

Vincentian Care Plus

Annual Report and Financial Statements

31 March 2025

Company Limited by Guarantee
Registration Number
05321333 (England and Wales)

Charity Registration Number 1112473

Contents

Reports

Reference and administrative details of the charitable company, its Trustees and advisers	1
Trustees' report	2
Independent auditor's report	24

Financial statements

Statement of financial activities	28
Balance sheet	29
Statement of cash flows	30
Principal accounting policies	31
Notes to the financial statements	35

Reference and administrative details of the charitable company, its Trustees and advisers

Trustees	Mr Glen Von Malachowski (Chair) Mr Mark Hibberd Mr Damian Dowling Sister Anne Redmond Sr Bernadette Ryder Sister Marie Raw Mr Nigel Turner
CEO/Registered Manager	Ms Cathy Naigow
Registered Office	14 Buckingham Palace Road London SW1W 0QP
Company Registration Number	05321333 (England and Wales)
Charity Registration Number	1112473
Auditor	Buzzacott Audit LLP 130 Wood Street London EC2V 6DL
Bankers	CAF Bank 25 Kings Hill West Mailing Kent ME19 4JQ
Solicitors	Womble Bond Dickinson LLP 4 More London Riverside London SE1 2AU

Trustees' report 31 March 2025

The Trustees present their statutory report together with the financial statements of Vincentian Care Plus (VCP) for the year ended 31 March 2025. The report has been prepared in accordance with Part 8 of the Charities Act 2011 and constitutes a directors' report for the purposes of company legislation.

The financial statements have been prepared in accordance with the accounting policies set out on pages 31 to 34 and comply with the charitable company's memorandum and articles of association, applicable laws and 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 United Kingdom and Republic of Ireland (FRS 102).

Constitution

Vincentian Care Plus is a company limited by guarantee (Company Registration No. 05321333 (England and Wales)) and a registered charity (Charity Registration No. 1112473). The charitable company is governed by its memorandum and articles of association.

DCSVP Services is the sole member of the charitable company and thus its parent entity. DCSVP Services is a registered charity (Charity Registration Number 1149326) and a company limited by guarantee (Company Registration Number 07638065 (England and Wales)), set up by the Daughters of Charity of St Vincent de Paul, to safeguard the Vincentian ethos in various projects such as Vincentian Care Plus.

Liability of members

The charitable company is constituted as a company limited by guarantee. In the event of the charitable company being wound up, the member is required to contribute an amount not exceeding £1.

Principal aim and activities

The principal aim of the charitable company in the year under review was to assist those in need of home care by the provision of a home care visiting service.

Vincentian Care Plus is a home care agency committed to delivering quality care, support, and befriending to people in their own homes. It is registered with the Care Quality Commission (CQC).

The values, spirit, and ethos of VCP are taken from the teachings, example and legacy of St Vincent de Paul and St Louise De Marillac, Christian and social reformers who together founded the religious congregation known as the Daughters of Charity of St Vincent de Paul. They believed practical action balanced with gentle kindness and attentiveness to the little details would make the lives of poor and vulnerable people a little easier. Over the years they have inspired many ordinary people to volunteer their time and their talents to support and befriend lonely and isolated people.

Our Vision

Our Vision is that people matter!

Here at Vincentian Care Plus we believe in the uniqueness, contribution, and value of older people in our society today.

Our Vision (continued)

To achieve this vision, we provide personal care and support in a safe, effective, compassionate, and respectful way.

Our Mission

Our Mission is to:

- ◆ Continue to offer a service of excellence, with care packages that are tailored to meet the individual needs of the people we work with.
- ◆ Provide a befriending service that will offer choices to our service users and enhance the quality of their lives.

Our Mission Statement

Vincentian Care Plus provides a domiciliary care service for people who by reason of age, infirmity, disability, or illness are unable to provide it for themselves thus enabling older people to live independently in their own homes.

Achievements and performance

Executive summary

The 2024–25 reporting year marks a period of profound progress as per our continuous improvement plan of 2023-2024, intentional reflection, and strategic advancement for Vincentian Care Plus. **Anchored in the enduring values of St. Vincent de Paul and the Daughters of Charity**, our work this year has exemplified our unwavering commitment to delivering compassionate, person-centred care; care that not only responds to individual needs, but is rooted in dignity, empowers those we serve, and honors their choices with respect.

This ethos is seamlessly aligned with the Care Quality Commission's Single Assessment Framework, our service continues to reflect the essence of the 'I' and 'We' statements; where people feel seen, heard, and supported, and where leadership is defined by accountability, inclusivity, and meaningful engagement. These principles are embedded across our organisation, shaping not only how we deliver care, but how we lead, reflect, and grow.

We are proud to report that this year, we have not only upheld our high standards of care but expanded our capacity to meet increasing demand, extending our reach to more individuals who benefit from life-enhancing support. Our progress reflects both operational excellence and a values-driven ethos; a balance we continue to nurture as we move confidently into the future.



Achievements and performance (continued)

Celebrating 20 Years of Vincentian Care Plus

This year marked a proud milestone—our **20th anniversary**. Over the past two decades, we have grown from a small, community-focused service to a well-respected and award-winning provider of care across London.

Our 20-years celebration was more than a commemoration; it was an opportunity to reflect on the resilience, heart, and adaptability that have defined our journey. We honoured our history and, recognised our team who are the pillars of VCP at the House of Lords in September 2024, reaffirming our commitment to the future of care with integrity and purpose.

Healthy4Longer: Prevention, Empowerment, and Transformation

One of the year's most impactful initiatives has been the launch of **Healthy4Longer**, a proactive health and wellbeing project that empowers individuals to live independently and age well.

