Carers Choices

England & Wales · Charity number 1093483

Details

Other names	CARERS CHOICES LTD, CASTLE POINT CROSSROADS LIMITED, CROSSROADS CARE ESSEX, CROSSROADS CARE CASTLE POINT, CROSSROADS CARE MALDON, CROSSROADS CARE SOUTHEND
Status	Registered
Legal form	Charitable company
Company number	04320986
Registered	2002-08-20
Register	View on the Charity Commission register

Contact

Address	The White House Kiln Road Benfleet Essex SS7 1BU
Phone	01268881130
Email	care@carerschoices.org
Website	www.carerschoices.org

Activities

Objects: THE BRANCH SCHEME'S OBJECTS ("THE OBJECTS") ARE:TO RELIEVE THE STRESSES EXPERIENCED BY CARERS AND BENEFICIARIES.THE AREA OF BENEFIT SHALL BE ESSEX AS AGREED BY THE BOARD OF TRUSTEES OF CROSSROADS ASSOCIATION.

Activities: Carers Choices is a specialist charity supporting unpaid carers and the people they care for. We provide practical and emotional support through our advocacy, groups and services including respite breaks and day centre.

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Classification

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

Geography

- **Area of benefit:** ESSEX
- Essex

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,843,712	£1,772,380	£1,082,988	76
2024-03-31	£1,602,862	£1,494,133	£1,020,425	79
2023-03-31	£1,327,339	£1,287,003	£911,697	74
2022-03-31	£1,222,167	£1,208,994	£877,911	68
2021-03-31	£1,268,058	£1,172,866	£835,779	70

Trustees

Name	Role	Appointed
BRIAN RICHARD TERRY	Chair	2011-05-27
Carley Roberts		2024-04-30
Clive Anthony Pitts		2022-04-06
Colin Simpson		2024-02-27
LAWRENCE HARRY MCKEOGH		2013-07-16
Michael Paul Hayes		2013-10-10
Robert Raymond Smale		2016-11-29
Robert Salter		2024-04-30
Toluwase Victoria Oladosu		2022-04-06

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Carers Choices

England & Wales - Charity number 1093483

Accounts

Carers Choices
peace of mind

A Network Partner of CARERS TRUST

Annual Report & Accounts 2024/2025



On the cover

Pictured is Jean in the garden at Benfleet

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Chair's Foreword

I'm proud to share that the charity has experienced a truly positive and productive year, continuing to make a meaningful difference. There were a few challenges, which provided opportunities for growth, innovation, and resilience.

While these factors have shaped the landscape we're operating in, they've also strengthened our determination and inspired new ways of working. The charity has remained focused, adaptable, and committed to its mission — and we're proud of the progress we've made.

We remain cognisant of four issues, namely:

- Cost of living in the U.K.
- Financial implications for the charity sector
- Workforce challenges
- National health care and social care restructuring has been announced*

* This issue commenced in 2024/2025 but will have a major impact this year and for the foreseeable future.

Despite rising costs across all areas, the charity maintained a relatively strong financial position. This was largely due to the efforts of the CEO and management team, along with consistent oversight from the Finance and Risk Committee. Additionally, the Services Committee regularly reviews the charity's work to ensure it continues to meet its service objectives.



We expanded our board of Trustees during the year recruiting in specific areas of expertise, which has further strengthened the governance of the organisation. And I am grateful for the support from all the Trustees.

Another key area of focus has been workforce management. The charity remains committed to paying above the Real Living Wage, supporting our goal of maintaining a stable and motivated team. Special thanks go to our dedicated managers, whose efforts in recruiting and retaining staff have ensured we continue to meet the needs of the organisation effectively.

I would also like to take this opportunity to thank all the people and organisations who have supported the charity during this year, because their help and financial support enabled us to continue delivering excellent services to our client base.

I am confident that the necessary procedures and processes are firmly in place to ensure that Carers Choices is well-positioned for the years ahead. This strong foundation will be further reinforced by the strategic initiatives the Board intends to undertake in developing services that respond effectively to the demands of an increasingly dynamic care environment.

BRIAN R TERRY Chair

CEO's Foreword

This year's annual report is again a good news story. We have achieved financial targets and increased our reach to support more Carers and the people they care for.

This doesn't mean that it hasn't been challenging at times but I'm fortunate to be supported by a great team who constantly rise to the challenge. This is my formal opportunity to say well done and thank you.

Thank you to my staff for their unfailing commitment and to my Trustees for all the support they provide to me and the organisation. Thank you in particular to the Chair and Vice Chair for their support and our strategic conversations steering the organisation to further success.

Government policy changes regarding employment, national insurance and welfare benefits continues to have a negative impact upon recruitment. This remains a challenge; finding the right people that understand us, what we are about, and how we support people.

I challenge myself as to whether we expect too much from staff, but then I see how our current staff go the extra mile to care for our clients and assist carers. It may sound cliché but it's not a job but a vocation; if you don't completely believe in what we do then it won't work.

And this is the magic formula. Things don't just go according to plan, but when we hit the obstacles, we navigate around them. There's no time for bemoaning negatives, because every problem we solve only catalyses a desire to be able to support more people. Our services flex and alter to changing needs with a 'yes' to 'can we do something differently' as opposed to the 'no' from other providers.

This provides the springboard for this next year. We want to make sure that more people know about our services and how we can help. It is so frustrating when people find out too late – 'if only I had known about you before' is a mantra we don't like to hear.

To achieve this, we need more referral partners across the whole health and social care sector. We need more positive news stories about the difference we make to carers lives daily. This isn't about resources, it's about ensuring that the people working in these roles consider the needs of every person to make sure that they aren't left to cope alone.



But we don't expect to wait for others. Our social media will ramp up significantly to profile our services particularly in our day centres, and we will apply for funding to support an outreach worker. If successful, this person will be able to support carers directly and aim to influence people in the health and social care sector.

This is part of our drive to support more carers this year more than ever.

Best wishes

PAUL RAMSDEN Chief Executive

Year at a Glance



261 clients supported accessing the day centres or within the home



10,927 day centre attendances

54 Young Carers supported across Castle Point and Basildon



13,778
hours supporting clients within the community





8,044
journeys transporting clients to the day centres

Our 90 year old mum with dementia, has been attending The Silver Birch club since February and we can honestly say it's not only changed her life it's also changed ours, knowing that she's happy there and being looked after with excellent care, she is normally a shy person and we had our concerns that she would settle in , but from day one she loved it, and comes home so happy and talks about the lovely day she's had, nothing is too much trouble and excellent communication with Tracy is another bonus, our only regret is that we didn't know of The Silver Birch club a few years ago.



Who We Are

At Carers Choices we provide the practical care and support for Carers and the people they care for. We respond to changing needs and develop services that help and support people in our community.

The Charity was formed in 1981 in **Thundersley, Essex** to support Carers through practical respite solutions. Originally just offering Respite in the Home (sitting service) we moved to Canvey Island into the old Council Offices before relocating to an industrial unit just up the road. This enabled us to add a **Young Carers** project in the 1990's followed by the first Day Centre for Adults with Disabilities (Rainbow Centre).

In 2011 we realised that space was limiting our capacity to meet the need, and we found a new location back in Thundersley behind the Council Offices on **Kiln Road**. We took over the whole of the ground floor in the White House developing the space to cater for existing and new clients.

In 2014 we recognised the crisis in **Dementia Care** and created an innovative solution with the Silver Birch Centres. We now have a combined department to deliver both centres, sharing resources and working together efficiently.

In 2019 we developed a new service in the **Men's Shed**, providing a resource preventing isolation of Men in the community, and expanded our dementia services with another centre in Wickford Memorial Park – **The Poppy Pavilion**.

In 2020 we added a new **Home Help service**. This service is already assisting a significant number of people in South Essex and is integral to our Homecare services.

In 2023 we introduced a new regulated service in our Rainbow Centre by offering **Overnight Respite** to give clients a great night away. We constructed two bedrooms that are now utilised during the week and weekends.

Our aim is to relieve the burden on Carers for a few hours whilst at the same time providing a rewarding experience for the client. **Quality is second to none**.

Visit our website at **www.carerschoices.org** for more information.

Dad stated 'he wanted to say how thankful he is, not just for respite but for daytime too, for being Moyo's safe space and looking after her so well. Without people and spaces like us, he wouldn't be able to do normal things .... we allow him to sleep, to go shopping, to drive around Canvey and so much more. He is eternally grateful to everyone!

What Do We Do

Carers Choices is the leading Essex based Charity supporting Carers and the people they care for through dedicated and specialist respite services. We provide services in the home and in our innovative day centre settings to meet the needs of Carers.

What is our Mission?

Our Mission is to deliver **high quality respite**.

Our Purpose

All charities have charitable objectives, accepted by the Charity Commission as the purpose of the organisation. It sets out our goals and those who will benefit, specifically:

To relieve the stresses experienced by Carers and Beneficiaries

Carers

Any person or people involved in the provision of care for a person or people who have care needs as a result of a disability, illness or age.

Beneficiaries

Any person or people who have care needs as a result of a disability, illness or age.

My mum was never really one for joining clubs but since joining Silver Birch Club she has had a new lease of life. She absolutely loves it and would go every day if she could. As a family it gives us comfort to know our mum is happy and well looked after. Tracey and her team do a wonderful job, thank you.


THE RAINBOW DAY CENTRE


COURT CLUB
New Exclusives

What do we want to achieve?

We have set and developed some overriding Strategic Planning Objectives. These are:

1. **Ensure that Carers Choices continues to provide the client support and services both near term and in the future**

2. **Continuous facility development, recognising changes in client needs, numbers and locations**

3. **Provide the necessary funding and financial management to achieve the plan objectives and ensure the longevity of Carers Choices as an organisation**

And to deliver these objectives we have a set of values:

Empathetic
We stand in your shoes and take your place with our services

Care
We care about each other, treating everyone fairly, with dignity and respect

Integrity
We deliver person centred care based upon our assessments

Excellence
We strive to be the best, innovating and providing services responding to the needs of our community



How we do it

We deliver our support for Carers through several different service areas:

Home Help and Community Care
Trained staff providing a CQC registered service helping Carers to take a break, supporting clients with multiple calls and providing help in the home including domestic tasks.

Young Carers
Operating in Castle Point and Basildon supporting 54 Young Carers through weekly support clubs and one to one's.

Men's Shed
An innovative support mechanism for men in the community that are either isolated or in danger of being isolated.

Rainbow Centre
Rainbow Centre; for Adults with Disabilities supporting over 37 clients over a 5-day period, specialising in more profound disabilities.

Overnight Respite
Overnight Respite service for clients to stay at the White House in custom made bedrooms.

Silver Birch Centre
Silver Birch Centre; specialist dementia centres in Essex operating 5 days a week giving Carers a quality 6-hour break and providing cognitive stimulation therapy to 108 clients.



Looking Forward

Our Strategic Objectives are reviewed and amended annually to remain relevant and steer our operations.

1

Identify and add new Silver Birch Centres

Actively pursue new location in the North of Essex to open another Dementia Centre.

2

Develop the Overnight Respite Service in the Rainbow Centre

Employ a dedicated manager to develop and provide the service for existing clients and new clients.



3

Deliver Young Carers projects across Castle Point and Basildon, seeking additional funds to grow the reach

Gain additional funding to expand the opportunities for the group and to reach more 'hidden' young carers.

4

Significantly increase Grant Funding for the Charity

Submit higher value grant applications to add further value to our services.

5

Support the Health and Wellbeing of our Staff, aiding recruitment and retention

Continue to assist staff to make healthy decisions that keep them fit and well.



Rainbow Centre

Our Rainbow Centre is for Adults with Disabilities serving 37 clients over a 7-day period, specialising in more profound disabilities.

The 24/25 year has been a very mixed year. Unusually, we lost a couple of clients, who moved into residential care or moved out of the area with their family and had very few new referrals.

The scaffolding we had on the outside of the building was finally removed late last year and this clearly had a negative impact on our ability to interest and secure new clients. Since then, we have been able to slowly start the process of returning our centre to its former glory, not only aesthetically, but by employing new staff to bring new ideas and energy to our staff team.



We employed a Positive Behaviour Trainer, who also took the role of our second Senior. She has enhanced the staffs understanding of living with disabilities providing them with additional skills and knowledge. We have also been attending Transition events at local schools to promote our centre and the fantastic work we do.

Our reputation for providing support to the more challenging clients continues to grow and my staff team rise to the challenge admirably each time a more colourful client arrives at our door!

Our respite service has been very busy, providing a welcome break for our unpaid carers, whose loved ones attend our centre. We have provided several extended stays for these clients, ranging from a couple of nights each month to a few weeks and for one client, a few months. We pride ourselves on being an extension to the families we support, which means that each client is given a very personal and individual service when they stay.

Our slimming club for the staff is still going strong and those that lost weight in the previous year, managed to keep that weight off last year! Our Zumba class continues every Friday at 5.15pm and we are always looking for more people to come along and join in the fun!!

Since D has been attending the All Ages Cooking Sessions his confidence has grown so much and he is coping better at school also. D is now cooking at home with confidence and as a family we are loving seeing the difference in him and of course the lovely dishes that he is creating also. Thank you all for your time, support and patience in getting D where he is today. - **Young Carers Mum**



Silver Birch Centres

Our Silver Birch Centres are a service providing six hours of respite for carers whilst simultaneously delivering brainstimulating activities for our clients.

By keeping clients engaged and mentally active, we support in slowing the progression of cognitive decline, particularly for those who are isolated or living with a diagnosis of dementia. Our centres are equipped to support individuals at all stages-from early onset to later stage dementia-and through our shared space with the Rainbow Centre, we are also able to accommodate adults with physical and mobility needs.

This year has been defined by a clear focus on growth, visibility, and building strong collaborative foundations. We have proactively begun viewing venues in North Essex with a view to expanding our reach and replicating our successful model in underserved areas. These early-stage steps signal our commitment to broadening our impact while maintaining the quality and integrity of our services.

We held a highly successful Christmas Open Day, featuring a professional DJ, which brought together families, carers, clients, and members of the wider community. The event was exceptionally well received, with positive feedback highlighting not just the quality of the event, but also the sense of connection and joy it created.

In terms of financial sustainability and long-term growth, we are now working closely with Troika, a professional fundraising organisation, to identify and apply for grant funding opportunities. This strategic partnership reflects our forward-thinking approach to securing new resources to enhance the service for current and future clients. Operationally, we have renovated our Benfleet Centre, creating a brighter, more welcoming environment. Improvements have included repainting walls, refreshing furnishings, and introducing chair covers to lift the visual feel of the space—efforts that have not gone unnoticed by clients and families.

We also strengthened our ties with local care homes, improving the coordination of client transitions, referrals, and collaborative care. These partnerships help ensure continuity for individuals as their needs evolve and allow us to advocate for community-based support as a preferable alternative to premature residential admission wherever possible.





Home Help and Community Care

Our focus for this year has been to continue to provide vital support to Carers and their loved ones within the community.

We provided vital support to 6 clients after leaving hospital and tailormaking a service to fit the individual's needs. These clients then chose to continue their support within our other Community Services, mainly Home Help.



We spent time working with a client with a hoarding issue and managed to de-clutter, clean and re-arrange their home, so that equipment could be delivered and the home was made wheelchair friendly, enabling the client to be discharged home from hospital. We continued with our Home Help Service to ensure that the home was kept to a reasonable standard.

Once again, our biggest challenge this year has been recruitment, which at times has had an effect on hours provided. There will always be challenges within the Community Services, but we are always recruiting and aim to provide the best care possible.

We had one member of staff retire and another move out of the area, and they were a great loss to our service - dedicated workers, who always went the extra mile.

It has to be said that without our excellent team of community workers, delivering our services would not be possible and we appreciate their dedication to our organisation and clients, they always go over and above.

We continue to aim to expand our services and continue to provide vital support to all our clients with a tailor-made service to meet their needs. Continuing to promote our services and build on our profile in the community is also priority for this coming year.

We have received some positive feedback from our clients regarding our services, one of our clients' families were very grateful for our Home Help raising the alarm when their mother was unwell and she was rushed into hospital with Sepsis, because we attend daily to this client we were able to act quickly on the matter.

Young Carers

Castle Point

We have seen a decline in the number of Young Carers attending our Castle Point Young Carers Groups this year. This has been due to the age group who are in their final year of education taking time away to concentrate on their studies. However, the young carers that we are supporting have continued to grow in confidence and skills whilst developing great peer support networks.

We have taken our Young Carers out litter picking in our local community as we feel it is important to give something back to the local community, and it is a good environmental project for us to be involved in; protecting our environment is paramount.

We have two very talented young carers who are thriving in their cooking skills, producing some really lovely dishes, improved confidence, and they have become good friends, who support each other.

Our numbers are now increasing again with the number of Young Carers that we are supporting from regular referrals being received.



Basildon Young Carers

We were successful in applying for funding from Essex County Council to sustain the Basildon group. Numbers are increasing each week now (we started the group sessions with just 2 - 3 young carers attending) but we are now seeing each week between 10 - 14 young carers, with more being referred on a regular basis.

Even though we have some restrictions with the types of activities that we can achieve at the premises we use in Basildon, we still have lots of fun and entertainment that all ages can join in. And the challenges make it even more interesting in coming up with activities and overcoming boundaries.



All Age Cooking Project

Our All Age Cooking Project has seen us supporting Carers of all ages to learn to cook some budget meals and batch baking to help with the cost of living.

We have seen some really talented cooking skills amongst the groups and incredible support for each other regardless of ages.

Men's Shed

Our numbers continue to grow year on year and we now have 19 members. Not all are necessarily craftsmen, but all contribute in their way from making tea to painting or sanding down projects and some gardening. Ages vary from our oldest at 94, to our "youngsters" in their 60's.

Combating isolation and creating a social hub twice a week has been invaluable to a number of our members.

Over the year we have successfully repaired or created a wide range of items. We thrive in being able to turn our hands to repairing furniture and other items for Carers Choices and have been approached on a number of occasions to assist with community projects. A giant Jenga set and Bean Bag Tossing game have all been made for clients to enjoy along with items made for various Carers Choices events throughout the year such as domino clocks, bird boxes and bug hotels.

A large gate was made to secure the decked area for Rainbow Centre clients at the White House. It was nicely finished off by the Centre staff painting the balustrades in bright colours.

Community projects involved working with Westerings Primary School in Hockley, Essex to build a small shed and work bench for children to play in and making cardboard cut outs of life size barrels mounted on freestanding structures for the Royal Naval Association of Rayleigh, so they could be displayed at functions such as Trafalgar Day.

Our mantra is, Reduce, Repair, Repurpose and when all else fails we separate out scrap items that enable us to maximise scrap value.

A frequent visitor and supporter to our shed is our charity patron Dame Rebecca Harris who has donated several items for restoration.







Financial Review

Overall, the organisation has performed well, increasing in turnover and producing a surplus to offset increased costs. Inflation, increases to the minimum wage and changes in National Insurance will impact from the 1st April 2025.

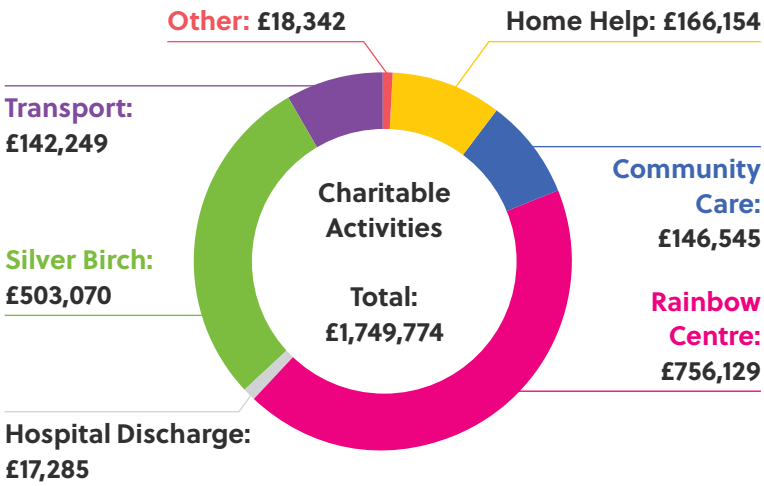
Our total grants and donations from Fundraising amounts to around £75k, which we hope to increase over the coming year. We are ever grateful for the support from Castle Point Borough Council, Essex County Council and individual donations directly or from our events that we have run through the year.

Depreciation on the Motor Vehicles restarted to ensure that the book value is aligned to a real-world value, which reduced the surplus to just under £75k.

	2024/2025	2023/2024
Donations and Gifts	£76,073	£42,124
Day Centres	£1,401,448	£1,184,099
Community Services	£329,984	£285,283
Other Income	£18,342	£24,245
Other Trading Activities	£3,262	£1,589
Investment Income	£14,603	£1,089
Total	£1,843,712	£1,538,429
Expenditure	£1,772,380	£1,437,803
Deficit/Surplus	£71,330	£100,626







The **Balance Sheet** is further strengthened by the performance with an overall increase in funds, careful management of debtors and a slight increase in tangible assets. We have a minibus on order that will change the cash situation in the next year and increase tangible assets.

The analysis of the funds is presented here with a reduction in restricted funds as they are spent and an increase in unrestricted balance. Throughout the year there was investment from designated funds in both Fundraising and the Hospital Discharge functions. The increase overall will enable the Trustees to replenish designated funds as we pursue our objective of delivering services in North Essex and the purchase of a building.

Funds Analysis	2024/2025	2023/2024
Designated Funds	£259,704	£289,250
General Funds	£820,155	£716,743
Tangible Fixed Assets	£289,690	£318,717
Free Unrestricted Funds	£530,465	£398,026
3 months expenditure (April to June)	£437,278	£381,335
Unrestricted Balance	£93,187	£16,691
Restricted cash reserves	£3,129	£5,665

Restricted reserves are those funds that the donor has specified must be undertaken when the funds were made available. This could be for a particular project or purchase of as asset.

Designated funds have been allocated by the Trustees for a particular purpose. These have been taken from the cash unrestricted reserves so exclude fixed assets.

Unrestricted funds are those reserves that remain once restricted and designated funds have been accounted for. They include fixed assets at cost less depreciation.

Free unrestricted funds are those unrestricted reserves less fixed assets and designated funds.

We wouldn't be without silver birch; my mum is so happy there, all the staff are amazing and absolutely lovely - **Claire Timpson**

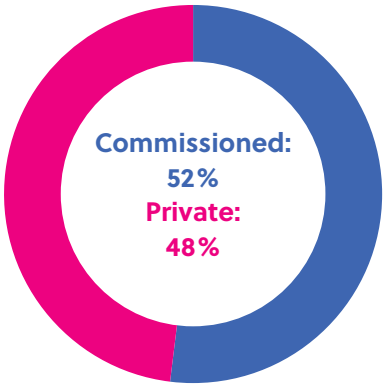
Reserves Policy

The Trustees have determined that, in line with good practice, 3 month's operating expenditure should be held as reserves. This equates to £437,278 and reduces the free unrestricted balance to £93,187.

Principal Funding Sources

Our Principal Funding is through paid services either by individuals or through spot contracts with public commissioners. We are commissioned by all local social care authorities in Essex as well as the NHS.

The split between private and commissioned services is shown here:



Future Periods

We continue to develop our services, to reach more people in existing and new areas.

We are actively looking for grant investment to assist this process and have engaged consultants to bring the capacity and expertise to apply for higher amounts.

Equally we are actively looking for properties in the North of the County for an additional centre. This will be a major expenditure item that we have built up reserves to afford.

My wife has been going to Silver Birch over 2 years now. They deliver an excellent service look after Linda with care, she loves coming to Silver Birch and even with Alzheimer's loves every minute of the time she spends there 3 days.

How we are Governed

Carers Choices is a registered charity and a company limited by guarantee. It was formed in 1981 and incorporated in 2001, with a memorandum and articles of association. The Directors of the Company are also Charity Trustees that serve a three-year term. Each year at the AGM there is an election where new Trustees can be appointed or existing ones to be re-elected.

Our Trustees

The Board of Trustees meet approximately 4 times a year to look at financial matters and progress against objectives set out in the Corporate Plan. The Board's role is clear and has determined the following five areas of responsibility:

- Vision, Mission and Strategic Direction
- Performance and Corporate Behaviour
- Legal and Regulatory Compliance
- Guardian of the Charity's Assets
- Capacity to Govern

Board Trustees are appointed for 3-year terms and serve up to 3 terms of 3 years. After the latest recruitment the board is now constituted of 9 Trustees. The board must have between 3 and 17 Trustees.

All the Trustees are non-remunerated and give their time freely.

Significant Activities for Public Benefit

The Trustees have had due regard to the guidance on public benefit published by the Charity Commission in section 17(5) of the 2011 Charities Act and the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PB2)'. For most of the Charity's services a charge is levied otherwise the service could not run.

These charges are set at a reasonable level to ensure that they offer good value for money and are affordable by the public.

Board Committees

The Board has delegated tasks to three sub committees – the Finance and Risk committee, the Services Committee and the Governance Committee.

I feel completely supported by you, I feel listened to, and I trust you that you are all working so hard to support Flynn and myself and have our best interests at heart. I definitely wouldn't have got through without you all.



The **Finance and Risk Committee** provides specialist support and scrutiny to the Board. Meetings are held prior to Board meetings to scrutinise financial activities and performance against budget.

The **Services Committee** hears and discusses operational delivery in each service area. This then makes recommendations to the main Board.

The **Governance Committee** is constituted of the Chairman, Vice Chairman and Chief Executive and meets bi-monthly to progress matters ahead of Board Meetings. All committees report to the Board.

Trustee Induction and Training

All new Trustees receive an induction with a meeting with the CEO, meet with the Senior Management Team and a visit around our centres. Further documentation is available for them including the Strategic Plan, previous Annual Reports and access to meeting minutes etc.

All Trustees complete a skills audit table to ensure that gaps are identified, and training undertaken to enhance the skills and expertise of trustees. Trustees are encouraged to attend sessions to gain a greater understanding of the charity's work.

Risk Management

A Strategic Risk Register has been produced and approved by the Board. This is monitored and red risks are presented at Board Meetings. It is reviewed at least annually by the committees before presentation to the Board.

Our Auditors

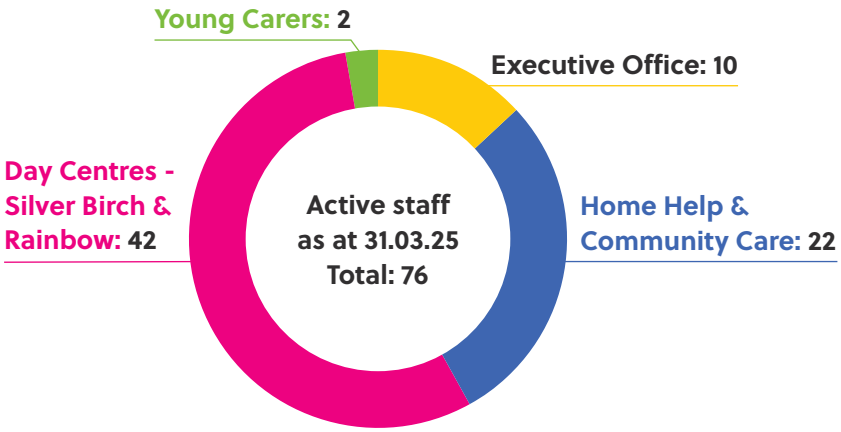
Our current auditors are Maynard Heady LLP.



Organisational Structure

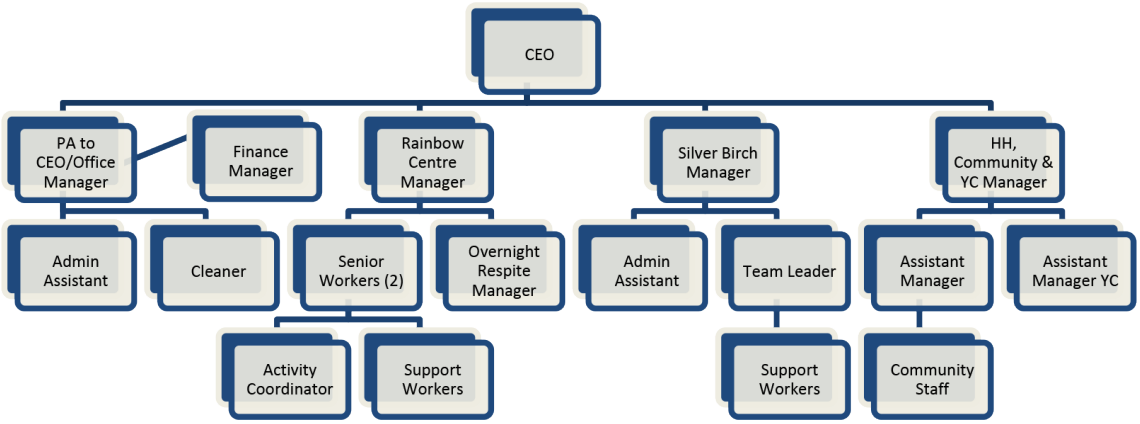
The Directors of the company delegate Operational Management to the Chief Executive. The Board have responsibilities to monitor and consider the Strategic direction of the Organisation. The Chief Executive is accountable to the Directors for performance against the Strategic Plan and within the approved budget.

Staffing



The Main Office is located at the White House, where our two day centres run from; the Silver Birch Centre and the Rainbow Centre (including Overnight Respite). Young Carers utilise the facilities in the evening but also meet in a rented building in Basildon each week. The Men's Shed is in the grounds of the White House.

We also have a satellite operation of the Silver Birch Centre in Wickford. This is based in the Poppy Pavilion in Memorial Park and provides services for those local to Wickford and the surrounding areas.



Statement of Responsibilities

Statement of responsibilities of the Trustees of Carers Choices in respect of the Trustees' Annual Report and the financial statements

Trustees Responsibilities in relation to financial statements

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

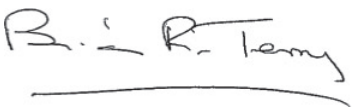
Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including 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 judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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 preparing this report, the Trustees have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the Trustees on 7th October 2025 and signed on their behalf by:



BRIAN R TERRY Chair of Trustees

Independent auditors report

We have audited the financial statements of Carers Choices (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. 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).

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 incoming resources and application of resources, 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 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 auditors' report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of Trustees responsibilities, 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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 auditors' 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.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Based on our understanding of the legal and regulatory frameworks that are applicable to the entity we have considered those that have a direct and indirect material impact on the financial statements and operations of the company. These include but are not limited to the Charities Act 2011, GDPR, and Employment and Health & Safety legislation.

We obtained an understanding of how the company are complying with those legal and regulatory frameworks by making inquiries to the management. We corroborated our inquiries through our review of documentation generated and assessing the extent of compliance with the relevant laws and regulations.

We discussed among the audit engagement team regarding the opportunities and incentives, including management override of controls, that may exist within the organisation for fraud and how and where fraud might occur in the financial statements.

As a result of performing the above, we identified the greatest potential for material misstatements due to fraud are in the following areas, and our specific procedures performed to address these are described below:

The risk of management override of controls is the area where the financial statements were most susceptible to material misstatement due to fraud. In addition, the key principal risks related to the existence of inappropriate journal entries to impact the profit for the year and management bias in accounting estimates.

I am very pleased with the Home Help cover sent to me at short notice yesterday. Nothing was too much trouble for her and she cleaned my fridge out and it now looks and smells lovely. I am very happy.

Procedures performed to address these were as follows:

- Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud, including known or suspected instances of non-compliance with laws and regulations, and fraud;

- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;

- Challenging assumptions and judgements made by management in its significant accounting estimates;

- Identifying and testing journal entries, in particular any unusual journal entries posted around the year-end and journal entries posted by infrequent system users; and

- Ensuring that funds have been stated correctly and no misappropriation has occurred.

