

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.

REPORT OF THE TRUSTEES

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.

REPORT OF THE TRUSTEES**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.

REPORT OF THE TRUSTEES

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:

A handwritten signature in black ink, appearing to read 'C. Hawes', with a horizontal line drawn underneath the name.

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

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		<u>£447,346</u>	<u>£447,559</u>
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		<u>£447,346</u>	<u>£447,559</u>

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
	<u>£114,131</u>	<u>£153,597</u>	<u>£267,728</u>	<u>£253,604</u>

**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
	<u>110,333</u>	<u>153,597</u>	<u>263,930</u>	<u>235,470</u>
4. ACTIVITIES FOR GENERATING FUNDS				
Fundraising Events				
Events	<u>4,309</u>	<u>21,725</u>	<u>26,034</u>	<u>3,199</u>
5. INVESTMENT INCOME				
Interest on Cash Deposits	<u>3,964</u>	<u>-</u>	<u>3,964</u>	<u>999</u>
6. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES				
Services to Carers				
Fees and Supplies	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Hub Services				
Fees and Supplies	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Contractual Income from Government or Public Authorities	<u>543,427</u>	<u>-</u>	<u>543,427</u>	<u>514,990</u>
	<u>543,427</u>	<u>-</u>	<u>543,427</u>	<u>514,990</u>
	<u>543,427</u>	<u>-</u>	<u>543,427</u>	<u>£514,990</u>

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
	<u>205,870</u>	<u>514,983</u>	<u>-</u>	<u>720,853</u>
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
	<u>23,867</u>	<u>86,039</u>	<u>10,607</u>	<u>120,513</u>
	<u>229,737</u>	<u>601,022</u>	<u>10,607</u>	<u>841,366</u>
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
	<u>£815,090</u>	<u>£15,669</u>	<u>£830,759</u>	<u>£700,323</u>
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	-
	<u>£10,607</u>	<u>-</u>	<u>£10,607</u>	<u>£1,949</u>
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
	<u>14</u>	<u>11</u>

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
	<u>435,930</u>	<u>353,219</u>

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	<u>£26,609</u>
Depreciation	
As at 1 April 2022	22,146
Charge for the year	2,900
As at 31 March 2023	<u>£25,046</u>
Net Book Value	
As at 31 March 2023	<u>£1,563</u>
As at 31 March 2022	<u>£3,214</u>

**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
	<u> </u>	<u> </u>
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
	<u> </u>	<u> </u>
	<u>£99,840</u>	<u>£102,110</u>

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
	<u> </u>	<u> </u>
As at 31 March 2023	<u>£86,448</u>	<u>£79,604</u>

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	<u>£33,800</u>	<u>£33,800</u>

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
	<u>61,360</u>	<u>14,142</u>	<u>14,142</u>	<u>-</u>	<u>61,360</u>
Unrestricted Funds					
Unrestricted Income Funds	340,366	665,831	700,568	-	305,629
	<u>340,366</u>	<u>665,831</u>	<u>700,568</u>	<u>-</u>	<u>305,629</u>
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	-	-
	<u>45,833</u>	<u>161,180</u>	<u>126,656</u>	<u>-</u>	<u>80,357</u>
	<u><u>£447,559</u></u>	<u><u>£841,153</u></u>	<u><u>£841,366</u></u>	<u><u>£NIL</u></u>	<u><u>£447,346</u></u>

**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	<u>£366,989</u>	<u>£80,357</u>	<u>£447,346</u>	<u>£447,559</u>

23. CONTROL

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