This program has reshaped how we approach care; focusing on early intervention, preventative support, and holistic wellbeing.

Notably, our **Chair of Trustees, Glen Von Malachowski, personally delivered training workshops**, showcasing our leadership's hands-on commitment to shaping a healthier future for our service users.

Healthy4Longer embodies our belief that care is not just about responding to needs but enabling individuals to thrive. Early feedback indicates this initiative is making a tangible difference in improving physical health, confidence, and quality of life.



Spreading Festive Cheer

During the festive season, the VCP team once again demonstrated their deep commitment to community care by hand-delivering 115 thoughtfully prepared meal packages to our service users. These deliveries went beyond nourishment, they included desserts, festive socks, and bottles of non-alcoholic bubbly, all wrapped in love and the warmth of human connection.

With every delivery came a smile, a moment of companionship, and a reminder that no one was forgotten during the holidays.

This heartwarming initiative, made possible through generous partnerships with Marks & Spencer and Sainsbury's, showcased the power of collaboration and the extraordinary spirit of our team.

As shared by Nashande Seraphin-McDonald, our Quality & Compliance Manager, the dedication and unity displayed by staff was both inspiring and humbling. For many of our service users, these visits meant more than gifts; they brought joy, dignity, and the reassurance that someone truly cares. Moments like these reflect the very heart of VCP and remind us that small acts of kindness can leave the deepest impact.



Achievements and performance (continued)

Award-Winning Excellence; Two Years in a Row

We were incredibly honoured to **receive the Home Care Award for the second consecutive year**, this time again in the category of **'Best for Specialist Care Expertise.'** This achievement validates our ongoing pursuit of excellence and innovation in care. It is a recognition of the tireless efforts of our staff, whose compassion and professionalism underpin everything we do.

This back-to-back recognition has reinvigorated our team and positioned VCP as a standout provider within the competitive landscape of home care. It is also a powerful motivator as we strive to achieve even greater impact in the year ahead.



Valuing Our Carers Vs A Culture of Recognition and Retention

At the core of our organisation are our care workers; dedicated professionals who go above and beyond each day. In 2024/25, we took deliberate action to demonstrate how deeply we value their work.

We **implemented meaningful pay increases for care workers** and honoured **25 care workers for Long Service Award** during **VCP's 20 Years Anniversary** at the **House of Lords**; an acknowledgment not only of their longevity, but of the life-changing impact they make in the lives of those we serve. This recognition is more than symbolic; it reflects a strategic shift towards embedding a culture of appreciation, retention, and professional respect.

Process

1. Purpose

At Vincentian Care Plus, we believe that continuous improvement is not just a process; it's a mindset woven into the fabric of our organisation. It is the responsibility of every individual, in every role, every day, to seek ways to enhance the quality of care and support we provide. Continuous improvement is fundamental to maintaining the service standard as per the CQC Single Assessment Framework (SAF) showcasing the "Key Lines of Enquiry" which includes quality statements "I and We" promoting dignity, excellence and ensuring the safety and well-being of those we serve.

Our culture of continuous improvement is built on the shared understanding that better outcomes for those we serve come from an ongoing commitment to learning, reflection, and innovation.

Achievements and performance (continued)

Process (continued)

Purpose (continued)

To embed this ethos throughout VCP, we:

- ◆ **Recognise and reward innovation and initiative**

We celebrate staff who proactively seek out and implement better ways of working. Their creativity and problem-solving are vital drivers of service excellence and growth.

- ◆ **Embed reflective practice into everyday operations**

Regular self-assessment and team reflection are integral parts of our daily work. We empower staff to examine their own practices, learn from experiences, and continuously strive to enhance the services we deliver.

- ◆ **Foster an environment where feedback is valued, encouraged, and acted upon**

We view feedback from service users, staff, families, and stakeholders, as a powerful tool for learning and development. We listen actively, respond thoughtfully, and use insights gained to inform improvements across all levels of the organisation.

Our commitment is clear and unwavering:

"Every person, every role, every day: better outcomes for those we serve."

The following Continuous Improvement Plan outlines our future endeavours, priorities, and strategic actions designed to embed this culture more deeply across our organisation. It sets out how we will continue to build on our achievements, address areas for development, and innovate in ways that elevate the quality of care and support we provide. This is a **living document**—intended to evolve as we learn, grow, and adapt to the changing needs of those we serve and the broader health and social care landscape.



Achievements and performance (continued)

Process (continued)

2. Objectives

Enhance quality of care

To consistently exceed CQC standards across all Key Lines of Enquiry (KLOEs).

Empower our workforce

To foster a culture of professional growth, accountability, and innovation.

Strengthen service user satisfaction

To listen, respond, and adapt our services based on feedback.

Promote operational excellence

To streamline processes for effectiveness, compliance, and value.

Embed a culture of learning and reflection

To make improvement and quality an ongoing, organisation-wide habit.

Communication

To empower the team to take ownership and share knowledge and skills by means of coaching. Coaching is not limited to just the leadership team. Promoting professional autonomy is transformative and supports us to understand the dynamics at play, fostering stronger collaboration, confidence, resilience and clarity of purpose.