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. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. 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 is available 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 charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Mr David Smith FCA (Senior Statutory Auditor)
For and on behalf of Maynard Heady LLP, Statutory Auditor
Chartered Accountants
Matrix House
12-16 Lionel Road
Canvey Island
Essex
SS8 9DE
7 October 2025

Maynard Heady LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

Statement of Financial Activities

Including income and expenditure account for the year ended 31 March 2025.

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Donations and legacies	**3**	52,276	23,797	76,073	37,641	4,483	42,124
Charitable activities	**4**	1,749,774	-	1,749,774	1,493,627	-	1,493,627
Other trading activities	**5**	3,262	-	3,262	1,589	-	1,589
Investments	**6**	14,603	-	14,603	1,089	-	1,089
Total income		1,819,915	23,797	1,843,712	1,533,946	4,483	1,538,429
Expenditure on:							
Raising funds	**7**	6,123	-	6,123	197	-	197
Charitable activities	**8**	1,739,924	26,333	1,766,257	1,416,777	20,829	1,437,606
Total expenditure		1,746,047	26,333	1,772,380	1,416,974	20,829	1,437,803
Net gains/(losses) on investments	**13**	(2)	-	(2)	-	-	-
Net income/(expenditure) and movement in funds		73,866	(2,536)	71,330	116,972	(16,346)	100,626
Reconciliation of funds:							
Fund balances at 1 April 2024		1,005,993	5,665	1,011,658	889,021	22,011	911,032
Fund balances at 31 March 2025		1,079,859	3,129	1,082,988	1,005,993	5,665	1,011,658

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

CARERS CHOICES

BALANCE SHEET

AS AT 31 MARCH 2025

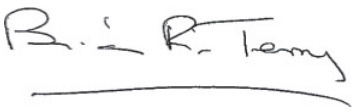
	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Tangible assets			289,690		318,717
Investments			-		2
			289,690		318,719
Current assets					
Debtors		225,155		183,468	
Cash at bank and in hand		683,763		662,749	
		908,918		846,217	
Creditors: amounts falling due within one year		(115,620)		(153,278)	
Net current assets			793,298		692,939
Total assets less current liabilities			1,082,988		1,011,658
The funds of the charity					
Restricted income funds			3,129		5,665
Unrestricted funds			1,079,859		1,005,993
			1,082,988		1,011,658

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, but an audit has been carried out under section 144 of the Charities Act 2011 for the year ended 31 March 2025.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the trustees on 7 October 2025



BRIAN R TERRY Chair of Trustees

Company registration number 04320986 (England and Wales)

CARERS CHOICES

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities					
Cash generated from operations	**24**		15,492		183,819
Investing activities					
Purchase of tangible fixed assets		(9,081)		(55,651)	
Investment income received		14,603		1,089	
Net cash generated from/(used in) investing activities			5,522		(54,562)
Net cash generated from financing activities			-		-
Net increase in cash and cash equivalents			21,014		129,257
Cash and cash equivalents at beginning of year			662,749		533,492
Cash and cash equivalents at end of year			683,763		662,749

Notes to the Financial Statements

1. Accounting policies

Charity information

Carers Choices is a private company limited by guarantee incorporated in England and Wales. The registered office is The White House, Kiln Road, Thundersley, Benfleet, Essex, SS7 1BU, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "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)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, [modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Designated funds comprises unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

- Leasehold land and buildings - 4% straight line
- Fixtures and fittings - 20% straight line
- Motor vehicles - 13% straight line with 10% residual value

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets
Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities
Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities
Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.12 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2. Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.



NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

3 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	52,276	23,797	76,073	37,641	4,483	42,124

4 Income from charitable activities

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Charitable activity		
Total income from charitable activities	1,749,774	1,493,627
Breakdown of activities		
Home Help	166,154	124,558
Community Care	146,545	160,725
Rainbow Day Centre	756,129	661,330
Silver Birch Centre	503,070	396,989
Transport	142,249	125,780
Hospital Discharge	17,285	-
Other services & Recharges	18,342	24,245
	1,749,774	1,493,627

5 Income from other trading activities

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Fundraising events	3,262	1,589

6 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	14,603	1,089

7 Expenditure on raising funds

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Fundraising and publicity		
Other fundraising costs	6,123	197

8 Expenditure on charitable activities

	Charitable activity 2025 £	Charitable activity 2024 £
Direct costs		
Staff costs	1,407,447	1,165,763
Depreciation and impairment	38,109	9,859
Advertising	3,831	5,390
Rent	29,422	27,172
Activity expenses	15,420	12,134
Client food purchases	15,743	12,970
Travel	86,098	60,736
Training costs	15,442	2,285
Equipment and repairs	15,566	14,534
Printing postage and stationery	3,774	2,860
Bank charges	6,453	4,396
Water, light and heat	33,326	52,874
Insurance	10,502	6,962
Premises expenses	27,756	2,820
Sundry expenses	7,152	9,387
Telephone	2,092	1,699
Computer expenses	150	216
Subscriptions	11,064	10,002
Staff entertaining	4,515	3,999
	1,733,862	1,406,058
Share of support and governance costs (see note 9)		
Support	32,395	31,548
	1,766,257	1,437,606
Analysis by fund		
Unrestricted funds	1,739,924	1,416,777
Restricted funds	26,333	20,829
	1,766,257	1,437,606

9 Support costs allocated to activities

	Charitable activity 2025 £	Total 2024 £
Staff costs	9,153	11,178
Governance	23,242	20,370

Governance costs comprise:	2025 £	2024 £
Audit fees	10,800	9,100
Legal and professional	12,442	11,270
	23,242	20,370

10 Net movement in funds

	2025 £	2024 £
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	10,800	9,100
Depreciation of owned tangible fixed assets	38,109	9,859

11 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

12 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Executive Office	10	8
Home Help & Community Care	21	24
Day Centres - Silver Birch & Rainbow	42	43
Young Carers	2	1
Hospital Discharge	1	-
Total	76	76

12 Employees **(Continued)**

Employment costs	2025 £	2024 £
Wages and salaries	1,297,288	1,085,347
Social security costs	78,927	57,461
Other pension costs	40,385	34,133
	1,416,600	1,176,941

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2025 Number	2024 Number
In the band £70,001 - £80,000	-	1
In the band £80,001 - £90,000	1	-

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

The key management personnel of the charity comprises the senior management. The total amount of employee benefits received by key management personnel for their services to the charity was £81,406 (2024: £70,225)

13 Gains and losses on investments

	Unrestricted funds 2025	Unrestricted funds 2024
Gains/(losses) arising on:	£	£
Sale of investments	(2)	-

14 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

15 Tangible fixed assets

	Leasehold land and buildings	Fixtures and fittings	Motor vehicles	Total
	£	£	£	£
Cost				
At 1 April 2024	113,962	30,333	305,183	449,478
Additions	-	9,081	-	9,081
At 31 March 2025	113,962	39,414	305,183	458,559
Depreciation and impairment				
At 1 April 2024	18,178	13,775	98,807	130,760
Depreciation charged in the year	4,558	6,647	26,904	38,109
At 31 March 2025	22,736	20,422	125,711	168,869
Carrying amount				
At 31 March 2025	91,226	18,992	179,472	289,690
At 31 March 2024	95,784	16,558	206,375	318,717

16 Fixed asset investments

	Unlisted investments
	£
Cost or valuation	
At 1 April 2024	2
Disposals	(2)
At 31 March 2025	-
Carrying amount	
At 31 March 2025	-
At 31 March 2024	2

The trading subsidiary, Carers Choices Trading Company Limited ceased trading during the period.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

17 Debtors

Amounts falling due within one year:	2025 £	2024 £
Trade debtors	173,605	133,522
Amounts owed by fellow group undertakings	-	6,098
Other debtors	326	314
Prepayments and accrued income	51,224	43,534
	225,155	183,468

18 Creditors: amounts falling due within one year

	2025 £	2024 £
Other taxation and social security	19,819	16,494
Trade creditors	34,556	74,973
Other creditors	14,846	18,896
Accruals and deferred income	46,399	42,915
	115,620	153,278

19 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024 £	Incoming resources £	Resources expended £	At 31 March 2025 £
Dana Tinson Fund	3,801	-	(3,801)	-
Mens Shed	1,864	3,974	(2,709)	3,129
All Age Cooking	-	9,980	(9,980)	-
Community Carers Fund	-	9,843	(9,843)	-
	5,665	23,797	(26,333)	3,129

19 Restricted funds **(Continued)**

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	At 31 March 2024 £
Dana Tinson Fund	1,719	4,483	(4,338)	1,864
Men's Shed	105	-	(105)	-
Youth Violence Project	6,700	-	(2,899)	3,801
Carers Group	8,863	-	(8,863)	-
Poppy Pavilion Reopening	4,624	-	(4,624)	-
	22,011	4,483	(20,829)	5,665

20 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2025 £
Designated Funds	289,250	-	-	(29,546)	-	259,704
General Funds	716,743	1,819,915	(1,746,047)	29,546	(2)	820,155
	1,005,993	1,819,915	(1,746,047)	-	(2)	1,079,859

Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2024 £
Designated Funds	289,250	-	-	-	-	289,250
General Funds	599,771	1,533,946	(1,416,974)	-	-	716,743
	889,021	1,533,946	(1,416,974)	-	-	1,005,993

21 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
At 31 March 2025:			
Tangible assets	289,690	-	289,690
Current assets/(liabilities)	790,169	3,129	793,298
	1,079,859	3,129	1,082,988

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Tangible assets	318,717	-	318,717
Investments	2	-	2
Current assets/(liabilities)	687,274	5,665	692,939
	1,005,993	5,665	1,011,658

22 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	31,343	31,343
Between two and five years	82,143	113,486
	113,486	144,829

23 Related party transactions

Transactions with related parties
During the year the charity entered into the following transactions with related parties:

	Donations 2025 £	2024 £
Entities over which the entity has control, joint control or significant influence	10,580	821
	10,580	821

The trading subsidiary, Carers Choices Trading Company Limited ceased trading during the year. The assets of the company have been transferred to Carers Choices in the form of a donation.

24 Cash generated from operations

	2025 £	2024 £
Surplus for the year	71,330	100,626
Adjustments for:		
Investment income recognised in statement of financial activities	(14,603)	(1,089)
Loss on disposal of investments	2	-
Depreciation and impairment of tangible fixed assets	38,109	9,859
Movements in working capital:		
(Increase)/decrease in debtors	(41,688)	18,782
(Decrease)/increase in creditors	(37,658)	55,641
Cash generated from operations	15,492	183,819

25 Analysis of changes in net funds

The charity had no material debt during the year.


STAFF

Who's Who

Patron

Dame Rebecca Harris MP

Trustees

B R Terry
Chairman

R R Smale
Vice Chair

M P Hayes
Trustee

L H McKeogh
Trustee

T V Oladosu
Trustee

C A Pitts
Trustee

C Roberts
Trustee

R Salter
Trustee

C Simpson
Trustee

Our Accountants

Maynard Heady LLP
Matrix House
12-16 Lionel Road
Canvey Island
Essex SS8 9DE

Our Solicitors

Pinney Talfourd LLP
54 Station Road
Upminster
Essex RM14 2TU

Bankers

CAF Bank
25 Kings Hill Avenue
West Malling
Kent ME19 4JQ

Nat West Bank
250 Bishopsgate
Spitalfields
London EC2M 4AA

Executive Leadership Team

Paul Ramsden
Chief Executive

Sharon Box
Home Help, Community Care
& Young Carers Manager

Laura Watts
PA to CEO and Office Manager

Sarah Fogarty
Rainbow Centre Manager

Cerys Ramsden
Silver Birch Manager

Keely Abbott
Finance Manager

Our Thanks

Castle Point Borough Council
www.castlepoint.gov.uk

Essex County Council
www.essex.gov.uk

Southend Borough Council
www.southend.gov.uk

Thurrock Council
www.thurrock.gov.uk

NHS
www.nhs.uk

My mum loves coming here and staff are amazing with her - **Keely Law**





For More Information

Carers Choices
The White House
Kiln Road
Benfleet
Essex SS7 1BU

0300 302 1212
www.carerschoices.org
www.facebook.com/carerschoices

Charity Number 1093483
Company Number 04320986. Company registered in England and Wales.

Carers Choices

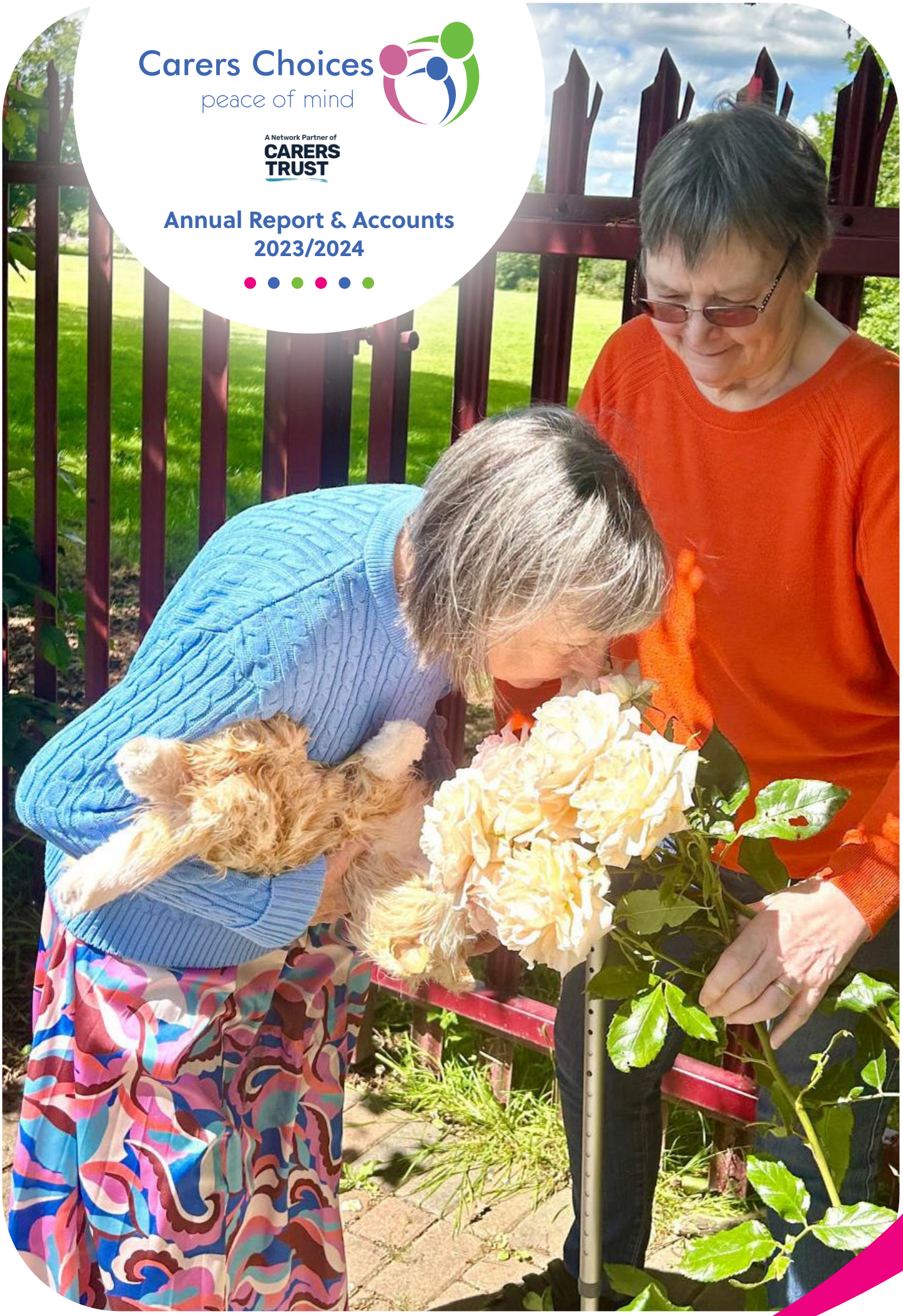
England & Wales - Charity number 1093483

Accounts

Carers Choices
peace of mind

A Network Partner of CARERS TRUST

Annual Report & Accounts 2023/2024



On the cover

Pictured is Josie and Eileen in
the communal garden at Benfleet

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Chair's Foreword

Prior to writing this year's annual report, I thought it would be helpful to reflect on what I wrote in the previous year. I suppose it comes as no surprise, that the major issues identified, are as relevant now as a year ago, despite the work undertaken by the organisation in the year 2023/2024. This report covers the work carried out within the organisation, during last year and what I would consider the issues, and the way ahead, for Carers Choices in 2024/2025 and beyond.



The three main concerns identified in last year's report were:

- Cost of living in the U.K.
- Financial implications for the charity sector
- Major workforce issues

The charity in 2023/2024 continued implementing its plan, devised in the previous year, by strengthening governance arrangements and ensuring any changes implemented, maintain control over external influences.

The new governance arrangements included increasing the number of Finance and Risk Committee meetings as well as monthly Governance meetings. This action has improved the speed of decision making, enabling the charity to react effectively to the rapidly evolving environment. We increased the number of trustees by four, improving the diversity and equality within the Board, and the range of skills and expertise of the trustees. This has helped give a wider range to the Board's perspectives.

The charity retained its relatively healthy financial situation, considering the rising costs across all parts of the charity. This is mainly thanks to the CEO and the managers plus the regular oversight of the Finance and Risk Committee. The work of the charity is scrutinised regularly by the Services Committee to ensure the Charity meets its service objectives.

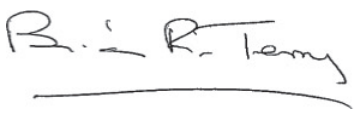
The other main issue to be managed is the workforce, and the charity made a conscious decision to pay above the real living wage to ensure that we were able to maintain a stable workforce. This was achieved throughout the year despite the challenges we faced, and thanks must be given to all the managers, who have successfully maintained and recruited staff to meet the needs of the organisation.

The Finance and Risk Committee monitored and implemented changes to ensure the charity could meet both its service and financial objectives. The work of this committee was essential and on behalf of the trustees I would like to acknowledge their work during this period. The charity increased the number of trustees on the Services Committee, which has improved the effectiveness and the scrutiny of the committee, and I would like to thank these trustees for their commitment and work.

I would also like to take this opportunity to thank all the local authorities who have supported the charity during this year, because their help and financial support enabled us to get through one of the most challenging times for Carers Choices.

Finally – the Way Ahead. It is clear the charity still faces significant challenges, especially financial, and the way it is envisaged that charities will be funded by statutory authorities. It has been agreed that these financial changes may impact on our current plans and these will be reviewed and changed as necessary by the Board.

However, it is my belief that we have the procedures and processes in place to ensure that Carers Choices is in a good place for the next few years. This will be enhanced by the work the Board is going to carry out around developing services to meet the needs of a very rapidly changing care environment.



BRIAN R TERRY Chair

CEO's Foreword

The last year has been a good year for the charity. The impact of COVID has now largely gone – we still have people catching it, but this has become the same as other illnesses. This has meant that we have been able to keep developing our services and expanding.

A major detriment has been the risk posed with the building; however, a plan is now in place for the repairs to happen as we progress into 2024. The impact upon us cannot be underestimated as it is our Head Office and contains two of our three-day centres. At one point we had water pouring through ceilings after the builders had left it in such a poor state. My sincere thanks go to Cllr Steve Mountford who got things moving and apologised on behalf of the Council (landlord).

Staff are key to the delivery of our services. Our attrition rates remain exceptionally low, and we continue to invest in the staff, supporting them with health and fitness classes and purchasing equipment for our own Carers Choices Gym.

Coming out of 23/24 we are in a strong place to invest more to grow. Our Strategic Objectives have been revised and updated and include this appetite for new buildings in other parts of Essex to expand our day centre delivery.

Equally, we are pushing our Home Help services as an essential element of our homecare offering. So many people realise that they need help and this is often the start of our support programme. Alongside this, we want to develop a new service in the coming year to assist people to leave hospital sooner. This is an exciting prospect as we all know that there are people stuck in hospital when they should be and want to be at home.

Over the year we were successful in recruiting new Trustees to strengthen and diversify the Board. I am ever grateful for the support, counsel and objectivity I get from the Chair, Vice Chair and all the Trustees.

I have the pleasure to work in an environment where the overriding ambition is to respond to need and support more people in existing and new geographical areas. That's what drives us all forward and I thank each and every one for this spirit of determination.

Together we transform people's lives daily. The most important outcome that I look for is, after our service has been delivered, are people happier. And we strive to ensure that our services continue to flex to accommodate everyone's personal needs.



I'm sure 2024/25 holds many challenges, but also many opportunities, and we look forward to solving problems, and capitalising on our strategic ambitions, to provide even more respite care to people in Essex.

Best wishes

PAUL RAMSDEN Chief Executive

Year at a Glance

Clients

245

clients supported accessing the day centres or within the home



Day Centres

10,363

day centre attendances



Young Carers

78

Young Carers supported across Castle Point and Basildon





12,482

hours supporting clients within the community

Community



7,184

journeys transporting clients to the day centres

Transport

Case Study

Thank you for the companionship service that you provide to my dad, it allows my Mum 3.5 hours a week to go out and do her shopping or meet a friend for a coffee and get some time away from caring for my dad, which can be quite challenging at times. Your service has been a life-changer for my Mum, and we are incredibly grateful for your help. **JS**


0300 30
NOW OPEN
Call to book your taster

Who We Are

At Carers Choices we provide the practical care and support for Carers and the people they care for. We respond to changing needs and develop services that help and support people in our community.

The Charity was formed in 1981 in **Thundersley, Essex** to support Carers through practical respite solutions. Originally just offering Respite in the Home (sitting service) we added Young Carers in the 1990's followed by the first Day Centre for Adults with Disabilities (Rainbow Centre).

Over the following years we moved from Thundersley to Canvey Island and back again, to our current base behind the Council Offices on **Kiln Road**.

In 2014 we recognised the crisis in **Dementia Care** and created an innovative solution with the Silver Birch Centres. We now have a combined department to deliver both centres, sharing resources and working together efficiently.

In 2019 we developed a new service in the **Men's Shed**, providing a resource preventing isolation of Men in the community.

In 2020 we added a new **Home Help service**. This service is already helping out a number of people in South Essex and is integral to our Homecare services.

In 2023 we introduced a new regulated service in our Rainbow Centre by offering a **Overnight Respite** to give clients a great night away.

Our aim is to relieve the burden on Carers for a few hours whilst at the same time providing a rewarding experience for the client. **Quality is second to none**.

Visit our website at **www.carerschoices.org** for more information.

Case Study

Without your services, I would not be able to continue to live in my home. This has made such a difference to me, especially of late when my confidence has gone and I became too frightened to go out on my own, having someone with me for appointments or shopping trips has been so good for me and keeping me independent also. **KB**

What Do We Do

Carers Choices is the leading Essex based Charity supporting Carers and the people they care for through dedicated and specialist respite services. We provide services in the home and in our innovative day centre settings to meet the needs of Carers.

What is our Mission?

Our Mission is to deliver **high quality respite**.

Our Purpose

All charities have charitable objectives, accepted by the Charity Commission as the purpose of the organisation. It sets out our goals and those who will benefit, specifically:

To relieve the stresses experienced by Carers and Beneficiaries

Carers

Any person or people involved in the provision of care for a person or people who have care needs as a result of a disability, illness or age.

Beneficiaries

Any person or people who have care needs as a result of a disability, illness or age.

Just wanted to say a big THANK YOU to you, Lisa and Heidi, for everything over the last week (extra dates and visits) for Mum (and Dad).

You were all kind and caring and we are very grateful to you. It meant that I was able to enjoy a week's holiday away at my daughters, knowing Mum & Dad were being looked after and safe.





What do we want to achieve?

We have set and developed some overriding Strategic Planning Objectives. These are:

1. **Ensure that Carers Choices continues to provide the client support and services both near term and in the future**

2. **Continuous facility development, recognising changes in client needs, numbers and locations**

3. **Provide the necessary funding and financial management to achieve the plan objectives and ensure the longevity of Carers Choices as an organisation**

And to deliver these objectives we have a set of values:

Empathetic
We stand in your shoes and take your place with our services

Care
We care about each other, treating everyone fairly, with dignity and respect

Integrity
We deliver person centred care based upon our assessments

Excellence
We strive to be the best, innovating and providing services responding to the needs of our community



How we do it

We deliver our support for Carers through several different service areas:

Home Help and Community Care

Trained staff providing a CQC registered service helping Carers to take a break, supporting clients with multiple calls and providing help in the home including domestic tasks

Young Carers

Operating in Castle Point and Basildon supporting 78 Young Carers through weekly support clubs and one to one's.

Men's Shed

An innovative support mechanism for men in the community that are either isolated or in danger of being isolated.

Day Opportunities

Rainbow Centre; for Adults with Disabilities supporting over 41 clients over a 5-day period, specialising in more profound disabilities.

Overnight Respite service for clients to stay at the White House in custom made bedrooms.

Silver Birch Centre; specialist dementia centres in Essex operating 5 days a week giving Carers a quality 6-hour break and providing cognitive stimulation therapy to clients, supporting 81 clients.



Looking Forward

Our Strategic Objectives are reviewed and amended annually to remain relevant and steer our operations.

1

Secure Appropriate Building(s) for the continuation of the Charities building based services

Ensure that the White House is fit for purpose to continue delivering services from.

2

Expand and Develop Home Care Services

Grow the size and scope of our Home Care services through geographical areas such as Maldon and continuing to develop our offering.

3

Grow existing Silver Birch locations and explore new locations

Open Silver Birch Wickford 5 days a week and increase client numbers at both centres. Search for new suitable locations to open up new Silver Birch Centres.

4

An additional Rainbow Centre location

Investigate new geographic areas where a Rainbow Centre would be of benefit to the local community.

5

Gain additional funding to expand Young Carers Groups

Develop and expand the Young Carers groups, particularly around Basildon and attract new funding.



6

Increase Grant Funding

Develop in-house fundraising through recruitment and training of new staff to bring in new funding streams for the charity.

7

Staffing

Continue to support our staff by providing or facilitating additional services that would benefit them.

8

Financial Strategy

Ensure that reserves are maximised by investing them and receiving a return as a new revenue stream.



Rainbow Centre

Our Rainbow Centre is for Adults with Disabilities serving 41 clients over a 7-day period, specialising in more profound disabilities.

The 23/24 year has seen quite a few changes with two clients moving into residential settings, one into supported living, all thanks to the support that they have received from the Rainbow staff. This had an impact on our respite service, which saw its sessions reduced.

Our reputation for dealing with the most challenging clients continued and we saw 3 new male clients join us, who had all been excluded from other provisions, so we were their last chance saloon! We have worked hard to support these clients and have achieved successes with all of them. New equipment has been sourced and additional training implemented.

The outside of our building continued to be in a poor state of repair, and this affected us quite badly in Rainbow with regular ingresses of water through the ceilings when we had heavy rain combined with strong winds. We had to close both bedrooms for a few months until the issue with the guttering was finally fixed.



The appointment of an Activities Co-ordinator just before Xmas meant that monthly activity planners were re-introduced and we now have structured days, with clients knowing weeks in advance what they will be doing and when they are going out etc.

Our biggest achievement during the last year was the start of our own slimming club, open to all staff and clients. Everyone had access to the Slimming World App, weekly weigh ins and a group chat to share recipes, good days and bad days and to encourage each other to keep going. This has really improved team morale and had a positive impact on everyone's health and wellbeing. A weekly Zumba class was also started to encourage everyone to exercise alongside healthy eating.

Sarah I am so grateful for your teams help and support you always go above and beyond. I would be totally lost without you xxx



Silver Birch Centres

Our Silver Birch Centres provide 6 hours of respite for carers whilst simultaneously giving our clients a day out with activities specifically tailored to keeping the brain stimulated for someone either with Dementia or who is perhaps lonely or isolated.

Our team at Silver Birch work together to provide a safe, fun, activities filled environment for our clients to enjoy. Keeping the brain stimulated is vital to aid slowing down of the rate of deterioration for an older adult who is isolated or who has a diagnosis of Dementia.

We have facilities to support all our clients from Early Onset to Later Stage Dementia and are lucky enough to share space with The Rainbow Centre, so we can support any adults with mobility needs.

In January 2024 the Poppy Pavilion re opened 5 days a week having undergone renovations, initially we reopened 3 days a week but with the existing clients increasing their days and gaining new clients we quickly managed to achieve our 5 days a week goal. The families of our clients love the space at Wickford and with the right use of marketing we are confident the centre will continue to grow.

We still have our strong relationship with the "Hug in a shrug" group who in February raised over £500 for our centres. This allowed us to purchase two karaoke machines which is now a fundamental time of their day. We are also in the planning stage of using the remaining money to fund a day trip out for the clients to enjoy.

In December 2023 we organised and delivered its first 'open afternoon' which was a roaring success. This allowed our carers to gain insight into what their loved one does in a day, see the artwork they have produced over the year, speak and get to know staff better and overall get involved in an afternoon filled with games, music, food and fun!

Our plans for 2024 is to continue to grow, we will be hiring staff including another senior and an activities coordinator to further develop the current 2 centres and also allow time to be freed up from management to expand on our current model.

We receive very positive feedback in many forms from our carers including client survey results, comments on our social media and face to face comments. Our carers tell us that they rely on our services to keep them from being at crisis point and to keep their loved ones independent and in their own homes for as long as possible.





Home Help and Community Care

Our focus for this year has been as always providing vital support to Carers and their loved ones within the community and tailor making the service to meet the individual needs.

Keeping clients living independently in their homes for longer with the support that meets their needs has been proven to enhance their mental wellbeing and independence.

We have seen an increase in Home Help hours, and these seem to be continuing to increase.



We have had some of our community care clients end their journey with our services and are now in residential care. We still get updates from their loved ones to let us know how they are doing, which has been nice to be still in contact with them.

We are continuing to expand our Home Help, Care Companion & Community Care services throughout the year.

We have our first Care Companion Client in the Maldon Area and the client's husband talks very highly of the Care Companion allocated to them and informs us that he can now have a few hours a week to himself knowing that his wife is in safe hands and that his wife does not seem so anxious now and looks forward to Wendy coming to their home each week.

We are continuing to recruit staff to meet the demands of the service, recruitment has been a challenge this year, but we are on the right track again now.

Our CQC rating remains at "GOOD" and the CQC has had no cause to re-inspect us.

Staff sickness has had an impact on the delivery of hours at certain times throughout the year, however we have now taken on some more staff to help with this matter.



Young Carers

We support our Young Carers here at The White House on a Monday and Tuesday Evenings 5.30pm -7.30pm.

We continue to receive referrals from the Essex Youth Service and have increased our numbers attending our sessions. We have on average 15 – 25 attend each session.

Over the last year we have had some trips to Colchester Zoo, Theatre Shows, Adventure Island, Wat Tyler Park, Brands Hatch, Picnics in the Park.

We had a visit from David Holmes, the injured stunt man from Harry Potter Films, which was a truly inspirational evening for our Young Carers and Staff. David very kindly had a Table Tennis Table delivered to our Young Carers the following day, which the Young Carers are making incredibly beneficial use of.

Our sessions have covered Yoga Sessions, Acrylic Painting, Arts & Crafts, Cooking & Baking, Quizzes, Games Night, Musical Theatre & indoor and outdoor sports.

We successfully secured some funding for our Basildon Young Carers Group and also to provide an all-age carers cookery course in the Rochford & Castle Point Areas. New Venues have been sourced to hold these sessions,

We have held numerous Fundraising Events – meals at the Tandoori Parlour, Easter Fun Day, and have more in the pipeline.



Men's Shed

Our numbers have been growing steadily and we now have 15 members. We are a cohesive workforce with referrals by word of mouth. We have a wide range of skills, and we look after each other as we have a number of medical conditions.

Over the year we have successfully repaired or re-fettled a wide range of items which we are very proud. We delight in being able to turn our hands to repairing furniture and other items for Carers Choices and other charities, before more deterioration occurs and occasionally providing bespoke solutions.

We have also had several repeat requests to repair antique furniture, including a Victorian surround, we like to do this sympathetically with the consideration of not harming the provenance of the item.

