustees have considered RCC's cash position and budget for the next financial year as well as the fact that the Carers Hub Service contract from London Borough of Richmond upon Thames (LBRUT), which provides the majority of funding, ends on 31 July 2024. LBRUT is currently considering how to recommission this contract. Provided a new contract is agreed with RCC at a funding level not materially different to the previous contract, the trustees believe that the charity has a reasonable expectation of having sufficient resources to continue in operation for the foreseeable future. In the event that the contract is not renewed, RCC would need to restructure to continue to meet its charitable objectives. However, the cash and reserves position should be sufficient to allow this to take place. Accordingly, the trustees continue to adopt the going concern basis of preparation of the accounts.

Thank you to our funders and fundraisers

We of course could not offer the services or have the same impact without the support of our funders and fundraisers, and those who give their support in kind. They are acknowledged below and we thank them all most sincerely. In addition, we would like to thank those funders who wish to remain anonymous.

Achieving for Children	NHS London Health and Care Partnership
Get Lucky Local	Richmond Charities
Hampton Fund	Richmond Parish Lands Charity
Kew Village Market	Richmond Voluntary Fund
London Borough of Richmond Upon Thames	The Barnes Fund

REPORT OF THE TRUSTEES

Financial Review contd.:

Statement as to Disclosure of Information to Auditors

The Trustees in office at the date of approval of this report have confirmed that, as far as they are aware, there is no relevant audit information of which the auditors are unaware.

Each of the Trustees has confirmed that they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditors.

The Trustees' Report was approved by the Trustees on 26/10/23 and signed on their behalf by:

C. Hawes

Christine Hawes
Chair of Trustees

TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The Trustees (who are also Directors of Richmond Carers Centre for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charities SORP,
- make judgements and estimates that are reasonable and prudent,
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware, and
- the Trustees have taken all steps they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RICHMOND CARERS CENTRE

Opinion

We have audited the financial statements of Richmond Carers Centre (the 'charity') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, Statement of Financial Position and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2023 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RICHMOND CARERS CENTRE contd.

Other information contd.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees and directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charity for the purpose of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RICHMOND CARERS CENTRE contd.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identify and assess the risks of material misstatement of the Financial Statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

Identifying and assessing potential risks related to irregularities.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- enquiring of management whether they were aware of any instances of fraud or non-compliance with laws and regulations;

- obtaining an understanding of the legal and regulatory framework within which the charity operates. The main laws and regulations we considered as affecting the financial statements were charity legislation, the Companies Act 2006, UK tax legislation and the regulations made under the Coronavirus Act 2022, including the various financial reliefs available;

- discussing amongst the engagement team how and where fraud might occur and any potential indicators of fraud. As part of this discussion we identified potential fraud risks in relation to misstatement of income and management override of controls.

Audit response to risks identified.

Our procedures to respond to the identified risks included:

- analytical review of the financial statements

- checking a sample of grant documentation to grants received and reviewing whether restricted or unrestricted;

- examining journal entries to address the risk of fraud through management override of controls;

- reviewing minutes of board meetings;

- review of the disclosures in the financial statements.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RICHMOND CARERS CENTRE contd.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity's members, as a body, in accordance with chapter 3 of part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

2 Castle Business Village
Station Road
Hampton
Middlesex
TW12 2BX

Gareth Rees (Senior Statutory Auditor)

For and on behalf of
PB Associates
Chartered accountants & statutory auditor

14 November 2023

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
INCOME					
Incoming Resources:					
Incoming Resources from Generated Funds					
Voluntary Income	2	114,131	153,597	267,728	253,604
Activities for Generating Funds	4	4,309	21,725	26,034	3,199
Investment Income	5	3,964	-	3,964	999
Incoming Resources from Charitable Activities	6	543,427	-	543,427	514,990
Total Incoming Resources		665,831	175,322	841,153	772,792
RESOURCES EXPENDED					
Costs of generating funds					
Charitable Activities	7,8	689,961	140,798	830,759	700,323
Governance Costs	7,9	10,607	-	10,607	1,949
Total Outgoing Resources		700,568	140,798	841,366	702,272
Net income/(expenditure) before transfers		(34,737)	34,524	(213)	70,520
Transfers					
Gross Transfers between Funds		-	-	-	-
Net Movements in Funds		(34,737)	34,524	(213)	70,520
Reconciliation of Funds					
Total Funds Brought Forward		401,726	45,833	447,559	377,039
Total Funds Carried Forward		£366,989	£80,357	£447,346	£447,559

RICHMOND CARERS CENTRE
(COMPANY NO. 4412793)

BALANCE SHEET AS AT 31 MARCH 2023

	Note		2023 £		2022 £
FIXED ASSETS					
Tangible Assets	14		1,563		3,214
CURRENT ASSETS					
Debtors	15	32,384		27,045	
Cash at Bank and in Hand		513,239		519,410	
		545,623		546,455	
CREDITORS: Due within one year	16	99,840		102,110	
Net Current Assets			445,783		444,345
NET ASSETS			£447,346		£447,559
FUNDS OF THE CHARITY:					
Restricted Funds in Surplus			80,357		46,233
Restricted Funds in Deficit			-		(400)
Total Restricted Funds			80,357		45,833
Unrestricted Funds					
Unrestricted Income Funds			366,989		401,726
Total Charity Funds			£447,346		£447,559

These accounts have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

These accounts were approved by the Directors on 26/10/23 and are signed on their behalf by:

C. Hawes ..... **C. HAWES - TRUSTEE**

S Tarshis ..... **S TARSHIS - TRUSTEE**

CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2023

	2023	2022
Cashflows from Operating Activities		
Net Cash Utilised by Operating Activities (see note below)	(£6,171)	£24,349
Change in Cash and Cash Equivalents in the Reporting Period	(6,171)	24,349
Cash and Cash Equivalents at Beginning of the Reporting Period	519,410	495,061
Cash and Cash Equivalents at End of the Reporting Period	£513,239	£519,410
Reconciliation of Net Income/Expenditure to Net Cashflow from Operating Activities		
Net Income/(Expenditure) for the Reporting Period (per Statement of Financial Activities)	(213)	70,520
Depreciation	2,900	2,670
(Increase)/Decrease in Debtors	(5,339)	5,489
(Decrease) in Creditors	(2,270)	(54,330)
Purchase of Fixed Assets	(1,249)	-
Net Cash Utilised by Operating Activities	(£6,171)	£24,349
Analysis of Cash and Cash Equivalents		
Cash at Bank	£513,239	£519,410

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES

Basis of Preparation
The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice Accounting and Reporting by Charities (FRS 102). The accounts are presented in Sterling which is the Charity's functional currency.

Going Concern
The trustees have considered RCC's cash position and budget for the next financial year as well as the fact that the Carers Hub Service contract from London Borough of Richmond upon Thames (LBRUT), which provides the majority of funding, ends on 31 July 2024. LBRUT is currently considering how to recommission this contract. Provided a new contract is agreed with RCC at a funding level not materially different to the previous contract, the trustees believe that the charity has a reasonable expectation of having sufficient resources to continue in operation for the foreseeable future. In the event that the contract is not renewed, RCC would need to restructure to continue to meet its charitable objectives. However, the cash and reserves position should be sufficient to allow this to take place. Accordingly, the trustees continue to adopt the going concern basis of preparation of the accounts.

Fund Accounting Policy
Unrestricted income funds are general funds that are available for use at the Trustees' discretion in furtherance of the objectives of the charity.

Restricted 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.

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

Further details of each fund are disclosed in note 20.

Incoming Resources
Voluntary income including donations and grants that provide core funding or are of a general nature is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:-

- The donor specifies that the grant or donation must only be used in future accounting periods, or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income recognised as earned (that is, as the related goods or services are provided).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES

Resources Expended

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating funds are the costs of trading for fundraising purposes.

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.

Grants payable are payments made to third parties in the furtherance of the charitable objectives. Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SOFA once the recipient of the grant has provided the specific service or output.

Governance Costs
Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meeting and the cost of any legal advice to trustees on governance or constitutional matters.

Support Costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita by the time spent and other costs by their usage.

Fixed Assets
Individual fixed assets costing £250 or more are initially recorded at cost.

Depreciation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:-

Fixtures, fittings and equipment	33% straight line

Operating Leases
Rentals payable under operating leases are charged in the statement of financial activities on a straight line basis over the lease term.