Commitment

- Every person
- Every role
- Every day
- Better outcomes for those we serve

3. Strategic Priorities and Actions

Category	Strategic Priority	Timeline	Activity & Reasoning	Responsible Parties
Leadership & Governance	<p>Strengthen the “Well-Led” domain by embedding board-level oversight, transparency, and challenge across all key areas of service delivery.</p> <p>External mock inspection and Medication management audit. The Board of Trustees conducts alternate monthly mock inspections, covering 12 key areas of the business across the year.</p> <p>These include:</p> <ul style="list-style-type: none"> · Safeguarding · Medication Management · Care Planning · Complaints & Feedback · Health & Safety · Staff Supervision & Training · Recruitment & Vetting · Service User Experience · Financial Stewardship · Governance & Risk · Incident Management · Policies & Procedures · Risk Register 	Ongoing	<p>Monitoring & Review</p> <ul style="list-style-type: none"> · Weekly KPI Review Meetings with management, Field Care Supervisors, Care coordinators, HR and System & Support Admin to track KPIs and adjust priorities. · Weekly review meetings between management and Finance · Reflective activity and evaluation of Service User satisfaction · Complaints resolved within policy and Local Authority timescales · Monthly management reports. · Quarterly Board reports. · Annual stakeholder review meetings. · External quality assurance visits. <p>Objective Oversight</p> <p>Several VCP Board members are part of the GQSC (Governance, Quality & Safety Committee) which offers a fresh, impartial view, holding management accountable for quality and compliance.</p>	<ul style="list-style-type: none"> - Lead - CEO/ Registered Manager - VCP's Board of Trustees - VCP GQS Committee

Category	Strategic Priority	Timeline	Activity & Reasoning	Responsible Parties
	<p>Each inspection includes:</p> <ul style="list-style-type: none"> · Document review · Staff interviews · Spot checks or call shadowing · Summary report with RAG ratings and recommendations <p>How This Enhances “Well-Led” Learning Culture Our culture of reflective practice encourages all staff to take pride in quality throughout the year, remaining inspection-ready and confident as opposed to the culture of panic amongst many providers at the time of CQC inspection.</p> <p>Risk Mitigation Issues are identified early, with time to resolve and reach outcomes before they escalate.</p> <p>Board Engagement Trustees are actively involved in understanding frontline operations and the lived experience of both service users and staff.</p>		<p>Transparency & Accountability Findings are shared openly with the leadership team and used to inform the Continuous Improvement Plan.</p>	

Category	Strategic Priority	Timeline	Activity & Reasoning	Responsible Parties
Staff Development & Retention	<p>Enhance carer performance, reduce turnover, and foster ongoing development.</p> <p>Escalation & Learning Pathways</p> <ul style="list-style-type: none"> Identify poor performance early and implement development plans collaboratively with HR. 	Ongoing	<ul style="list-style-type: none"> Conduct bi-annual Training Needs Analysis and quarterly reactive workshop A 'VCP Champion' recognition scheme. Training Matrix Monitoring Monthly check to ensure all carers are compliant with mandatory training and organising refresher sessions. Staff Appraisal Support Coordinate quarterly formal supervisions and annual appraisals. Carer Direct field-based Observations (bi-annually) Conduct field-based Medication competency (bi annually) Field spot check (bi annually, alternating with Direct Observations) Telephone monitoring, documenting strengths, concerns, and support actions Shadowing New Starters, overseeing first 5 care calls and complete detailed induction review. Use VCP's quality assessments to assess skills such as manual handling, hygiene, and interaction with Service Users. 	<ul style="list-style-type: none"> Lead Quality & Compliance Manager, Recruitment Officer CEO/Registered Manager Care Coordinators Field Care Supervisors

Category	Strategic Priority	Timeline	Activity & Reasoning	Responsible Parties
Service User Engagement	Ensure each service user receives consistently safe, effective, and compassionate care tailored to their needs. while providing care that is person-centred, empowering and respectful of individual choices	Ongoing	<ul style="list-style-type: none"> Monthly Care Plan Audits to check for accuracy on rotas-travel time, individualisation, and updates post-review or change of need Service User Engagement, follow-up calls after care reviews or new package starts to ensure satisfaction, positive outcomes (Telephone monitoring) and expectations are met. Review Risk Assessments once a year or after incidents. Unannounced Spot Checks and Direct Observation focusing on dignity, communication, and care delivery. Support Plan Reviews, attend reviews with service users to capture feedback and note changes <p>Mentoring Staff, Support carers who may need improvement and support in person-centred documentation or communication.</p>	<ul style="list-style-type: none"> Lead VCP's Board of Trustees VCP GQS Committee CEO/Registered Manager Recruitment Officer Care Coordinators Field Care Supervisors
Quality & Compliance	<ul style="list-style-type: none"> Ensure VCP operates within regulatory and policy frameworks to maintain CQC compliance. Policy Awareness Conduct quarterly toolbox talks on safeguarding, infection control, or GDPR Complaints Follow-Up Visit or contact complainants' post-resolution to ensure satisfaction and resolution integrity. 	Ongoing	<ul style="list-style-type: none"> Continuous real-time incident reporting and learning reviews. Incident Reporting & Trend Analysis Log incidents weekly and flag themes or high-risk clients to management. MAR Chart Spot Checks, Weekly sample checks for accuracy and completeness. Care Plan Audits, Documented evidence of quarterly file audits with action logs. Medication Administration Spot Checks Monitor technique and documentation in the field. 	<ul style="list-style-type: none"> Lead Quality & Compliance Manager Coordinators CEO/Registered Manager Field Care Supervisors Care Coordinators