We have also carried out bespoke work making and erecting a food safe at St George's Church, assembling planters to tidy up the old Crown pub site in Hadleigh, making easels to support signs, a Jenga and white boards.

In the last year we have repaired a large variety of power tools, drills, angle grinders, jigsaws, lawnmowers (electric and petrol), hedge trimmers, a portable generator, table lamps, an iron and vacuum cleaners.

We are looking at expanding the services we can provide for people less fortunate than ourselves, such as items to improve the mobility of those with dementia. We intend to look critically at items that can be passed to them for finishing, such as sanding and painting bird boxes and bug hotels by those unable to safely use power, sharp or otherwise dangerous tools.

Our mantra is, Reduce, Repair, Repurpose and when all else fails we separate out scrap items that enable us to maximise scrap value.

We have repurposed nitrous oxide cylinders into table lamps and passed them on to those working with drug and alcohol abuse amongst teenagers.





Fundraising

Donations and Grants add to funds particularly for Young Carers and Men's Shed.

As in previous years our donations and grants has reduced further. In the coming year the intention is to invest in some extra capacity to start applying to trusts and foundations, particularly to support the Men's Shed and Young Carers groups.

Over the year we have received support from several organisations, and we gratefully thank them. These include:

- Castle Point Borough Council
- Douglas Allen Estate Agents
- Hadleigh Castle Rotary Club
- Southend Tangent Club
- Hockley Chamber of Trade
- Cooperative Retail Group
- United in Kind
- Plume Adult Music School

We also received gifts in kind, of materials and skills at our Young Carers Groups which were very pleased to accept and enabled the Young Carers to experience other activities.







Financial Review

Both revenue and surplus has exceeded expectations. With the close of the trading company trading activities will be removed in the current year and we hope to start to increase donations and grants.

	2023/2024	2022/2023	2021/2022	2020/2021
Donations	£41,303	£104,375	£134,737	£546,990
Day Centres	£1,184,099	£876,841	£766,136	£664,859
Community Services	£285,283	£262,964	£207,263	£141,094
Other Income	£24,245	£12,670	£53,641	£29,979
Other Trading Activities	£67,932	£70,489	£60,390	£39,406
Total	£1,602,862	£1,327,339	£1,222,167	£1,422,328
Expenditure	£1,494,133	£1,287,003	£1,215,544	£1,282,499
Deficit/Surplus	£108,729	£40,336	£6,623	£139,829

The **Balance Sheet** is strengthened by the performance.

	2023/2024	2022/2023	2021/2022	2020/2021
Fixed Assets	£318,717	£272,924	£265,255	£286,114
Net Current Assets	£701,708	£638,773	£606,106	£578,624
Total Net Assets	£1,020,425	£911,697	£877,911	£864,738
Restricted Funds	£5,665	£22,011	£25,794	£22,241
Unrestricted Funds	£564,760	£600,436	£602,117	£592,497
Designated Funds	£450,000	£289,250	£250,000	£250,000
Total Funds	£1,020,425	£911,697	£877,911	£864,738

Restricted reserves are those funds that the donor has specified must be undertaken when the funds were made available. This could be for a particular project or purchase of as asset.

Designated funds have been allocated by the Trustees for a particular purpose. These have been taken from the cash unrestricted reserves so exclude fixed assets.

Unrestricted funds are those reserves that remain once restricted and designated funds have been accounted for. They include fixed assets at cost less depreciation.

As the Charity continues to grow from existing bases our challenge is to look at other areas in Essex to open new centres. We have reflected this in our Strategic Plan and our reserves policy. We need to hold 3 months expenditure which increases each year with inflation and the growth in turnover.

We also recognise the cost of setting up new centres, from either purchase and deposit, or committing to rental agreements, as well as the fit out needed for delivery. Once set up, as with any organisation, initial years will be loss making. Consequentially the Trustees have increased the Designated Fund to £450k with a target of £600k when unrestricted reserves allow.

Reserves Policy

The Trustees have determined that, in line with good practice, 3 month's operating expenditure should be held as reserves.

£289,250 of unrestricted funds has been designated for the delivery of the Strategic Plan. During the coming year some of these funds will be released to deliver the strategic objectives. The intention of the board is to increase this designated fund for future strategic plans.

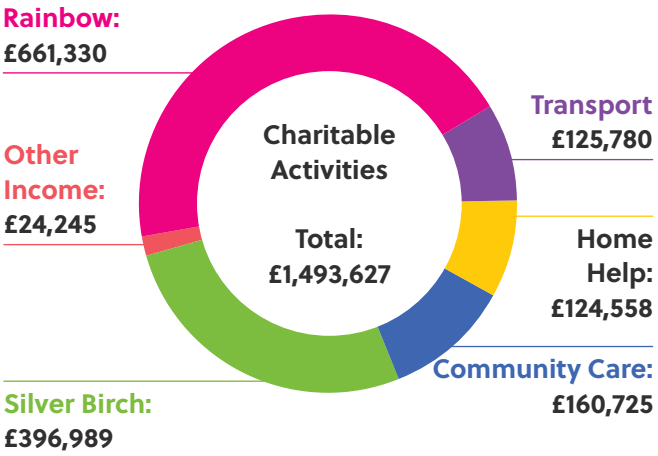
£400k has now been moved to a higher interest account to benefit from good savings rate and provide an additional source of revenue prior to release for strategic initiatives.

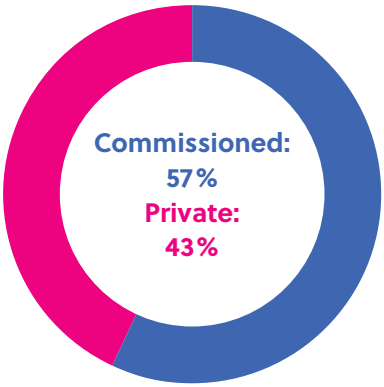
An analysis of the funds:

Funds	1st April 2024	1st April 2023	1st April 2022	1st April 2021
Unrestricted reserves	£1,014,760	£889,021	£842,486	£842,497
Tangible Fixed Assets	£318,717	£272,924	£265,255	£286,114
3 months expenditure	£373,533	£321,751	£303,886	£320,625
Designated Funds	£289,250	£289,250	£250,000	£190,000
Unrestricted Balance	£33,260	£5,096	£23,345	£45,758
Restricted cash reserves	£5,665	£22,011	£24,732	£22,241

Principal Funding Sources

Our Principal Funding is through paid services either by individuals or through spot contracts with public commissioners. We are commissioned by all local authorities in Essex as well as the NHS. The split between commission and non-commissioned services is shown here:





Future Periods

We have confidence now that there are options for the White House and that it will be repaired so that we can continue to deliver our services from it. This means our focus can be put onto developing our services further, marketing effectively to increase the number of clients and Carers that we support.

We have identified that networking can be beneficial to the Charity and took the decision to rejoin Carers Trust as they have now an offering that is attractive to us. This will start from the 1st April 2024 and we hope to gain significant value from it.

Fundraising has been low on the agenda as we recovered from COVID and made a conscious decision to focus on service development. There are now opportunities that we are missing, and we expect to develop in-house resource to attempt to capitalise upon this.

How we are Governed

Carers Choices is a registered charity and a company limited by guarantee. It was formed in 1981 and incorporated in 2001, with a memorandum and articles of association. The Directors of the Company are also Charity Trustees that serve a three-year term. Each year at the AGM there is an election where new Trustees can be appointed or existing ones to be re-elected.

Subsidiary

In line with Charity Commission Guidance, the Charity has a trading subsidiary – Carers Choices Trading Company Ltd – for non-primary purpose trading, operating one Charity shop in the year. As the lease came to an end the Directors took the decision to close the trading company as it was not financially prudent to continue with it. It closed on the 31st March 2024.

The Directors of this are Mr R Smale, Mr L McKeogh, Mr C Pitts (Trustees of the Charity) and Mr P Ramsden (Chief Executive of the Charity).

Our Trustees

The Board of Trustees meet approximately 4 times a year to look at financial matters and progress against objectives set out in the Corporate Plan. The Board's role is clear and has determined the following five areas of responsibility:

- Vision, Mission and Strategic Direction
- Performance and corporate Behaviour
- Legal and Regulatory Compliance
- Guardian of the Charity's Assets
- Capacity to Govern

Board Trustees are appointed for 3-year terms and serve up to 3 terms of 3 years. After the latest recruitment the board is now constituted of 10 Trustees. The board must have between 3 and 17 Trustees.

All the Trustees are non-remunerated and give their time freely.

Significant Activities for Public Benefit

The Trustees have had due regard to the guidance on public benefit published by the Charity Commission in section 17(5) of the 2011 Charities Act and the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PB2)'. For most of the Charity's services a charge is levied otherwise the service could not run. These charges are set at a reasonable level to ensure that they offer good value for money and are affordable by the public.

Board Committees

The Board has delegated tasks to three sub committees – the Finance and Risk committee, the Services Committee and the Governance Committee.

The **Finance and Risk Committee** provides specialist support and scrutiny to the Board. Meetings are held prior to Board meetings to scrutinise financial activities and performance against budget.

The **Services Committee** hears and discusses operational delivery in each service area. This then makes recommendations to the main Board.

The **Governance Committee** is constituted of the Chairman, Vice Chairman and Chief Executive and meets bi-monthly to progress matters ahead of Board Meetings. All committees report to the Board.

Trustee Induction and Training

All new Trustees receive an induction with a meeting with the CEO, meet with the Senior Management Team and a visit around our centres. Further documentation is available for them including the Strategic Plan, previous Annual Reports and access to meeting minutes etc.

All Trustees complete a skills audit table to ensure that gaps are identified, and training undertaken to enhance the skills and expertise of trustees. Trustees are encouraged to attend sessions to gain a greater understanding of the charity's work.

Risk Management

A Strategic Risk Register has been produced and approved by the Board. This is monitored and red risks are presented at Board Meetings. It is reviewed at least annually by the committees before presentation to the Board.

Our Auditors

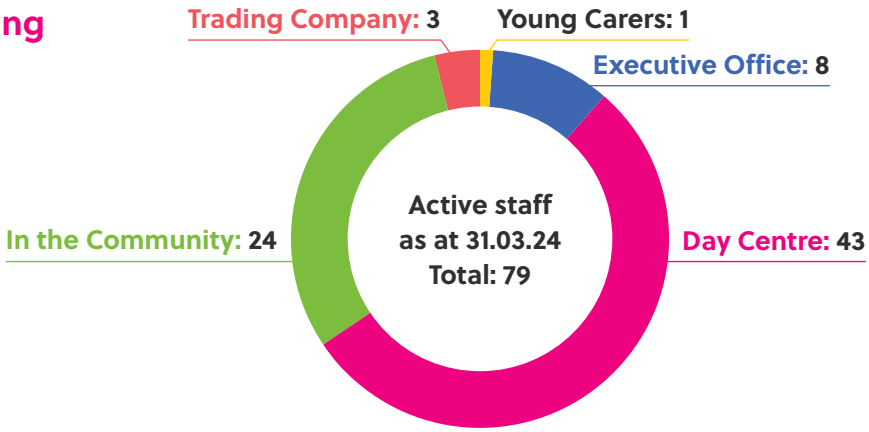
Our current auditors are Haslers.



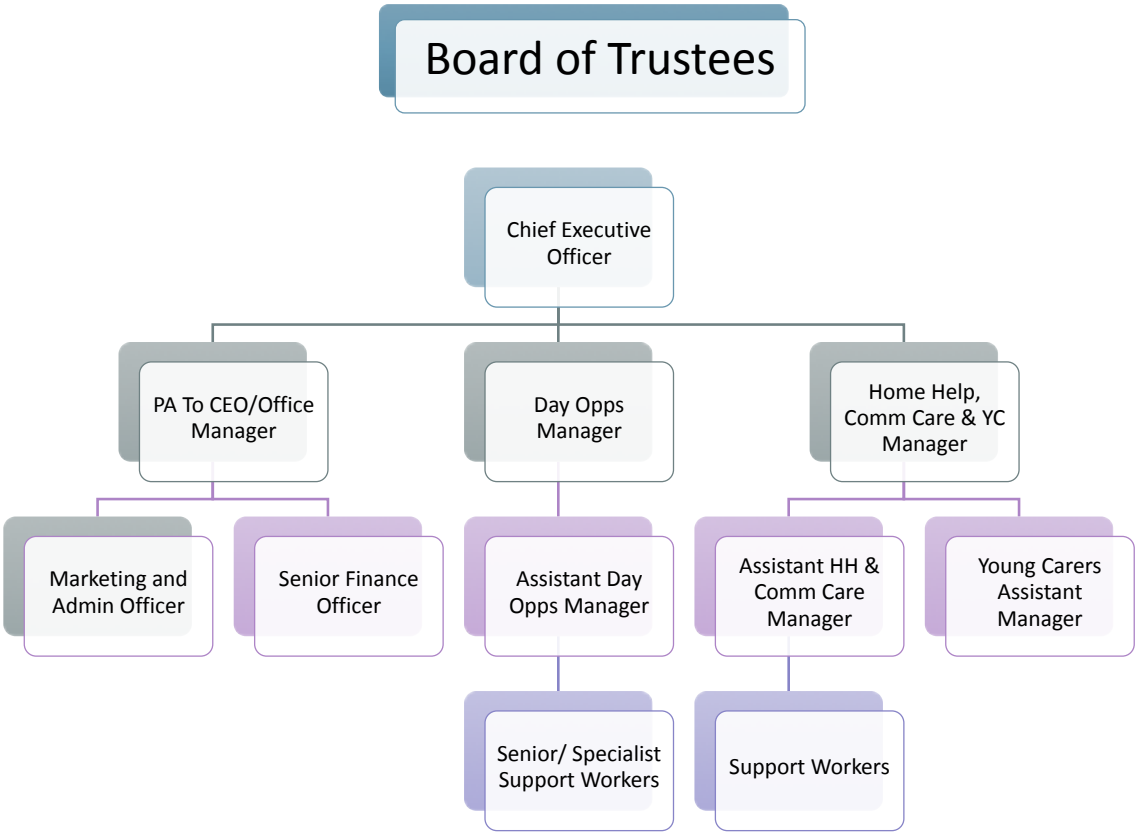
Organisational Structure

The Directors of the company delegate Operational Management to the Chief Executive. The Board have responsibilities to monitor and consider the Strategic direction of the Organisation. The Chief Executive is accountable to the Directors for performance against the Strategic Plan and within the approved budget.

Staffing



Our two main areas relate to care in the home and care in our day centres. These make up the majority of our service delivery. Over the last year we have continued to increase our staffing to enable us to grow our Homecare delivery and particularly support re-opening of the Poppy Pavilion. By the end of March, we had 79 staff (75 2023) and 3 volunteers (6 2023).



Statement of Responsibilities

Statement of responsibilities of the Trustees of Carers Choices in respect of the Trustees' Annual Report and the financial statements

Trustees Responsibilities in relation to financial statements

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

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they 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 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 judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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 preparing this report, the Trustees have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the Trustees on 5th September 2024 and signed on their behalf by:



BRIAN R TERRY Chair of Trustees

Independent auditors report

We have audited the financial statements of Carers Choices (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2024 which comprise the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Statement of Cash Flows 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 Financial Reporting Standard 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 Group's and of the parent charitable company's affairs as at 31 March 2024 and of the Group's incoming resources and application of resources, including 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 Charities Act 2011.

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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 Group's or the parent charitable company'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 Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' Report is inconsistent in any material respect with the financial statements; or
- the parent charitable company has not kept sufficient accounting records; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of 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 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 Group's and the parent charitable company'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 Group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 151 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 Auditors' 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:

Based on our understanding of the legal and regulatory frameworks that are applicable to the entity we have considered those that have a direct and indirect material impact on the financial statements and operations of the company. These include but are not limited to the Charities Act 2011, GDPR, and Employment and Health & Safety legislation.

We obtained an understanding of how the company are complying with those legal and regulatory frameworks by making inquiries to the management. We corroborated our inquiries through our review of documentation generated and assessing the extent of compliance with the relevant laws and regulations.

We discussed among the audit engagement team regarding the opportunities and incentives, including management override of controls, that may exist within the organisation for fraud and how and where fraud might occur in the financial statements.

As a result of performing the above, we identified the greatest potential for material misstatements due to fraud are in the following areas, and our specific procedures performed to address these are described below:

The risk of management override of controls is the area where the financial statements were most susceptible to material misstatement due to fraud. In addition, the key principle risks related to the existence of inappropriate journal entries to impact the profit for the year and management bias in accounting estimates.

Procedures performed to address these were as follows:

- Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud, including known or suspected instances of non-compliance with laws and regulations, and fraud;

- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;

- Challenging assumptions and judgements made by management in its significant accounting estimates;

- Identifying and testing journal entries, in particular any unusual journal entries posted around the year-end and journal entries posted by infrequent system users; and

- Ensuring that funds have been stated correctly and no misappropriation has occurred

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. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. 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 Auditors' Report.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' 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 charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Haslers 

Chartered Accountants Statutory Auditors
Old Station Road Loughton
Essex IG10 4PL

Date: 5th September 2024

Haslers are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

Consolidated Statement of Financial Activities

Incorporating income and expenditure account for the year ended 31 March 2024.

	Note	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Income from:					
Donations and legacies	3	**36,820**	**4,483**	**41,303**	*104,375*
Charitable activities	4	**1,493,627**	**-**	**1,493,627**	*1,152,475*
Other trading activities	5	**67,932**	**-**	**67,932**	*70,489*
Total income		**1,598,379**	**4,483**	**1,602,862**	*1,327,339*
Expenditure on:					
Raising funds		**197**	**-**	**197**	*31*
Charitable activities		**1,473,107**	**20,829**	**1,493,936**	*1,286,972*
Total expenditure		**1,473,304**	**20,829**	**1,494,133**	*1,287,003*
Net movement in funds		**125,075**	**(16,346)**	**108,729**	*40,336*
Reconciliation of funds:					
Total funds brought forward		**889,686**	**22,011**	**911,697**	*871,361*
Net movement in funds		**125,075**	**(16,346)**	**108,729**	*40,336*
Total funds carried forward		**1,014,761**	**5,665**	**1,020,426**	*911,697*

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 38 to 55 form part of these financial statements.

CARERS CHOICES

(A Company Limited by Guarantee)
REGISTERED NUMBER: 04320986

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2024

	Note		2024 £		*2023 £*
Fixed assets					
Tangible assets	9		**318,717**		*272,924*
			318,717		*272,924*
Current assets					
Debtors	11	**178,392**		*204,540*	
Cash at bank and in hand		**678,992**		*538,056*	
		857,384		*742,596*	
Creditors: amounts falling due within one year	12	**(155,676)**		*(103,823)*	
Net current assets			**701,708**		*638,773*
Total assets less current liabilities			**1,020,425**		*911,697*
Total net assets			**1,020,425**		*911,697*
Charity funds					
Restricted funds	13		**5,665**		*22,011*
Unrestricted funds	13		**1,014,760**		*889,686*
Total funds			**1,020,425**		*911,697*

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 5th September 2024 and signed on their behalf by:

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2024



B R Terry

The notes on pages 38 to 55 form part of these financial statements.

CARERS CHOICES

(A Company Limited by Guarantee)
REGISTERED NUMBER: 04320986

CHARITY BALANCE SHEET
AS AT 31 MARCH 2024

	Note		2024 £		*2023 £*
Fixed assets					
Tangible assets	9		**318,717**		*272,924*
Investments	10		**2**		*2*
			318,719		*272,926*
Current assets					
Debtors	11	**183,467**		*202,250*	
Cash at bank and in hand		**662,749**		*533,492*	
		846,216		*735,742*	
Creditors: amounts falling due within one year	12	**(153,277)**		*(97,636)*	
Net current assets			**692,939**		*638,106*
Total assets less current liabilities			**1,011,658**		*911,032*
Total net assets			**1,011,658**		*911,032*
Charity funds					
Restricted funds	13		**5,665**		*22,011*
Unrestricted funds	13		**1,005,993**		*889,021*
Total funds			**1,011,658**		*911,032*

The Charity's net movement in funds for the year was £100,626 *(2023 - £42,753)*.

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

CHARITY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2024



B R Terry

The notes on pages 38 to 55 form part of these financial statements.

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	2024 £	*2023* *£*
Cash flows from operating activities		
Net cash used in operating activities	**195,499**	*42,576*
Cash flows from investing activities		
Purchase of tangible fixed assets	**(55,652)**	*(50,740)*
Proceeds from sale of investments	**1,089**	*34,889*
Net cash used in investing activities	**(54,563)**	**(15,851)**
Change in cash and cash equivalents in the year	**140,936**	**26,725**
Cash and cash equivalents at the beginning of the year	**538,056**	*511,331*
Cash and cash equivalents at the end of the year	**678,992**	*538,056*

The notes on pages 38 to 55 form part of these financial statements

Notes to the Financial Statements

1. General information

Carers Choices is a company, limited by guarantee and incorporated in England and Wales, United Kingdom, with a registration number 04320986. The address of the registered office is The White House, Kiln Road, Benfleet, Essex, SS7 1BU.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Carers Choices 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.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

2.2 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

2.4 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 institution with whom the funds are deposited.

All expenditure is inclusive of irrecoverable VAT

2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

- Short-term leasehold property – 4% Straight line
- Motor vehicles – 12.5% Straight line
- Fixtures and fittings – 20% Straight line

2.6 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the consolidated statement of financial activities.

2.7 Debtors

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

2.8 Cash at bank and in hand

Cash at bank and 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.

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the consolidated statement of financial activities as a finance cost.

2.10 Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year.



2.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.



3. Income from donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Donations	36,820	4,483	**41,303**	*104,375*
Total 2023	*54,990*	*49,385*	*104,375*	

4. Income from charitable activities

	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Home Help	124,558	**124,558**	*103,860*
Community Care	160,725	**160,725**	*159,104*
Rainbow Day Centre	661,330	**661,330**	*563,078*
Silver Birch Centres	396,989	**396,989**	*226,943*
Transport	125,780	**125,780**	*86,820*
Hire of meeting rooms	275	**275**	*10,750*
Other Services & Recharges	23,970	**23,970**	*1,920*
Total 2024	1,493,627	**1,493,627**	*1,152,475*
Total 2023	*1,152,475*	*1,152,475*	

5. Income from other activities

Income from fundraising events

	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Other fundraising activites	1,589	**1,589**	*874*
Interest received	1,089	**1,089**	*718*
Income from Trading subsidiary	65,254	**65,254**	*68,897*
	67,932	**67,932**	*70,489*
Total 2023	*70,489*	*70,489*	

6. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £	*Total funds 2023 £*
Project costs	1,462,376	31,561	**1,493,937**	*1,286,972*
Total 2023	*1,258,089*	*28,883*	*1,286,972*	

6. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2024 £	*Total funds 2023 £*
Staff costs	**1,198,190**	*1,043,568*
Depreciation	**9,860**	*6,000*
Advertising	**5,605**	*6,778*
Rent	**42,815**	*45,291*
Project costs	**28,408**	*22,866*
Travel	**60,736**	*51,814*
Training courses	**2,285**	*1,839*
Equipment and repairs	**14,625**	*17,715*
Printing, postage and stationery	**2,035**	*1,492*
Bank charges	**5,017**	*880*
Water, light and heat	**56,316**	*23,722*
Insurance	**7,252**	*5,730*
Premises expenses	**3,506**	*6,683*
Sundry expenses	**6,124**	*10,634*
Photocopier and franking	**999**	*1,433*
Telephone	**1,809**	*1,971*
Computer expenses	**216**	*2,313*
Subscriptions	**10,794**	*8,213*
Staff entertainment and Benefits	**3,998**	-
Repairs and Maintenance	**1,786**	*1,328*
Profit on disposal of assets	**-**	*(2,181)*
Total 2024	**1,462,376**	*1,258,089*

6. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2024 £	*Total funds 2023 £*
Staff costs	**11,178**	*12,822*
Governance	**11,283**	*6,161*
Auditors remuneration	**9,100**	*9,900*
Total 2024	**31,561**	*28,883*

7. Auditors' remuneration

	2024 £	*2023 £*
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	**9,100**	*9,900*

8. Staff costs

	Group 2024 £	*Group 2023 £*	Charity 2024 £	*Charity 2023 £*
Wages and salaries	**1,115,215**	*968,407*	**1,085,347**	*927,741*
Social security costs	**58,937**	*57,450*	**57,461**	*57,450*
Contribution to defined contribution pension schemes	**35,214**	*30,533*	**34,133**	*28,982*
	1,209,366	*1,056,390*	**1,176,941**	*1,014,173*

8. Staff costs (continued)

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

	Group 2024 No.	*Group 2023 No.*
Executive Office	**8**	*8*
Home Help & Community Care	**24**	*26*
Day Centres - Silver Birch & Rainbow	**43**	*35*
Young Carers	**1**	*2*
Trading Company	**3**	*3*
	79	*74*

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2024 No.	*Group 2023 No.*
In the band £60,001 - £70,000	**-**	*1*
In the band £70,001 - £80,000	**1**	-

The key management personnel of the charity comprise the senior management. The total amount of employee benefits received by key management personnel for their services to the charity was £70,225 (2023: £69,940).

9. Tangible fixed assets

Group and Charity

	Short-term leasehold property £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2023	**113,962**	**257,192**	**22,671**	**393,825**
Additions	**-**	**47,990**	**7,662**	**55,652**
At 31 March 2024	**113,962**	**305,182**	**30,333**	**449,477**
Depreciation				
At 1 April 2023	**13,621**	**98,807**	**8,473**	**120,901**
Charge for the year	**4,557**	**-**	**5,302**	**9,859**
At 31 March 2024	**18,178**	**98,807**	**13,775**	**130,760**
Net book value				
At 31 March 2024	**95,784**	**206,375**	**16,558**	**318,717**
At 31 March 2023	*100,341*	*158,385*	*14,198*	*272,924*

10. Fixed asset investments

Charity	Investments in subsidiary companies £
Cost or valuation	
At 1 April 2023	**2**
At 31 March 2024	**2**
Net book value	
At 31 March 2024	**2**
At 31 March 2023	*2*

Principal subsidiaries

The following was a subsidiary undertaking of the Charity:

Name	Holding	Included in consolidation
Carers Choices Trading Company Ltd	100%	Yes

The financial results of the subsidiary for the year were:

Name	Profit/(Loss) / Surplus/ (Deficit) for the year £	Net assets £
Carers Choices Trading Company Ltd	**8,924**	**8,768**

11. Debtors

	Group 2024 £	*Group 2023 £*	Charity 2024 £	*Charity 2023 £*
Due within one year				
Trade debtors	**133,520**	*153,102*	**133,520**	*153,102*
Amounts owed by group undertakings	**-**	*-*	**6,098**	*-*
Other debtors	**1,209**	*33,929*	**314**	*33,032*
Prepayments and accrued income	**43,663**	*17,509*	**43,535**	*16,116*
	178,392	*204,540*	**183,467**	*202,250*

12. Creditors: Amounts falling due within one year

	Group 2024 £	*Group 2023 £*	Charity 2024 £	*Charity 2023 £*
Trade creditors	**74,528**	*10,479*	**74,973**	*10,473*
Other taxation and social security	**16,495**	*12,127*	**16,494**	*11,812*
Other creditors	**20,720**	*38,228*	**18,896**	*36,688*
Accruals and deferred income	**43,933**	*42,989*	**42,914**	*38,663*
	155,676	*103,823*	**153,277**	*97,636*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

13. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance at 31 March 2024 £
Unrestricted funds				
Designated funds				
Designated Funds	**289,250**	**-**	**-**	**289,250**
General funds				
General Funds	**599,772**	**1,533,124**	**(1,416,154)**	**716,742**
Carers Choices Trading Company Ltd	**664**	**65,254**	**(57,150)**	**8,768**
	600,436	**1,598,378**	**(1,473,304)**	**725,510**
Total Unrestricted funds	**889,686**	**1,598,378**	**(1,473,304)**	**1,014,760**

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance at 31 March 2024 £
Restricted funds				
Men's Shed	**1,719**	**4,483**	**(4,338)**	**1,864**
Youth Violence Project	**105**	**-**	**(105)**	**-**
Dana Tinson Fund	**6,700**	**-**	**(2,899)**	**3,801**
Carers Group	**8,863**	**-**	**(8,863)**	**-**
Poppy Pavilion Reopening	**4,624**	**-**	**(4,624)**	**-**
	22,011	**4,483**	**(20,829)**	**5,665**
Total of funds	**911,697**	**1,602,861**	**(1,494,133)**	**1,020,425**

13. Statement of funds (continued)

Designated funds - Funds designated by the Trustees for delivery of the Strategic Plan and in particular objectives as referenced in the Trustees Report.

Minibus Fund - This represents funds set aside for the purchase of new minibuses at the Silver Birch Centres.

Men's Shed - This represents funds set aside to help fund the Mens Shed project.

Youth Violence Fund - Youth Violence Project for Young Carers.

Domicilliary Care Fuel Subs - A grant from Essex County Council to assist with higher fuel costs for care staff.

Dana Tinson Fund - A grant to aid expansion of Home Help and Community Care Services into the Maldon District.

Children in Need - A grant supporting our Young Carers projects.

Carers Group - A National Lottery grant supporting unpaid carers post covid with information, advice and respite.

Recruitment Fund - A grant from Essex County Council to assist with high recruitment costs aiding increased capacity.

Poppy Pavilion Reopening - A grant to support reopening costs for the Silver Birch Wickford at the poppy pavilion.

Locase - A grant to support the purchase of an electric vehicle and install energy efficient lighting in the day centres.

Kickstart - A fund supporting 16-24 year olds to move into employment .

Restricted Funds Transfer - A transfer has been made where a new minibus was purchased in the year, where no restrictions has been placed on this following the purchase.

Designated Funds Transfer - A transfer has been made from unrestricted to designated funds for future investments.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

13. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2022 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2023* £
Unrestricted funds					
Designated funds					
Designated Funds	*250,000*	*-*	*-*	*39,250*	*289,250*
General funds					
General Funds	*592,485*	*1,209,057*	*(1,185,760)*	*(16,010)*	*599,772*
Carers Choices Trading Company Ltd	*3,082*	*68,897*	*(68,075)*	*(3,240)*	*664*
	595,567	*1,277,954*	*(1,253,835)*	*(19,250)*	*600,436*
Total Unrestricted funds	*845,567*	*1,277,954*	*(1,253,835)*	*20,000*	*889,686*
Restricted funds					
Minibus Fund	*20,000*	*-*	*-*	*(20,000)*	*-*
Men's Shed	*794*	*2,740*	*(1,815)*	*-*	*1,719*
Youth Violence Project	*5,000*	*-*	*(4,895)*	*-*	*105*
Domicilliary Care Fuel Subs	*-*	*59*	*(59)*	*-*	*-*
Dana Tinson Fund	*-*	*7,500*	*(800)*	*-*	*6,700*
Children in Need	*-*	*9,875*	*(9,875)*	*-*	*-*
Carers Group	*-*	*9,920*	*(1,057)*	*-*	*8,863*
Recruitment fund	*-*	*3,485*	*(3,485)*	*-*	*-*
Poppy Pavilion Reopening	*-*	*5,000*	*(376)*	*-*	*4,624*
Locase	*-*	*7,713*	*(7,713)*	*-*	*-*
Kickstart	*-*	*3,093*	*(3,093)*	*-*	*-*
	25,794	*49,385*	*(33,168)*	*(20,000)*	*22,011*
Total of funds	*871,361*	*1,327,339*	*(1,287,003)*	*-*	*911,697*

14. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance at 31 March 2024 £
Designated funds	**289,250**	**-**	**-**	**289,250**
General funds	**600,436**	**1,598,378**	**(1,473,304)**	**725,510**
Restricted funds	**22,011**	**4,483**	**(20,829)**	**5,665**
	911,697	**1,602,861**	**(1,494,133)**	**1,020,425**

Summary of funds - prior year

	Balance at 1 April 2022 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*Balance at 31 March 2023 £*
Designated funds	*250,000*	*-*	*-*	*39,250*	*289,250*
General funds	*595,567*	*1,277,954*	*(1,253,835)*	*(19,250)*	*600,436*
Restricted funds	*25,794*	*49,385*	*(33,168)*	*(20,000)*	*22,011*
	871,361	*1,327,339*	*(1,287,003)*	*-*	*911,697*

15. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	318,717	-	**318,717**
Current assets	851,719	5,665	**857,384**
Creditors due within one year	(155,676)	-	**(155,676)**
Total	1,014,760	5,665	**1,020,425**

15. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior period

	Unrestricted funds 2023 £	*Restricted funds 2023 £*	*Total funds 2023 £*
Tangible fixed assets	*272,924*	*-*	*272,924*
Current assets	*720,585*	*22,011*	*742,596*
Creditors due within one year	*(103,823)*	*-*	*(103,823)*
Total	*889,686*	*22,011*	*911,697*

16. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2024 £	*Group 2023 £*
Net income for the period (as per Statement of Financial Activities)	**108,729**	*40,336*
Adjustments for:		
Depreciation charges	**9,859**	*6,000*
Disposal of fixed assets	**-**	*2,181*
Increase in debtors	**27,790**	*(44,123)*
Increase in creditors	**61,760**	*38,182*
Interest received	**(1,089)**	*-*
Net cash provided by operating activities	**207,049**	*42,576*

17. Analysis of cash and cash equivalents

	Group 2024 £	*Group 2023 £*
Cash in hand	**678,992**	*538,056*
Total cash and cash equivalents	**678,992**	*538,056*

18. Analysis of changes in net debt

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank and in hand	**538,056**	**140,936**	**678,992**
	538,056	**140,936**	**678,992**

19. Operating lease commitments

At 31 March 2024 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2024 £	*Group 2023 £*	Charity 2024 £	*Charity 2023 £*
Not later than 1 year	**31,343**	*28,100*	**31,343**	*28,100*
Later than 1 year and not later than 5 years	**113,486**	*120,475*	**113,486**	*120,475*
Later than 5 years	**-**	*147,500*	**-**	*147,500*
	144,829	*296,075*	**144,829**	*296,075*

20. Related party transactions

During the year the charity received a donation from the trading subsidiary amounting to £821 (2023 £3,828).