Pensions
The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

2. VOLUNTARY INCOME

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Donations and Legacies				
Appeals and Donations	3,798	-	3,798	18,134
Grants				
Trusts and Foundations	48,333	151,597	199,930	173,470
Local Authority Grants	62,000	2,000	64,000	62,000
	110,333	153,597	263,930	235,470
	£114,131	£153,597	£267,728	£253,604

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2023

3. GRANT INCOME	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
The Barnes Fund	-	4,167	4,167	5,000
LBRUT Education and Children	62,000	2,000	64,000	62,000
Hampton Fund	-	70,066	70,066	50,275
Richmond Parish Lands Charity	48,333	14,142	62,475	66,643
Other Grants	-	63,222	63,222	51,552
	110,333	153,597	263,930	235,470

4. ACTIVITIES FOR GENERATING FUNDS				
Fundraising Events				
Events	4,309	21,725	26,034	3,199

5. INVESTMENT INCOME				
Interest on Cash Deposits	3,964	-	3,964	999

6. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES				
Services to Carers				
Fees and Supplies	-	-	-	-
Hub Services				
Fees and Supplies	-	-	-	-
Contractual Income from Government or Public Authorities	543,427	-	543,427	514,990
	543,427	-	543,427	514,990
	543,427	-	543,427	£514,990

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2023

7. TOTAL RESOURCES EXPENDED	Services to carers £	Hub Services £	Governance £	Total £
Direct Costs				
Grant Funding of Activities	-	15,669	-	15,669
Other Direct Costs	22,510	246,744	-	269,254
Employment Costs	183,360	252,570	-	435,930
	205,870	514,983	-	720,853
Support Costs				
Establishment Costs	8,686	44,267	-	52,953
Office Expenses	13,247	28,466	-	41,713
Depreciation	-	2,900	-	2,900
Legal and Professional Costs	1,934	10,406	8,722	21,062
Auditors' Remuneration	-	-	1,800	1,800
Trustee Expenses	-	-	13	13
Bank Charges	-	-	72	72
	23,867	86,039	10,607	120,513
	229,737	601,022	10,607	841,366

8. DETAILS OF CHARITABLE ACTIVITIES	Activities undertaken directly	Grant funding of activities	Total 2023	Total 2022
Services to Carers	229,737	-	229,737	179,044
Hub Services	585,353	15,669	601,022	521,279
	£815,090	£15,669	£830,759	£700,323

9. GOVERNANCE COSTS	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Bank Charges	72	-	72	114
Trustee Expenses	13	-	13	35
Auditors' Remuneration	1,800	-	1,800	1,800
Legal Fees	8,722		8,722	-
	£10,607	-	£10,607	£1,949

10. **TRUSTEES' REMUNERATION AND EXPENSES**

No Trustees received any remuneration during the year. Trustee expenses of £13 were paid (2022 - £35).

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2023

11. NET INCOME/(EXPENDITURE)

	2023	2022
	£	£
Net income/(expenditure) is stated after charging:		
Auditors' Remuneration – Audit Services	1,800	1,800
Depreciation of Tangible Fixed Assets	2,900	2,670

12. EMPLOYEES' REMUNERATION

The average number of persons employed by the charity during the year was as follows:

	2023	2022
Direct Provision of Services to Carers	10	8
Support, service development and administration	4	3
	14	11

The aggregate payroll costs of these persons were as follows:

Wages and Salaries	389,145	317,907
Social Security	35,145	26,533
Other Pension Costs	11,640	8,779
	435,930	353,219

There were no employees whose emoluments exceeded £60,000 per annum in the current or previous year.

13. TAXATION

Richmond Carers Centre is a registered charity and is, therefore, exempt from taxation on income insofar as it is applied for charitable purposes.

14. TANGIBLE FIXED ASSETS

	Fixtures, Fittings & Equipment
Cost	£
As at 1 April 2022 and 31 March 2023	25,360
Additions	1,249
Disposals	-
As at 31 March 2023	£26,609
Depreciation	
As at 1 April 2022	22,146
Charge for the year	2,900
As at 31 March 2023	£25,046
Net Book Value	
As at 31 March 2023	£1,563
As at 31 March 2022	£3,214

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2023

15. **DEBTORS**

	2023	2022
	£	£
Other Debtors, Prepayments and Accrued Income	32,384	27,045

16. **CREDITORS: amounts falling due within one year**

Trade Creditors	1,144	12,227
Taxation and Social Security	10,448	8,479
Accruals and Deferred Income	88,248	81,404
	£99,840	£102,110

Creditors amounts falling due within one year includes deferred income.

As at 1 April 2022	79,604	144,182
Amount Released to Incoming Resources	(79,604)	(144,182)
Amount Deferred in the year	86,448	79,604
As at 31 March 2023	£86,448	£79,604

17. **MEMBERS' LIABILITY**

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

18. **OPERATING LEASE COMMITMENTS**

As at 31 March 2023 the charity had annual commitments under non-cancellable operating leases as follows:

Operating leases which expire

	Land Buildings	
	2023	2022
Between two and five years	£33,800	£33,800

19. **PENSION SCHEME**

Defined Contribution Pension Scheme
The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £11,640 (2022 - £8,779).

There were outstanding contributions of £NIL (2022 - £NIL) at the end of the financial year.

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2023

20. ANALYSIS OF FUNDS	At 1 April 2022	Incoming Resources	Resources Expended	Transfers	At 31 March 2023
	£	£	£	£	£
Designated Funds					
IT and Property Maintenance Fund	30,000	-	-	-	30,000
COVID Fund	31,360	14,142	14,142	-	31,360
	61,360	14,142	14,142	-	61,360
Unrestricted Funds					
Unrestricted Income Funds	340,366	665,831	700,568	-	305,629
Restricted Funds					
Carers Conference	-	-	-	-	-
Grants for Individual Funds	(400)	5,254	2,137	-	2,712
NHS YC in Schools	-	57,134	20,350	-	36,784
Richmond Voluntary Fund	-	17,705	15,184	-	2,521
P/T Carers Support Worker	12,212	5,000	3,704	-	13,508
Young Carers Mentoring	5,921	-	5,921	-	-
Young Carers Activities	959	20,667	21,626	-	-
Adult Carers Activity	1,339	6,020	3,665	-	3,694
Part Time ACSW	17,420	49,400	45,687	-	21,133
Global Make Some Noise	1,088	-	1,088	-	-
Yoga Workshops	594	-	594	-	-
Achieving Ambitions	-	-	-	-	-
LA Staff Retention	6,700	-	6,700	-	-
	45,833	161,180	126,656	-	80,357
	£447,559	£841,153	£841,366	£NIL	£447,346

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2023

21. DESCRIPTION OF FUNDS

Carers Conference – to deliver an event for carers as part of Carers Week.

Grants for Individual Funds – to support carers with access to individual grants.

Covid – to support infrastructure and staffing costs in relation to pandemic response.

Part Time Carers Support Worker Fund – to deliver support, information and advice and range of services to adult carers.

Young Carers Mentoring Fund – to deliver support, information and advice to young carers.

Adult Carers Activity – to deliver a range of groups and leisure activities for adult carers.

Part Time ACSW - to deliver support, information and advice and range of services to unpaid adult carers.

Global Make Some Noise – to plan, coordinate, facilitate and deliver a range of activities for young carers.

Yoga Workshops – to deliver yoga workshops for adult carers.

Achieving Ambitions – to deliver a bespoke programme for young carers with focus on ambitions and careers.

22. NET ASSETS BY FUND

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Tangible Assets	1,563	-	1,563	3,214
Current Assets	380,818	164,805	545,623	546,455
Creditors – amounts falling due within one year	(15,392)	(84,448)	(99,840)	(102,110)
Net Assets	£366,989	£80,357	£447,346	£447,559

23. CONTROL

The charity is controlled by the Trustees who are all Directors of the company.