Category	Strategic Priority	Timeline	Activity & Reasoning	Responsible Parties
Innovation & Reflective Practice Digital Transformation	<p>Continue the development of an agile service that learns from experience and adapts to meet changing needs.</p> <p>Mitigation Strategies:</p> <ul style="list-style-type: none"> Regular change management workshops. Active search for new funding streams and grants. Policy and procedure reviews immediately following regulatory updates. 		<ul style="list-style-type: none"> Post-Incident Reviews VCP to lead after-action reviews involving all stakeholders. Monthly Quality Reports Reports submitted to senior management summarising audits, complaints, compliments, and lessons learned Reflective Practice Encourage carers to keep logs of challenging visits for shared learning. Mini Projects Lead initiatives (e.g., improving dementia care or end-of-life support) with measurable outcomes. 	<ul style="list-style-type: none"> CEO/Registered Manager System & Support Admin Care Coordinators Innovation Committee
Communication & Engagement	<p>Improve communication between staff, service users, and the office for greater efficiency and trust.</p>		<ul style="list-style-type: none"> Weekly Team Huddles Short virtual catchups for quick updates, sharing changes, or feedback from carers, as well as sharing progress updates in monthly staff meetings. Service User Feedback Collect quarterly feedback through telephone monitoring and summarise findings for team reflection, Collect annual feedback RE customer experience via Service User Surveys, Publish bi-annual service newsletters for service users and families. Carer WhatsApp Groups Used responsibly to keep staff informed and supported without breaching confidentiality. Service User Engagement Conduct bi-annual service users engagement meetings New Care Package Introductions Attend first visit to ensure carers and clients are comfortable and confident. 	<ul style="list-style-type: none"> CEO/Registered Manager Governance, Quality & Safety Committee (GQSC) Care Coordinators Field care supervisors Recruitment Officer

Achievements and performance (continued)

Recruitment and training

As the health and social care sector continues to face a national workforce crisis, VCP has positioned itself as a leader by investing in the growth and sustainability of our team. Central to this has been the launch of specialist training programmes tailored to the bespoke needs of our service users, with a focus on:

- ◆ **Dementia** | Promoting Personalised, Holistic Support
- ◆ **Wellbeing** | Ensuring Emotional and Physical Wellness
- ◆ **Safeguarding** | Protecting the Vulnerable with Vigilance
- ◆ **Medication** | Delivering Safe and Effective Care
- ◆ **Diagnostic** | Enhancing care staff approach on providing bespoke Complex care

Training Area	Mandatory	Staff Groups	Frequency	Method	Responsible Officer
Safeguarding (Adults/Children)	<input checked="" type="checkbox"/>	All Staff	Annually	Face to Face/Online	QCM, External Trainer
Medication Management	<input checked="" type="checkbox"/>	Care Workers	Annually	Face-to-face practical	QCM, External Trainer
Moving and Handling	<input checked="" type="checkbox"/>	Care Workers	Annually	Face-to-face	QCM, External Trainer
Mental Capacity Act (MCA) & DoLS	<input checked="" type="checkbox"/>	All Staff	Every 2 years	Online	QCM, External Trainer
First Aid/Basic Life Support	<input checked="" type="checkbox"/>	Care Workers	Every 3 years	Face-to-face practical	QCM, External Trainer
Dementia Awareness	<input checked="" type="checkbox"/>	Care Workers	Every 1 years	Online	QCM, External Trainer
Digital Record Systems	<input checked="" type="checkbox"/>	All Staff	On system change	Workshops	System & Support Admin
Health & Safety/Fire Safety	<input checked="" type="checkbox"/>	All Staff	Annually	Online	QCM, External Trainer
Equality, Diversity & Inclusion	<input checked="" type="checkbox"/>	All Staff	Annually	Online	QCM, External Trainer
Infection & Prevention Control	<input checked="" type="checkbox"/>	All Staff	Every 2 years	Online/Face-to-face	QCM, External Trainer
Specialist Training		All Staff		Face to Face/Online	QCM, External Trainer
Vincentian Values (VIVAT)	<input checked="" type="checkbox"/>	All Staff	Annually, via appraisal	Face to Face/Online	RA, External Trainer

This strategic investment in training has been pivotal to our success: despite the sector-wide challenges, VCP has achieved a remarkable 92% staff retention rate. This outcome reflects not just our commitment to quality training and financial recognition, but also the trust and support of our stakeholder contribution, including the MSIF grant. The additional Local Authority financial support has enabled us to elevate care work to a respected, professional standard; one that honours the immense value our carers bring to individuals, families, and communities.

Financial review

Results for the year

A summary of the charity's income and expenditure can be found on page 28 of the attached financial statements.

For the year ended 31 March 2025 the total income for the year amounted to £3,641,665 (2024 - £3,006,923) and included donations and grants of £236,640 (2024 - £102,043) and fees receivable of £3,383,366 (2024 - £2,889,248).

During the year, total expenditure amounted to £3,405,228 (2024 - £2,893,801) including £3,103,699 (2024 - £2,584,773) in relation to staff costs.

Reserves and financial position

The Trustees have examined the requirement for free reserves i.e. those unrestricted funds not invested in tangible fixed assets or otherwise committed. The Trustees consider that, given the nature of the work undertaken at Vincentian Care Plus, the level of free reserves should be approximately equal to between three- and six-months' recurring expenditure. The Trustees are of the opinion that this level of reserves should provide sufficient flexibility to cover temporary shortfalls in income due, for example, to falls in service levels.

General funds at 31 March 2025 were £1,043,738 (2024 – £807,301). The Trustees accept that the financial position of the charity needs improving, and the amount of general funds is at the lower end of the reserves policy, at approximately 3.69 months. The Trustees are confident in the continued viability and future success of Vincentian Care Plus (VCP). The charity currently has no material concerns regarding its ability to operate as a going concern. This confidence is underpinned by VCP's recent successful reappointment as a contracted provider under Westminster City Council's (WCC) domiciliary care framework, further solidifying our position as a trusted and high-performing care provider within the borough.