At year end, the following balance was due from the subsidiary trading company:

	2024 £	*2023 £*
Trading subsidiary	**6,098**	-
	6,098	-

21. Post balance sheet events

The trading subsidiary, Carers Choices Trading Company Limited has ceased trading post year end. The assets and liabilities of the company have been transferred to Carers Choices post year end.


BEE HAPPY

Who's Who

Patron

Rebecca Harris MP

Trustees

B R Terry
Chairman

R R Smale
Vice Chair

G Gault
Trustee

M P Hayes
Trustee

L H McKeogh
Trustee

T V Oladosu
Trustee

S P Parry
Trustee (Resigned)

C A Pitts
Trustee

C Roberts
Trustee

R Salter
Trustee

C Simpson
Trustee

E Smith
Trustee (Resigned)

Our Accountants

Haslers Chartered Accountants
Old Station Road
Loughton
Essex IG10 4PL

Our Solicitors

Pinney Talfourd LLP
54 Station Road
Upminster
Essex RM14 2TU

Bankers

CAF Bank
25 Kings Hill Avenue
West Malling
Kent ME19 4JQ

Nat West Bank
250 Bishopsgate
Spitalfields
London EC2M 4AA

Cooperative Bank
P.O. Box 101
1 Balloon Street
Manchester M60 4EP

Executive Leadership Team

Paul Ramsden
Chief Executive

Sarah Fogarty
Day Opportunities Manager

Sharon Box
Home Help, Community Care & Young Carers Manager

Laura Watts
PA to CEO and Office Manager

Our Thanks

Castle Point Borough Council
www.castlepoint.gov.uk

Essex County Council
www.essex.gov.uk

Southend Borough Council
www.southend.gov.uk

Thurrock Council
www.thurrock.gov.uk

Essex Community Foundation
www.essexcommunityfoundation.org.uk

Perry Watlington Trust

NHS
www.nhs.uk

National Lottery
www.tnlcommunityfund.org.uk

Children in Need
www.bbcchildreninneed.co.uk







For More Information

Carers Choices
The White House
Kiln Road
Benfleet
Essex SS7 1BU

0300 302 1212
www.carerschoices.org
www.facebook.com/carerschoices

Charity Number 1093483
Company Number 04320986. Company registered in England and Wales.

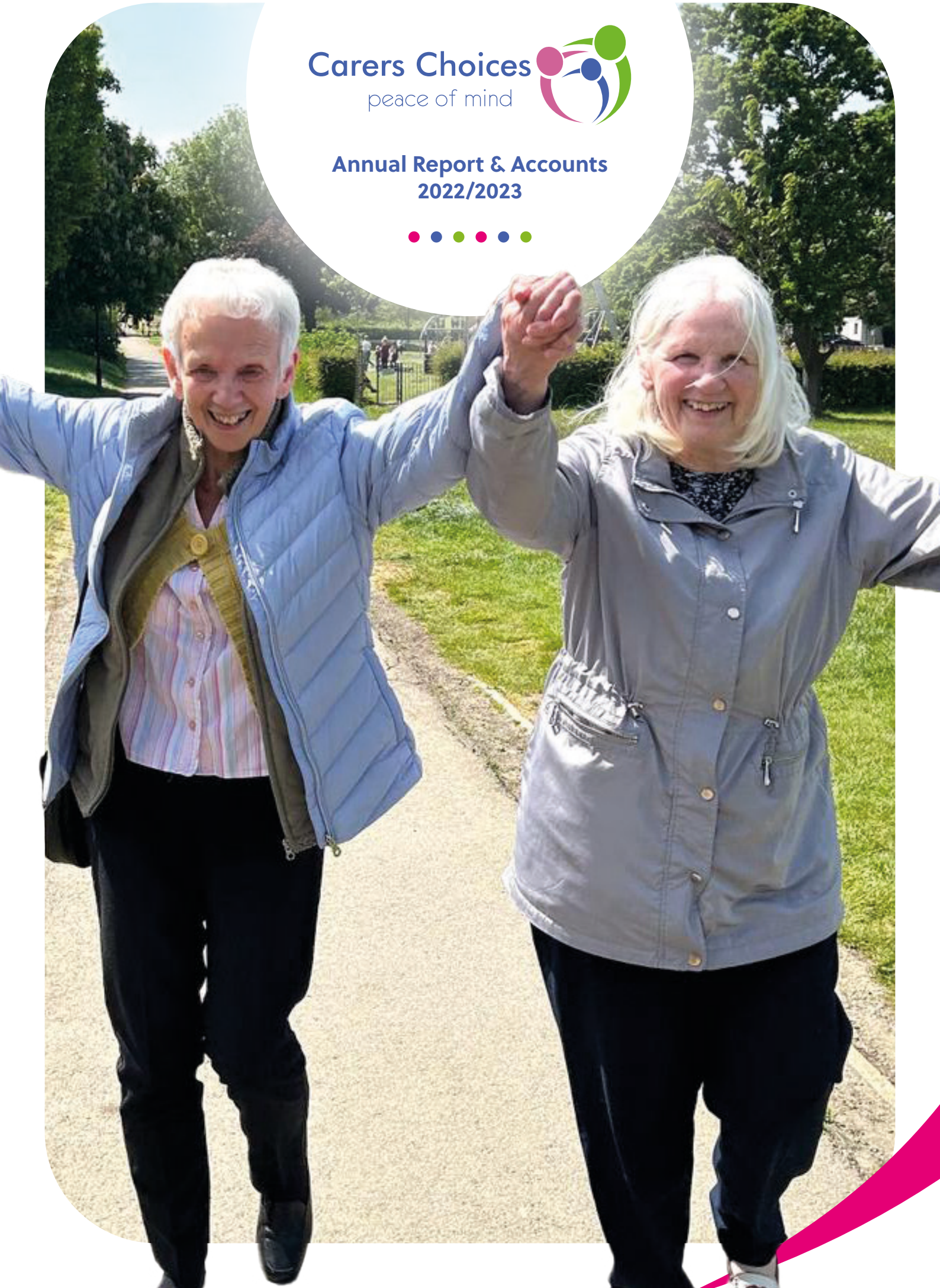
Carers Choices

England & Wales - Charity number 1093483

Accounts

Carers Choices
peace of mind

Annual Report & Accounts 2022/2023



On the cover

Pictured are Josie Rowe and Gwen Murray walking through Wickford Memorial Park

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Chair's Foreword

This year I thought it would be useful to reflect on my report in last year's annual report. This set out the prospects for the next few years and identified three main issues:

- **Cost of living in the U.K.**
- **Financial implications for the charity sector**
- **Major workforce issues**

In April 2021 the charity set out its plan for the way ahead, putting in place strengthened governance arrangements, to enable it to make necessary changes to its operational issues, both within the charity and the external influences over which we have minimum control.

The first part of this report reflects on the actions we took and the resultant impact.



The new governance arrangements included increasing the number of meetings of the Finance and Risk Committee and monthly meetings of the Governance Committee. These increases improved the speed of decision making, enabling the charity to react effectively to the rapidly changing environment. The increase in the number of trustees strengthened the Board's perspectives, resulting in improvements in the Board decision making.

The Charity retained its relatively healthy financial situation considering the rising costs across all parts of the charity. This, in the main, thanks to the CEO and the managers plus the regular oversight by the Finance and Risk Committee. The work of the Charity is scrutinised regularly by the Services Committee to ensure we meet our charitable objectives.

The final main issue to be managed is workforce, and the charity made a conscious decision to pay above the Real Living Wage to ensure that we were to maintain a stable workforce. This was achieved throughout the year, despite the challenges we faced, and thanks must be given to all the managers, who have successfully maintained and recruited staff to meet the needs of the organisation. As part of the new governance arrangements, the Finance and Risk Committee were charged with the responsibility of monitoring and implementing changes, to ensure the charity could meet both its service and financial objectives. The work of this Committee was essential, and on behalf of the Trustees I would like to acknowledge their work during this period.

I would also like to take this opportunity to thank all the local authorities who have supported the Charity during this year, because their help and financial support enabled us to get through one of the most challenging times for Carers Choices.

Finally – the Way Ahead. It is clear the Charity still faces significant challenges, but it is my belief that we have all strategies, procedures and processes in place to ensure that Carers Choices is in a good place for the next few years. This will be enhanced by the work the Board is going to carry out around developing services to meet the needs of a very rapidly changing care environment.



BRIAN R TERRY Chair

CEO's Foreword

Reflecting on last year I can see that in a difficult environment we have traversed the waves with a better than budget financial performance and reaching more carers. This is great news as we continue to grow as an organisation and recover ground taken by the pandemic. It has taken 3 years to get back to the same position.

As an organisation I can see that we are very focused on our core purpose to support Carers and their beneficiaries. This means making sure our services flex and change to the needs of those that we serve and those that we can potentially help.

There remain many examples of organisations I hear about that are rigidly fixed upon outputs that don't deliver outcomes for people. We are flexing our Home Care provision further now with the clear marker that we can provide 4 calls a day, 7 days a week. This is domiciliary care territory but we have the Carers Choices spin on it. No short meaningless calls, with different staff and turning up at the wrong times. We agree the time, duration appropriate for tasks and the staff that will turn up – no nasty surprises. This approach has already been welcomed.

And we've now got an extension to our Care Quality Commission registration to be able to deliver overnight respite at the White House. Carers and clients alike have been be-moaning the problems they face getting an overnight break away from each other. We've now made their dreams come true.

Amongst this we have a 98% rating from our staff about being proud to work for Carers Choices. This is fantastic and I'm so pleased that we have a shared vision and the dedication to deliver to it. Clients have voted an 85% net promoter score – in context, above 20% is great, above 50% is amazing and above 80% is the top percentile.

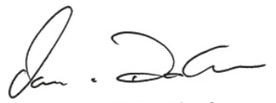
Recruitment has been critical to our progress and I'm so pleased with how we are attracting great talent to add to our existing strong teams. Our plans mean that we'll continue to recruit and grow our ambitions on increased delivery.

We have challenges with the White House as a structure, but we are working on solutions that strengthen our position for the future. In the meantime, it is business as usual.



Success is a collaboration of effort. I am thankful that I have a strong, experienced Board of Trustees that support, advise and constructively challenge, and a dedicated knowledgeable management team to lead the organisation. And finally, I say thank you to the front-line staff that care about the people we support. It isn't something to be taken for granted – we are successful because we all care.

Best wishes



PAUL RAMSDEN Chief Executive

Year at a Glance

Clients

297

clients supported accessing the day centres or within the home

Up 6% from the previous year





12,815

hours supporting clients within the community

Up 16% from the previous year

Community

Day Centres

10,267

day centre attendances

Up 11% from the previous year





6,058

journeys transporting clients to the day centres

Down 3% from the previous year

Transport

Young Carers

76

Young Carers supported across Castle Point and Basildon

Up 23% from the previous year



Case Study

We found out that one of our Rainbow clients was going to be on her own over the Xmas period, so two of my staff picked her up on all 3 days and brought her into the centre. They watched Xmas films, did some baking, had a pamper session and had a trip to the seaside! We are closed over the Xmas period to allow staff to spend time with their families, but these two members of staff couldn't allow this young lady to be at home alone.



Who We Are

At Carers Choices we provide the practical care and support for Carers and the people they care for. We respond to changing needs and develop services that help and support people in our community.

The Charity was formed in 1981 in **Thundersley, Essex** to support Carers through practical respite solutions. Originally just offering Respite in the Home (sitting service) we added Young Carers in the 1990's followed by the first Day Centre for Adults with Disabilities (Rainbow Centre).

Over the following years we moved from Thundersley to Canvey Island and back again, to our current base behind the Council Offices on **Kiln Road**.

In 2014 we recognised the crisis in **Dementia Care** and created an innovative solution with the Silver Birch Centres. We now have a combined department to deliver both centres, sharing resources and working together efficiently.

In 2020 we added a new **Home Help service**. This service is already helping out a number of people in South Essex and is integral to our Homecare services.

In 2023 we were able to expand our Homecare further by covering typical **domiciliary care** services and expanding our geographical area further. Our Rainbow Centre is now offering a new service of **Overnight Respite** to give clients a great night away.

Our aim is to relieve the burden on Carers for a few hours whilst at the same time providing a rewarding experience for the client. **Quality is second to none**.

Visit our website at **www.carerschoices.org** for more information.

Case Study

We received a referral from Southend Social Services asking for assistance for a gentleman who was under the safeguarding team after being robbed of money and his car by a paving company. All other care companies that had been approached said that they were unable to assist the gentleman in getting his shopping as he did not have access to cash for his shopping.

This gentleman had become isolated and afraid to leave his home after these fraudsters physically took him to the bank to try to get more money out of his account. We looked at all the options and decided that we could arrange a soldo card for the shopping to be done.

We have now been assisting this client for two months and this has been a lifeline to him, as when the assessment was carried out the gentleman was almost out of food, and he was very anxious and scared. The gentleman looks forward to seeing the worker each fortnight and is building up trust with the worker and has informed us that he feels comfortable with the person in his home.

What Do We Do

Carers Choices is the leading Essex based Charity supporting Carers and the people they care for through dedicated and specialist respite services. We provide services in the home and in our innovative day centre settings to meet the needs of Carers.

What is our Mission?

Our Mission is to deliver **high quality respite**.

Our Purpose

All charities have charitable objectives, accepted by the Charity Commission as the purpose of the organisation. It sets out our goals and those who will benefit, specifically:

To relieve the stresses experienced by Carers and Beneficiaries

Carers
Any person or people involved in the provision of care for a person or people who have care needs as a result of a disability, illness or age.

Beneficiaries
Any person or people who have care needs as a result of a disability, illness or age.

My mum started going to the Silver Birch in 2017 after she had been diagnosed with Dementia. She was always saying to us how she enjoyed it.



In 2022 my mum got Covid. After coming out of hospital she was not able to talk much and wasn't able to walk. We tried to get her walking again but it wasn't to be, but we were more worried about her mental state as she was just stuck in her bedroom looking at 4 walls. We knew we had to get her back to her club at Silver Birch. We spoke with them, and they had really missed her too. Between us we came up with a plan to get her back there.

We got a wheelchair for her, and they came round in the mini bus to pick her up. The compassion and the care they showed to my mum from the moment Gill and the other minibus staff came into the lounge to get her, not rushing her, talking to her calmly. The staff at Silver Birch are amazing.

The difference in her mental state by getting back to Silver Birch is unbelievable; I truly believe she wouldn't be with us today if she hadn't gone back to the club, she is just so much happier. And although now she isn't able to tell us what she has done at the club, we really love to see their Facebook page with photos of her doing crafts etc, as we can see how happy she is there. BIG WELL-DONE CERYS & HER TEAM AT SILVER BIRCH, YOU ARE DOING AN AMAZING JOB :-)





Community Care
With the help of our amazing community care support workers, our client is able to continue her love and passion for her horse.

What do we want to achieve?

We have set and developed some overriding Strategic Planning Objectives. These are:

1. **Ensure that Carers Choices continues to provide the client support and services both near term and in the future**

2. **Continuous facility development, recognising changes in client needs, numbers and locations**

3. **Provide the necessary funding and financial management to achieve the plan objectives and ensure the longevity of Carers Choices as an organisation**

And to deliver these objectives we have a set of values:

Empathetic
We stand in your shoes and take your place with our services

Care
We care about each other, treating everyone fairly, with dignity and respect

Integrity
We deliver person centred care based upon our assessments

Excellence
We strive to be the best, innovating and providing services responding to the needs of our community

How we do it

We deliver our support for Carers through several different service areas:

Home Help and Community Care
Trained staff providing a CQC registered service helping Carers to take a break and providing help in the home including domestic tasks.

Young Carers
Operating in Castle Point and Basildon supporting 76 Young Carers through weekly support clubs and one to one's.

Men's Shed
An innovative support mechanism for men in the community that are either isolated or in danger of being isolated.

Day Opportunities
Rainbow Centre; for Adults with Disabilities serving 34 clients over a 5-day period, specialising in more profound disabilities.

Overnight Respite service for clients to stay at the White House in custom made bedrooms

Silver Birch Centre; specialist dementia centres in Essex operating 5 days a week giving Carers a quality 6-hour break and providing cognitive stimulation therapy to clients, supporting 81 clients.



Looking Forward

We have embedded our Strategic Objectives into our operations and use these to focus our priorities.

1

Pay and Conditions for staff review

We implemented the Real Living Wage into the organisation from 1st June 2022. This was especially important given the cost-of-living crisis hitting everyone and particularly lower income families. At Christmas we continued with our hampers to all staff – these were made by the management team and were welcomed by staff.

We have agreed that from 1st April 2023 front line staff will receive at least the Real Living Wage increase which amounts to approximately 10%.

2

Maintenance of the White House

Scheduled works on the White House revealed poor maintenance in the past and significant deterioration of the external panels and wood, with dry and wet rot. Negotiations have begun with the Council for solutions given the shared objectives and the landlord responsibilities. A suggestion of re-location to the Council Offices is currently being explored.

3

Multiple location growth

This continues to be a desire for further growth of the day centres, but the lack of properties that are either suitable, in a good location or are affordable is currently absent from the marketplace.

4

Strategy and Growth Fund

A further £40k has been added to the £250k strategy fund based upon the write-off of a vehicle owned by the Charity. This fund will be used to grow the Charity rather than support low revenues.



5

Contingency planning

COVID and sickness have impacted upon staffing levels that have been increased to ensure continuity of services. These continue to cause sporadic problems but the severity of illnesses has decreased following vaccinations.

6

Finance Plan

Our financial outturn is above the agreed breakeven budget, contributing money to the unrestricted reserves. This next year will maintain a cautious approach with a modest aim of 3.7% surplus.

7

Trading Company

The Wickford Shop has increased revenues and completed a re-brand. The promotion and displays in the shop are exactly the standard that was hoped for and the staff are congratulated. With the pressures of the cost of living the revenues will need to increase to guarantee the sustainability of the shop after this year.

Review

As part of the annual review of the Strategic Plan, these priorities will be re-considered and amended where necessary given the operating environment and how we can grow our reach of more Carers and those they care for.

We have seen a steady growth in our reach and this growth is sustainable. There remain a number of challenges with the harsh economic climate and the threat of a recession. Our focus will remain on how we can continue add most benefit to those we support.

Day Centres

Our Rainbow Centre is for Adults with Disabilities serving 36 clients over a 5-day period, specialising in more profound disabilities.



The 22/23 year has been a much more settled year in the Rainbow Centre. We recruited some fantastic new staff and finally found ourselves fully staffed for the first time in quite a while. Our client base remained the same, as one of our older clients passed away suddenly just after Xmas and we gained a new client later in the year.

With Covid restrictions relaxing during the year, we were able to get our clients back out in the community – not to the same level as we were pre pandemic, but we were able to re-introduce some of our old favourites such as bowling, a visit to the cinema and eating out!

We diversified our usual service after Essex County Council were struggling to fund transport to college for a couple of their Service Users. This enabled us to showcase our amazing staff, their expertise and professionalism, so much so that we gained a new day centre client from it!

Glenwood and Lancaster Special schools restarted their Transitions Fairs this year and Rainbow staff attended both, so hopefully this will equate to some new starters next year.

We created two bedrooms in the Rainbow Centre with some careful planning and design. After being onboarded by Essex County council and updating our registration with the Care Quality Commission, we officially opened our doors for Rainbow Respite in March!

Case Study

We had a new starter from Aveley, she was struggling to find a service near her and was feeling very isolated. She commenced at the day centre and settled in straight away, making new friends some of whom lived close by, and she could share a bus run with. Due to our transport service, she was able to not only get into club but also continue her day with her new friends all the way home. Her daughter went out of her way to call us to comment on what a good mood her mum comes home in and how when she attended at the taster sessions, she could feel complete peace of mind that she knew her mum was being well looked after.

Our Silver Birch Centres are a service providing 6 hours of respite for carers whilst simultaneously providing activities for the brain for our clients.

Through keeping them stimulated this aids in the slowing down of the rate of deterioration for an older adult who is isolated or has a diagnosis of Dementia.



We have facilities to support all our clients from Early Onset to Later Stage Dementia and share space with our Rainbow centres so we are able to support any adults with mobility needs.

The Poppy Pavilion re launched and was an immediate success. We renovated the building so it would stand out in the park and gathered a team to prep the inside ready for our launch day. We quickly managed to increase to being open 3 days a week with the aim to be 5 days a week as soon as possible. The families of our clients love the space at Wickford and most have increased to extra days now they are across at this centre.

We have built a strong working relationship with other organisations through attendance of community events such as CAVS breakfast. United in kind is a charity whom we have built a partnership with, they have been very generous in donating many knitted items from their "Hug in a shrug" group. They have also been fundraising to donate money so we can purchase a new karaoke machine for our clients to use. Music is such an amazing resource we use in our centres so this will be incredibly beneficial for our clients.

We have grown our fleet of vehicles and most days at least 7 transport runs are happening both AM and PM. We have also been able to use our fleet to aid other charities such as "Headway" with their transport issues.

We receive very positive feedback in many forms from our carers including client survey results, comments on our social media and face to face comments. Many carers have told us that without the day centre their loved ones would have had to make the transfer into long term care but this has allowed them continue to live independently.





Home Help and Community Care

This is our service working in the local community supporting people in their own home. We undertake tasks that you would normally do but are now struggling with.



Support Worker accompanies our client to hospital appointments, shopping and to the hairdressers.

Over the year our work in the community has continued to increase especially with the successful recruitment of a number of new staff. We achieved over the 1000 hours target before the end of the year with a rough split of 45% home help visits and 55% community care.

The expectation is that this will continue to grow throughout the next year and we will continue to recruit new staff to take on this extra work.

A new framework for the Care Quality Commission will come in later in the next year and we have started preparations looking at the new quality statements and outcomes. Our CQC rating remains at 'Good'. CQC suspended inspections but have not had any cause to re-inspect.

Staff sickness, particularly COVID has impacted upon delivery of hours at certain times through the year, however, the severity of the illness is much reduced and in line with government guidance we are now beginning to treat COVID just like colds and flu.

As we recruit staff in particular areas, we are expanding our reach, but we recently acquired some seed funding and have started recruiting for the Maldon district area. Our evidence suggests a high need in this area, and this will feature as part of our growth strategy next year.

Young Carers

We support Young Carers on Monday and Tuesday Evenings 5.30pm – 7.30pm and during school holidays.

All the sessions and the newly introduced holiday ones have proved very popular with the Young Carers and their families. Monday evenings initially started as Self Defence Classes from some funding that we obtained. These lessons have proved to be very beneficial to the Young Carers especially in confidence building and anger management.

The difference in some of the Young Carers has been commented on by parents and schools. The funding has now ended for the lessons, and we are fundraising to continue with the lessons by having a fundraiser meal at Zen City on Wednesday 28th June 2023. On average between 10 – 14 attend on a Monday evening.

Tuesday evening sessions have seen the group grow in numbers over the last few months; we are receiving more and more referrals from Essex Youth Service. The group is a mixture of Castle Point and Basildon Young Carers. On average we have between 15 – 24 attendees on a Tuesday evening.

Over the last year we have had boating trips in the summer, art classes, trips out including bowling, a trip to the zoo and the Hyde Hall Christmas Lights trail. A small group completed the London Bridges Walk with Sharon raising money for The Alzheimer's Society, which was a team building experience for the Young Carers involved and they were passionate about raising monies for another good cause.

We have monthly Yoga Classes, ad hoc boxing lessons and outdoor sports activities, painting, crafts, baking sessions also to teach life skills. We attended a Youth market in March and have lots of activities planned for the new year.

Working with Young Carers always comes with it challenges but they truly are an inspiration to be involved with.



Men’s Shed

Our Men’s Shed is a place to pursue practical interests at leisure, to practice skills and enjoy making and mending. It is about social connections and friendship building, sharing skills and knowledge, and having a great time.

The Men’s Shed operates under the umbrella of Carers Choices but generally runs through the excellent work of the shed leaders and members. It is well attended, with new members coming forward this year.

The conversion of the container was completed throughout the year and a new project started to provide a link between the shed and container. The members have sourced materials and constructed this link area, securing it from weather and trespassers.

The Shed caters for all interests of its members, carrying out repairs that aid the charity on wooden materials and electrical equipment. The Shed receives donations of tools on a sporadic basis but this has resulted in a good array of tools.

The men that frequent the Shed do so because they enjoy it, which is exactly why we introduced and found funding for the initiative.







Charity Shop

Our Charity Shop in Wickford highlights our services to the community and provides a revenue stream to the Charity.

Our shop in Wickford continues to highlight our services in the Wickford area and we’re very proud of the work that the staff and volunteers put in to make it so attractive. We’ve completely embraced the boutique look, offering really good quality clothes at good prices. Wickford as a town has its challenges and currently the two main supermarkets are closed for re-build. This has and will continue to impact upon the footfall in the town.

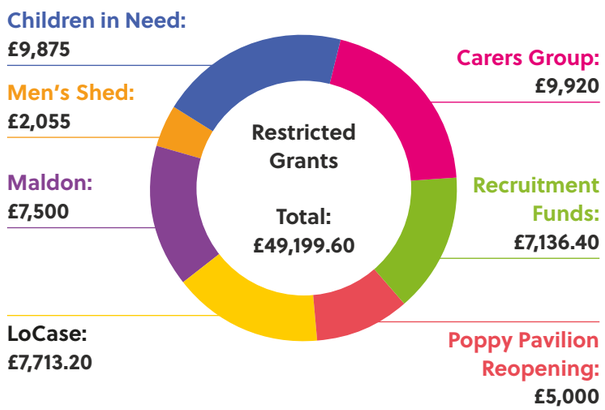
Through the year we have had some success selling through eBay and we will continue to reach more people through other platforms including Vinted. With the Poppy Pavilion open 3 days a week this remains a great way of signposting to the dementia centre.

Fundraising

Donations and Grants can add further value to our services and support our Young Carers and Men's Shed projects.

This year we saw a further reduction in grant funding available. Our general aim is to utilise grants and donations to support Young Carers and the Men's Shed that struggle for funding. Donations are always welcome and add to our other services such as helping with activity costs.

We have been fortunate to have won funding for a new Carers Group, for expansion of our services into Maldon, a grant for low energy technologies and money to help us to re-open the Poppy Pavilion.



We also received money through the Kickstart scheme, domiciliary fuel support and Care recruitment through Essex County Council.

In total we received £49,385 in grants and donations over the year, not including the Castle Point BC grant for Young Carers. We are indebted to each and every grant maker and donor. Our grateful thanks to all.





Financial Review

Revenue has increased over last year, even with a further drop in donations, due to strong performance from the service areas. The overall surplus is above budget but below our general expectations, however, it is a strong recovery post COVID and puts in a good position for the following year.

	2022/2023	2021/2022	2020/2021
Donations	£104,375	£134,737	£546,990
Day Centres	£876,841	£766,136	£664,859
Community Services	£262,964	£207,263	£141,094
Other Income	£12,670	£53,641	£29,979
Other Trading Activities	£70,489	£60,390	£39,406
Total	£1,327,339	£1,222,167	£1,422,328
Expenditure	£1,287,003	£1,215,544	£1,282,499
Deficit/Surplus	£40,336	£6,623	£139,829

Our **Balance Sheet** remains strong with the addition of the surplus.

	2022/2023	2021/2022	2020/2021
Fixed Assets	£272,924	£265,255	£286,114
Net Current Assets	£638,773	£606,106	£578,624
Total Net Assets	£911,697	£871,361	£864,738
Restricted Funds	£22,011	£25,794	£22,241
Unrestricted Funds	£889,686	£845,567	£842,497
Total Funds	£911,697	£871,361	£864,738

Restricted reserves are those funds that the donor has specified must be undertaken when the funds were made available. This could be for a particular project or purchase of as asset.

Designated funds have been allocated by the Trustees for a particular purpose. These have been taken from the cash unrestricted reserves so exclude fixed assets.

Unrestricted funds are those reserves that remain once restricted and designated funds have been accounted for. They include fixed assets at cost less depreciation.

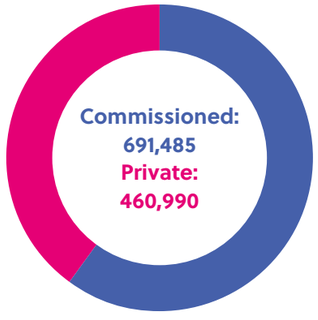
The Trustees have also designated £289,250 of unrestricted funds for the delivery of the Strategic Plan. An analysis of the funds:

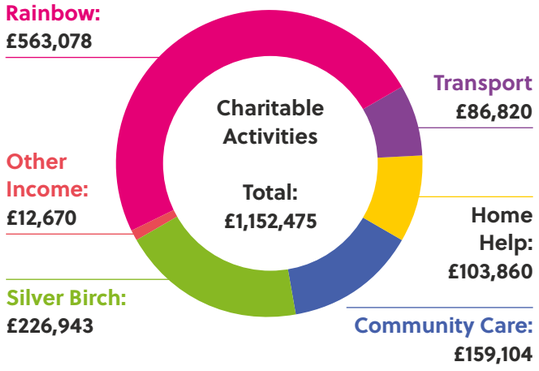
Funds	1st April 2023	1st April 2022	1st April 2021
Unrestricted reserves	£889,021	£842,486	£842,497
Tangible Fixed Assets	£272,924	£265,255	£286,114
3 months expenditure	£321,985	£302,499	£320,625
Designated Funds	£289,250	£250,000	£190,000
Unrestricted Balance	£4,862	£40,434	£45,758
Restricted cash reserves	£22,011	£24,732	£22,241

Principal Funding Sources

Our Principal funding relies upon paid for services in the home and in the day centres. A mixture of private funds and commissioned funds are utilised. This strategy ensures that ongoing sustainability of the charity in a tough operating environment.