RICHMOND CARERS CENTRE

England & Wales - Charity number 1092459

Accounts

Company No: 4412793 (England & Wales)
Registered Charity No. 1092459

RICHMOND CARERS CENTRE

(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT
AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

PB ASSOCIATES
CHARTERED ACCOUNTANTS

2 Castle Business Village
Station Road
HAMPTON
Middlesex TW12 2BX

RICHMOND CARERS CENTRE

Company Information

Trustees	Christine. Hawes, Chair
	John Newton, Vice Chair
	Michael Brownlee, Treasurer
	Carolyn Cullen, Secretary
	Ana Daruwalla
	Anne Gowan
	Nick Gray (resigned 9/12/21)
	Batcho Notay
	Jane McGowan (co-opted 09/12/21)
	Sondra Tarshis (co-opted 28/07/22)
Chief Executive Officer	Melissa Wilks
Company Number	4412793
Charity Number	1092459
Registered Office	5 Briar Road Twickenham Middlesex TW2 6RB
Independent Auditor	Gareth Peter Rees, FCA PB Associates Chartered Accountants 2 Castle Business Village Station Road Hampton Middlesex TW12 2BX
Bankers	Cafbank Ltd PO Box 289 Kingshill West Malling Kent, ME19 4OA

TRUSTEES' REPORT

The trustees present their report and the financial statements for the year ended 31 March 2022. The trustees, who are also directors for the purposes of company law and who served during the year and up to the date of this report, are set out on page 1.

Richmond Carers Centre (RCC) is a charitable company limited by guarantee, incorporated on 9th April 2002. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. It was registered as a charity on 14th June 2002.

The charity is a network member of Carers Trust.

Objectives

The company's objects and principal activities as stated in the memorandum and articles are:

RCC is established for the relief of those caring, in an unpaid capacity, for people in need with physical disabilities, learning disabilities, mental health problems, age or illness in the London Borough of Richmond upon Thames, and other such Local Authority areas as the Directors may see fit, by providing practical help, service, support, advocacy, information and education to them.

and as stated in the mission statement:

Richmond Carers Centre to deliver and be the gateway to direct support, information and access to services for unpaid carers in the London Borough of Richmond upon Thames.

Values statement

The values that drive RCC are:
RESPONSIVE – listening, caring and empathy underpin our approach
INNOVATIVE - we are creative and solution focused, using our knowledge and experience to continually improve our offer
RELIABLE – integrity and respect are important to us. We will do what we say we will.
DRIVEN – we believe in what we do and strive to make a positive difference
COLLABORATIVE – we are committed to working with our team, with carers and others to deliver the best service we can

Structure, governance and management.

Recruitment and Appointment of Management Committee
The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee. The members of the Management Committee are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Management Committee seeks to ensure that it remains aware of the needs of carers by appointing a high proportion of trustees with personal experience of caring for others. All the members of the Management Committee give their time voluntarily and received no benefits from the charity.

Organisational Structure
A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the CEO. An Operational Manager supports the CEO, with two service specific Team Leaders managing front line service delivery. The CEO reports regularly on both staff and business performance to trustees.

Governance
Trustee meetings are held six-weekly to review progress against the organisation's objectives, provide strategic guidance and approve management decisions. Budgets are prepared in detail and the activities, operations and funding are subject to ongoing risk analysis and review. The trustees are satisfied that this system of analysis, planning, action and review enables them to identify major risks and that systems and strategies are in place to mitigate those risks. The trustees, in partnership with the staff team, participate in an annual review of the charity's business plan priorities and achievements and agree themes for future attention. The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Trustee Induction and Training
New trustees receive a Trustee Induction Package. Trustees also have access to a range of training opportunities which they are expected to utilise.

Achievements and performance

This was the charity's twentieth year of operation. RCC continued to make good progress towards realising its vision – 'To know and be known by all local carers, providing or influencing the provision of support for them'.

The charity focused on the following business plan objectives:

1. Deliver and develop services for carers

As at April 2022, 2,174 carers were registered with RCC. 28% of carers registered have identified themselves as BAME. 30% of carers are male, and 69% female. 24% are young carers (under 18 years of age).

RCC began to focus on the implementation of a blended model of support for adult and young carers. This model offered carers choice about how to receive support and information – online, face to face and on the telephone. RCC continued to invest in developing this approach throughout the year. Part of this work included attention to reviewing risk assessments for the organisation and all elements of service delivery.

Key achievements and challenges in the year April 2021 to March 2022 include:

a. RCC continues to lead the delivery of the Carers Hub Service. This service was commissioned by the London Borough of Richmond upon Thames (LBRUT). The contract is led by RCC with five local voluntary sector organisations sub-contracted to deliver specialist elements of the service – specifically targeting dementia, neurological conditions, addiction, and mental health. A new subcontractor was added to the group from August 2021 delivering group support for carers caring for someone living with dementia. The services offered to carers include universal and specialist information, emotional support for individuals and small groups, training for adult carers, specialist support for young carers, a caring café for carers and people living with dementia, professional awareness, the promotion of engagement opportunities and strategic leadership. A variation to the LBRUT contract was agreed from April 2021 – March 2022. This variation extended the services offered to adult carers including individual grants to support carers to have a break from caring, and a range of formal and informal respite and facilitated break activities, focusing on helping to improve carer emotional and physical wellbeing.

b. Direct Support – individual and group

There has continued to be a growth in the referral of new carers. Over the 12 month period, 371 new referrals (255 adults and 116 young carers) were received, and 4,766 contacts were held with carers, providing information, advice and listening support. RCC continued to offer a minimum of 30 hours per week of advice and support over the telephone and online. However, with very high levels of demand for information and advice continuing, the number of hours of delivery per week increased significantly. Levels of demand have remained high.

In addition to information and advice, informal emotional support was provided on a 1:1 basis. A total of 910 sessions were provided for adult carers and 255 for young carers. Adult carers continued to have access to counselling, with over 200 sessions delivered online. Over 100 adult carers participated in 47 online training sessions covering a range of topics from wellbeing to rights and entitlements. A comprehensive range of leisure and group support activities were delivered for adult and young carers – delivery of these were a mix of online and face to face sessions in line with the organisational transition plan. Young carers continued to access mentoring support.

RCC continued to offer support packages for young carers to help with having a break. Additional funding was attracted to specifically help young carers with education and careers advice, and to support adult carers to access much needed break/respite opportunities.

RCC also continued to engage with local health, social care and education professionals with a focus on identification, recognition and support for unpaid carers. Delivering 25 individual and group sessions to over 340 professionals.

RCC delivered a range of events for adult and young carers. Examples of these include Wellbeing Day for adult carers to mark Carers Week and Young Carers Action Day celebration event.

2. Strategic activity

RCC communicated regularly with local statutory and voluntary sector organisations regarding local services, national carer focused policy activity and information. RCC continued to represent the sector and the voice of unpaid carers through participation in several key strategic health, social care and voluntary sector forums. This included co-chairing the Richmond Carers Strategy Reference Group. RCC worked with Richmond Health and Wellbeing Board to support the inclusion of a carer representative on the board. This has been really positive and has led to unpaid carers being more considered in decisions and planning. RCC actively engaged in local and national development work relating to Integrated Care Services and shaping local approach.

RCC worked closely with key local and national stakeholders to ensure carers had access to public health information, for example access to flu and COVID-19 vaccination offers, access to free PPE and other continuing pandemic response support.

RCC were a key partner in the design of a public health training tool for professionals – Making Every Contact Count Identifying and Recognising Unpaid Adult and Young Carers. This training aims to target anyone coming into contact with carers to increase their awareness and support with positive conversations.

Carers can choose to receive information from RCC about opportunities to participate in local and national engagement events and to be part of activities shaping services that are relevant to them. 252 carers are signed up to receive this targeted information.

3. Communication

RCC continues to make use of a variety of communication channels to keep carers and other stakeholders informed. Regular print and digital service updates are shared with carers and professionals, with social media adding to our ability to communicate key messages. RCC launched an Instagram account for the young carers service to complement and build on this. Further plans are in place to develop an account targeting adult carers. RCC continues to try to support carers to access technology and digital information.

4. Commissioning, Contracting and Income Generation

RCC remains the local lead for the delivery of universal services for adult and young carers, through actively participating in local change activity with a clear focus on influencing the development of local services for unpaid carers. RCC also participates in local review and engagement meetings concerning commissioned services.

RCC successfully negotiated a two year Direct Award with local children's service provider, Achieving for Children to deliver support for young carers. As previously mentioned, RCC worked with the Local Authority on a variation to the Carers Hub Service contract that includes delivery of breaks services for adult carers.

RCC has continued to receive income from local charities and would like to thank the following organisations for their continued support – Richmond Parish Lands Charity, The Barnes Fund and Hampton Fund. Without the support of these organisations, RCC would not be able to deliver elements of the essential support to adult and young unpaid carers that it currently provides.