Additionally, VCP's latest Care Quality Commission (CQC) inspection report reflects our strong operational performance, with a *good* rating in the domain of ***Caring, reaffirming the organisation's commitment to delivering compassionate and person-centred care.*** These achievements not only demonstrate VCP's ability to meet and exceed regulatory standards but also strengthen our reputation with commissioners, stakeholders and service users.

Looking ahead, the Trustees recognise the importance of maintaining and continuously improving the charity's operational controls, governance, and financial management. Robust budgeting, close monitoring of cash flow, and continued compliance with CQC and local authority requirements remain key priorities.

With a secure contractual foundation, a strong regulatory track record, and a growing reputation for excellence, VCP is well-positioned for significant business growth in the years ahead. The Trustees are optimistic that these developments will support a gradual and sustainable increase in free reserves, enabling VCP to further invest in service delivery and organisational resilience.

Future Developments

Strengthening Leadership and Governance

Over the past year, we have proactively enhanced our leadership structure and governance framework to ensure robust oversight and accountability. This included increased engagement from our Board of Trustees, more frequent internal audits and inspections, and a strengthened focus on accountability across departments. The CEO and Registered Manager, works closely with the trustees, whose expertise has been invaluable in shaping our strategic direction and ensuring consistent standards of care.

We have fostered a culture of openness and collaboration, enabling us to respond effectively to emerging challenges and adapt confidently amidst sector-wide changes. This approach reflects our commitment to the CQC's quality statement: "We have a proactive and positive culture of safety based on openness and honesty, in which concerns about safety are investigated and reported thoroughly, and lessons are learned to continually identify and embed good practices".

Learning from the Past, Building for the Future

We remain committed to honest reflection and continuous improvement. This year, we undertook **intentional reflection on negative experiences**, both past and recent, using them as tools for growth. Our "lessons learned" approach is embedded across the organisation—from care delivery to leadership decision-making.

These reflections are not just internal exercises. They are shared with staff and service users to build a culture of transparency, accountability, and mutual trust. The goal is not perfection, but progress—driven by empathy and the courage to grow through challenge.

In closing, 2024–25 has been a year of momentum and maturity. We've honoured two decades of service, invested in our people, responded boldly to unexpected events, and launched initiatives that redefine how we deliver care.

Our direction is clear, guided by purpose, powered by people, and focused on a future where ageing and vulnerability are met with dignity, respect, and joy.

As we carry our legacy forward into the next chapter, may we continue to lead with heart, serve with dignity, and inspire positive change in every life we touch.

Here's to another year of compassion, growth, and unwavering commitment to those we serve

Governance, structure, and management

Trustees

The Trustees constitute directors of the charitable company for the purposes of company legislation.

The following Trustees served during the year and up to the point of approval of the accounts:

Trustees

G Von Malachowski	
M Hibberd	
D Dowling	Resigned on 05/08/2025
Sister Anne Redmond	
Sister M Raw	
N Turner	
Sr Bernadette Ryder -	Resigned on 28/09/2024

No Trustee received any remuneration from the charitable company during the year. No out of pocket travelling expenses were reimbursed to Trustees during the year. No Trustee had any beneficial interest in any contract with the charitable company during the year. Brief biographical details of each Trustee serving at 31 March 2025 are given below:

Glen Von Malachowski

Glen Von Malachowski is an experienced Executive Director within the health and social care sector, with extensive experience in the private, public and third sectors. He has a particular passion for growing businesses in line with key strategic opportunities. As a trained Social Worker, Glen worked for many years in education before moving into business management and strategic development within organisations specialising in acquired brain injury and people with learning disabilities and complex health needs. Glen currently is a Trustee for two charitable organisations, the Chairman of a third and the Non-Executive Director/Chairman of a fourth.

Mark Hibberd

Mark first came in to contact with Vincentian Care Plus through the care provided to his Mother Patricia who suffered with Alzheimer's Disease. She sadly passed away in 2020. Subsequent to acting as a carer for his Mother he fulfilled a similar role for his Father Thomas towards the end of his life. Mark was assisted in his caring role through the dedicated help received from Vincentian Care Plus care workers. Thomas sadly passed away earlier in 2025. Before his caring roles and becoming a Trustee of Vincentian Care Plus Mark spent thirty two years working in the retail environment.

Governance, structure, and management (continued)

Trustees (continued)

Damian Dowling

After graduating from Trinity College with a Masters in Science, Damian moved from his home city of Dublin to the UK. Initially working as an Environmental Scientist, his background allowed for a diverse energy and sustainability career – from Geophysicist to Sustainability Management - over the next 15 years. Even though that experience was grounded on the technical, Damian naturally progressed to a consultative approach on new and existing developments. Later completing a Masters in Psychology, Damian's approach to engagements is lived through a sustainable lens, where operational, human centric and commercial pillars are addressed equally. Now leading the Logistics Segment (UK and Ireland) for Schneider Electric, Damian works with stakeholders and partners to develop an energy efficient future. Outside of work, Damian is a keen volunteer, holding Board level positions in educational and social outreach charities over the years. Those years offered a large networking base, key governance experience and a central government and NGO footprint. Positions included the Director of Young Professionals for the Petroleum Exploration Society of Great Britain (PESGB), Chair of Sustainability for the Institute of Workplace and Facilities Management (IWFM) and Head of Business & Resident Liaisons for Pride in London (PiL). During the pandemic, Damian concentrated on community mental and physical health by volunteering as a Crisis Counsellor with SHOUT and as a vaccinator with St John Ambulance.

Sister Anne Redmond

Sister Anne has been a member of the Daughters of Charity of St Vincent de Paul since 1982. As a registered nurse, she has worked in healthcare since 1985 in a variety of roles, starting her career as a carer and progressing onto becoming registered nurse and as a manager in a variety of settings, including hospital, nursing homes and homecare leadership and management. Sister Anne was appointed as nominated person for the Daughters of Charity of St Vincent de Paul Care Homes since October 2022 and as a Trustee to the charitable organisation since October 2023.