We remain indebted to Castle Point Borough Council for continuing to fund our Young Carers group. We have found an increased need for our group, with an increase in numbers and activities.





Future Periods

We have seen steady growth over the last 12 months and hope that this can continue. We have budgeted for this increased growth and an increase in staffing to deliver it. The concerns over the White House as a base continue, but we hope to have some resolution during the year.

We expect that our new overnight respite service will take off well and that the Silver Birch Centre in Wickford will soon operate 5 days a week. With an increased liaison with the hospitals, we hope to be able to provide more support for people to leave hospital and be supported at home.

How we are Governed

Carers Choices is a registered charity and a company limited by guarantee. It was formed in 1981 and incorporated in 2001, with a memorandum and articles of association. The Directors of the Company are also Charity Trustees that serve a three-year term. Each year at the AGM there is an election where new Trustees can be appointed or existing ones to be re-elected.

Subsidiary

In line with Charity Commission Guidance, the Charity has a trading subsidiary – Carers Choices Trading Company Ltd – for non-primary purpose trading, operating one Charity shop. The Directors of this are Mr R Smale, Mr L McKeogh, Mr C Pitts (Trustees of the Charity) and Mr P Ramsden (Chief Executive of the Charity).

Our Trustees

The Board of Trustees meet approximately 4 times a year to look at financial matters and progress against objectives set out in the Corporate Plan. The Board's role is clear and has determined the following five areas of responsibility:

- Vision, Mission and Strategic Direction
- Performance and corporate Behaviour
- Legal and Regulatory Compliance
- Guardian of the Charity's Assets
- Capacity to Govern

Board Trustees are appointed for 3-year terms and serve up to 3 terms of 3 years.

All the Trustees are non-remunerated and give their time freely.

Significant Activities for Public Benefit

The Trustees have had due regard to the guidance on public benefit published by the Charity Commission in section 17(5) of the 2011 Charities Act.

Board Committees

The Board has delegated tasks to three sub committees – the Finance and Risk committee, the Services Committee and the Governance Committee.

The **Finance and Risk Committee** provides specialist support and scrutiny to the Board. Meetings are held prior to Board meetings to scrutinise financial activities and performance against budget.

The **Services Committee** hears and discusses operational delivery in each service area. This then makes recommendations to the main Board.

The **Governance Committee** is constituted of the Chairman, Vice Chairman and Chief Executive and meets bi-monthly to progress matters ahead of Board Meetings. All committees report to the Board.

Trustee Induction and Training

All new Trustees attend a meeting with the Chair and Chief Executive where a pack of information is provided. This includes the Annual Report, Strategic Plan and Organisational Structure. Typically, this meeting lasts for 2-3 hours and is an open opportunity to discuss the organisation and look at relevant skills of new Trustee's.

All Trustees complete a skills audit table in order to ensure that gaps are identified and training undertaken to enhance the skills and expertise of trustees. Trustees are encouraged to attend sessions to gain a greater understanding of the charity's work.

Risk Management

A Strategic Risk Register has been produced and approved by the Board. This is monitored and red risks are presented at Board Meetings. It is reviewed at least annually by the committees before presentation to the Board.

Our Auditors

In accordance with good governance practices, we market tested audit services for the Charity. Haslers LLP as our previous accountants provided the best understanding of our needs and so were re-appointed.





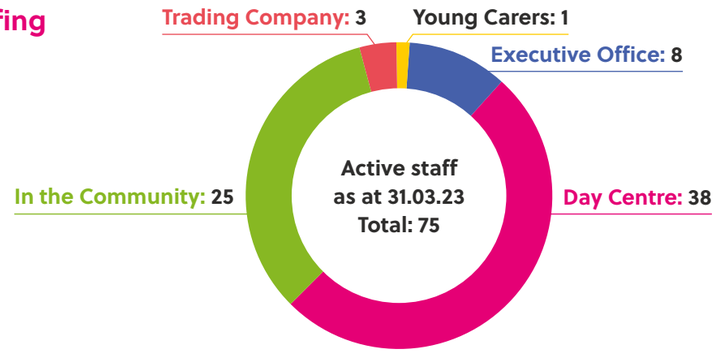




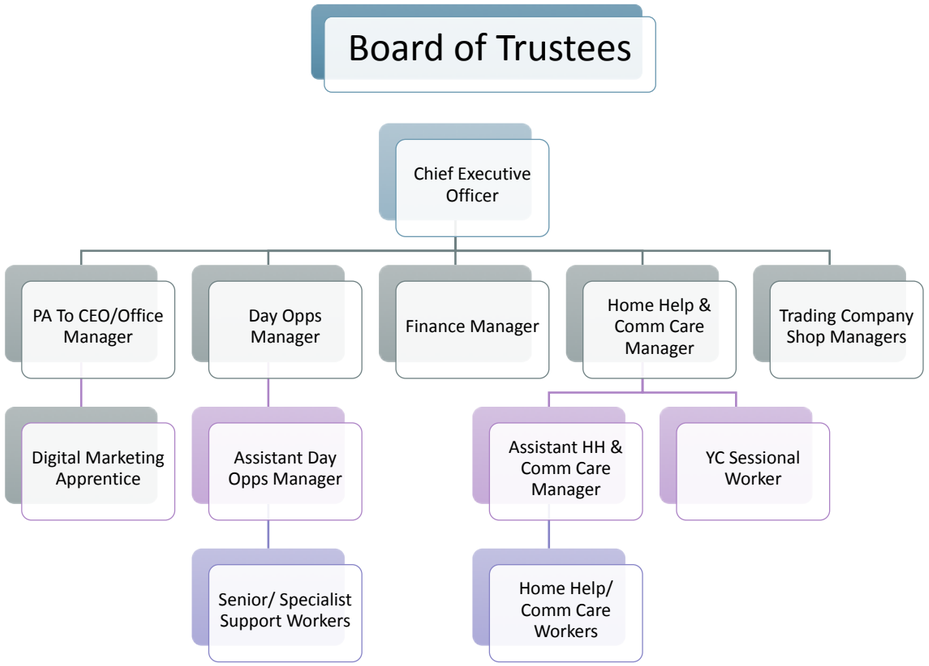
Organisational Structure

The Directors of the company delegate Operational Management to the Chief Executive. The Board have responsibilities to monitor and consider the Strategic direction of the Organisation. The Chief Executive is accountable to the Directors for performance against the Strategic Plan and within the approved budget.

Staffing



Our two main areas relate to care in the home and care in our day centres. These make up the majority of our service delivery. Over the last year we have continued to increase our staffing to enable us to grow our Homecare delivery and particularly support re-opening of the Poppy Pavilion. By the end of March, we had 75 staff (62 2022) and 6 volunteers (13 2022).



Statement of Responsibilities

Statement of responsibilities of the Trustees of Carers Choices in respect of the Trustees' Annual Report and the financial statements

Trustees Responsibilities in relation to financial statements

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

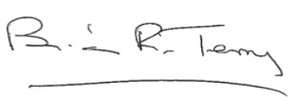
Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including 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 judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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 preparing this report, the Trustees have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the Trustees on 26th September 2023 and signed on their behalf by:



BRIAN R TERRY Chair of Trustees

Independent auditors report

We have audited the financial statements of Carers Choices (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2023 which comprise the consolidated statement of financial activities, the consolidated balance sheet, the charity balance sheet, the consolidated statement of cash flows 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 Financial Reporting Standard 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 Group's and of the parent charitable company's affairs as at 31 March 2023 and of the Group's incoming resources and application of resources, including 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 Charities Act 2011.

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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 Group's or the parent charitable company'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 Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' Report is inconsistent in any material respect with the financial statements; or
- the parent charitable company has not kept sufficient accounting records; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of 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 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 Group's and the parent charitable company'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 Group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 151 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 Auditors' 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:

Based on our understanding of the legal and regulatory frameworks that are applicable to the entity we have considered those that have a direct and indirect material impact on the financial statements and operations of the company. These include but are not limited to the Charities Act 2011, GDPR, and Employment and Health & Safety legislation.

We obtained an understanding of how the company are complying with those legal and regulatory frameworks by making inquiries to the management. We corroborated our inquiries through our review of documentation generated and assessing the extent of compliance with the relevant laws and regulations.

We discussed among the audit engagement team regarding the opportunities and incentives, including management override of controls, that may exist within the organisation for fraud and how and where fraud might occur in the financial statements.

As a result of performing the above, we identified the greatest potential for material misstatements due to fraud are in the following areas, and our specific procedures performed to address these are described below:

The risk of management override of controls is the area where the financial statements were most susceptible to material misstatement due to fraud. In addition, the key principal risks related to the existence of inappropriate journal entries to impact the profit for the year and management bias in accounting estimates.

Procedures performed to address these were as follows:

- Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud, including known or suspected instances of non-compliance with laws and regulations, and fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgements made by management in its significant accounting estimates;
- Identifying and testing journal entries, in particular any unusual journal entries posted around the year-end and journal entries posted by infrequent system users; and
- Ensuring that funds have been stated correctly and no misappropriation has occurred

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. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. 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 Auditors' Report.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' 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 charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Haslers Haslers

Chartered Accountants Statutory Auditors
Old Station Road Loughton
Essex IG10 4PL

Date: 26th September 2023

Haslers are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

Consolidated Statement of Financial Activities

Incorporating income and expenditure account for the year ended 31 March 2023.

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	*As restated Total funds 2022 £*
Income from:					
Donations and legacies	3	**54,990**	**49,385**	**104,375**	*134,737*
Charitable activities	4	**1,152,475**	**-**	**1,152,475**	*1,027,040*
Other trading activities	5	**70,489**	**-**	**70,489**	*60,390*
Total income		**1,277,954**	**49,385**	**1,327,339**	*1,222,167*
Expenditure on:					
Raising funds		**19**	**12**	**31**	*6,078*
Charitable activities		**1,253,816**	**33,156**	**1,286,972**	*1,209,466*
Total expenditure		**1,253,835**	**33,168**	**1,287,003**	*1,215,544*
Net income		**24,119**	**16,217**	**40,336**	*6,623*
Transfers between funds	14	**20,000**	**(20,000)**	**-**	-
Net movement in funds		**44,119**	**(3,783)**	**40,336**	*6,623*
Reconciliation of funds:					
Total funds brought forward		**845,567**	**25,794**	**871,361**	*864,738*
Net movement in funds		**44,119**	**(3,783)**	**40,336**	*6,623*
Total funds carried forward		**889,686**	**22,011**	**911,697**	*871,361*

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 38 to 56 form part of these financial statements.

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2023

	Note		2023 £		As restated 2022 £
Fixed assets					
Tangible assets	9		**272,924**		*265,255*
			272,924		*265,255*
Current assets					
Debtors	11	**204,540**		*160,416*	
Cash at bank and in hand		**538,056**		*511,331*	
		742,596		*671,747*	
Creditors: amounts falling due within one year	12	**(103,823)**		*(65,641)*	
Net current assets			**638,773**		*606,106*
Total assets less current liabilities			**911,697**		*871,361*
Total net assets			**911,697**		*871,361*
Charity funds					
Restricted funds	14		**22,011**		*25,794*
Unrestricted funds	14		**889,686**		*845,567*
Total funds			**911,697**		*871,361*

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2023

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

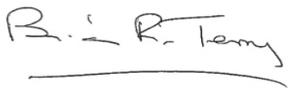
The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 26th September 2023 and signed on their behalf by:



B R Terry
Chairman

The notes on pages 38 to 56 form part of these financial statements.

CHARITY BALANCE SHEET
AS AT 31 MARCH 2023

	Note		2023 £		2022 £
Fixed assets					
Tangible assets	9		**272,924**		*265,255*
Investments	10		**2**		*2*
			272,926		*265,257*
Current assets					
Debtors	11	**202,250**		*156,794*	
Cash at bank and in hand		**533,492**		*505,787*	
		735,742		*662,581*	
Creditors: amounts falling due within one year	12	**(97,636)**		*(59,558)*	
Net current assets			**638,106**		*603,023*
Total assets less current liabilities			**911,032**		*868,280*
Total net assets			**911,032**		*868,280*
Charity funds					
Restricted funds	14		**22,011**		*25,794*
Unrestricted funds	14		**889,021**		*842,486*
Total funds			**911,032**		*868,280*

CARERS CHOICES
(A Company Limited by Guarantee)
REGISTERED NUMBER: 04320986

CHARITY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2023

The Charity's net movement in funds for the year was £42,752 *(2022 - £32,502)*.

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

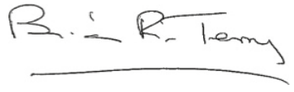
The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 26th September 2023 and signed on their behalf by:



B R Terry

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	2022 £
Cash flows from operating activities		
Net cash used in operating activities	**42,576**	*14,204*
Cash flows from investing activities		
Purchase of tangible fixed assets	**(50,740)**	*(39,737)*
Proceeds from sale of investments	**34,889**	-
Net cash used in investing activities	**(15,851)**	**(39,737)**
Change in cash and cash equivalents in the year	**26,725**	**(25,533)**
Cash and cash equivalents at the beginning of the year	**511,331**	*536,864*
Cash and cash equivalents at the end of the year	**538,056**	*511,331*

The notes on pages 38 to 56 form part of these financial statements

Notes to the Financial Statements

1. General information

Carers Choices is a company, limited by guarantee and incorporated in England and Wales, United Kingdom, with a registration number 04320986. The address of the registered office is The White House, Kiln Road, Benfleet, Essex, SS7 1BU.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Carers Choices 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.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

2.2 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

2.4 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the statement of financial activities as the related expenditure is incurred.

2.5 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 institution with whom the funds are deposited.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

- Short-term leasehold property – 4% Straight line
- Motor vehicles – 12.5% Straight line
- Fixtures and fittings – 20% Straight line

2.7 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the statement of financial activities.

2.8 Debtors

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

2.9 Cash at bank and in hand

Cash at bank and 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.

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

2.11 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.



3. Income from donations and legacies

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Donations	54,990	49,385	**104,375**	*97,789*
Government grants	-	-	**-**	*36,948*
Total 2023	54,990	49,385	**104,375**	*134,737*
Total 2022	*98,055*	*36,682*	*134,737*	

4. Income from charitable activities

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Home Help	103,860	**103,860**	*72,143*
Community Care	159,104	**159,104**	*135,120*
Rainbow Day Centre	563,078	**563,078**	*513,025*
Silver Birch Centres	226,943	**226,943**	*253,111*
Transport	86,820	**86,820**	*51,083*
Hire of meeting rooms	10,750	**10,750**	*536*
Other fundraising events	1,920	**1,920**	*2,022*
Total 2023	1,152,475	**1,152,475**	*1,027,040*
Total 2022	*1,027,040*	*1,027,040*	

CARERS CHOICES
(A Company Limited by Guarantee)

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

5. Income from other activities

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Other fundraising events	1,592	**1,592**	*351*
Income from Trading subsidiary	68,897	**68,897**	*60,039*
Total 2023	70,489	**70,489**	*60,390*
Total 2022	*60,390*	*60,390*	

6. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £	*As restated Total funds 2022 £*
Project costs	1,258,089	28,883	**1,286,972**	*1,209,466*
Total 2022 as restated	*1,184,191*	*25,275*	*1,209,466*	

6. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2023 £	*As restated Total funds 2022 £*
Staff costs	**1,043,568**	*956,969*
Depreciation	**6,000**	*39,194*
Advertising	**6,778**	*6,203*
Rent	**45,291**	*43,263*
Project costs	**22,866**	*17,990*
Travel	**51,814**	*31,066*
Training courses	**1,840**	*7,018*
Equipment and repairs	**17,715**	*14,299*
Printing, postage and stationery	**1,492**	*1,138*
Bank charges	**880**	*626*
Water, light and heat	**23,722**	*20,952*
Staff uniform	**5,730**	*1,827*
Premises expenses	**6,683**	*3,863*
Sundry expenses	**10,634**	*15,521*
Photocopier and franking	**1,433**	*869*
Telephone	**1,971**	*2,834*
Computer expenses	**2,313**	*8,407*
Subscriptions	**8,213**	*5,385*
Repairs and maintenance	**1,327**	*4,481*
Profit on disposal of assets	**(2,181)**	*2,286*
Total 2023	**1,258,089**	*1,184,191*

CARERS CHOICES
(A Company Limited by Guarantee)

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

6. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2023 £	*Total funds 2022 £*
Staff costs	**12,822**	*10,114*
Governance	**6,161**	*6,761*
Auditors remuneration	**9,900**	*8,400*
Total 2023	**28,883**	*25,275*

7. Auditors' remuneration

	2023 £	*2022 £*
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	**9,900**	*8,400*

8. Staff costs

	Group 2023 £	*Group 2022 £*	Charity 2023 £	*Charity 2022 £*
Wages and salaries	**968,407**	*890,739*	**927,741**	*848,808*
Social security costs	**57,450**	*48,688*	**57,450**	*48,688*
Contribution to defined contribution pension schemes	**30,533**	*27,655*	**28,982**	*26,065*
	1,056,390	*967,082*	**1,014,173**	*923,561*

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

	Group 2023 No.	*Group 2022 No.*
Executive Office	**8**	*7*
Home Help & Community Care	**26**	*26*
Day Centres - Silver Birch & Rainbow	**35**	*31*
Young Carers	**2**	*1*
Trading Company	**3**	*3*
	74	*68*

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2023 No.	*Group 2022 No.*
In the band £60,001 - £70,000	**1**	*1*

The key management personnel of the charity comprise the senior management. The total amount of employee benefits received by key management personnel for their services to the charity was £69,940 (2022: £70,000)

CARERS CHOICES
(A Company Limited by Guarantee)

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

9. Tangible fixed assets

Group

	Leasehold property improvements £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2022 as restated	**124,467**	**261,059**	**38,411**	**423,937**
Additions	**10,869**	**29,350**	**10,521**	**50,740**
Disposals	**(21,374)**	**(33,217)**	**(26,261)**	**(80,852)**
At 31 March 2023	**113,962**	**257,192**	**22,671**	**393,825**
Depreciation				
At 1 April 2022 as restated	**29,140**	**109,427**	**20,116**	**158,683**
Charge for the year	**3,000**	**-**	**3,000**	**6,000**
On disposals	**(18,519)**	**(10,620)**	**(14,643)**	**(43,782)**
At 31 March 2023	**13,621**	**98,807**	**8,473**	**120,901**
Net book value				
At 31 March 2023	**100,341**	**158,385**	**14,198**	**272,924**
At 31 March 2022 as restated	*95,327*	*151,632*	*18,295*	*265,254*

9. Tangible fixed assets (continued)

Charity

	Leasehold property improvements £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2022	**124,467**	**261,059**	**38,411**	**423,937**
Additions	**10,869**	**29,350**	**10,521**	**50,740**
Disposals	**(21,374)**	**(33,217)**	**(26,261)**	**(80,852)**
At 31 March 2023	**113,962**	**257,192**	**22,671**	**393,825**
Depreciation				
At 1 April 2022	**29,140**	**109,427**	**20,116**	**158,683**
Charge for the year	**3,000**	**-**	**3,000**	**6,000**
On disposals	**(18,519)**	**(10,620)**	**(14,643)**	**(43,782)**
At 31 March 2023	**13,621**	**98,807**	**8,473**	**120,901**
Net book value				
At 31 March 2023	**100,341**	**158,385**	**14,198**	**272,924**
At 31 March 2022	*95,327*	*151,632*	*18,295*	*265,254*

CARERS CHOICES
(A Company Limited by Guarantee)

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

10. Fixed asset investments

Charity	Investments in subsidiary companies £
Cost or valuation	
At 1 April 2022	**2**
At 31 March 2023	**2**
Net book value	
At 31 March 2023	**2**
At 31 March 2022	*2*

Principal subsidiaries

The following was a subsidiary undertaking of the Charity:

Name	Holding	Included in consolidation
Carers Choices Trading Company Ltd	100%	Yes

The financial results of the subsidiary for the year were:

Name	Profit/(Loss) / Surplus/ (Deficit) for the year £	Net assets £
Carers Choices Trading Company Ltd	**821**	**666**

11. Debtors

	Group 2023 £	*Group 2022 £*	Charity 2023 £	*Charity 2022 £*
Due within one year				
Trade debtors	**153,102**	*131,630*	**153,102**	*131,598*
Other debtors	**33,929**	*18,328*	**33,032**	*17,489*
Prepayments	**17,509**	*10,458*	**16,116**	*7,707*
	204,540	*160,416*	**202,250**	*156,794*

12. Creditors: Amounts falling due within one year

	Group 2023 £	*Group 2022 £*	Charity 2023 £	*Charity 2022 £*
Trade creditors	**10,479**	*1,330*	**10,473**	*1,015*
Other taxation and social security	**12,127**	*14,918*	**11,812**	*14,727*
Other creditors	**38,228**	*22,171*	**36,688**	*21,483*
Accruals and deferred income	**42,989**	*27,222*	**38,663**	*22,333*
	103,823	*65,641*	**97,636**	*59,558*

13. Prior year adjustments

Fixed assets in Carers Choices Trading Company Ltd were disposed of in the prior year which had a net book value of £6,550, causing a reduction in net surplus by £6,550 This has been restated on the comparatives of the consolidated balance sheet and statement of financial activities.

CARERS CHOICES
(A Company Limited by Guarantee)

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

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 as restated £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
Designated Funds - all funds	**250,000**	**-**	**-**	**39,250**	**289,250**
General funds					
General Funds - all funds	**592,485**	**1,209,057**	**(1,185,760)**	**(16,010)**	**599,772**
Carers Choices Trading Company Ltd	**3,082**	**68,897**	**(68,075)**	**(3,240)**	**664**
	595,567	**1,277,954**	**(1,253,835)**	**(19,250)**	**600,436**
Total Unrestricted funds	**845,567**	**1,277,954**	**(1,253,835)**	**20,000**	**889,686**
Restricted funds					
Minibus Fund	**20,000**	**-**	**-**	**(20,000)**	**-**
Men's Shed	**794**	**2,740**	**(1,815)**	**-**	**1,719**
Youth Violence Project	**5,000**	**-**	**(4,895)**	**-**	**105**
Domicilliary Care Fuel Subs	**-**	**59**	**(59)**	**-**	**-**
Dana Tinson Fund	**-**	**7,500**	**(800)**	**-**	**6,700**
Children in Need	**-**	**9,875**	**(9,875)**	**-**	**-**
Carers Group	**-**	**9,920**	**(1,057)**	**-**	**8,863**
Recruitment Fund	**-**	**3,485**	**(3,485)**	**-**	**-**
Poppy Pavilion Reopening	**-**	**5,000**	**(376)**	**-**	**4,624**
Locase	**-**	**7,713**	**(7,713)**	**-**	**-**
Kickstart	**-**	**3,093**	**(3,093)**	**-**	**-**
	25,794	**49,385**	**(33,168)**	**(20,000)**	**22,011**
Total of funds	**871,361**	**1,327,339**	**(1,287,003)**	**-**	**911,697**

14. Statement of funds (continued)

Designated funds - Funds designated by the Trustees for delivery of the Strategic Plan and in particular objectives as referenced in the Trustees Report.

Minibus Fund - This represents funds set aside for the purchase of new minibuses at the Silver Birch Centres.

Men's Shed - This represents funds set aside to help fund the Mens Shed project.

Youth Violence Fund - Youth Violence Project for Young Carers.

Domicilliary Care Fuel Subs - A grant from Essex County Council to assist with higher fuel costs for care staff.

Dana Tinson Fund - A grant to aid expansion of Home Help and Community Care Services into the Maldon District.

Children in Need - A grant supporting our Young Carers projects.

Carers Group - A National Lottery grant supporting unpaid carers post covid with information, advice and respite.

Recruitment Fund - A grant from Essex County Council to assist with high recruitment costs aiding increased capacity.

Poppy Pavilion Reopening - A grant to support reopening costs for the Silver Birch Wickford at the poppy pavilion.

Locase - A grant to support the purchase of an electric vehicle and install energy efficient lighting in the day centres.

Kickstart - A fund supporting 16-24 year olds to move into employment .

Restricted Funds Transfer - A transfer has been made where a new minibus was purchased in the year, where no restrictions has been placed on this following the purchase.

Designated Funds Transfer - A transfer has been made from unrestricted to designated funds for future investments.

CARERS CHOICES
(A Company Limited by Guarantee)

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

14. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2021 £	*Income* £	*As restated Expenditure* £	*Transfers in/out* £	*As restated Balance at 31 March 2022* £
Unrestricted funds					
Designated funds					
Designated Funds - all funds	*190,000*	*-*	*-*	*60,000*	*250,000*
General funds					
General Funds - all funds	*623,536*	*1,100,114*	*(1,093,245)*	*(37,920)*	*592,485*
Carers Choices Trading Company Ltd	*28,961*	*85,370*	*(89,169)*	*(22,080)*	*3,082*
	652,497	*1,185,484*	*(1,182,414)*	*(60,000)*	*595,567*
Total Unrestricted funds	*842,497*	*1,185,484*	*(1,182,414)*	*-*	*845,567*
Restricted funds					
Minibus Fund	*20,000*	*-*	*-*	*-*	*20,000*
Men's Shed	*2,241*	*3,666*	*(5,113)*	*-*	*794*
Workforce retention	*-*	*6,474*	*(6,474)*	*-*	*-*
Winter calls project	*-*	*21,542*	*(21,542)*	*-*	*-*
Youth violence project	*-*	*5,000*	*-*	*-*	*5,000*
	22,241	*36,682*	*(33,129)*	*-*	*25,794*
Total of funds	*864,738*	*1,222,166*	*(1,215,543)*	*-*	*871,361*

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2022 as restated £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Designated funds	**250,000**	**-**	**-**	**39,250**	**289,250**
General funds	**595,567**	**1,277,954**	**(1,253,835)**	**(19,250)**	**600,436**
Restricted funds	**25,794**	**49,385**	**(33,168)**	**(20,000)**	**22,011**
	871,361	**1,327,339**	**(1,287,003)**	**-**	**911,697**

Summary of funds - prior year

	Balance at 1 April 2021 £	*Income* £	*As restated Expenditure* £	*Transfers in/out* £	*As restated Balance at 31 March 2022* £
Designated funds	*190,000*	*-*	*-*	*60,000*	*250,000*
General funds	*652,497*	*1,185,484*	*(1,182,414)*	*(60,000)*	*595,567*
Restricted funds	*22,241*	*36,682*	*(33,129)*	*-*	*25,794*
	864,738	*1,222,166*	*(1,215,543)*	*-*	*871,361*

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	272,926	-	**272,926**
Current assets	720,585	22,011	**742,596**
Creditors due within one year	(103,823)	-	**(103,823)**
Total	889,688	22,011	**911,699**

16. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds as restated 2022 £	*Restricted funds 2022* £	*Total funds 2022* £
Tangible fixed assets	*265,254*	*-*	*265,254*
Current assets	*645,953*	*25,794*	*671,747*
Creditors due within one year	*(65,641)*	*-*	*(65,641)*
Total	*845,566*	*25,794*	*871,360*

17. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2023 £	*Group As restated 2022* £
Net income for the year (as per Statement of Financial Activities)	**40,336**	*6,623*
Adjustments for:		
Depreciation charges	**6,000**	*38,564*
Disposal of fixed assets	**2,181**	*22,033*
Increase in debtors	**(44,123)**	*(61,281)*
Increase in creditors	**38,182**	*8,264*
Net cash provided by operating activities	**42,576**	*14,203*

18. Analysis of cash and cash equivalents

	Group 2023 £	*Group 2022* £
Cash in hand	**538,056**	*511,331*
Total cash and cash equivalents	**538,056**	*511,331*

19. Analysis of changes in net debt

	At 1 April 2022 £	Cash flows £	At 31 March 2023 £
Cash at bank and in hand	**511,331**	**26,725**	**538,056**
	511,331	**26,725**	**538,056**

20. Operating lease commitments

At 31 March 2023 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Charity 2023 £	*Charity 2022 £*
Not later than 1 year	**28,100**	*18,600*
Later than 1 year and not later than 5 years	**120,475**	*16,700*
Later than 5 years	**147,500**	-
	296,075	*35,300*

21. Related party transactions

During the year the charity received a donation from the trading subsidiary amounting to £3,238 (2022: £22,080).

During the year, income was received from entities under common control amounting to £10,120 (2022: £Nil).



Who's Who

Patron

Rebecca Harris MP

Trustees

B R Terry
Chairman

R R Smale
Vice Chair

M P Hayes
Trustee

L H McKeogh
Trustee

T V Oladosu
Trustee

S P Parry
Trustee

C A Pitts
Trustee

E Smith
Trustee

Our Accountants

Haslers Chartered Accountants
Old Station Road
Loughton
Essex IG10 4PL

Our Solicitors

Pinney Talfourd LLP
54 Station Road
Upminster
Essex RM14 2TU

Bankers

CAF Bank
25 Kings Hill Avenue
West Malling
Kent ME19 4JQ

Nat West Bank
250 Bishopsgate
Spitalfields
London EC2M 4AA

Cooperative Bank
P.O. Box 101
1 Balloon Street
Manchester M60 4EP

Executive Leadership Team

Paul Ramsden
Chief Executive

Sarah Fogarty
Day Opportunities Manager

Sharon Box
Home Help and Community Care Manager (Registered Manager)
Young Carers Manager

Laura Watts
Executive Support and PA to CEO

Our Thanks

Castle Point Borough Council
www.castlepoint.gov.uk

Essex County Council
www.essex.gov.uk

Southend Borough Council
www.southend.gov.uk

Thurrock Council
www.thurrock.gov.uk

Essex Community Foundation
www.essexcommunityfoundation.org.uk

NHS
www.nhs.uk

Perry Watlington Trust

Children in Need
www.bbcchildreninneed.co.uk

National Lottery
www.tnlcommunityfund.org.uk





For More Information

Carers Choices
The White House
Kiln Road
Benfleet
Essex SS7 1BU

0300 302 1212
www.carerschoices.org
www.facebook.com/carerschoices

Charity Number 1093483
Company Number 04320986. Company registered in England and Wales.

Carers Choices

England & Wales - Charity number 1093483

Accounts

Carers Choices
peace of mind

Annual Report & Accounts 2021/2022









In Memory of Stuart Michael Blackshaw, who sadly passed away on the 15th August 2022.
Stuart served the Charity from 2002 until 2018, being Chair from 2009 to 2012.
We remember him and all his dedication to furthering the Charities objectives.
Our deepest condolences go to Marion and his family.

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Chair's Foreword

Looking forward to the next few years we are aware there are going to be significant impacts on the overall cost of living in the UK affecting all aspects of life. There will be significant financial implications for the charity sector but it is also clear that there will be major workforce issues across all sectors of the economy for a multiple of reasons, the majority of which are outside our control.

By April 2021 we were aware of the difficulties and issues we would continue to face, to a greater extent, and the organisation adapted itself to meet these challenges. As in the previous year the only way to describe our situation was how could we secure the organisation's future - it was about survival and therefore actions were taken to ensure that Carers Choices had a future for the years ahead. It was decided it was necessary to strengthen our governance arrangements taking into consideration equality and diversity and as a result three new trustees were appointed and we were able to reconstitute our governance sub committees. This enabled us to concentrate on all the issues facing the organisation and make decisive and speedy changes necessary to meet the challenges.



The organisation ensured that we continued to follow all national and local guidance available and we managed to bring all our services back operationally but with some changes necessary to workforce issues. Our financial situation remained positive as we continued to enhance our services, for example, Home Help services.

The executive actively pursued all available grant opportunities and we were very grateful to the local authorities who continued to provide funding during the whole period.

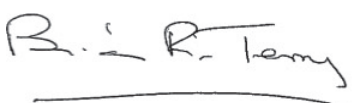
On behalf of the Board, I would like to thank all staff for their amazing resilience and effort in continuing to provide services when allowed to do so. It is also appreciated their willingness to be vaccinated and work safely to enable Carers Choices to continue providing services as appropriate both in the workplace and client's homes.

It is also important that the work carried out by the CEO and the senior managers, who worked tirelessly over the whole period, is recognised. The Board really appreciated all their efforts.