RCC continued to work hard to attract donations and received income from a variety of sources to support young carers and adult group leisure breaks/activities and large annual events – specifically Young Carers Action Day and Carers Week.

RCC attracted additional income to support pandemic response.

Support continued to be provided to individual carers to apply for individual grants from a range of grant givers to support with financial need. This also included the management of a number of small grant programmes to financially support individual adult carers with emergency grants, employment, education and training, wellbeing, access to respite breaks, the reduction of debt and to meet other household needs. Carers were also actively connected to other local emergency provision and financial advice and support.

5. Develop Workforce (Paid and Voluntary) and Capacity

RCC staff team and board worked together to develop a transition plan to support staff to safely return to working on site. This phased approach also considered implementation of a blended service offer to carers.

RCC continued its commitment to the training and development of staff. It supported staff performance through annual reviews and supervision meetings. During this reporting period, there were several changes to staffing. RCC recruited a number of new staff to our team to full-time roles of Young Carers Activity Coordinator, two Adult Carers Support Workers and an Adult Carers Support Team Leader.

The team of volunteers remains stable with a focus on supporting the delivery of counselling service and wellbeing activities for adult carers.

All staff had access to an Employee Assistance Scheme through Richmond upon Thames Local Authority to increase access to emotional and practical support.

RCC invested in the organisation's IT capacity which involved upgrading current system to MS365. This has led to more effective and efficient access, particularly when staff are working remotely.

6. Continue quality improvement and keep building on variety of methods to inform us about quality of service delivery

RCC maintains two quality marks – Trusted Charity level 2 and Carers Trust Centre of Excellence. Work began on getting ready for audit against new quality mark, Improving Quality, with assessment scheduled for September 2022. This was subsequently awarded in October 2022.

Feedback from carers who use our services is highly valued. We use this feedback to influence our planning, recognise success, review our service offer and stimulate change and improvement. Carers were invited to facilitated focus groups to share their views and support service development and review.

RCC continues to use an outcomes framework to measure carer perception of the impact and difference the service is making for unpaid carers. Outcome indicators for young carers are under review to ensure they are more age appropriate and reflect the needs of this vulnerable group.

Plans for the future

The charity plans continuing the activities outlined above in the forthcoming year subject to satisfactory funding arrangements. The objectives will be reviewed annually and a comprehensive review of the business plan in 2023 will be completed. Plans are in place to develop services – particularly in relation to supporting young carers in schools, increasing front line support staff capacity to respond to demand, and developing more facilitated break opportunities for both adult and young carers.

Financial review

The principal funding sources for the charity in 2021/22 were grants and contracts.

The Trustees have examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed should be between 3 and 6 months of expenditure.

Small company provisions

This report has been prepared in accordance with the small companies' regime under the revised Companies Act 2006.

Approved by the Board on 15th Decemb 2022 and signed on its behalf by:

C. Hawes ..... C. Hawes Trustee/Chair

M. Brownlee ..... M. Brownlee Trustee

TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The Trustees (who are also Directors of Richmond Carers Centre for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charities SORP,
- make judgements and estimates that are reasonable and prudent,
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware, and
- the Trustees have taken all steps they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RICHMOND CARERS CENTRE

Opinion

We have audited the financial statements of Richmond Carers Centre (the 'charity') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, Statement of Financial Position and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RICHMOND CARERS CENTRE contd.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees and directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RICHMOND CARERS CENTRE contd.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charity for the purpose of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identify and assess the risks of material misstatement of the Financial Statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

Identifying and assessing potential risks related to irregularities.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- enquiring of management whether they were aware of any instances of fraud or non-compliance with laws and regulations;

- obtaining an understanding of the legal and regulatory framework within which the charity operates. The main laws and regulations we considered as affecting the financial statements were charity legislation, the Companies Act 2006, UK tax legislation and the regulations made under the Coronavirus Act 2021, including the various financial reliefs available;

- discussing amongst the engagement team how and where fraud might occur and any potential indicators of fraud. As part of this discussion we identified potential fraud risks in relation to misstatement of income and management override of controls.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RICHMOND CARERS CENTRE contd.

Audit response to risks identified.

Our procedures to respond to the identified risks included:

- analytical review of the financial statements

- checking a sample of grant documentation to grants received and reviewing whether restricted or unrestricted;

- examining journal entries to address the risk of fraud through management override of controls;

- reviewing minutes of board meetings;

- review of the disclosures in the financial statements.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RICHMOND CARERS CENTRE contd.

Use of our report

This report is made solely to the charity's members, as a body, in accordance with chapter 3 of part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

2 Castle Business Village
Station Road
Hampton
Middlesex
TW12 2BX

Gareth Rees (Senior Statutory Auditor)

For and on behalf of
PB Associates
Chartered accountants & statutory auditor

15 December 2022

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
INCOME					
Incoming Resources:					
Incoming Resources from Generated Funds					
Voluntary Income	2	118,146	135,458	253,604	233,713
Activities for Generating Funds	4	3,199	-	3,199	1,033
Investment Income	5	999	-	999	1,911
Incoming Resources from Charitable Activities	6	514,990	-	514,990	433,371
Total Incoming Resources		637,334	135,458	772,792	670,028
RESOURCES EXPENDED					
Costs of generating funds					
Charitable Activities	7,8	571,195	129,128	700,323	612,511
Governance Costs	7,9	1,949	-	1,949	1,919
Total Outgoing Resources		573,144	129,128	702,272	614,430
Net income/(expenditure) before transfers		64,190	6,330	70,520	55,598
Transfers					
Gross Transfers between Funds		(3,640)	3,640	-	-
Net Movements in Funds		60,550	9,970	70,520	55,598
Reconciliation of Funds					
Total Funds Brought Forward		341,176	35,863	377,039	321,441
Total Funds Carried Forward		£401,726	£45,833	£447,559	£377,039

RICHMOND CARERS CENTRE
(COMPANY NO. 4412793)
BALANCE SHEET AS AT 31 MARCH 2022

	Note		2022 £		2021 £
FIXED ASSETS					
Tangible Assets	14		3,214		5,884
CURRENT ASSETS					
Debtors	15	27,045		32,534	
Cash at Bank and in Hand		519,410		495,061	
		546,455		527,595	
CREDITORS: Due within one year	16	102,110		156,440	
Net Current Assets			444,345		371,155
NET ASSETS			£447,559		£377,039
FUNDS OF THE CHARITY:					
Restricted Funds in Surplus			46,233		36,398
Restricted Funds in Deficit			(400)		(535)
Total Restricted Funds			45,833		35,863
Unrestricted Funds					
Unrestricted Income Funds			401,726		341,176
Total Charity Funds			£447,559		£377,039

These accounts have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

These accounts were approved by the Directors on 15th December 2022 and are signed on their behalf by:

C. Hawes ..... **C. HAWES- TRUSTEE**

J M Brownlee ..... **J. M. BROWNLEE - TRUSTEE**

CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2022

	2022	2021
Cashflows from Operating Activities		
Net Cash Provided by Operating Activities (see note below)	£24,349	£91,473
Change in Cash and Cash Equivalents in the Reporting Period	24,349	91,473
Cash and Cash Equivalents at Beginning of the Reporting Period	495,061	403,588
Cash and Cash Equivalents at End of the Reporting Period	£519,410	£495,061
Reconciliation of Net Income/Expenditure to Net Cashflow from Operating Activities		
Net Income/(Expenditure) for the Reporting Period (per Statement of Financial Activities)	70,520	55,598
Depreciation	2,670	2,078
Decrease/(Increase) in Debtors	5,489	(9,029)
(Decrease)/Increase in Creditors	(54,330)	49,115
Purchase of Fixed Assets	-	(6,289)
Net Cash Provided by Operating Activities	£24,349	£91,473
Analysis of Cash and Cash Equivalents		
Cash at Bank	£519,410	£495,061

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

Basis of Preparation
The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice Accounting and Reporting by Charities (FRS 102). The accounts are presented in Sterling which is the Charity's functional currency.

Fund Accounting Policy
Unrestricted income funds are general funds that are available for use at the Trustees' discretion in furtherance of the objectives of the charity.

Restricted 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.

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

Further details of each fund are disclosed in note 20.

Incoming Resources
Voluntary income including donations and grants that provide core funding or are of a general nature is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:-

- The donor specifies that the grant or donation must only be used in future accounting periods, or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income recognised as earned (that is, as the related goods or services are provided).