Sister Marie Raw

Sister Marie Raw joined the Daughters of Charity in 1965. She already had her Teaching Qualification and Diploma to teach deaf children, and spent 30 years in education, including six years as Head Teacher. For a further six years she held the post of Financial Director at the Marillac Nursing Home in Warley, Brentwood and in 2004 completed an Honours Degree in Business Studies. In 2002 she was appointed to the Provincial Council, using her planning and organisational skills for the benefit of the Community in its design and vision for the future. Sister Marie was appointed Provincial in June 2008, a role she held until 2015, when she was elected as a General Councillor of the Daughters of Charity and relocated to Paris. She returned to Britain in 2021.

Governance, structure, and management (continued)

Trustees (continued)

Nigel Turner

Nigel has led charitable enterprises which provide social care and support for people with learning disabilities, people with long-term mental health support needs, and older people. Most notably, he was Chief Executive of a social care provider for 18 years, taking the charity from an organisation running two care homes to managing a diverse range of services across five London boroughs. Nigel holds a Diploma in Company Direction from the Institute of Directors and takes a particular interest in charity governance. He has served as Deputy Chair of a local authority trading company providing housing and social care, and as Deputy Chair of a grant-making charity which aims to reduce health inequalities in Great Britain. More recently he chaired a charity which offers training to support people to self-manage their long-term health conditions, and which promotes self-management more generally.

Key management personnel

The key management personnel of the charity during the year were the Trustees and Registered Manager. The Registered Manager is responsible for the day-to-day management of the Service and since 2019 has been executing additional duties of Chief Executive Officer and is accountable to the Trustees.

Statement of Trustees' responsibilities

The Trustees (who are also directors for the purposes of company law) are responsible for preparing the Annual Report and 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 which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that year.

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 Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable to the United Kingdom and Republic of Ireland (FRS 102);
- ◆ make judgements and estimates that are reasonable and prudent;
- ◆ state whether applicable United Kingdom Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- ◆ prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

Governance, structure and management (continued)

Statement of Trustees' responsibilities (continued)

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Each of the Trustees confirms that:

- ◆ so far as the Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware; and
- ◆ The Trustee has taken all the steps that he/she ought to have taken as a Trustee in order to make himself/herself aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of s418 of the Companies Act 2006.

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

Public benefit

The Trustees confirm that they have complied with their duty under Section 17 of the Charities Act to have regard to the public benefit guidance published by the Charity Commission. This report includes a detailed description of the activities undertaken by the charity during the year to further its charitable purpose for the public benefit.

The assistance given to our service users is proportionate to their needs. Trustees complete an annual declaration of conflict of interest. The Trustees have planned VCP activities to avoid the granting of any private benefit other than one that is purely incidental to carrying out VCP objectives. They believe they have followed the Charity Commission's guidance in this area.

Risk management

In line with the requirement for the Trustees to undertake a risk assessment exercise and report on the same in their report, key management (including the Trustees) look at the risks the charity currently faces and review the measures already in place, or needing to be put in place, to deal with them. Five main areas have been identified where risk may occur:

- ◆ Governance and management
- ◆ Operational
- ◆ Financial
- ◆ Reputation
- ◆ Laws, regulations, external and environment.

Governance, structure, and management *(continued)*

Risk management *(continued)*

Governance and management: VCP has demonstrated strong progress and commitment to continuous improvement in its governance and management practices. The latest CQC inspection highlighted VCP's clear vision, robust leadership, and dedication to upholding its core values. The organisation continues to focus on maintaining high standards of compliance and quality care while fostering a supportive culture that promotes staff wellbeing, morale, and professional development. Despite wider sector challenges such as inflation and workforce pressures, VCP remains proactive and resilient, ensuring that its strategic priorities align with delivering excellent outcomes for both service users and employees.

Operational looks at the risks inherent in the charity's activities including engaging in inappropriate activities and shortcomings in the service provided, difficulties with staff, poor health and safety, etc.

Financial risks include those arising because of poor budgetary control, inappropriate spending, poor accounting, inappropriate investment policies etc.

Reputation looks at possible damage to the charity's reputation.

Laws, regulations, external and environment look at the effects of government policies and the consequences of non-compliance with laws and regulations.

The Trustees regularly assess the major risks to which the charity is exposed. The systems established to mitigate those risks are periodically reviewed to ensure that they have established effective systems to manage those risks. The Trustees have identified the following risks as those which have caused most concern in this financial year:

Going Concern Statement – Vincentian Care Plus (VCP)

From a financial perspective, Vincentian Care Plus (VCP) operates as a going concern, with no material uncertainties identified. This position is supported by the charity's recent success in securing a place on the new Westminster City Council (WCC) Bi-borough Homecare Framework, following a successful outcome in the competitive tender process. This achievement provides a strong and stable contractual foundation for the financial year 2025–2026 and beyond.

The awarding of this contract places VCP in an even stronger position within the health and social care sector, reinforcing its role as a trusted and strategic provider of high-quality domiciliary care services. The continuity afforded by this new framework contract ensures operational stability and underpins our longer-term financial sustainability.

In addition to this contractual success, VCP continues to maintain high regulatory standards. Our most recent Care Quality Commission (CQC) inspection rated the organisation **good in the domain of Caring**, a testament to our unwavering commitment to person-centred, compassionate service delivery.