I personally would like to thank all the trustees for their support during this period especially attending virtual meetings and making the required decisions.

Looking forward is quite difficult as COVID is not going to disappear for a considerable time and also there are going to be significant changes in health and social care which will have major impact on our future. It is also clear that there is going to be intense pressure on the cost of living for all sectors and individuals especially in the charity sector. We are already feeling the impact on our workforce and the ability to provide services for our clients. We have already developed a strategy for the next three years and our financial situation is better than it would have been anticipated 18 months ago. We have also strengthened our governance and operational procedures to meet the challenges we face and enable us to react to rapidly changing circumstances

However, I believe we are in a strong position to continue to provide our excellent services especially as we have in place strong governance arrangements and the ability to take the necessary decisions quickly.



BRIAN R TERRY Chair

CEO's Foreword

This year has been one of stability and regaining our foothold in the marketplace. COVID had a significant impact upon us and during the year continued to provide challenges. Importantly we have constantly risen to those challenges, making sound decisions at pace to ensure that we can continue to support all the carers that we do.

Teamwork is the critical tool for our success here; we have a strong, dynamic team from the Board down to each and every staff member. Pulling together, flexing and having a single focus – to deliver excellent respite and support for our clients and carers.

Through the year we've taken the opportunity to conduct a lot of housekeeping, and adapting to a new environment:

- Circumstances out of our control meant the permanent closure of the Coffee Grind and we sold the equipment from that.
- We focused upon our remaining Charity Shop in Wickford to ensure that it amplifies the quality that our brand stands for. As well as providing a revenue source for the Charity it is another front-line service that promotes our services.
- We implemented a recruitment exercise for new Trustees, attracting new talent and expertise to the Board. This increases our number from 5 to 9 and has reinvigorated both the finance and risk and services committees.
- The Poppy Pavilion, host to our Silver Birch Wickford Centre, had major electrical problems due to a roof leak which prevented us opening. The landlord has now resolved this and we have re-opened the centre for clients from both our day centres and also young carers.
- Our Men's Shed launch was postponed due to COVID and so we pressed ahead with the launch and attracting new members. This continues to grow and provide a valuable service to prevent isolation of Men in our local community.
- We faced problems recruiting new staff to add capacity but by adopting new strategies have largely managed to resolve the majority of these. I'm so pleased with the influx of new staff to complement our existing excellent workers.

The year was a solid foundation for our plans that will reap rewards as we move forward. There remain challenges with high inflation, increasing utility costs (which impact upon the charity and the staff) and a slow down on grant funding. We have prepared well for these and by adopting a 'it is what it is" philosophy means we continue to flex and adapt.



My thanks to everyone who has contributed to this year's success – this includes my Board of Trustees (now expanded) for their guidance and advice, and every one of the staff and volunteers. We are effective as one Team and our impact is greater than the sum of our parts.

Best wishes

PAUL RAMSDEN Chief Executive

Year at a Glance

Clients

281

clients supported accessing the day centres or within the home

Up 67% from the previous year



Day Centres

9,248

day centre attendances

Up 33% from the previous year



Young Carers

62

Young Carers supported across Castle Point and Basildon

Up 11% from the previous year





11,046

hours supporting clients within the community

Up 71% from the previous year

Community



6,226

journeys transporting clients to the day centres

Up 84% from the previous year

Transport

Silver Birch provided me with some much-needed respite without feeling guilty or worried. I knew my Mum was safe, secure, and cared for but most importantly having fun. The staff were attentive, supportive and always there to provide us with any help, advice or a friendly chat. It's was the best thing we did!

Thank you
Yvette Feagan





Who We Are

At Carers Choices we provide the practical care and support for Carers and the people they care for. We respond to changing needs and develop services that help and support people in our community.

The Charity was formed in 1981 in **Thundersley, Essex** to support Carers through practical respite solutions. Originally just offering Respite in the Home (sitting service) we added Young Carers in the 1990's followed by the first Day Centre for Adults with Disabilities (Rainbow Centre).

Over the following years we moved from Thundersley to Canvey Island and back again, to our current base behind the Council Offices on **Kiln Road**.

In 2014 we recognised the crisis in **Dementia Care** and created an innovative solution with the Silver Birch Centres. We have now a combined department to deliver both centres, sharing resources and working together efficiently.

In 2020 we added a new **Home Help service**. This service is already helping out a number of people in South Essex and runs alongside our Respite service.

Our aim is to relieve the burden on Carers for a few hours whilst at the same time providing a rewarding experience for the client. **Quality is second to none**.

Visit our website at **www.carerschoices.org** for more information.

My Mum who has Alzheimers has been going to the Silver Birch day centre for over a year now and she really enjoys her day.

The staff have been brilliant who work in the day centre and the office staff behind the scenes have been excellent regarding booking and organising transport.

My Mum doesn't stop talking about her day when she gets home as they do so much i.e singing, dancing, quizzes and gardening etc. The day centre even cook dinners fresh onsite for the people that attend and this means I know my Mum has eaten a good healthy meal. Fantastic service and would recommend anyone who has a relative who has Dementia and wants to send them to a centre who really care.

Thank You!!!!
Chris Tanner



What Do We Do

Carers Choices is the leading Essex based Charity supporting Carers and the people they care for through dedicated and specialist respite services. We provide services in the home and in innovative day centre settings to meet the needs of Carers.

What is our Mission?

Our Mission is to deliver **high quality respite**.

Our Purpose

All charities have charitable objects, accepted by the Charity Commission as the purpose of the organisation. It sets out our goals and those who will benefit, specifically:

To relieve the stresses experienced by Carers and Beneficiaries

Carers

Any person or people involved in the provision of care for a person or people who have care needs as a result of a disability, illness or age.

Beneficiaries

Any person or people who have care needs as a result of a disability, illness or age.



My dad Len has been going to Silver Birch Dementia Day Centre for some time now and absolutely loves going. At the moment he goes one day a week but is always asking when is he being picked up! I receive messages and videos of what he's doing which is great and he's always smiling! All the staff are amazing and I really recommend this day centre. Thank you for looking after my dad so well..

Angela Brown



What do we want to achieve?

We have set and developed some overriding Strategic Planning Objectives. These are:

1. **Ensure that Carers Choices continues to provide the client support and services both near term and in the future**

2. **Continuous facility development, recognising changes in client needs, numbers and locations**

3. **Provide the necessary funding and financial management to achieve the plan objectives and ensure the longevity of Carers Choices as an organisation**

And to deliver these objectives we have a set of values:

Empathetic
We stand in your shoes and take your place with our services

Care
We care about each other, treating everyone fairly, with dignity and respect

Integrity
We deliver person centred care based upon our assessments

Excellence
We strive to be the best, innovating and providing services responding to the needs of our community



How we do it

We deliver our support for Carers through several different service areas:

Home Help and Community Care

Trained staff providing a CQC registered service helping Carers to take a break and providing help in the home including domestic tasks.

Young Carers

operating in Castle Point and Basildon supporting 62 Young Carers through weekly support clubs and one to one's.

Day Opportunities

Rainbow Centre; for Adults with Disabilities serving 36 clients over a 5-day period, specialising in more profound disabilities.

Silver Birch Centre; specialist dementia centres in Essex operating 5 days a week giving Carers a quality 6-hour break and providing cognitive stimulation therapy to clients, supporting 76 clients.

Men's Shed

An innovative support mechanism for men in the community that are either isolated or in danger of being isolated.



Looking Forward

We have embedded our Strategic Objectives into our operations and use these to focus our priorities.

1

Pay and Conditions for staff review

We are maintaining our focus on staffing, including plans to implement the Real Living Wage from 1st June 2022 for all staff and a new pay structure for all those working in the community. Throughout the year we have implemented other measures including workforce retention bonuses for front line staff and Christmas hampers.

This remains a focus over the coming year, especially how we balance out financial support for staff with keeping charges fair to clients and ensuring that we are sustainable as an organisation.

2

Maintenance of the White House

A new lease was agreed and signed with the Council for a further 10 years (with a 7-year break point). The schedule of works was included and we have been assured that this will start in the autumn of the new financial year.

3

Multiple location growth

Identifying new potential suitable buildings remains our biggest challenge. We spent a lot of time visiting places in Thurrock that have not produced results. Thurrock council remain interested in us developing a centre but the lack of properties is hampering our efforts to develop this.

4

Strategy and Growth Fund

£250k has been designated by the Trustees for the implementation of the Strategic Plan. We are maintaining our commitment to finding suitable premises and locations for investment.



5

Contingency planning

As part of our contingency planning, we have deliberately overstaffed where possible to safeguard the continuity and delivery of services. This has proved wise with staff illnesses principally COVID and has meant over the year there was only 1 week where we had to move to reduced opening.

6

Finance Plan

We have set our budget as cautious for the following year with hints at further pressures and a potential recession. This year we have maintained our breakeven plans and generated a small surplus.

7

Trading Company

We continue to look at the marketplace for rental opportunities but with a main focus upon maximising the potential and benefits from the Wickford Shop. The expectation is that in the new financial year we will be promoting the Poppy Pavilion and increasing revenue.

We are proud of our achievements and the reputation we have for delivering services that are high quality and essential to maintain carer's ability to continue their unpaid caring role.

Day Centres

Our Rainbow Centre is for Adults with Disabilities serving 36 clients over a 5-day period, specialising in more profound disabilities.



The 21/22 year has been an eventful year for both clients and staff in the Rainbow Centre. We continued to live with the new restraints we were presented with due to the COVID, but through due diligence to the new measures we put in place, we were able to keep all our staff and clients safe and well throughout the year. Like many businesses, COVID has thrown us a real curve ball and has made even the simplest of plans impossible.

All our clients returned back to the centre doing their usual days after the lockdowns ended. We sourced outside entertainment to come in and visit the centre, rather than take unnecessary risks going out into the community. We started drama on Tuesdays and wheelchair dancing on Wednesdays. We joined forces with the Silver Birch clients for a good old knees up when we had singers in and many magical moments were made having both groups join together.

We had 3 new clients join us last year and a few of our clients increased their days. We also did our first overnight stay in a client's home to provide respite for the parents, so they could have a holiday. With new clients, came new staff, which proved much harder to achieve post COVID, than pre COVID. All our staff have to be fully vaccinated against COVID and wear a mask at all times. Some applicants were not happy to do this, but eventually we managed to employ 4 fantastic new support Workers towards the end of 2021.

Financially, the Rainbow Centre remains solid and continues to be profitable. Plans for the future will be to extend our overnight respite services, both in client's homes and in two new bedrooms which will be created in the centre itself. We are still on the lookout for a new site for a new Rainbow Centre, but in the current housing market, this is proving very difficult.

Our son Billy loves attending Carers Choices. It has helped him engage with other adults and given us peace of mind that he is in a safe environment and always well looked after. They take the clients out on day trips to engage with the community. He loves playing games with the staff and other clients. He has grown in his mentality and has learnt to gain more independence away from family. Over time they have gained a full insight into his personality and behaviour, and have acted accordingly in a professional manner and adjust to his needs.

Carrieanne

Our Silver Birch centres provide a well needed 6 hours of respite for our carers and also provide stimulation and socialisation for our clients who have been isolated particularly due to the pandemic.

Our centres are Dementia specialist and we support a range of clients from those with Early Onset Dementia to more Advanced Dementia.



Since the pandemic we have been focused on increasing the number of clients we support in Benfleet. The Poppy Pavilion in Wickford was out of action due to a major electrical outage but eventually resolved in the Spring. Before re-opening we are planning to renovate the outside, re-organise internally and decorate further. Once this has occurred, we will be re-opening in the new financial year. Our existing clients in Wickford are still being supported by attending Benfleet through the use of our minibus services.

We have been successful is welcoming many of our clients back after the pandemic, although health concerns were still a factor, our carers recognised the need for the respite and stimulation our centre provides.

We made the decision to make our Silver Birch centres more inclusive, using facilities we have available across both our Rainbow and Silver Birch centres we have been able to support clients with more complex needs. Our transport service also enabled clients who are isolated due to mobility issues to attend as they are fully wheelchair accessible.

We have received such positive feedback from both existing clients and new clients about the benefits they see our centre making to their loved ones and the outlet that gives them as carers to be able to relax knowing their loved one is in a safe, friendly and stimulating environment. We have also been able to assist clients with restricted mobility by providing some rehabilitation and enabling them to regain their confidence and strength to have less reliance upon aids.

Our clients receive a hot 2 course lunch cooked on site, as well as a light breakfast upon arrival and refreshments throughout the day.



Home Help and Community Care

This is our service working in the local community supporting people in their own home. We undertake tasks that you would normally do but are now struggling with.



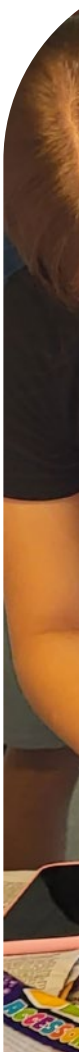
The Charity started with work in the community and added other services based upon need. We recently expanded our community work to include Home Help and then differentiated between our Care Companion work and when we undertake Personal Care as part of the support package.

The Personal Care element is a tiny part and we are regulated by the Care Quality Commission for it. We have continued to maintain our "Good" rating.

During the year we have seen a marked increase in these services to the extent that capacity to deliver services has impacted. We embarked upon a major recruitment exercise and developed different strategies to increase the number of staff and available hours. These strategies proved to be successful but recruitment is anticipated to continue as the hours increase. In particular finding staff for visits that involve personal care was and continues to be a problem.

Our service now is spread across South Essex and as we bring on more staff, we are developing each of the district areas more.

All our staff are fully trained, insured and provided with uniform, id and equipment. Staff continue to take lateral flow tests to check for COVID – client safety is paramount.



Young Carers

We support Young Carers in Castle Point and Basildon. A Young Carer is someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled, has a mental health condition or misuses drugs or alcohol.

Our Young Carers groups continue to grow both in Castle Point and Basildon. Each group has a session every week including during the school holidays – a change we implemented based upon feedback from our Young Carers.

Every session is planned out so that there is an activity organised and this includes guests that join and bring a skill to teach the Young Carers. The group is a focused session to inspire and help Young Carers to build up their confidence, self-worth and resilience.

The Castle Point group is supported by Castle Point Borough Council which we are extremely grateful for. The Basildon group relies upon fundraising and donations. This group is now operating from the Poppy Pavilion in Wickford, which is in an ideal setting.

We have plans for the coming year to run other activities through successful fundraising. These include self-defence and youth violence awareness sessions and boat trips for all.



Men's Shed

Our Men's Shed is a place to pursue practical interests at leisure, to practice skills and enjoy making and mending. It is about social connections and friendship building, sharing skills and knowledge, and having a great time.

During COVID the Men's Shed was not operational but since then there has been a hive of activity to get it ready for a launch in April to new members.

As planned a container was purchased and was refurbished by the Men's Shed members and the Shed Leaders Colin and Arthur. This was also kitted out with racking to securely store wood and tools and finally signage was posted around to highlight the shed.

In the coming year the hope is to spread the word further and attract more members through the launch and other events. The men have plans to exhibit at local shows to promote the shed even further.

The Men are mainly self-sufficient and have started applying for other funding to continue to buy more equipment and wood. They have a number of ideas and have started building items to sell at shows.













Charity Shop

Our Charity Shop in Wickford highlights our services to the community and provides a revenue stream to the Charity.

We consolidated our trading activities to just one charity shop located in Wickford High Street. This involved a restructure and rebranding exercise of the shop to ensure that it was in line with the Charity's quality image.

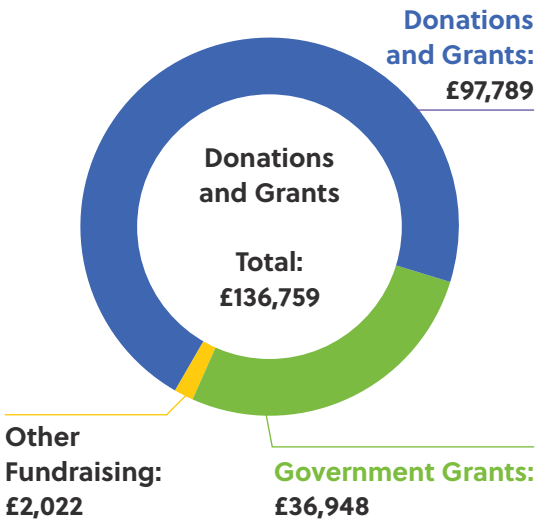
The results of this are to move the shop into a boutique look.

Fundraising

Donations and Grants can add further value to our services and support our Young Carers and Men's Shed projects.

Over the year we submitted a number of applications for funding generally aimed at our Young Carers and Men's Sheds projects. Unfortunately, the majority were not successful. Indications are that there is a marked reduction in available grants.

The funding we did gain has provided funds for Young Carers around a Youth Violence project, tools for the Men's Shed and the container, and a small grant to support the re-opening of the Poppy Pavilion. We also carried out work for the NHS contacting Carers to understand their needs post COVID.



In total we received £136,759 in grants and donations over the year, including the Castle Point BC grant for Young Carers. We are indebted to each and every grant maker and donor. Our grateful thanks to all.



Bob Smale Carers Choices Vice Chairman, Penny Langran Fowler, Smith & Jones, Paul Ramsden Carers Choices CEO

Financial Review

Total Revenue for the year is slightly down against last year but the noticeable difference is the increase in service delivery and the reduction in donations, principally the COVID grants. Both Day Services and Community Care is increasing as we regain our services to the community. A change in accounting rules means that the following is from our consolidated accounts.

	2021/2022	2020/2021
Donations	£134,737	£546,990
Day Centres	£766,136	£664,859
Community Services	£207,263	£141,094
Other Income	£53,641	£29,979
Other Trading Activities	£60,390	£39,406
Total	£1,222,167	£1,422,328
Expenditure	£1,208,994	£1,282,499
Deficit/Surplus	£13,173	£139,829

Our **Balance Sheet** remains strong with the addition of the small surplus.

	2021/2022	2020/2021
Fixed Assets	£271,805	£286,114
Net Current Assets	£606,106	£578,624
Total Net Assets	£877,911	£864,738
Restricted Funds	£25,794	£22,241
Unrestricted Funds	£852,115	£842,497
Total Funds	£877,911	£864,738

Restricted reserves are those funds that the donor has specified must be undertaken when the funds were made available. This could be for a particular project or purchase of as asset.

Designated funds have been allocated by the Trustees for a particular purpose. These have been taken from the cash unrestricted reserves so exclude fixed assets.

Unrestricted funds are those reserves that remain once restricted and designated funds have been accounted for. They include fixed assets at cost less depreciation.

The Trustees have also designated £250k of unrestricted funds for the delivery of the Strategic Plan. An analysis of the funds:

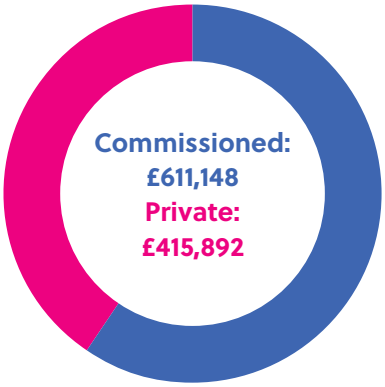
Funds	1st April 2022	1st April 2021
Unrestricted reserves	£852,117	£842,497
Tangible Fixed Assets	£271,805	£286,114
3 months expenditure*	£302,249	£276,000
Designated Funds	£250,000	£190,000
Unrestricted Balance	£28,064	£90,383
Restricted cash reserves	£25,794	£22,241

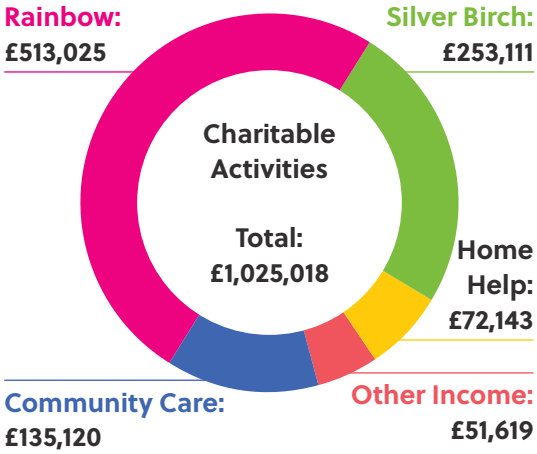
*Total Expenditure for 2021/2022 divided by 4

Principal Funding Sources

As previously mentioned, grant funding has become increasingly difficult and we have seen a marked reduction in the funding that we are attracting. Strategically we have envisaged this and are focused upon the service delivery through a mixture of private and commissioned services.

Castle Point Borough Council continue to fund us to provide the support services for Young Carers which we are indebted to them for. This allows us to run the groups and then add other services with small donations and grants that we can get.





Future Periods

Our focus for future periods remains on maintaining stability and steady growth if possible. We are always alive to opportunities where we can find cohorts of people that are lacking a service that we can provide. All our services are built upon need.

We expect to remain profitable over the next financial year and see growth across service areas with a considerable increase in the staffing to bring capacity to the community services area.

How we are Governed

Carers Choices is a registered charity and a company limited by guarantee. It was formed in 1981 and incorporated in 2001, with a memorandum and articles of association. The Directors of the Company are also Charity Trustees that serve a three-year term. Each year at the AGM there is an election where new Trustees can be appointed or existing ones to be re-elected.

Subsidiary

In line with Charity Commission Guidance, the Charity has a trading subsidiary – Carers Choices Trading Company Ltd – for non-primary purpose trading, operating one Charity shop. The Directors of this are Mr R Smale, Mr L McKeogh (Trustees of the Charity) and Mr P Ramsden (Chief Executive of the Charity).

Our Trustees

The Board of Trustees meet approximately 4 times a year to look at financial matters and progress against objectives set out in the Strategic Plan. The Board's role is clear and has determined the following five areas of responsibility:

- Vision, Mission and Strategic Direction
- Performance and corporate Behaviour
- Legal and Regulatory Compliance
- Guardian of the Charity's Assets
- Capacity to Govern

Board Trustees are appointed for 3-year terms and serve up to 3 terms of 3 years. We commenced a recruitment exercise and were very pleased to have brought on 3 new Trustees – Mr S Parry, Ms V Oladosu and Mr C Pitts.

All the Trustees are non-remunerated and give their time freely.

Significant Activities for Public Benefit

The Trustees have had due regard to the guidance on public benefit published by the Charity Commission in section 17(5) of the 2011 Charities Act.

Board Committees

The Board has delegated tasks to three sub committees – the Finance and Risk committee, the Services Committee and the Governance Committee.

The **Finance and Risk Committee** provides specialist support and scrutiny to the Board. Meetings are held prior to Board meetings to scrutinise financial activities and performance against budget.

The **Services Committee** hears and discusses operational delivery in each service area. Recommendations are then made to the main Board.

The **Governance Committee** is constituted of the Chairman, Vice Chairman and Chief Executive and meets monthly to progress matters ahead of Board Meetings. All committees report to the Board.

Trustee Induction and Training

All new Trustees attend a meeting with the Chair and Chief Executive where a pack of information is provided. This includes the Annual Report, Strategic Plan and Organisational Structure. Typically, this meeting lasts for 2-3 hours and is an open opportunity to discuss the organisation and look at relevant skills of new Trustee's.

All Trustees complete a skills audit table in order to ensure that gaps are identified and training undertaken to enhance the skills and expertise of trustees. Trustees are encouraged to attend sessions to gain a greater understanding of the charity's work.

Risk Management

A Strategic Risk Register has been produced and approved by the Board. This is monitored and red risks are presented at Board Meetings. It is reviewed at least annually by the committees before presentation to the Board.

Our Auditors

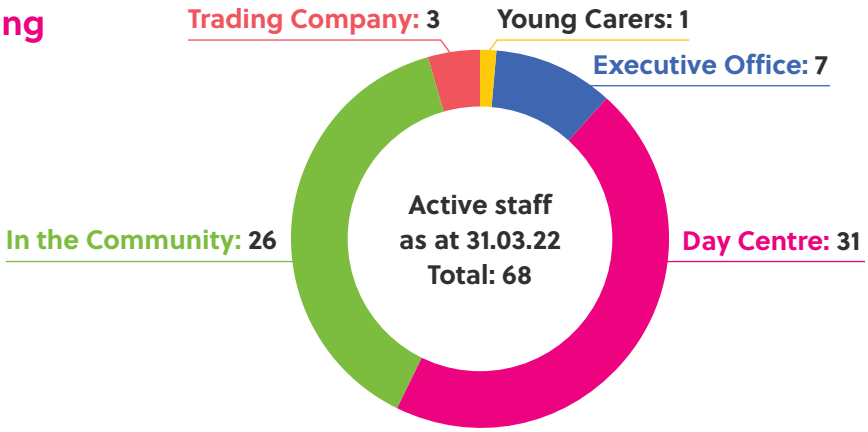
In accordance with good governance practices, we will market test our auditor provision for the next financial year auditing.



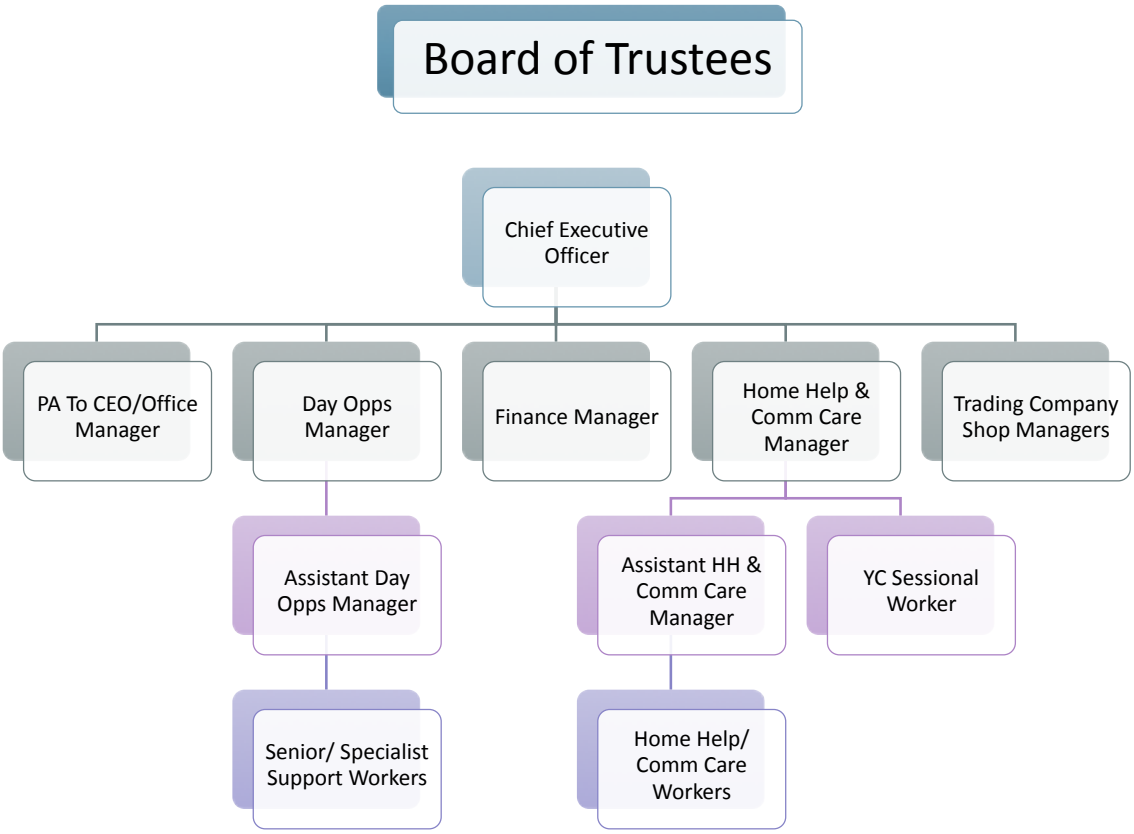
Organisational Structure

The Directors of the company delegate Operational Management to the Chief Executive. The Board have responsibilities to monitor and consider the Strategic direction of the Organisation. The Chief Executive is accountable to the Directors for performance against the Strategic Plan and within the approved budget.

Staffing



We operate with two main service areas – Day Centres and Health and Wellbeing Community Services. This is our work in the centres and work in the community. We have recruited new staff to increase staffing across the centres, but the majority of the increase comes from our work in the community. At the end of March, we had 68 staff (48 2021) and 10 volunteers (12 2021).



Statement of Responsibilities

Statement of responsibilities of the Trustees of Carers Choices in respect of the Trustees' Annual Report and the financial statements

Trustees Responsibilities in relation to financial statements

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

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they 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 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 judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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 preparing this report, the Trustees have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the Trustees on 21st September 2022 and signed on their behalf by:



BRIAN R TERRY Chair

Independent auditors report

We have audited the financial statements of Carers Choices (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2022 which comprise the consolidated statement of financial activities, the consolidated balance sheet, the charity balance sheet, the consolidated statement of cash flows 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 Financial Reporting Standard 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 Group's and of the parent charitable company's affairs as at 31 March 2022 and of the Group's incoming resources and application of resources, including 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 Charities Act 2011.

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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 Group's or the parent charitable company'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 auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- the parent charitable company has not kept sufficient accounting records; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of 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 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 Group's and the parent charitable company'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 Group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 151 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 auditors' 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:

- Carrying out substantive testing to cover authorisation of expenditure in line with the financial processes.
- Carrying out walkthrough testing to ensure internal controls are in place to prevent errors and fraud.
- Assessment of appropriateness of accounting estimates.
- Review of large and unusual bank transactions.
- Scrutinising journals, and other adjustments posted during the year for evidence of unusual entries.

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. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. 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 auditors' report.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' 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 charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Haslers 

Chartered Accountants Statutory Auditors
Old Station Road Loughton
Essex IG10 4PL

Date: 21st September 2022

Haslers are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

Consolidated Statement of Financial Activities

Incorporating income and expenditure account for the year ended 31 March 2022.

	Note	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Income from:					
Donations and legacies	3	**98,055**	**36,682**	**134,737**	*546,990*
Charitable activities	4	**1,027,040**	**-**	**1,027,040**	*835,932*
Other trading activities	5	**60,390**	**-**	**60,390**	*39,406*
Total income		**1,185,485**	**36,682**	**1,222,167**	*1,422,328*
Expenditure on:					
Raising funds		**6,078**	**-**	**6,078**	*135*
Charitable activities		**1,169,787**	**33,129**	**1,202,916**	*1,282,364*
Total expenditure		**1,175,865**	**33,129**	**1,208,994**	*1,282,499*
Net movement in funds		**9,620**	**3,553**	**13,173**	*139,829*
Reconciliation of funds:					
Total funds brought forward		**842,497**	**22,241**	**864,738**	*724,909*
Net movement in funds		**9,620**	**3,553**	**13,173**	*139,829*
Total funds carried forward		**852,117**	**25,794**	**877,911**	*864,738*

CARERS CHOICES

(A company limited by guarantee)
REGISTERED NUMBER: 04320986

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2022

	Note		2022 £		*2021* *£*
Fixed assets					
Tangible assets	9		**271,805**		*286,114*
			271,805		*286,114*
Current assets					
Debtors	11	**160,416**		*98,943*	
Cash at bank and in hand		**511,331**		*534,843*	
		671,747		*633,786*	
Creditors: amounts falling due within one year	12	**(65,641)**		*(55,162)*	
Net current assets			**606,106**		*578,624*
Total assets less current liabilities			**877,911**		*864,738*
Total net assets			**877,911**		*864,738*
Charity funds					
Restricted funds	13		**25,794**		*22,241*
Unrestricted funds	13		**852,117**		*842,497*
Total funds			**877,911**		*864,738*

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2022

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 21 September 2022 and signed on their behalf by:



B R Terry
Chairman

The notes on pages 38 to 56 form part of these financial statements.