Resources Expended
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating funds are the costs of trading for fundraising purposes.

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.

Grants payable are payments made to third parties in the furtherance of the charitable objectives. Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SOFA once the recipient of the grant has provided the specific service or output.

Governance Costs
Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meeting and the cost of any legal advice to trustees on governance or constitutional matters.

Support Costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita by the time spent and other costs by their usage.

Fixed Assets
Individual fixed assets costing £250 or more are initially recorded at cost.

Depreciation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:-

Fixtures, fittings and equipment	33% straight line

Operating Leases
Rentals payable under operating leases are charged in the statement of financial activities on a straight line basis over the lease term.

Pensions
The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

2. VOLUNTARY INCOME

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Donations and Legacies				
Appeals and Donations	18,134	-	18,134	7,599
Grants				
Trusts and Foundations	38,012	135,458	173,470	164,114
Local Authority Grants	62,000	-	62,000	62,000
	100,012	135,458	235,470	226,114
	£118,146	£135,458	£253,604	£233,713

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2022

3. GRANT INCOME	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
The Barnes Fund	-	5,000	5,000	5,000
LBRUT Education and Children	62,000	-	62,000	62,000
Hampton Fund	-	50,275	50,275	42,233
Richmond Parish Lands Charity	29,167	37,476	66,643	60,626
Other Grants	8,845	42,707	51,552	56,255
	100,012	135,458	235,470	£226,114

4. ACTIVITIES FOR GENERATING FUNDS				
Fundraising Events				
Events	£3,199	-	£3,199	£1,033

5. INVESTMENT INCOME				
Interest on Cash Deposits	999	-	999	£1,911

6. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES				
Services to Carers				
Fees and Supplies	-	-	-	1,021
Hub Services				
Fees and Supplies	-	-	-	-
Contractual Income from Government or Public Authorities	514,990	-	514,990	432,350
	514,990	-	514,990	432,350
	£514,990	-	£514,990	£433,371

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2022

7. TOTAL RESOURCES EXPENDED	Services to carers £	Hub Services £	Governance £	Total £
Direct Costs				
Grant Funding of Activities	11,174	1,490	-	12,664
Other Direct Costs	27,240	210,704	-	237,944
Employment Costs	117,849	236,489	-	354,338
	156,263	448,683	-	604,946
Support Costs				
Establishment Costs	12,669	33,192	-	45,861
Office Expenses	8,087	30,959	-	39,046
Depreciation	2,025	645	-	2,670
Legal and Professional Costs	-	7,800	-	7,800
Auditors' Remuneration	-	-	1,800	1,800
Trustee Expenses	-	-	35	35
Bank Charges	-	-	114	114
	22,781	72,596	1,949	97,326
	£179,044	£521,279	£1949	£702,272

8. DETAILS OF CHARITABLE ACTIVITIES	Activities undertaken directly	Grant funding of activities	Total 2022	Total 2021
Services to Carers	167,870	11,174	179,044	189,708
Hub Services	519,789	1,490	521,279	422,803
	£687,659	£12,664	£700,323	£612,511

9. GOVERNANCE COSTS	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Bank Charges	114	-	114	106
Trustee Expenses	35	-	35	13
Auditors' Remuneration	1,800	-	1,800	1,800
	£1,949	-	£1,949	£1,919

10. **TRUSTEES' REMUNERATION AND EXPENSES**

No Trustees received any remuneration during the year. Trustee expenses of £35 were paid (2021 - £13).

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2022

11. NET INCOME/(EXPENDITURE)

	2022	2021
	£	£
Net income/(expenditure) is stated after charging:		
Auditors' Remuneration – Audit Services	1,800	1,800
Depreciation of Tangible Fixed Assets	2,670	2,078

12. EMPLOYEES' REMUNERATION

The average number of persons employed by the charity during the year was as follows:

	2022	2021
Direct Provision of Services to Carers	8	9
Support, service development and administration	3	3
	11	12

The aggregate payroll costs of these persons were as follows:

Wages and Salaries	317,907	304,817
Social Security	26,533	23,948
Other Pension Costs	8,779	8,591
	£353,219	£337,356

There were no employees whose emoluments exceeded £60,000 per annum in the current or previous year.

13. TAXATION

Richmond Carers Centre is a registered charity and is, therefore, exempt from taxation on income insofar as it is applied for charitable purposes.

14. TANGIBLE FIXED ASSETS

	Fixtures, Fittings & Equipment
	£
Cost	
As at 1 April 2021 and 31 March 2022	25,360
Additions	-
Disposals	-
As at 31 March 2022	£25,360
Depreciation	
As at 1 April 2021	19,476
Charge for the year	2,670
As at 31 March 2022	£22,146
Net Book Value	
As at 31 March 2022	3,214
As at 31 March 2021	£5,884

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2022

15. **DEBTORS**

	2022	2021
	£	£
Other Debtors, Prepayments and Accrued Income	27,045	32,534

16. **CREDITORS: amounts falling due within one year**

Trade Creditors	12,227	3,269
Taxation and Social Security	8,479	7,188
Accruals and Deferred Income	81,404	145,983
	£102,110	£156,440

Creditors amounts falling due within one year includes deferred income.

As at 1 April 2021	144,182	97,280
Amount Released to Incoming Resources	(144,182)	(97,280)
Amount Deferred in the year	79,604	144,182
As at 31 March 2022	£79,604	£144,182

17. **MEMBERS' LIABILITY**

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

18. **OPERATING LEASE COMMITMENTS**

As at 31 March 2022 the charity had annual commitments under non-cancellable operating leases as follows:

Operating leases which expire

	Land Buildings	
	2022	2021
Between two and five years	£33,800	£33,800

19. **PENSION SCHEME**

Defined Contribution Pension Scheme
The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £8779 (2021 - £8,591).

There were outstanding contributions of £NIL (2021 - £NIL) at the end of the financial year.

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2022

20. ANALYSIS OF FUNDS	At 1 April 2021	Incoming Resources	Resources Expended	Transfers	At 31 March 2022
	£	£	£	£	£
Designated Funds					
IT and Property Maintenance Fund	30,000	-	-	-	30,000
COVID Fund	35,000	-	-	(3,640)	31,360
	65,000	-	-	(3,640)	61,360
Unrestricted Funds					
Unrestricted Income Funds	276,176	637,334	573,144	-	340,366
Restricted Funds					
Carers Conference	1,867	-	1,867	-	-
Grants for Individual Funds	2,620	8,152	11,172	-	(400)
Covid	153	7,071	10,864	3,640	-
P/T Carers Support Worker	(535)	21,650	8,903	-	12,212
Young Carers Mentoring	3,710	27,405	25,194	-	5,921
Young Carers Activities	-	2,383	1,424	-	959
Adult Carers Activity	1,324	-	(15)	-	1,339
Part Time ACSW	15,725	35,375	33,680	-	17,420
Global Make Some Noise	9,273	24,554	32,739	-	1,088
Yoga Workshops	594	-	-	-	594
Achieving Ambitions	1,132	(1,132)	-	-	-
LA Staff Retention	-	10,000	3,300	-	6,700
	35,863	135,458	129,128	3,640	45,833
	£377,039	£772,792	£702,272	-	£447,559

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2022

21. DESCRIPTION OF FUNDS

Carers Conference – to deliver an event for carers as part of Carers Week.

Grants for Individual Funds – to support carers with access to individual grants.

Covid – to support infrastructure and staffing costs in relation to pandemic response.

Part Time Carers Support Worker Fund – to deliver support, information and advice and range of services to adult carers.

Young Carers Mentoring Fund – to deliver support, information and advice to young carers.

Adult Carers Activity – to deliver a range of groups and leisure activities for adult carers.

Part Time ACSW - to deliver support, information and advice and range of services to unpaid adult carers.

Global Make Some Noise – to plan, coordinate, facilitate and deliver a range of activities for young carers.

Yoga Workshops – to deliver yoga workshops for adult carers.

Achieving Ambitions – to deliver a bespoke programme for young carers with focus on ambitions and careers.

22. NET ASSETS BY FUND

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Tangible Assets	3,214	-	3,214	5,884
Current Assets	459,280	87,175	546,455	527,595
Creditors – amounts falling due within one year	(60,768)	(41,342)	(102,110)	(156,440)
Net Assets	£401,726	£45,833	447,559	£377,039

23. CONTROL

The charity is controlled by the Trustees who are all Directors of the company.