Governance, structure, and management *(continued)*

Risk management *(continued)*

With a secure pipeline of commissioned work, a strong reputation for quality, and a proven ability to deliver against regulatory and contractual expectations, VCP is well-positioned for significant and sustainable business growth. The Trustees remain confident that these developments will support the ongoing strengthening of the charity's financial position, including a steady increase in free reserves, enabling further investment in service delivery, workforce development, and organisational resilience.

Contingency Planning and Financial Resilience

To ensure ongoing stability, VCP has developed a comprehensive risk management framework and maintains a live Risk Register covering a range of financial and operational scenarios — from worst-case to best-case outcomes. Key elements include:

- ◆ **Cash Reserves:** VCP holds cash reserves equivalent to three months of operating expenditure, allowing us to meet all key financial obligations, including staff salaries, rent, and leases, during any service disruption or transition.
- ◆ **TUPE Protection for Care Staff:** If services are transferred, all care staff are protected under TUPE regulations, ensuring employment continuity and minimising disruption to service users.
- ◆ **Statutory Redundancy Provisions for Central Office Staff:** Should redundancies be required, VCP is prepared to meet statutory obligations for all 12 office-based staff, with related costs already accounted for within reserves.
- ◆ **Operational Continuity:** Our contingency funding includes provision for essential overheads, including rent lease agreement, ensuring that core operations can be maintained in any transitional period.

Business Continuity and Financial Resilience: Post-COVID-19 Strategic Lessons

The COVID-19 pandemic highlighted the critical importance of robust Business Continuity Planning (BCP) and financial resilience within the health and social care sector. As a result, Vincentian Care Plus has significantly strengthened its contingency frameworks, with a particular focus on workforce sustainability, operational agility, and fiscal prudence. Our BCP is now reviewed and updated on a regular basis to ensure alignment with emerging risks, especially those with financial implications, such as labour market volatility, inflationary pressures, and policy shifts. A key area of focus is workforce continuity, particularly considering the impending phase-out of the Overseas Care Worker Sponsorship scheme, scheduled to end in 2028. We are actively modelling various financial scenarios and workforce strategies to mitigate the potential cost pressures and recruitment gaps this transition may create. We currently employ 11 overseas care workers which basically represents 11% of our workforce. Proactive planning, including investment in local workforce development, targeted recruitment initiatives, and cost-efficiency measures, is central to our long-term financial sustainability. These measures are essential to safeguarding the quality and continuity of care delivery while ensuring compliance with evolving regulatory and immigration frameworks.

Governance, structure, and management *(continued)*

Risk management *(continued)*

Quality and Compliance Assurance

VCP remains committed to delivering high-quality, CQC-compliant services throughout this period and beyond. Ongoing quality audits and regulatory compliance reviews continue to support our operational integrity.

Healthy4Longer Initiative

In 2024, VCP launched the Healthy4Longer project, an eight-week health promotion initiative aimed at reducing falls and hospital admissions. This programme strengthens our offer and demonstrates VCP's commitment to innovation and service user wellbeing. Due to this Vincentian Care Plus was honoured at the 2025 Home Care Awards on Friday, 7th March 2025, winning a High Commendation in the category for Specialist Care Expertise. This was indeed an especially proud moment for us, as it marks the second year in a row that VCP has received this prestigious recognition. It is a testament to our unwavering commitment to delivering high-quality, person-centred care, particularly for individuals with specialised needs. This award reflects the dedication, expertise, and compassion of our entire team, who work tirelessly to provide exceptional support to those we serve.

Conclusion

Vincentian Care Plus (VCP) remains in a strong financial and operational position, with no concerns regarding its ability to continue as a going concern. This confidence is underpinned by our successful appointment to Westminster City Council's (WCC) new Bi-borough Homecare Framework (which is inclusive of two boroughs: The Royal Borough of Kensington & Chelsea and Westminster City Council), which secures our role as a key provider of statutory domiciliary care services in the borough.

Furthermore, our most recent Care Quality Commission (CQC) inspection reaffirmed the high standards of care we deliver, **with a good rating** overall. This recognition reflects VCP's deep commitment to delivering compassionate, person-centred support and further strengthens our standing with commissioners and service users alike.

Fundraising policy

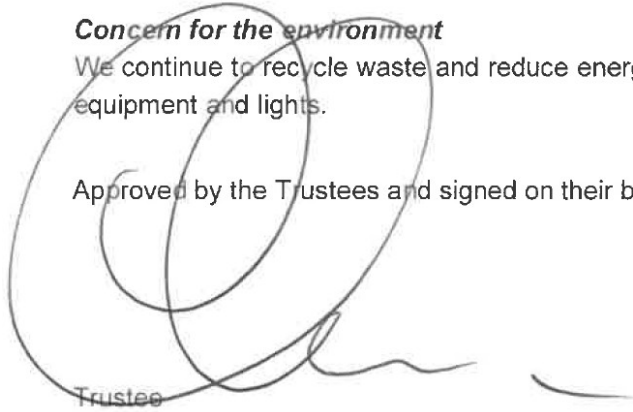
The charity aims to achieve best practices in the way in which it communicates with donors and other supporters. It takes care with both the tone of its communication and the accuracy of its data to minimise the pressures on supporters. It applies best practices to protect supporters' data and never sells data; it never swaps data and ensures that communication preferences can be changed at any time. The charity does not employ the services of professional fundraisers. The charity undertakes to react to and investigate any complaints regarding its fundraising activities and to learn from them and improve its service. During the year, the charity received no complaints about its fundraising activities.

Governance, structure, and management (*continued*)

Concern for the environment

We continue to recycle waste and reduce energy consumption by being careful to switch off equipment and lights.

Approved by the Trustees and signed on their behalf by:

A large, stylized handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke at the end.