CARERS CHOICES

(A company limited by guarantee)
REGISTERED NUMBER: 04320986

CHARITY BALANCE SHEET
AS AT 31 MARCH 2022

	Note		2022 £		*2021* *£*
Fixed assets					
Tangible assets	9		**265,255**		*277,076*
Investments	10		**2**		*2*
			265,257		*277,078*
Current assets					
Debtors	11	**156,794**		*98,819*	
Cash at bank and in hand		**505,787**		*507,505*	
		662,581		*606,324*	
Creditors: amounts falling due within one year	12	**(59,558)**		*(47,625)*	
Net current assets			**603,023**		*558,699*
Total assets less current liabilities			**868,280**		*835,777*
Total net assets			**868,280**		*835,777*
Charity funds					
Restricted funds	13		**20,794**		*22,241*
Unrestricted funds	13		**847,486**		*813,536*
Total funds			**868,280**		*835,777*

CHARITY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2022

The Charity's net movement in funds for the year was £32,503 *(2021 - £95,191)*.

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 21 September 2022 and signed on their behalf by:



B R Terry

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	2022	*2021*
	£	*£*
Cash flows from operating activities		
Net cash used in operating activities	**14,204**	*97,160*
Cash flows from investing activities		
Purchase of tangible fixed assets	**(39,737)**	*(95,139)*
Net cash used in investing activities	**(39,737)**	**(95,139)**
Cash flows from financing activities		
Net cash provided by financing activities	**-**	**-**
Change in cash and cash equivalents in the year	**(25,533)**	**2,021**
Cash and cash equivalents at the beginning of the year	**536,864**	*534,843*
Cash and cash equivalents at the end of the year	**511,331**	*536,864*

The notes on pages 38 to 56 form part of these financial statements




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Notes to the Financial Statements

1. General information

Carers Choices is a company, limited by guarantee and incorporated in England and Wales, United Kingdom, with a registration number 04320986. The address of the registered office is The White House, Kiln Road, Benfleet, Essex, SS7 1BU.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Carers Choices 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.

2.2 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

2.4 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the statement of financial activities as the related expenditure is incurred.

2.5 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 institution with whom the funds are deposited.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

- Short-term leasehold property – 4% Straight line
- Motor vehicles – 13% Straight line 20% Straight line with 10% residual value
- Fixtures and fittings – 20% Straight line
- Silver Birch fixed assets - 4% Straight line

2.7 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the statement of financial activities.

2.8 Debtors

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

2.9 Cash at bank and in hand

Cash at bank and 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.

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

2.11 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.


XBOX

3. Income from donations and legacies

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Donations & Grants	61,107	36,682	**97,789**	*251,532*
Legacies	-	-	**-**	*6,816*
Government grants	36,948	-	**36,948**	*288,642*
	98,055	36,682	**134,737**	*546,990*
Total 2021	*446,023*	*100,967*	*546,990*	

4. Income from charitable activities

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Community Care	135,120	**135,120**	*134,702*
Rainbow Day Centre	513,025	**513,025**	*404,435*
Silver Birch Centres	253,111	**253,111**	*260,424*
Hire of meeting rooms	536	**536**	*1,230*
Home Help	72,143	**72,143**	*6,392*
Other fundraising events	2,022	**2,022**	*3,424*
Other contractual income	-	**-**	*2,173*
Transport	51,083	**51,083**	*23,152*
Total 2022	1,027,040	**1,027,040**	*835,932*
Total 2021	*835,932*	*835,932*	

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Other fundraising events	351	**351**	*340*
Income from Trading subsidiary	60,039	**60,039**	*39,066*
	60,390	**60,390**	*39,406*
Total 2021	*39,406*	*39,406*	

6. Analysis of expenditure by activities

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £	*Total funds 2021 £*
Project costs	1,177,641	25,275	**1,202,916**	*1,282,365*

Analysis of direct costs

	Total funds 2022 £	*Total funds 2021 £*
Staff costs	**956,969**	*978,631*
Depreciation	**39,194**	*34,037*
Advertising	**6,203**	*828*
Rent	**43,263**	*51,177*
Project costs	**17,990**	*25,793*
Travel	**31,066**	*23,984*
Training courses	**7,018**	*1,464*
Equipment and repairs	**14,299**	*33,759*
Printing, postage and stationery	**1,138**	*1,580*
Bank charges	**626**	*477*
Water, light and heat	**20,952**	*13,649*
Staff uniform	**1,827**	*10,076*
Premises expenses	**3,863**	*4,385*
Sundry expenses	**15,521**	*14,362*
Photocopier and franking	**869**	*1,031*
Telephone	**2,834**	*5,081*
Computer expenses	**8,407**	*11,065*
Subscriptions	**5,385**	*10,713*
Repairs and maintenance	**4,481**	*1,657*
Cafe supplies	**-**	*452*
Profit on disposal of assets	**(4,264)**	*7,081*
	1,177,641	*1,231,282*

6. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2022 £	*Total funds 2021 £*
Staff costs	**10,114**	*14,794*
Governance	**6,761**	*28,309*
Auditors Remuneration	**8,400**	*7,980*
	25,275	*51,083*

7. Auditors' remuneration

	2022 £	*2021 £*
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	**8,400**	*7,980*

8. Staff costs

	Group 2022 £	*Group 2021 £*	Charity 2022 £	*Charity 2021 £*
Wages and salaries	**890,739**	*921,234*	**848,808**	*862,481*
Social security costs	**48,688**	*47,501*	**48,688**	*47,501*
Contribution to defined contribution pension schemes	**27,655**	*24,689*	**26,065**	*23,450*
	967,082	*993,424*	**923,561**	*933,432*

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

	Group 2022	*Group 2021*
Executive Office	**7**	*6*
Home Help & Community Care	**26**	*19*
Day Centres - Silver Birch & Rainbow	**31**	*42*
Young Carers	**1**	*3*
Trading Company	**3**	*3*
	68	*73*

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2022 No.	*Group 2021 No.*
In the band £60,001 - £70,000	**1**	*1*

The key management personnel of the charity comprise the trustees and the senior management. The total amount of employee benefits received by key management personnel for their services to the charity was £70,000 (2021: £65,000)

9. Tangible fixed assets

Group

	Leasehold property improvements £	Motor vehicles £	Fixtures and fittings £	Silver Birch fixed assets £	Total £
Cost or valuation					
At 1 April 2021	**188,085**	**272,722**	**59,970**	**18,781**	**539,558**
Additions	**2,470**	**37,267**	**-**	**-**	**39,737**
Disposals	**(58,523)**	**(48,930)**	**(15,476)**	**(18,781)**	**(141,710)**
At 31 March 2022	**132,032**	**261,059**	**44,494**	**-**	**437,585**
Depreciation					
At 1 April 2021	**83,828**	**128,933**	**29,783**	**10,900**	**253,444**
Charge for the year	**7,357**	**21,898**	**9,309**	**-**	**38,564**
On disposals	**(58,523)**	**(41,404)**	**(15,401)**	**(10,900)**	**(126,228)**
At 31 March 2022	**32,662**	**109,427**	**23,691**	**-**	**165,780**
Net book value					
At 31 March 2022	**99,370**	**151,632**	**20,803**	**-**	**271,805**
At 31 March 2021	*104,257*	*143,789*	*30,187*	*7,881*	*286,114*

9. Tangible fixed assets (continued)

Charity

	Short-term leasehold property £	Motor vehicles £	Fixtures and fittings £	Other fixed assets £	Total £
Cost or valuation					
At 1 April 2021	**180,520**	**272,722**	**53,887**	**18,781**	**525,910**
Additions	**2,470**	**37,267**	**-**	**-**	**39,737**
Disposals	**(58,523)**	**(48,930)**	**(15,476)**	**(18,781)**	**(141,710)**
At 31 March 2022	**124,467**	**261,059**	**38,411**	**-**	**423,937**
Depreciation					
At 1 April 2021	**81,819**	**128,933**	**27,183**	**10,900**	**248,835**
Charge for the year	**5,844**	**21,898**	**8,334**	**-**	**36,076**
On disposals	**(58,523)**	**(41,404)**	**(15,401)**	**(10,900)**	**(126,228)**
At 31 March 2022	**29,140**	**109,427**	**20,116**	**-**	**158,683**
Net book value					
At 31 March 2022	**95,327**	**151,632**	**18,295**	**-**	**265,254**
At 31 March 2021	*98,701*	*143,789*	*26,705*	*7,881*	*277,076*

10. Fixed asset investments

Charity	Investments in subsidiary companies £
Cost or valuation	
At 1 April 2021	**2**
At 31 March 2022	**2**
Net book value	
At 31 March 2022	**2**
At 31 March 2021	*2*

Principal subsidiaries

The following was a subsidiary undertaking of the Charity:

Name	Holding
Carers Choices Trading Company Ltd	100%

The financial results of the subsidiary for the year were:

Name	Profit/(Loss) £	Net assets £
Carers Choices Trading Company Ltd	**2,750**	**9,633**

11. Debtors

	Group 2022 £	*Group 2021 £*	Charity 2022 £	*Charity 2021 £*
Due within one year				
Trade debtors	**131,630**	*94,291*	**131,598**	*94,267*
Other debtors	**18,328**	*-*	**17,489**	*-*
Prepayments and accrued income	**10,458**	*4,652*	**7,707**	*4,552*
	160,416	*98,943*	**156,794**	*98,819*

12. Creditors: Amounts falling due within one year

	Group 2022 £	*Group 2021 £*	Charity 2022 £	*Charity 2021 £*
Trade creditors	**1,330**	*7,324*	**1,015**	*6,778*
Other taxation and social security	**14,918**	*14,622*	**14,727**	*9,673*
Other creditors	**22,171**	*18,519*	**21,483**	*18,079*
Accruals and deferred income	**27,222**	*14,697*	**22,333**	*13,095*
	65,641	*55,162*	**59,558**	*47,625*

13. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Unrestricted funds					
Designated funds					
Designated Funds - all funds	**190,000**	**-**	**-**	**60,000**	**250,000**
General funds					
General Funds - all funds	**623,536**	**1,100,114**	**(1,093,245)**	**(37,920)**	**592,485**
Carers Choices Trading Company Limited	**28,961**	**85,370**	**(82,619)**	**(22,080)**	**9,632**
	652,497	**1,185,484**	**(1,175,864)**	**(60,000)**	**602,117**
Total Unrestricted funds	**842,497**	**1,185,484**	**(1,175,864)**	**-**	**852,117**
Restricted funds					
Minibus Fund	**20,000**	**-**	**-**	**-**	**20,000**
Men's Shed	**2,241**	**3,666**	**(5,113)**	**-**	**794**
Workforce retention	**-**	**6,474**	**(6,474)**	**-**	**-**
Winter Calls Project	**-**	**21,542**	**(21,542)**	**-**	**-**
Youth Violence Project	**-**	**5,000**	**-**	**-**	**5,000**
	22,241	**36,682**	**(33,129)**	**-**	**25,794**
Total of funds	**864,738**	**1,222,166**	**(1,208,993)**	**-**	**877,911**

13. Statement of funds (continued)

Designated funds - Funds designated by the Trustees for delivery of the Strategic Plan and in particular objectives as referenced in the Trustees Report.

Minibus fund - This represents funds set aside for the purchase of new minibuses at the Silver Birch Centres.

Men's Shed - This represents funds set aside to help fund the Mens Shed project.

Workforce retention - This represents funds received to aid retention of staff.

Winter Calls Project - To ascertain support that carers where receiving and to provide information on other support they could possibly access.

Youth Violence Project - Youth Violence Project for Young Carers.

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

13. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2020 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2021* £
Unrestricted funds					
Designated funds					
Designated Funds - all funds	*190,000*	*-*	*-*	*-*	*190,000*
General funds					
General Funds - all funds	*506,595*	*1,167,091*	*(1,086,145)*	*35,996*	*623,537*
Carers Choices Trading Company Limited	*(15,676)*	*154,270*	*(109,634)*	*-*	*28,960*
	490,919	*1,321,361*	*(1,195,779)*	*35,996*	*652,497*
Total Unrestricted funds	*680,919*	*1,321,361*	*(1,195,779)*	*35,996*	*842,497*
Restricted funds					
Silver Birch Centre	*17,262*	*-*	*(17,262)*	*-*	*-*
Young Carers	*9,610*	*-*	*(9,610)*	*-*	*-*
The Rainbow Centre	*95*	*-*	*(95)*	*-*	*-*
Minibus Fund	*10,000*	*16,000*	*-*	*(6,000)*	*20,000*
Men's Shed	*7,024*	*-*	*(4,783)*	*-*	*2,241*
Covid-19 ICF Funding	*-*	*36,000*	*(36,000)*	*-*	*-*
Covid-19 CRF Funding	*-*	*29,996*	*-*	*(29,996)*	*-*
Covid-19 Funding	*-*	*12,155*	*(12,155)*	*-*	*-*
Legacy - Pamela Ann Church	*-*	*6,816*	*(6,816)*	*-*	*-*
	43,991	*100,967*	*(86,721)*	*(35,996)*	*22,241*
Total of funds	*724,910*	*1,422,328*	*(1,282,500)*	*-*	*864,738*

14. Summary of funds

Summary of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Designated funds	**190,000**	**-**	**-**	**60,000**	**250,000**
General funds	**652,497**	**1,185,484**	**(1,175,864)**	**(60,000)**	**602,117**
Restricted funds	**22,241**	**36,682**	**(33,129)**	**-**	**25,794**
	864,738	**1,222,166**	**(1,208,993)**	**-**	**877,911**

Summary of funds - prior year

	Balance at 1 April 2020 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*Balance at 31 March 2021 £*
Designated funds	*190,000*	*-*	*-*	*-*	*190,000*
General funds	*490,919*	*1,321,361*	*(1,195,779)*	*35,996*	*652,497*
Restricted funds	*43,991*	*100,967*	*(86,721)*	*(35,996)*	*22,241*
	724,910	*1,422,328*	*(1,282,500)*	*-*	*864,738*

15. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2022 £	Restricted funds 2022 £	Restricted funds - class ii 2022 £	Endowment funds 2022 £	Total funds 2022 £
Tangible fixed assets	271,806	-	-	-	**271,806**
Current assets	645,953	25,794	-	-	**671,747**
Creditors due within one year	(65,641)	-	-	-	**(65,641)**
Total	852,118	25,794	-	-	**877,912**

16. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2022 £	*Group 2021 £*
Net income for the year (as per Statement of Financial Activities)	**13,173**	*139,829*
Adjustments for:		
Depreciation charges	**38,564**	*34,535*
Disposal of fixed assets	**15,483**	*-*
Increase in debtors	**(61,281)**	*(91,255)*
Increase in creditors	**8,264**	*14,051*
Net cash provided by operating activities	**14,203**	*97,160*

17. Analysis of cash and cash equivalents

	Group 2022 £	*Group 2021 £*
Cash in hand	**511,331**	*505,787*
Total cash and cash equivalents	**511,331**	*505,787*

18. Analysis of changes in net debt

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	**534,843**	**(23,512)**	**511,331**
	534,843	**(23,512)**	**511,331**

19. Operating lease commitments

At 31 March 2022 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Charity 2022 £	*Charity 2021 £*
Not later than 1 year	**18,600**	*18,600*
Later than 1 year and not later than 5 years	**16,700**	*34,200*
	35,300	*52,800*

20. Related party transactions

During the year the charity received a donation from the trading subsidiary amounting to £22,080 (2021: £Nil). Interest of 2% was charged on the loan to the trading subsidiary of £Nil (2021: £250).

During the year, income was received from entities under common control amounting to £Nil (2021: £7,953).

At the year-end the following amounts were due from/(to) the related parties:

	2022 £	*2021 £*
Trading subsidiary	**-**	*145*
	-	*145*


STAFF
STAFF
STAFF
STAFF
STAFF
Love is Love

Who's Who

Patron

Rebecca Harris MP

Trustees

B R Terry
Chairman

R R Smale
Vice Chair

M P Hayes
Trustee

L H McKeogh
Trustee

T V Oladosu
Trustee

S P Parry
Trustee

C A Pitts
Trustee

E Smith
Trustee

Cllr. L McCarthy-Calvert
Co-opted

Cllr. S Mountford
Co-opted

Our Accountants

Haslers Chartered Accountants
Old Station Road
Loughton
Essex IG10 4PL

Our Solicitors

Pinney Talfourd LLP
54 Station Road
Upminster
Essex RM14 2TU

Bankers

CAF Bank
25 Kings Hill Avenue
West Malling
Kent ME19 4JQ

Nat West Bank
250 Bishopsgate
Spitalfields
London EC2M 4AA

Cooperative Bank
P.O. Box 101
1 Balloon Street
Manchester M60 4EP

Executive Leadership Team

Paul Ramsden
Chief Executive

Sharon Box
Home Help and
Community Care Manager

Sarah Fogarty
Day Opportunities Manager

Laura Watts
Executive Support and PA to CEO

Our Thanks

Castle Point Borough Council
www.castlepoint.gov.uk

Essex County Council
www.essex.gov.uk

Southend Borough Council
www.southend.gov.uk

Thurrock Council
www.thurrock.gov.uk

Essex Community Foundation
www.essexcommunityfoundation.org.uk

Fowler, Smith and Jones
www.fsjtrust.org.uk

Charles S French Charitable Trust
www.csfct.org.uk

NHS
www.nhs.uk











For More Information

Carers Choices
The White House
Kiln Road
Benfleet
Essex SS7 1BU

0300 302 1212
www.carerschoices.org
www.facebook.com/carerschoices

Charity Number 1093483
Company Number 04320986. Company registered in England and Wales.

Carers Choices

England & Wales - Charity number 1093483

Accounts



Carers Choices
peace of mind

Annual Report & Accounts 2020/2021

On the cover

Pictured is Sarah Fogarty,
Day Opportunities Manager
with Girlie Tschuma from
the Rainbow Day Centre

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Chair's Foreword

Commencing this year's foreword with a reminder of what was stated last year.

"2020/2021 is going to be a very challenging year with the outbreak of the pandemic COVID-19".

It is clear now that we really were not truly aware of the impact the pandemic would have on the U.K. and on Carers Choices in particular.



I believe it is reasonable to state that during April 2020 we were unaware of the significant impact the pandemic would have on the organisation. The only way to describe our situation was how could we secure the organisation's future - it was about survival and therefore actions were taken to ensure that Carers Choices had a future.

The organisation ensured that we followed all national and local guidance available which resulted in our services being suspended for several months with the exception of home visits and home working etc became the norm. After many months we arranged for some of our services to return with restrictions e.g. day care, etc. We also put in place significant safety checks, for example PPE, social distancing, etc. The use of furloughing was helpful in the retention of staff.

The executive actively pursued all available grant opportunities and we were very grateful to the local authorities who continued to provide funding during the whole period.

On behalf of the Board I would like to thank all staff for their amazing resilience and effort in continuing to provide services when allowed to do so. It is also appreciated their willingness to be vaccinated and work safely to enable Carers Choices to continue providing services as appropriate.

It is also important that the work carried by the CEO and the senior managers who worked tirelessly over the whole period in all aspects of the work required. The Board really appreciated all your efforts.

I personally would like to thank the trustees for all their support during this period especially attending virtual meetings and making the required decisions.

Looking forward is quite difficult as COVID is not going to disappear for a considerable time and also there are going to be significant changes in health and social care which will have major impact on our future. We have already developed a strategy for the next three years and our financial is better than it would have been anticipated 18 months ago.

However, I believe we are in a strong position to continue to provide our excellent services especially as we have in place strong governance arrangements and the ability to take the necessary decisions quickly.

BRIAN R TERRY Chair

CEO's Foreword

We cannot ignore the impact of COVID on the nation and on our organisation. Through taking decisive action and with the good fortune of funders and commissioners we have weathered that storm better than others.

But it was a tough time and I'm incredibly pleased with the staff team that I have around me, how they coped with the 24/7 nature of our role with changing circumstances but always focused upon the exceptional care that we provide every day.



Equally as a Board it was challenging to lead the organisation through factors outside our control. This meant constantly reviewing and reforming plans, new ways of working and ultimately focused on the outcomes that we can deliver. I am grateful for the support from the Board and in particular that of the Chair and Vice Chair.

We still managed to support a lot of people last year directly or indirectly. We led the charge when our service and carers were largely forgotten and fought for each and every carer and client that we care for.

Our new impact report is the start of things to come as we profile what we have achieved, and look forward to what we can achieve, as we provide practical and tangible support for Carers and the people they care for.

Our Mission is to deliver high quality respite, which we have done in spades and will continue to do. Thank you to everyone, staff, trustees, funders, commissioners and supporters that have enabled us to continue to support our existing carers and clients, to reach out and to plan for a future where we have even more impact and support more people.

Our resolve has not been diminished by the pandemic, it was certainly challenged, but we have responded and have a determination and vigour now and looking forward.

Best wishes

PAUL RAMSDEN Chief Executive

Year at a Glance

Clients

168

clients supported accessing the day centres or within their home





6,464

hours supporting clients within the community

Community

Day Centres

6,918

day centre attendances





3,372

journeys transporting clients to the day centres

Transport

Young Carers

56

Young Carers supported across Castle Point and Basildon



My son Jacob has received love, care and support from Carers Choices for many years. Carers Choices has also provided fantastic support to us as a family.

Kind regards
Deborah Campagna



Who We Are

At Carers Choices we provide the practical care and support for Carers and the people they care for. We respond to changing needs and develop services that help and support people in our community.

The Charity was formed in 1981 in **Thundersley, Essex** to support Carers through practical respite solutions. Originally just offering Respite in the Home (sitting service) we added Young Carers in the 1990's followed by the first Day Centre for Adults with Disabilities (Rainbow Centre).

Over the following years we moved from Thundersley to Canvey Island and back again, to our current base behind the Council Offices on **Kiln Road**.

In 2014 we recognised the crisis in **Dementia Care** and created an innovative solution with the Silver Birch Centres. We have now a combined department to deliver both centres, sharing resources and working together efficiently.

In 2020 we added a new **Home Help service**. This service is already helping out a number of people in South Essex and runs alongside our Respite service.

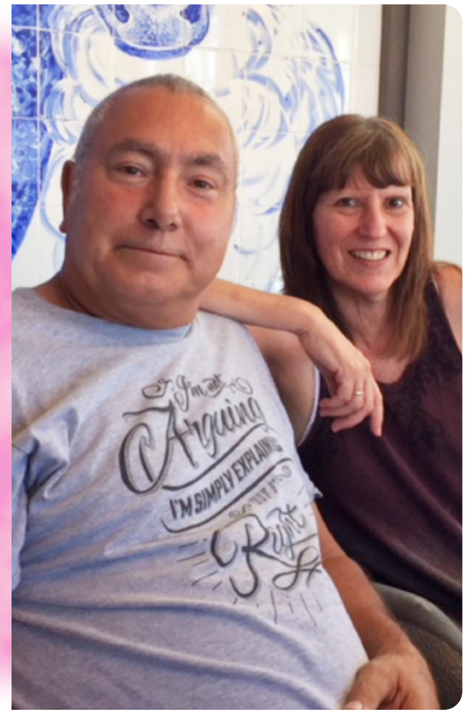
Our aim is to relieve the burden on Carers for a few hours whilst at the same time providing a rewarding experience for the client. **Quality is second to none**.

Visit our website at **www.carerschoices.org** for more information.

Louise has been attending the Rainbow centre for a number of years now, and really enjoys the company and interaction that the Rainbow centre provides. Louise has a one-to-one carer, which means during the day, Louise will have her own personal carer, as well as interaction with other carers and clients. The centre is extremely flexible and adaptable, and Sarah the day manager is always looking for new ideas and caring plans.

For us as a family the centre is essential to our way of life. It allows us our time during the day to attend to other assignments, and gives Louise the chance to interact with others. All the carers are extremely dedicated people, who really do care about the clients. The centre also provides us with a carer who frequently takes Louise out on a weekend, to places of Louise's choosing. So well done to Sarah and her team.

Mike Garland



What Do We Do

Carers Choices is the leading Essex based Charity supporting Carers and the people they care for through dedicated and specialist respite services. We provide services in the home and in innovative day centre settings to meet the needs of Carers.

What is our Mission?

Our Mission is to deliver **high quality respite**.

Our Purpose

All charities have charitable objects, accepted by the Charity Commission as the purpose of the organisation. It sets out our goals and those who will benefit.

Our Objects are to relieve the stresses experienced by Carers and Beneficiaries.

Carers
Any person or people involved in the provision of care for a person or people who have care needs as a result of a disability, illness or age;

Beneficiaries
Any person or people who have care needs as a result of a disability, illness or age.

Carers Choices have been coming to our home for over 10 years. They are professional and very friendly, always respectful and caring towards our son and our needs.

They are more than carers, they have become friends who care.

We are thankful that they have continued to attend throughout the past year, always wearing PPE and keeping us safe.
Jane Greenfield



What do we want to achieve?

We have set and developed some overriding Strategic Planning Objectives. These are:

1. **Ensure that Carers Choices continues to provide the client support and services both near term and in the future**

2. **Continuous facility development, recognising changes in client needs, numbers and locations**

3. **Provide the necessary funding and financial management to achieve the plan objectives and ensure the longevity of Carers Choices as an organisation**

And to deliver these objectives we have a set of values:

Empathetic
We stand in your shoes and take your place with our services

Care
We care about each other, treating everyone fairly, with dignity and respect

Integrity
We deliver person centred care based upon our assessments

Excellence
We strive to be the best, innovating and providing services responding to the needs of our community



Our son Manuel felt welcomed at the Rainbow Centre right from the start. The staff have been wonderful in supporting him particularly during the initial challenging period of adjustment. Now Rainbow has become a very important part of Manu's life; attending everyday gives him a sense of purpose. For our family it was very important to find a provision in which Manu's personality could flourish: it gives us peace of mind to know that he is safe and happy at Rainbow.
Kojo and Gabriella Ndenecho

How we do it

We deliver our support for Carers through several different service areas:

Home Help and Respite
Trained staff providing a CQC registered service helping 26 Carers to take a break and providing help in the home including domestic tasks.

Young Carers
Operating in Castle Point and Basildon supporting 56 Young Carers through weekly support clubs and one to one's.

Day Opportunities
Rainbow Centre; for Adults with Disabilities serving 31 clients over a 5-day period, specialising in more profound disabilities

Silver Birch Centre; specialist dementia centres in Essex operating 5 days a week giving Carers a quality 6-hour break and providing cognitive stimulation therapy to clients, supporting 111 carers and clients.

Men' Shed
An innovative support mechanism for men in the community that are either isolated or in danger of being isolated.



Looking Forward

This new normal remains a threat, but the Charity is financially strong and has the ability to continue to function well irrespective. A new Strategic Plan has just been agreed with the following objectives:

1

Pay and Conditions for staff review

Staff are key to the delivery of our services and we have historically kept low attrition rates. As an employer in the Charitable sector, we constantly look at ways to ensure staff feel continually appreciated. As there are problems holding events this is more challenging as is the threat of higher household bills. We need capacity to achieve our objectives and we need to differentiate ourselves to attract the right talent to complement our existing excellent staff.

2

Maintenance of the White House

Our operations emanate from the White House in Benfleet which is suffering from the weather. A schedule of works has been agreed with the council and we are about to sign a new lease to secure our future in the short/medium term.

3

Multiple location growth

Further centres of a suitable size in other geographical locations would increase the reach of the Charity as well as reduce risks associated with one centre.

Multiple locations spread the reach and the risk of the organisation. Sustainability relies upon finding the appropriate buildings in the right locations across South and North Essex.

4

Strategy and Growth Fund

The Board has agreed to designate a sum of money from the reserves of £250k to help deliver the strategic plan. It is hoped that this along with grant and fundraising will enable us to continue to grow in a sustainable way.



5

Contingency planning

There are many threats that we can foresee and this is a good opportunity to revisit our contingency planning. The Pandemic tested us and our continuity plans worked well and our reliance on the latest technology including cloud storage and VOIP enabled us to continue to work effectively.

We have a concern that there are grants that assist and enhance the services that we provide. Without access to these or the availability of them will impact upon growth and we need to plan for different scenarios.

COVID will continue to impact upon staffing with higher levels of absence due to isolation rules. We will test out our processes to ensure that they can react to these situations.

6

Finance Plan

A new financial plan will be developed with high and low targets over the 3-year period. This will include an analysis of margins and cash flow to enable release of reserves for investment in the delivery of the Strategic Plan.

7

Trading Company

The current strategy is to maintain and maximise the return from the 1 shop and rationalise expenditure from the closure of the Hadleigh Shop. The trading company has repaid loans to the charity and is currently in profit with a margin around 12%. There are opportunities to focus on the Wickford shop and consider expanding opening hours.

We are proud of our achievements and the reputation we have for delivering services that are high quality and essential to maintain carer's ability to continue their unpaid caring role.

Day Centres

Our two day Centres are the Rainbow Centre for Adults with Disabilities and the Silver Birch Centre for Elderly and those with Dementia.



Our Rainbow Centre is for Adults with Disabilities serving 31 clients over a 5-day period, specialising in more profound disabilities

Our **Rainbow Centre** has existed since around 2005 and the Silver Birch started in 2013. We are commissioned privately and by the local authorities and NHS for client attendance.

Both centres closed due to COVID restrictions and the majority of staff were furloughed. As soon as we were legally able, we re-opened firstly the Rainbow Centre and then the Silver Birch Centre.

Our Rainbow Centre is in Benfleet located at the White House on Kiln Road. We were able to support clients virtually using modern technology, zoom calls, facetime and telephone calls. We organised 1-1 and group sessions with clients which was invaluable for them and their carers.

We commenced building work at the centre to create more individual rooms that would enable us to socially distance clients as we re-opened the centre. At first, we supported carers either in crisis or about to go into crisis through client attendance and gradually all our clients re-attended. Financially we benefitted from a decision by local authority commissioners, particularly Essex County Council to continue to pay invoices during the period for not only those supported in the centre but for frustrated visits where we were supporting virtually. This was a life line to the Charity, particularly as the majority of clients are funded.

As a Carer for my elderly mother Carers Choices have been providing a much welcomed and needed respite and sitting service for almost five years. I can relax knowing that my mother is safe, happy and cared for and this has been especially reassuring over the past year. She looks forward to the visits very much and refers to the Support Workers as her friends. I would like to give Carers Choices a five star rating.
Sarah and Pam Palmer

Our Silver Birch Centres are specialist dementia centres in Essex operating 5 days a week giving Carers a quality 6-hour break and providing cognitive stimulation therapy to clients, supporting 111 carers and clients.

The Silver Birch was operating in Orsett, Southend, Wickford and Benfleet. Unfortunately, we had to take the decision to consolidate into just the one centre at Benfleet. Social distancing created difficulties at the other centres and client numbers remained low. The majority of clients are private rather than commissioned and people were reluctant to come back to the centre due to health concerns.

As the Silver Birch Centre re-opened this slowly demonstrated that it was safe to re-attend the centre. Transport services enabled clients from across South Essex to attend the Benfleet Centre.



The centre is a club for people who are elderly or have dementia. The environment is friendly and family orientated and it was a pleasure to see people returning and enjoying themselves. Each session offers something different with a wide variety of activities that stimulates the brain and helps with movement and dexterity.

Over the year we have been fortunate to add 2 further minibuses to the fleet of vehicles. This will enable us to decommission 2 vehicles that were proving costly on repairs.

All our clients receive a two course 'home cooked' style meal every day as well as tea and toast on arrival and refreshments throughout the day.



Home Help and Respite

Home Help and Respite are services provided in the Home through our dedicated mobile community staff. We undertake tasks that you would normally do but are now struggling with.



We have been providing Respite services since 1981, supporting Carers caring for a friend or loved one. This is a regulated service by the Care Quality Commission that inspect us on a regular basis. We have maintained our Good rating with them. The majority of our work in Respite is not regulated as only Personal Care is covered. Nevertheless, we operate to the same standard across the business.

Our staff have either an NVQ qualification or the care certificate or are currently studying for one. In addition, we provide training on specialist subject areas defined by our client's needs. This would, for example, include Parkinson's, Epilepsy, Dementia and End of Life.