RICHMOND CARERS CENTRE

England & Wales - Charity number 1092459

Accounts

Company No: 4412793 (England & Wales)
Registered Charity No. 1092459

RICHMOND CARERS CENTRE

(A COMPANY LIMITED BY GUARANTEE)

ANNUAL REPORT
AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

PB ASSOCIATES
CHARTERED ACCOUNTANTS

2 Castle Business Village
Station Road
HAMPTON
Middlesex TW12 2BX

Company Information

Trustees	Christine Hawes, Chair
	Nick Gray, Vice Chair
	Michael Brownlee, Treasurer
	Carolyn Cullen, Secretary
	Ana Daruwalla
	Anne Gowan (appointed 10/12/20)
	John Newton (appointed 10/12/20)
	Batcho Notay
	Penelope Seager (resigned 23/03/21)
Chief Executive Officer	Melissa Wilks
Company Number	4412793
Charity Number	1092459
Registered Office	5 Briar Road Twickenham Middlesex TW2 6RB
Independent Auditor	Gareth Peter Rees, FCA PB Associates Chartered Accountants 2 Castle Business Village Station Road Hampton Middlesex TW12 2BX
Bankers	Cafbank Ltd PO Box 289 Kingshill West Malling Kent, ME19 4OA

TRUSTEES' REPORT

The trustees present their report and the financial statements for the year ended 31 March 2021. The trustees, who are also directors for the purposes of company law and who served during the year and up to the date of this report, are set out on page 1.

Richmond Carers Centre (RCC) is a charitable company limited by guarantee, incorporated on 9th April 2002. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1. It was registered as a charity on 14th June 2002.

The charity is a network member of Carers Trust

Objectives

The company's objects and principal activities as stated in the memorandum and articles are:

RCC is established for the relief of those caring, in an unpaid capacity, for people in need with physical disabilities, learning disabilities, mental health problems, age or illness in the London Borough of Richmond upon Thames, and other such Local Authority areas as the Directors may see fit, by providing practical help, service, support, advocacy, information and education to them.

and as stated in the mission statement:

Richmond Carers Centre to deliver and be the gateway to direct support, information and access to services for unpaid carers in the London Borough of Richmond upon Thames.

Values statement

The values that drive RCC are:
RESPONSIVE – listening, caring and empathy underpin our approach
INNOVATIVE - we are creative and solution focused, using our knowledge and experience to continually improve our offer
RELIABLE – integrity and respect are important to us. We will do what we say we will.
DRIVEN – we believe in what we do and strive to make a positive difference
COLLABORATIVE – we are committed to working with our team, with carers and others to deliver the best service we can

Structure, governance and management.

Recruitment and Appointment of Management Committee
The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee. The members of the Management Committee are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Management Committee seeks to ensure that it remains aware of the needs of carers by appointing trustees with personal experience of caring for others.

Organisational Structure
A scheme of delegation is in place and day to day responsibility for provision of the services rests with the CEO. An Operational Manager supports the CEO, with two service specific Team Leaders managing front line service delivery. The CEO reports regularly on both staff and business performance to trustees.

TRUSTEES' REPORT contd.

Governance
Trustee meetings are held six-weekly to review progress against the organisation's objectives, provide strategic guidance and approve management decisions. Budgets are prepared in detail and the activities, operations and funding are subject to ongoing risk analysis and review. The trustees are satisfied that this system of analysis, planning, action and review enables them to identify major risks and that systems and strategies are in place to mitigate those risks. The trustees, in partnership with the staff team, participate in an annual review of the charities business plan priorities and achievements and agree themes for future attention.

Since March 2020, in response to Covid-19 pandemic, trustee meetings have occurred much more frequently and a sub group of trustees was established to quickly respond to operational issues and make decisions where necessary before the next board meeting.

The board carried out an assessment against the newly launched Charity Governance Code and has put in place strategies to address areas requiring improvement.

Trustee Induction and Training
New trustees receive a Trustee Induction Package. Trustees also have access to a range of training opportunities which they are expected to utilise.

Achievements and performance

This was the charity's nineteenth year of operation. RCC continued to make good progress towards realising its vision – 'To know and be known by all local carers, providing or influencing the provision of support for them'.

The charity focused on the following business plan objectives:

1. Deliver and develop services for carers

As at April 2021, 1964 carers were registered with RCC. 23% of carers registered have identified themselves as from a black or minority ethnic background. 30% of carers are male, and 69% female. 23% are young carers (under 18 years of age).

The services that it was possible to provide unpaid carers during the year April 2020 to March 2021 were significantly affected by Government's Covid regulations and the need to keep RCC staff and volunteers, and unpaid carers safe from the coronavirus. At the beginning of the year, the operations of the Centre were reorganised to allow staff to work from home. This required the purchase of additional laptops, IT equipment, mobile phones and training to establish effective remote working. This enabled RCC to continue to provide a service to carers within the parameters of staff being unable to meet carers face to face or deliver face to face group support or activities. Regular meetings between management and staff were held online to ensure that business continued to be conducted effectively. Towards the end of the year, a limited amount of working at the Centre's office was resumed within social distancing guidelines. Significant work was done in relation to transition planning and risk assessment to ensure safe and staged return to office-based delivery and the introduction of a blended model of support for adult and young carers.

TRUSTEES' REPORT contd.

Key achievements and challenges in the year April 2020 to March 2021 include:

a. RCC continues to lead the delivery of the Carers Hub Service. This service was commissioned by the London Borough of Richmond upon Thames (LBRUT). The contract is led by RCC with five local voluntary sector organisations sub-contracted to deliver specialist elements of the service – specifically targeting dementia, neurological conditions, addiction, and mental health. The services offered to carers include universal and specialist information, emotional support for individuals and small groups, training for adult carers, specialist support for young carers, a caring café for carers and people living with dementia, professional awareness, the promotion of engagement opportunities and strategic leadership.

b. Direct Support – individual and group

There has continued to be a growth in the referral of new carers. There were 275 new referrals in 2020-21 and 5444 contacts with carers for the provision of information, advice and listening support. RCC continued to provide a minimum of 30 hours per week of advice and support over the telephone and online. However, with very high levels of demand for information and advice, the number of hours of delivery per week increased significantly. It is important to note that levels of demand have remained and not decreased to pre pandemic trends.

In addition to information and advice, informal emotional support was provided on a 1:1 basis. A total of 1352 sessions were provided for adult carers and 284 for young carers. For adult carers this represented an increase in demand from previous year of 195%.

Carers continued to have access to counselling, with 428 sessions delivered online. Young carers continued to access mentoring support. A range of training, leisure and group support activities were also delivered for adult and young carers – these were moved to be delivered online. RCC introduced support packages for young carers to support with having a break. These were delivered to children at home. Additional funding was attracted to specifically help young carers with access to IT equipment.

Over 100 adult carers participated in 40 online training sessions covering a range of topics from wellbeing to rights and entitlements.

Engaging with local professionals continued to be a priority, with 15 individual and group sessions delivered to 300 individuals. The purpose of these conversations focused on identification, recognition and support options of and for unpaid carers.

2. Strategic activity

RCC communicated regularly with local statutory and voluntary sector organisations and the carers network regarding local services, national carer focused policy activity and information. RCC continued to represent the sector and the voice of unpaid carers through participation in several key strategic health, social care and voluntary sector forums as well as newly introduced pandemic response activity. RCC worked closely with public health, the Clinical Commissioning Group, and LBRUT to ensure carers had up to date and clear information relating to public health information and access to vaccines, and more broadly in relation to local pandemic response activity and planning. A significant amount of policy activity was carried out in response to the Government's vaccine rollout program to ensure unpaid carers were considered a priority group.

A carers engagement list continues to be managed by RCC. This list enables RCC to promote opportunities for carers to participate in local and national engagement exercises, and inform carers of opportunities relating to shaping services relevant to them. 269 carers are signed up to receive this targeted information. Carers were invited to a number of facilitated focus groups to share their views and support service development and review.

3. Communication

RCC has continued to develop and improve its communication methods and increase the number of communication channels in use. This has resulted in an increase in social media activity. Many carers experienced difficulty with access to digital support. This has been recognised both locally and nationally. RCC put in place strategies to support carers with access to equipment and support to connect to digital support offers and as a result of reviewing communication options, introduced more regular information sharing to ensure carers had as much information about local support as possible. This was particularly important during periods of lockdown.