During the last year we continued to deliver our services in the Home in very difficult circumstances due to the Pandemic. Some staff were furloughed but others continued throughout. We already had good supplies of personal protective equipment and this was further supplemented by Public Health England and the local authorities. Having enough supplies was not an issue for us.

A number of people cancelled their visits as they were concerned about anyone coming into their homes but they were also fortunate that other family members, furloughed or working from home could support them.

The drop in hours and the decision to keep providing this service had a severe negative effect on the organisation with big losses in this area. These effects have continued into the new financial year and it will take some time to regain the number of hours previously delivered and the financial sustainability of the service.

Young Carers

We support Young Carers in Castle Point and Basildon. A Young Carer is someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled, has a mental health condition or misuses drugs or alcohol.

Throughout lockdown we supported our Young Carers through virtual visits, using technology such as zoom and dropping off activities at their homes. As soon as we could, after the schools re-opened, we started running sessions at the White House. Gradually more and more Young Carers have been attending.

Our Young Carers group is a support group providing group, peer and individual support for each young carer. Each session is planned for activities that are useful and increase the confidence and resilience of each young carer.

We have added to our Castle Point group with new young carers. Each young carer is assessed in the home before attending the session, so that we are aware of all issues. This helps us customise our support. We are fortunate and grateful for the ongoing support of Castle Point Borough Council for this group.

The Basildon group is supported financially by the Charity with generally no other revenue sources other than gifts in kind. We plan to fundraise locally and with grant organisations to support this group. We have also run this group from the White House due to lack of premises availability in Basildon. Once we have secured new premises, we will relocate it to within Basildon.



Men's Shed

Our Men's Sheds is a place to pursue practical interests at leisure, to practice skills and enjoy making and mending. It is about social connections and friendship building, sharing skills and knowledge, and having a great time.

We have been building a Men's Shed since before lockdown but the Pandemic has severely affected the progress on the build. The shed has been constructed and we have a small team of volunteers that have been customising it. They have also been collecting tools that have been generously donated.

To complement the shed a container was always planned next to the shed for secure storage of tools and wood. This has been acquired and the volunteers have set about to refurbish it.

Extra funding to support the creation has been applied for and it is planned that in Spring 2022 the shed will be open for new members to join and enjoy.

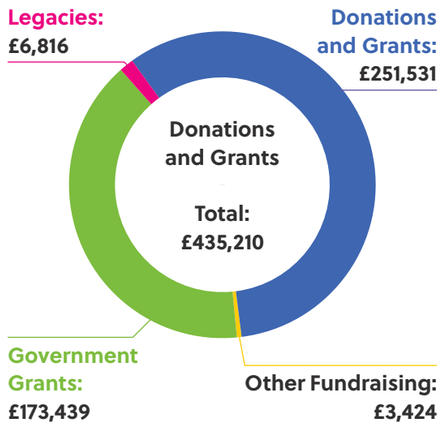


Fundraising

Additional donations and grants help the Charity to deliver additional services and particularly add capital projects including building work and vehicles.

Over the last year fundraising activity was reduced with a swing towards Government grant support. We were fortunate that the Wolfson foundation offered us a grant previously restricted for another project to be converted to unrestricted funding. This was used to support the Charity through the Pandemic.

A number of other funds from government on top of the furlough funding were available through the year. These related to the services we deliver and assisted with infection control, workforce support and other COVID related activities.



Our trading company gained grants and supports whilst closed and when opened the Wickford Shop continued to perform well. We were able to pay off loans from the Charity and in the next financial year it will gift aid £20k.



Paul Ramsden, CEO, receiving a new minibus from Paul Tarrant, Provincial Grand Master for Essex Freemasons

Financial Review

Total revenue for the last year dipped slightly from the previous year. It was held up by government grants including the Furlough Scheme. Expenditure was higher with increased costs of running the business due to COVID measures.

Funding from private clients was significantly down but commissioned services continued to pay for our services and frustrated visits.

	2020/2021	2019/2020
Donations	£432,000	£213,000
Day Centres	£664,000	£804,000
Community Services	£140,000	£205,000
Other Income	£32,000	£110,000
Total	£1,268,000	£1,332,000
Expenditure	£1,173,000	£1,076,000
Deficit/Surplus	£95,000	£256,000

Our **Balance Sheet** has been strengthened with the surplus and the addition of two further minibuses. Throughout the year we were able to release restricted funds across service areas and reduce down from £44k to £22k.

	2020/2021	2019/2020
Fixed Assets	£277,000	£213,000
Net Current Assets	£559,000	£527,000
Total Net Assets	£836,000	£741,000
Restricted Funds	£22,000	£44,000
Unrestricted Funds	£814,000	£697,000
Total Funds	£836,000	£741,000

Restricted reserves are those funds that the donor has specified must be undertaken when the funds were made available. This could be for a particular project or purchase of an asset.

Designated funds have been allocated by the Trustees for a particular purpose. These have been taken from the cash unrestricted reserves so exclude fixed assets.

Unrestricted funds are those reserves that remain once restricted and designated funds have been accounted for. They include fixed assets at cost less depreciation.

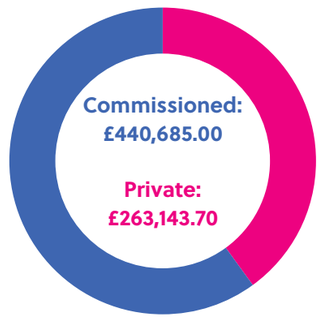
Our **Reserves Policy** has been revised in the current climate to hold monies equivalent to three months of expenditure and that residual monies be designated for the delivery of the Strategic Plan and in particular development of the Charities work to reach more Carers. £190k has been designated from unrestricted reserves which will be increased to £250k. An analysis of the funds:

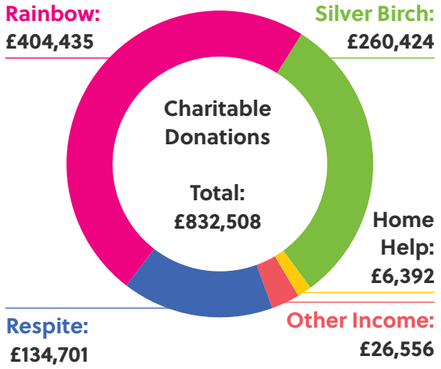
Funds	1st April 2021	31st Oct 2021
Unrestricted reserves	£813,538	£859,803
Tangible Fixed Assets	£277,078	£294,917
3 months expenditure	£276,000	£276,000
Designated Funds	£250,000	£250,000
Unrestricted Balance	£10,460	£38,886
Restricted cash reserves	£22,241	-

Principal Funding Sources

We remain indebted to the support from Castle Point Borough Council for a grant to support Young Carers in Castle Point. We are also grateful for the different donations and grants received. During the last year we utilised the furlough scheme and also public health grants to mitigate some of our expenditure especially that over and above the normal.

During the year and the Pandemic our funding changed considerably with the majority of our funds from service delivery coming from commissioned services.





Future Periods

The focus on future is the delivery of the new strategic plan and to grow our service provision. We hope to increase both day centres and home help and respite revenue streams back to pre-pandemic figures. The extra costs associated with delivery will remain with us and cut into our ability to generate a surplus, necessary for both future development but also cash flow.

How we are Governed

Carers Choices is a registered charity and a company limited by guarantee. It was formed in 1981 and incorporated in 2001, with a memorandum and articles of association. The Directors of the Company are also Charity Trustees that serve a three-year term. Each year at the AGM there is an election where new Trustees can be appointed or existing ones to be re-elected.

Subsidiary

In line with Charity Commission Guidance, the Charity has a trading subsidiary – Carers Choices Trading Company Ltd – for non-primary purpose trading, operating one Charity shop. The Directors of this are Mr R Smale, Mr L McKeogh (Trustees of the Charity) and Mr P Ramsden (Chief Executive of the Charity).

Our Trustees

The Board of Trustees meet approximately 4 times a year to look at financial matters and progress against objectives set out in the Strategic Plan. The Board's role is clear and has determined the following five areas of responsibility:

- Vision, Mission and Strategic Direction
- Performance and corporate Behaviour
- Legal and Regulatory Compliance
- Guardian of the Charity's Assets
- Capacity to Govern

Board Trustees are appointed for 3-year terms and serve up to 3 terms of 3 years. COVID had an impact upon the Board with a reduction in the size to 5 Trustees. A recruitment campaign has begun to increase the numbers of Trustees.

All the Trustees are non-remunerated and give their time freely.

Significant Activities for Public Benefit

The Trustees have had due regard to the guidance on public benefit published by the Charity Commission in section 17(5) of the 2011 Charities Act.

Board Committees

The Board has delegated tasks to three sub committees – the Finance and Risk committee, the Services Committee and the Governance Committee.

The **Finance and Risk Committee** provides specialist support and scrutiny to the Board. Meetings are held prior to Board meetings to scrutinise financial activities and performance against budget.

The **Services Committee** hears and discusses operational delivery in each service area. Recommendations are then made to the main Board.

The **Governance Committee** is constituted of the Chairman, Vice Chairman and Chief Executive and meets monthly to progress matters ahead of Board Meetings. All committees report to the Board.

Trustee Induction and Training

All new Trustees attend a meeting with the Chair and Chief Executive where a pack of information is provided. This includes the Annual Report, Strategic Plan and Organisational Structure. Typically, this meeting lasts for 2-3 hours and is an open opportunity to discuss the organisation and look at relevant skills of new Trustee's.

All Trustees complete a skills audit table in order to ensure that gaps are identified and training undertaken to enhance the skills and expertise of trustees.

Risk Management

A Strategic Risk Register has been produced and approved by the Board. This is monitored and red risks are presented at Board Meetings. It is reviewed at least annually.

Our Auditors

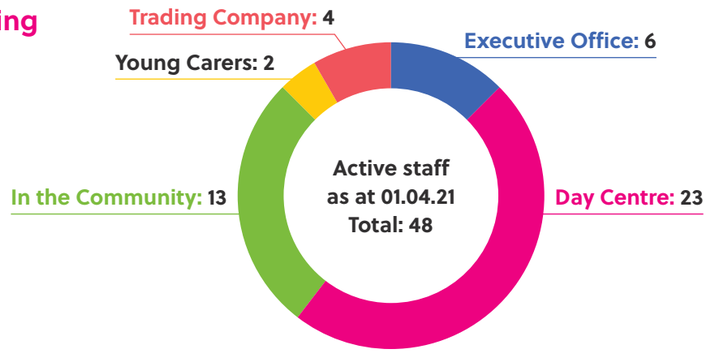
In accordance with Section 485 of the Companies Act 2006, an ordinary resolution proposing that Haslers LLP be re-appointed as auditor of the charity will be proposed at the Annual General Meeting.



Organisational Structure

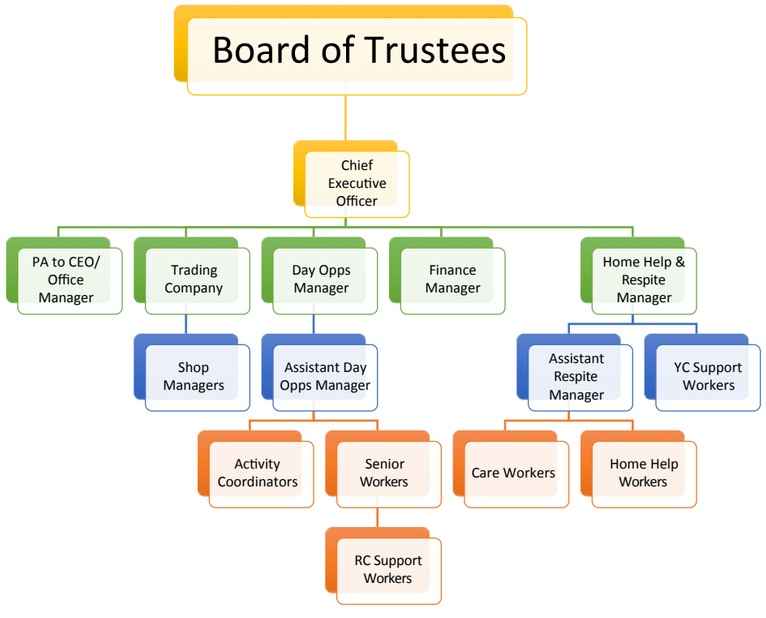
The Directors of the company delegate Operational Management to the Chief Executive. The Board have responsibilities to monitor and consider the Strategic direction of the Organisation. The Chief Executive is accountable to the Directors for performance against the Strategic Plan and within the approved budget.

Staffing



During the year we restructured the organisation focusing on the needs of the business and creating efficiencies. This resulted in merging the Rainbow and Silver Birch Centres under one experienced Manager and bringing together Home Help and Respite.

Through the consolidation of the silver birch centres at Benfleet we lost some staff but we have retained some excellent employees and will add to this as the need arises. At the end of March, we had 48 staff and 12 volunteers.



Statement of Responsibilities

Statement of responsibilities of the Trustees of Carers Choices in respect of the Trustees' Annual Report and the financial statements

Trustees Responsibilities in relation to financial statements

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

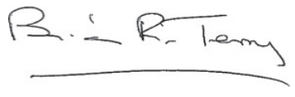
Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including 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 judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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 preparing this report, the Trustees have taken advantage of the small companies' exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the Trustees on 25th November 2021 and signed on their behalf by:



BRIAN R TERRY Chair

Independent auditors report

We have audited the financial statements of Carers Choices (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of financial activities, the balance sheet, the statement of cash flows 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 Financial Reporting Standard 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 charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including 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 Charities Act 2011.

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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 charitable company'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 auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of 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 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 auditors' 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:

- Carrying out substantive testing to cover authorisation of expenditure in line with the financial processes. • Carrying out walkthrough testing to ensure internal controls are in place to prevent errors and fraud.
- Assessment of appropriateness of accounting estimates.
- Review of large and unusual bank transactions.
- Scrutinising journals, and other adjustments posted during the year for evidence of unusual entries.

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 auditors' report.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' 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 charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Haslers
Chartered Accountants Statutory Auditors
Old Station Road Loughton
Essex IG10 4PL

Haslers are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.



Statement of Financial Activities

Incorporating income and expenditure account for the year ended 31 March 2021.

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Income from:					
Donations and legacies	3	**330,819**	**100,967**	**431,786**	*212,995*
Charitable activities	4	**835,932**	**-**	**835,932**	*1,116,277*
Other trading activities	5	**340**	**-**	**340**	*2,396*
Investments	6	**-**	**-**	**-**	*456*
Total income		**1,167,091**	**100,967**	**1,268,058**	*1,332,124*
Expenditure on:					
Raising funds		**20**	**-**	**20**	*620*
Charitable activities		**1,086,125**	**86,721**	**1,172,846**	*1,075,461*
Total expenditure		**1,086,145**	**86,721**	**1,172,866**	*1,076,081*
Net income		**80,946**	**14,246**	**95,192**	*256,043*
Transfers between funds	14	**35,996**	**(35,996)**	**-**	*-*
Net movement in funds		**116,942**	**(21,750)**	**95,192**	*256,043*
Reconciliation of funds:					
Total funds brought forward		**696,595**	**43,991**	**740,586**	*484,543*
Net movement in funds		**116,942**	**(21,750)**	**95,192**	*256,043*
Total funds carried forward		**813,537**	**22,241**	**835,778**	*740,586*

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 12 to 30 form part of these financial statements.

BALANCE SHEET
AS AT 31 MARCH 2021

	Note		2021 £		2020 £
Fixed assets					
Tangible assets	10		**277,076**		*213,256*
Investments	11		**2**		*2*
			277,078		*213,258*
Current assets					
Debtors	12	**98,819**		*175,153*	
Cash at bank and in hand		**507,505**		*419,338*	
		606,324		*594,491*	
Creditors: amounts falling due within one year	13	**(47,623)**		*(67,163)*	
Net current assets			**558,701**		*527,328*
Total assets less current liabilities			**835,779**		*740,586*
Net assets excluding pension asset			**835,779**		*740,586*
Total net assets			**835,779**		*740,586*
Charity funds					
Restricted funds	14		**22,241**		*43,991*
Unrestricted funds	14		**813,538**		*696,595*
Total funds			**835,779**		*740,586*

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2021

The entity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 144 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 20 December 2021 and signed on their behalf by:

BRIAN R TERRY Chair

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	2020 £
Cash flows from operating activities		
Net cash used in operating activities	**183,304**	*215,846*
Cash flows from investing activities		
Purchase of tangible fixed assets	**(95,138)**	*(151,437)*
Net cash used in investing activities	**(95,138)**	**(151,437)**
Cash flows from financing activities		
Net cash provided by financing activities	**-**	**-**
Change in cash and cash equivalents in the year	**88,166**	**64,409**
Cash and cash equivalents at the beginning of the year	**419,339**	*354,930*
Cash and cash equivalents at the end of the year	**507,505**	*419,339*

The notes on pages 12 to 30 form part of these financial statements

Notes to the Financial Statements

1. General information

Carers Choices is a company, limited by guarantee and incorporated in England and Wales, United Kingdom, with a registration number 04320986. The address of the registered office is The White House, Kiln Road, Benfleet, Essex, SS7 1BU.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Carers Choices 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.

2.2 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

2.4 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the statement of financial activities as the related expenditure is incurred.

2.5 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 institution with whom the funds are deposited.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

- Short-term leasehold property – 4% Straight line
- Motor vehicles – 13% Straight line 20% Straight line with 10% residual value
- Fixtures and fittings – 20% Straight line
- Silver Birch fixed assets - 4% Straight line

2.7 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the statement of financial activities.

2.8 Debtors

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

2.9 Cash at bank and in hand

Cash at bank and 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.

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

2.11 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.



3. Income from donations and legacies

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Donations & Grants	157,380	94,151	**251,531**	*207,995*
Legacies	-	6,816	**6,816**	*5,000*
Government grants	173,439	-	**173,439**	-
	330,819	100,967	**431,786**	*212,995*
Total 2020	*72,815*	*140,180*	*212,995*	

4. Income from charitable activities

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Respite in the home	134,701	-	**134,701**	*205,433*
Rainbow Day Centre	404,435	-	**404,435**	*353,274*
Silver Birch Centres	260,424	-	**260,424**	*451,233*
Hire of meeting rooms	1,230	-	**1,230**	*17,368*
Home Help	6,392	-	**6,392**	-
Other fundraising events	3,424	-	**3,424**	*16,466*
Other contractual income	2,173	-	**2,173**	*20,211*
Transport	23,153	-	**23,153**	*52,292*
Total 2021	835,932	-	**835,932**	*1,116,277*
Total 2020	*1,111,277*	*5,000*	*1,116,277*	

CARERS CHOICES
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Other fundraising events	340	**340**	*2,396*
Total 2020	*2,396*	*2,396*	

6. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Bank interest	-	**-**	*456*
Total 2020	*456*	*456*	

7. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £	*Total funds 2020 £*
Project costs	1,121,763	51,083	**1,172,846**	*1,075,461*

Analysis of direct costs

	Total funds 2021 £	*Total funds 2020 £*
Staff costs	**918,638**	*852,967*
Depreciation	**31,318**	*24,736*
Advertising	**627**	*4,689*
Bad debts	**-**	*1,784*
Rent	**22,368**	*33,270*
Project costs	**25,793**	*39,176*
Travel	**23,983**	*36,187*
Training courses	**1,464**	*4,909*
Equipment and repairs	**32,544**	*14,717*
Printing, postage and stationery	**1,366**	*2,156*
Bank charges	**174**	*104*
Water, light and heat	**10,227**	*12,811*
Staff uniform	**9,545**	*5,381*
Premises expenses	**3,585**	*2,304*
Sundry expenses	**13,521**	*8,030*
Photocopier and franking	**1,031**	*1,433*
Telephone	**4,833**	*2,538*
Computer expenses	**11,065**	*2,643*
Subscriptions	**9,681**	*5,037*
	1,121,763	*1,054,872*

7. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2021 £	*Total funds 2020 £*
Staff costs	**14,794**	*11,251*
Governance	**28,309**	*2,708*
Auditors Remuneration	**7,980**	*6,630*
	51,083	*20,589*

8. Auditors' remuneration

	2021 £	*2020 £*
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	**7,980**	*6,630*

9. Staff costs

	2021 £	*2020 £*
Wages and salaries	**862,481**	*800,022*
Social security costs	**47,501**	*42,000*
Contribution to defined contribution pension schemes	**23,450**	*22,196*
	933,432	*864,218*

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

	2021	*2020*
Office	**6**	*5*
Home Help & Respite	**19**	*13*
Day Centres - Silver Birch & Rainbow	**42**	*42*
Young Carers	**3**	*3*
	70	*63*

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2021 No.	*2020 No.*
In the band £60,001 - £70,000	**1**	*1*

The key management personnel of the charity comprise the trustees and the senior management. The total amount of employee benefits received by key management personnel for their services to the charity was £65,000 (2020: £63,725)

10. Tangible fixed assets

	Leasehold property improvements £	Motor vehicles £	Fixtures and fittings £	Silver Birch fixed assets £	Total £
Cost or valuation					
At 1 April 2020	**166,035**	**200,701**	**45,255**	**18,781**	**430,772**
Additions	**14,485**	**72,021**	**8,632**	**-**	**95,138**
At 31 March 2021	**180,520**	**272,722**	**53,887**	**18,781**	**525,910**
Depreciation					
At 1 April 2020	**75,646**	**112,680**	**19,043**	**10,147**	**217,516**
Charge for the year	**6,173**	**16,253**	**8,140**	**753**	**31,319**
At 31 March 2021	**81,819**	**128,933**	**27,183**	**10,900**	**248,835**
Net book value					
At 31 March 2021	**98,701**	**143,789**	**26,704**	**7,881**	**277,075**
At 31 March 2020	*90,389*	*88,021*	*26,212*	*8,634*	*213,256*

11. Fixed asset investments

	Investments in subsidiary companies £
Cost or valuation	
At 1 April 2020	**2**
At 31 March 2021	**2**
Net book value	
At 31 March 2021	**2**
At 31 March 2020	*2*

Principal subsidiaries

The following was a subsidiary undertaking of the Charity:

Name	Holding
Carers Choices Trading Company Ltd	100%

The financial results of the subsidiary for the year were:

Name	Profit/(Loss) £	Net assets £
Carers Choices Trading Company Ltd	**44,637**	**28,963**

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

12. Debtors

	2021 £	*2020 £*
Due after more than one year		
Amounts owed by group undertakings	**-**	*22,750*
	-	*22,750*
Due within one year		
Trade debtors	**94,268**	*101,980*
Amounts owed by group undertakings	**-**	*9,493*
Other debtors	**-**	*12,951*
Prepayments and accrued income	**4,551**	*27,979*
	98,819	*175,153*

13. Creditors: Amounts falling due within one year

	2021 £	*2020 £*
Trade creditors	**6,778**	*22,909*
Other taxation and social security	**9,673**	*12,048*
Other creditors	**18,076**	*13,653*
Accruals and deferred income	**13,096**	*18,553*
	47,623	*67,163*

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Unrestricted funds					
Designated funds					
Designated Funds - all funds	**190,000**	**-**	**-**	**-**	**190,000**
General funds					
General Funds - all funds	**506,595**	**1,167,091**	**(1,086,144)**	**35,996**	**623,538**
Total Unrestricted funds	**696,595**	**1,167,091**	**(1,086,144)**	**35,996**	**813,538**
Restricted funds					
Silver Birch Centre	**17,262**	**-**	**(17,262)**	**-**	**-**
Young Carers	**9,610**	**-**	**(9,610)**	**-**	**-**
The Rainbow Centre	**95**	**-**	**(95)**	**-**	**-**
Minibus Fund	**10,000**	**16,000**	**-**	**(6,000)**	**20,000**
Men's Shed	**7,024**	**-**	**(4,783)**	**-**	**2,241**
Covid-19 ICF Funding	**-**	**36,000**	**(36,000)**	**-**	**-**
Covid-19 CRF Funding	**-**	**29,996**	**-**	**(29,996)**	**-**
Covid-19 Funding	**-**	**12,155**	**(12,155)**	**-**	**-**
Legacy - Pamela Ann Church	**-**	**6,816**	**(6,816)**	**-**	**-**
	43,991	**100,967**	**(86,721)**	**(35,996)**	**22,241**
Total of funds	**740,586**	**1,268,058**	**(1,172,865)**	**-**	**835,779**

14. Statement of funds (continued)

Silver Birch Centres - This represents funds set aside for activity focused day centres for people living with dementia.

Young Carers - This represents funds set aside for carers under the age of 18 who help to look after a relative with a disability, illness, mental health condition, or drug or alcohol problem.

The Rainbow Centre - This represents funds set aside for the purpose designed centre, tailored care and support, medication administration and other services for adults with disabilities.

Designated funds - Funds designated by the Trustees for delivery of the Strategic Plan and in particular objectives as referenced in the Trustees Report.

Minibus fund - This represents funds set aside for the purchase of new minibuses at the Silver Birch Centres.

Mens Shed - This represents funds set aside to help fund the Mens Shed project

COVID-19 – This represents funds made available through the local council's for Infection control measures, covid responses and business support grants. This includes purchase of equipment, capital improvements, support for staff isolating and recording of testing

Pamela Ann Church Legacy - This represents funds set aside for use within Southend.

Transfers of funds - The transfers from restricted to unrestricted funds relate purchases of fixed assets for the Silver Birch centre and to purchase minibuses. The funds have therefore been spent in line with the restriction and have been transferred to unrestricted on this basis.

14. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2019 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2020* £
Unrestricted funds					
Designated funds					
Designated Funds - all funds	*190,000*	*-*	*-*	*-*	*190,000*
General funds					
General Funds - all funds	*237,135*	*1,186,944*	*(1,068,214)*	*150,730*	*506,595*
Total Unrestricted funds	*427,135*	*1,186,944*	*(1,068,214)*	*150,730*	*696,595*
Restricted funds					
Silver Birch Centre	*48,423*	*17,400*	*(3,023)*	*(45,538)*	*17,262*
Young Carers	*8,890*	*3,780*	*(3,060)*	*-*	*9,610*
The Rainbow Centre	*95*	*-*	*-*	*-*	*95*
Core Grant	*-*	*5,000*	*-*	*(5,000)*	*-*
Minibus Fund	*-*	*55,500*	*-*	*(45,500)*	*10,000*
Silver Birch Centre - Wickford	*-*	*35,000*	*-*	*(35,000)*	*-*
Magic Table Fund	*-*	*500*	*-*	*(500)*	*-*
Men's Shed	*-*	*28,000*	*(1,784)*	*(19,192)*	*7,024*
	57,408	*145,180*	*(7,867)*	*(150,730)*	*43,991*
Total of funds	*484,543*	*1,332,124*	*(1,076,081)*	*-*	*740,586*

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	**Income** £	**Expenditure** £	**Transfers in/out** £	**Balance at 31 March 2021** £
Designated funds	**190,000**	**-**	**-**	**-**	**190,000**
General funds	**506,595**	**1,167,091**	**(1,086,144)**	**35,996**	**623,538**
Restricted funds	**43,991**	**100,967**	**(86,721)**	**(35,996)**	**22,241**
	740,586	**1,268,058**	**(1,172,865)**	**-**	**835,779**

Summary of funds - prior year

	Balance at 1 April 2019 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2020* £
Designated funds	*190,000*	*-*	*-*	*-*	*190,000*
General funds	*237,135*	*1,186,944*	*(1,068,214)*	*150,730*	*506,595*
Restricted funds	*57,408*	*145,180*	*(7,867)*	*(150,730)*	*43,991*
	484,543	*1,332,124*	*(1,076,081)*	*-*	*740,586*

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	277,076	-	**277,076**
Fixed asset investments	2	-	**2**
Current assets	584,084	22,241	**606,325**
Creditors due within one year	(47,624)	-	**(47,624)**
Total	813,538	22,241	**835,779**

Analysis of net assets between funds - prior year

	Unrestricted funds 2020 £	*Restricted funds 2020 £*	*Total funds 2020 £*
Tangible fixed assets	*178,894*	*34,362*	*213,256*
Fixed asset investments	*2*	-	*2*
Debtors due after more than one year	*22,750*	-	*22,750*
Current assets	*562,113*	*9,629*	*571,742*
Creditors due within one year	*(67,164)*	-	*(67,164)*
Total	*696,595*	*43,991*	*740,586*

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

17. Reconciliation of net movement in funds to net cash flow from operating activities

	2021 £	*2020 £*
Net income for the year (as per Statement of Financial Activities)	**95,192**	*256,043*
Adjustments for:		
Depreciation charges	**31,320**	*24,736*
Decrease/(increase) in debtors	**76,334**	*(32,395)*
Decrease in creditors	**(19,542)**	*(7,563)*
Net cash provided by operating activities	**183,304**	*240,821*

18. Analysis of cash and cash equivalents

	2021 £	*2020 £*
Cash in hand	**507,505**	*419,339*
Total cash and cash equivalents	**507,505**	*419,339*

19. Analysis of changes in net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	**419,338**	**88,167**	**507,505**
	419,338	**88,167**	**507,505**

20. Operating lease commitments

At 31 March 2021 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2021 £	*2020 £*
Not later than 1 year	**18,600**	*18,600*
Later than 1 year and not later than 5 years	**34,200**	*51,700*
	52,800	*70,300*

21. Related party transactions

During the year the charity incurred expenditure on behalf of the trading subsidiary amounting to £Nil (2020: £15,460). Interest of 2% was charged on the loan amounting to £250 (2020: £179).

During the year, income was received from entities under common control amounting to £7,953 (2020: £43,380).

During the year, income was received from a trustee amounting to £Nil (2019: £536).

At the year-end the following amounts were due from/(to) the related parties:

	2021 £	*2020 £*
Trading subsidiary	**145**	*25,219*
Entities under common control	**-**	*3,605*
	145	*28,824*



Who's Who

Patron

Rebecca Harris MP

Trustees

B R Terry
Chairman

M D Jones
Vice Chair (resigned 31 July 2020)

E Greenwood
Trustee (resigned 30 April 2020)

M P Hayes
Trustee

L H McKeogh
Trustee

E Smith
Trustee

R R Smale
Trustee

W J Dodds
Trustee (resigned 30 April 2020)

Cllr. Liz Wass
Co-opted

Cllr. Colin MacLean
Co-opted

Our Accountants

Haslers Chartered Accountants
Old Station Road
Loughton
Essex IG10 4PL

Our Solicitors

Pinney Talfourd LLP
54 Station Road
Upminster
Essex RM14 2TU

Bankers

CAF Bank
25 Kings Hill Avenue
West Malling
Kent ME19 4JQ

Nat West Bank
250 Bishopsgate
Spitalfields
London EC2M 4AA

Cooperative Bank
P.O. Box 101
1 Balloon Street
Manchester M60 4EP

Executive Leadership Team

Paul Ramsden
Chief Executive

Sarah Fogarty
Day Opportunities Manager

Sharon Box
Home Help and Respite Manager
(Registered Manager)
Young Carers Manager

Laura Watts
Executive Support and PA to CEO

Our Thanks

Castle Point Borough Council
www.castlepoint.gov.uk

Wolfson Foundation
www.wolfson.org.uk

Essex County Council
www.essex.gov.uk

Southend Borough Council
www.southend.gov.uk

Thurrock Council
www.thurrock.gov.uk

Essex Community Foundation
www.essexcommunityfoundation.org.uk

Essex Freemasons
www.essexfreemasons.org.uk

Having experienced various types of support in the last six months my husband and I are delighted with the service provided by Carers Choice. Knowing that the same person comes at the same time each week is a great advantage and less time is spent on ticking boxes which was our experience previously. It is affordable and being able to pay by direct debit and receiving a monthly invoice makes it easier to keep track. Our current helper is always punctual and has excellent communication skills. I have no hesitation in recommending this service.
Carmel & Norman Simpson



For More Information

Carers Choices
The White House
Kiln Road
Benfleet
Essex SS7 1BU

0300 302 1212
www.carerschoices.org
www.facebook.com/carerschoices





Charity Number 1093483
Company Number 04320986. Company registered in England and Wales.