4. Commissioning, Contracting and Income Generation

RCC remains the local lead for the delivery of universal services for adult and young carers, through actively participating in local change activity with a clear focus on influencing the development of local services for unpaid carers. RCC also participates in local review and engagement meetings concerning commissioned services.

RCC successful negotiated a four year Direct Award with the London Borough of Richmond upon Thames to continue to lead the local Carers Hub Service. Negotiations are underway with a local children's service provider, Achieving for Children, in relation to a contractual agreement to deliver support for young carers.

RCC has continued to receive income from local charities and would like to thank the following organisations for their continued support – Richmond Parish Lands Charity, The Barnes Fund, Hampton Fund. RCC would also like to thank Global Make Some Noise for its support. Without the support of these organisations, RCC would not be able to undertake some of the support to adult and young unpaid carers that it currently provides.

RCC continued to work hard to attract donations and received income from a variety of sources to support young carers and adult group leisure breaks/activities and large annual events.

RCC attracted additional income to support pandemic response and related unexpected costs.

Support continued to be provided to individual carers, who are in financial need, to apply for individual grants from a range of grant givers. This included the management of a number of small grant programmes to financially support individual adult carers with emergency grants relating to employment, education and training, wellbeing and to provide financial support relating to the access of respite breaks, the reduction of debt and to meet other household needs. Carers were also actively connected to other local emergency provision.

5. Develop Workforce (Paid and Voluntary) and Capacity

RCC continued its commitment to the training and development of staff. It supported staff performance through annual reviews and supervision meetings. During this reporting period, RCC recruited a number of new staff to our team to full-time roles of Young Carers Support Worker, Young Carers Support Team Leader and Operations Manager

The team of volunteers continues to grow and new volunteers were recruited for counselling and wellbeing activity provision.

TRUSTEES' REPORT contd.

6. Continue quality improvement and keep building on variety of methods to inform us about quality of service delivery

   RCC maintains two quality marks – Trusted Charity level 2 and Carers Trust Centre of Excellence.

   We value feedback from carers about our work. Feedback gathered from carers is used to influence our organisational planning, celebrate success, review the services we have on offer and put in place improvement strategies to enhance provision and carer satisfaction.

   RCC continues to use an outcomes framework to measure the impact and difference the service is making for unpaid carers.

Financial review

The principal funding sources for the charity in 2020/21 were by way of grants and contracts.

The Trustees have examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed should be between 3 and 6 months of the expenditure.

Aside from retaining a prudent amount in reserves each year, most of the charity's funds are to be spent in the short term so there are few funds for long term investment. The Board has designated a sum of £30,000 to provide for anticipated costs in future years in the areas of building maintenance and IT development and covid reserve fund of £35,000 to meet the addition expenditure in future years as a result of the pandemic.

Small company provisions

This report has been prepared in accordance with the small companies' regime under the revised Companies Act 2006.

Approved by the Board on 9th December 2021 and signed on its behalf by:

C. Hawes

..... C. Hawes Trustee/Chair

J.M. Brownlee

..... J.M. Brownlee Trustee/Treasurer

TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The Trustees (who are also Directors of Richmond Carers Centre for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charities SORP,
- make judgements and estimates that are reasonable and prudent,
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware, and
- the Trustees have taken all steps they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RICHMOND CARERS CENTRE

Opinion

We have audited the financial statements of Richmond Carers Centre (the 'charity') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, Statement of Financial Position and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RICHMOND CARERS CENTRE contd.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees and directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RICHMOND CARERS CENTRE contd.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charity for the purpose of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identify and assess the risks of material misstatement of the Financial Statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

Identifying and assessing potential risks related to irregularities.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- enquiring of management whether they were aware of any instances of fraud or non-compliance with laws and regulations;

- obtaining an understanding of the legal and regulatory framework within which the charity operates. The main laws and regulations we considered as affecting the financial statements were charity legislation, the Companies Act 2006, UK tax legislation and the regulations made under the Coronavirus Act 2020, including the various financial reliefs available;

- discussing amongst the engagement team how and where fraud might occur and any potential indicators of fraud. As part of this discussion we identified potential fraud risks in relation to misstatement of income and management override of controls.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RICHMOND CARERS CENTRE contd.

Audit response to risks identified.

Our procedures to respond to the identified risks included:

- analytical review of the financial statements

- checking a sample of grant documentation to grants received and reviewing whether restricted or unrestricted;

- examining journal entries to address the risk of fraud through management override of controls;

- reviewing minutes of board meetings;

- review of the disclosures in the financial statements.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF RICHMOND CARERS CENTRE contd.

Use of our report

This report is made solely to the charity's members, as a body, in accordance with chapter 3 of part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Gareth Rees (Senior Statutory Auditor)

For and on behalf of
PB Associates
Chartered accountants & statutory auditor

2 Castle Business Village
Station Road
Hampton
Middlesex
TW12 2BX

9 December 2021

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
INCOME					
Incoming Resources:					
Incoming Resources from Generated Funds					
Voluntary Income	2	76,136	157,577	233,713	219,096
Activities for Generating Funds	4	1,033	-	1,033	14,635
Investment Income	5	1,911	-	1,911	2,150
Incoming Resources from Charitable Activities	6	433,344	27	433,371	401,885
Total Incoming Resources		512,424	157,604	670,028	637,766
RESOURCES EXPENDED					
Costs of generating funds					
Charitable Activities	7,8	465,585	146,926	612,511	595,826
Governance Costs	7,9	1,919	-	1,919	1,997
Total Outgoing Resources		467,504	146,926	614,430	597,823
Net income/(expenditure) before transfers		44,920	10,678	55,598	39,943
Transfers					
Gross Transfers between Funds		-	-	-	-
Net Movements in Funds		44,920	10,678	55,598	39,943
Reconciliation of Funds					
Total Funds Brought Forward		296,256	25,185	321,441	281,498
Total Funds Carried Forward		£341,176	£35,863	£377,039	£321,441

RICHMOND CARERS CENTRE
(COMPANY NO. 4412793)
BALANCE SHEET AS AT 31 MARCH 2021

	Note		2021 £		2020 £
FIXED ASSETS					
Tangible Assets	14		5,884		1,673
CURRENT ASSETS					
Debtors	15	32,534		23,505	
Cash at Bank and in Hand		495,061		403,588	
		527,595		427,093	
CREDITORS: Due within one year	16	(156,440)		(107,325)	
Net Current Assets			371,155		319,768
NET ASSETS			£377,039		£321,441
FUNDS OF THE CHARITY:					
Restricted Funds in Surplus			36,398		25,877
Restricted Funds in Deficit			(535)		(692)
Total Restricted Funds			35,863		25,185
Unrestricted Funds					
Unrestricted Income Funds			341,176		296,256
Total Charity Funds			£377,039		£321,441

These accounts have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

These accounts were approved by the Directors on 9th December 2021 and are signed on their behalf by:

C. Hawes

..... **C. HAWES- TRUSTEE**

J. M. Brownlee

..... J. **M. BROWNLEE - TRUSTEE**

CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2021

	2021	2020
Cashflows from Operating Activities		
Net Cash Provided by Operating Activities (see note below)	£91,473	£51,418
Change in Cash and Cash Equivalents in the Reporting Period	91,473	51,418
Cash and Cash Equivalents at Beginning of the Reporting Period	403,588	352,170
Cash and Cash Equivalents at End of the Reporting Period	£495,061	£403,588
Reconciliation of Net Income/Expenditure to Net Cashflow from Operating Activities		
Net Income/(Expenditure) for the Reporting Period (per Statement of Financial Activities)	55,598	39,943
Depreciation	2,078	1,955
(Increase) in Debtors	(9,029)	(331)
Increase in Creditors	49,115	11,572
Purchase of Fixed Assets	(6,289)	(1,721)
Net Cash Provided by Operating Activities	£91,473	£51,418
Analysis of Cash and Cash Equivalents		
Cash at Bank	£495,061	£403,588

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

Basis of Preparation
The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice Accounting and Reporting by Charities (FRS 102). The accounts are presented in Sterling which is the Charity's functional currency.

Fund Accounting Policy
Unrestricted income funds are general funds that are available for use at the Trustees' discretion in furtherance of the objectives of the charity.

Restricted 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.

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

Further details of each fund are disclosed in note 20.

Incoming Resources
Voluntary income including donations and grants that provide core funding or are of a general nature is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:-

- The donor specifies that the grant or donation must only be used in future accounting periods, or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income recognised as earned (that is, as the related goods or services are provided).

Resources Expended
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating funds are the costs of trading for fundraising purposes.

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.

Grants payable are payments made to third parties in the furtherance of the charitable objectives. Where the charity gives a grant with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the SOFA once the recipient of the grant has provided the specific service or output.

Governance Costs
Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meeting and the cost of any legal advice to trustees on governance or constitutional matters.

Support Costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita by the time spent and other costs by their usage.

Fixed Assets
Individual fixed assets costing £250 or more are initially recorded at cost.

Depreciation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:-

Fixtures, fittings and equipment	33% straight line

Operating Leases
Rentals payable under operating leases are charged in the statement of financial activities on a straight line basis over the lease term.

Pensions
The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

2. VOLUNTARY INCOME

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Donations and Legacies				
Appeals and Donations	7,599	-	7,599	3,841
Grants				
Trusts and Foundations	6,537	157,577	164,114	153,255
Local Authority Grants	62,000	-	62,000	62,000
	68,537	157,577	226,114	215,255
	£76,136	£157,577	£233,713	£219,096

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2021

3. GRANT INCOME	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
The Barnes Fund	-	5,000	5,000	5,000
LBRUT Education and Children	62,000	-	62,000	62,000
Hampton Fund	-	42,233	42,233	38,603
Richmond Parish Lands Charity	-	60,626	60,626	45,773
Other Grants	6,537	49,718	56,255	63,879
	£68,537	£157,577	£226,114	£215,255

4. ACTIVITIES FOR GENERATING FUNDS				
Fundraising Events				
Events	£1,033	£NIL	£1,033	£14,635

5. INVESTMENT INCOME				
Interest on Cash Deposits	£1,911	£NIL	£1,911	£2,150

6. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES				
Services to Carers				
Fees and Supplies	994	27	1,021	5,718
Hub Services				
Fees and Supplies	-	-	-	-
Contractual Income from Government or Public Authorities	432,350	-	432,350	396,167
	432,350	-	432,350	396,167
	£433,344	£27	£433,371	£401,885

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2021

7. TOTAL RESOURCES EXPENDED	Services to carers £	Hub Services £	Governance £	Total £
Direct Costs				
Grant Funding of Activities	21,851	-	-	21,851
Other Direct Costs	17,572	155,623	-	173,195
Employment Costs	116,528	222,735	-	339,263
	155,951	378,358	-	534,309
Support Costs				
Establishment Costs	16,442	21,858	-	38,300
Office Expenses	16,029	13,890	-	29,919
Depreciation	-	2,078	-	2,078
Legal and Professional Costs	1,286	6,619	-	7,905
Auditors' Remuneration	-	-	1,800	1,800
Trustee Expenses	-	-	13	13
Bank Charges	-	-	106	106
	33,757	44,445	1,919	80,121
	£189,708	£422,803	£1,919	£614,430

8. DETAILS OF CHARITABLE ACTIVITIES	Activities undertaken directly	Grant funding of activities	Total 2021	Total 2020
Services to Carers	167,857	21,851	189,708	160,885
Hub Services	422,803	-	422,803	434,941
	£590,660	£21,851	£612,511	£595,826

9. GOVERNANCE COSTS	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Bank Charges	106	-	106	184
Trustee Expenses	13	-	13	13
Auditors' Remuneration	1,800	-	1,800	1,800
	£1,919	£NIL	£1,919	£1,997

10. **TRUSTEES' REMUNERATION AND EXPENSES**

No Trustees received any remuneration during the year. Trustee expenses of £13 were paid (2020 - £13).

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2021

11. NET INCOME/(EXPENDITURE)

	2021	2020
	£	£
Net income/(expenditure) is stated after charging:		
Auditors' Remuneration – Audit Services	1,800	1,800
Depreciation of Tangible Fixed Assets	2,078	1,955

12. EMPLOYEES' REMUNERATION

The average number of persons employed by the charity during the year was as follows:

	2021	2020
Direct Provision of Services to Carers	9	11
Support, service development and administration	3	3
	12	14

The aggregate payroll costs of these persons were as follows:

Wages and Salaries	304,817	292,883
Social Security	23,948	22,619
Other Pension Costs	8,591	8,168
	£337,356	£323,670

There were no employees whose emoluments exceeded £60,000 per annum in the current or previous year.

13. TAXATION

Richmond Carers Centre is a registered charity and is, therefore, exempt from taxation on income insofar as it is applied for charitable purposes.

14. TANGIBLE FIXED ASSETS

	Fixtures, Fittings & Equipment
Cost	£
As at 1 April 2020 and 31 March 2021	19,071
Additions	6,289
Disposals	-
As at 31 March 2021	£25,360
Depreciation	
As at 1 April 2020	17,398
Charge for the year	2,078
As at 31 March 2021	£19,476
Net Book Value	
As at 31 March 2021	£5,884
As at 31 March 2020	£1,673

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2021

15. DEBTORS

	2021	2020
	£	£
Other Debtors, Prepayments and Accrued Income	32,534	23,505

16. CREDITORS: amounts falling due within one year

Trade Creditors	3,269	2,373
Taxation and Social Security	7,188	5,871
Accruals and Deferred Income	145,983	99,081
	£156,440	£107,325

Creditors amounts falling due within one year includes deferred income.

As at 1 April 2020	97,280	90,505
Amount Released to Incoming Resources	(97,280)	(90,505)
Amount Deferred in the year	144,182	97,280
As at 31 March 2021	£144,182	£97,280

17. MEMBERS' LIABILITY

The charity is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

18. OPERATING LEASE COMMITMENTS

As at 31 March 2021 the charity had annual commitments under non-cancellable operating leases as follows:

Operating leases which expire

	Land Buildings	
	2021	2020
Between two and five years	33,800	33,800

19. PENSION SCHEME

Defined Contribution Pension Scheme
The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £8,591 (2020 - £8,168).

There were outstanding contributions of £NIL (2020 - £NIL) at the end of the financial year.

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2021

20. ANALYSIS OF FUNDS	At 1 April 2020	Incoming Resources	Resources Expended	Transfers	At 31 March 2021
	£	£	£	£	£
Designated Funds					
IT and Property Maintenance Fund	30,000	-	-	-	30,000
COVID Fund	-	-	-	35,000	35,000
Unrestricted Funds					
Unrestricted Income Funds	266,256	512,424	467,504	(35,000)	276,176
Restricted Funds					
Carers Conference	85	5,000	3,218	-	1,867
Grants for Individual Funds	(692)	25,163	21,851	-	2,620
Covid	698	23,220	23,765	-	153
P/T Carers Support Worker	3,633	22,400	26,568	-	(535)
Young Carers Mentoring	910	27,405	24,605	-	3,710
Adult Carers Activity	1,318	27	21	-	1,324
Part Time ACSW	13,348	28,584	26,207	-	15,725
Global Make Some Noise	4,712	24,555	19,994	-	9,273
Yoga Workshops	1,118	-	524	-	594
Achieving Ambitions	55	1,250	173	-	1,132
	25,185	157,604	146,926	-	35,863
	£321,441	£670,028	£614,430	£NIL	£377,039

NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2021

21. DESCRIPTION OF FUNDS

Carers Conference – to deliver an event for carers as part of Carers Week.

Grants for Individual Funds – to support carers with access to individual grants.

Covid – to support infrastructure and staffing costs in relation to pandemic response.

Part Time Carers Support Worker Fund – to deliver support, information and advice and range of services to adult carers.

Young Carers Mentoring Fund – to deliver support, information and advice to young carers.

Adult Carers Activity – to deliver a range of groups and leisure activities for adult carers.

Part Time ACSW - to deliver support, information and advice and range of services to unpaid adult carers.

Global Make Some Noise – to plan, coordinate, facilitate and deliver a range of activities for young carers.

Yoga Workshops – to deliver yoga workshops for adult carers.

Achieving Ambitions – to deliver a bespoke programme for young carers with focus on ambitions and careers.

22. NET ASSETS BY FUND

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Tangible Assets	5,884	-	5,884	1,673
Current Assets	421,025	106,570	527,595	427,093
Creditors – amounts falling due within one year	(85,733)	(70,707)	(156,440)	(107,325)
Net Assets	£341,176	£35,863	£377,039	£321,441

23. CONTROL

The charity is controlled by the Trustees who are all Directors of the company.