Trustee

Approved by the Trustees on:

15/10/25

Independent auditor's report to the member of Vincentian Care Plus

Opinion

We have audited the financial statements of Vincentian Care Plus Limited (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, and statement of cash flows, the principal accounting policies and the notes to the financial statements. 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 income and expenditure for the year then ended;
- ◆ have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- ◆ have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 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, including the trustees' report, other than the financial statements and our auditor's 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.

Other information (continued)

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.

Opinions on other matters prescribed by the Companies Act 2006

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

- ◆ the information given in the Trustees' report, which is also the directors' report for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- ◆ the Trustees' report, which is also the directors' report for the purposes of company law, has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities set out on page 13, 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.

Responsibilities of Trustees (continued)

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.

Auditor's responsibilities for the audit of the financial statements

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

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- ◆ the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- ◆ we identified the laws and regulations applicable to the charitable company through discussions with representatives of the Trustees and other management, and from our knowledge and experience;
- ◆ we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charitable company, including the financial reporting framework described above; and
- ◆ we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- ◆ making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected, and alleged fraud; and
- ◆ considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

Auditor's responsibilities for the audit of the financial statements (continued)

To address the risk of fraud through management bias and override of controls, we:

- ◆ performed analytical procedures to identify any unusual or unexpected relationships;
- ◆ tested journal entries to identify unusual transactions;
- ◆ assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- ◆ performed substantive testing on expenditure incurred to ensure it complied with the charitable company's stated purpose and was authorised properly.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- ◆ agreeing financial statement disclosures to underlying supporting documentation.
- ◆ reading the minutes of meetings of those charged with governance; and
- ◆ enquiring about management as to actual and potential litigation and claims.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion .

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



Peter Mackereth (Senior Statutory Auditor)
For and on behalf of Buzzacott LLP, Statutory Auditor
130 Wood Street
London
EC2V 6DL

20 October 2025

Statement of financial activities (including income and expenditure account)
Year to 31 March 2025

	Notes	Un- restricted funds £	Restricted funds £	2025 Total funds £	Un- restricted funds £	Restricted funds £	2024 Total funds £
Income from:							
Donations and grants	1	8,000	228,640	236,640	—	102,043	102,043
Bank interest		21,659	—	21,659	15,501	—	15,501
Fees receivable for home care visiting service		3,383,366	—	3,383,366	2,889,248	—	2,889,248
Other income		—	—	—	131	—	131
Total income		3,413,025	228,640	3,641,665	2,904,880	102,043	3,006,923
Expenditure on:							
Charitable activities							
. Provision of a home care visiting service	2	3,176,588	228,640	3,405,228	2,785,096	108,705	2,893,801
Total expenditure		3,176,588	228,640	3,405,228	2,785,096	108,705	2,893,801
Net income (expenditure) and net movement in funds	6	236,437	—	236,437	119,784	(6,662)	113,122
Reconciliation of funds:							
Fund balances brought forward at 1 April 2024		807,301	—	807,301	687,517	6,662	694,179
Fund balances carried forward at 31 March 2025		1,043,738	—	1,043,738	807,301	—	807,301

All of the charity's activities derived from continuing operations during the above two financial years.

All recognised gains and losses are included in the above financial activities.

Balance sheet 31 March 2025

	Notes	2025 £	2024 £
Fixed assets:			
Tangible assets	8	8,629	11,350
Current assets:			
Debtors	9	158,847	136,553
Cash at bank and in hand		1,078,832	841,754
Total current assets		1,237,679	978,307
Current liabilities:			
Creditors: amounts falling due within one year	10	(202,570)	(182,356)
Net current assets		1,035,109	795,951
Total net assets		1,043,738	807,301
Represented by:			
The funds of the charity			
Restricted funds		—	—
Unrestricted funds			
. General funds		1,043,738	807,301
		1,043,738	807,301

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

Approved by the Trustees and signed on their behalf by:

Trustee

Approved on:

15/10/25

Vincentian Care Plus

Registered Company Number: 05321333 (England and Wales)

Statement of cash flows Year to 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities:			
Net cash provided by operating activities	A	239,402	322,324
Cash flows from investing activities:			
Purchase of tangible fixed assets		(2,324)	(13,059)
Proceeds from disposal of tangible fixed assets		-	982
Net cash used in investing activities		(2,324)	(12,077)
Change in cash and cash equivalents in the year		237,078	310,247
Cash and cash equivalents at 1 April 2024	B	841,754	531,507
Cash and cash equivalents at 31 March 2025	B	1,078,832	841,754

Notes to the statement of cash flows for the year to 31 March 2025

A Reconciliation of net movement in funds to net cash provided by operating activities

	2025 £	2024 £
Net movement in funds (as per the statement of financial activities)	236,437	113,122
Adjustments for:		
Depreciation charge	5,045	5,465
(Increase) decrease in debtors	(22,294)	158,593
Increase in creditors	20,214	45,144
Net cash provided by operating activities	239,402	322,324

B Analysis of cash and cash equivalents

	2025 £	2024 £
Total cash and cash equivalents:		
Cash at bank and in hand	1,078,832	841,754

C Analysis of change in net debt

	2024 £	Cash flows £	2025 £
Cash at bank and in hand	841,754	237,078	1,078,832
Balance at 31 March	841,754	237,078	1,078,832

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are laid out below.

Basis of preparation

These financial statements have been prepared for the year to 31 March 2025 with comparative information given in respect to the year to 31 March 2024.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant accounting policies below or the notes to these financial statements.

The financial statements have been prepared in accordance with the principles set out in Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements are presented in sterling and are rounded to the nearest pound.

Critical accounting estimates and areas of judgement

Preparation of the financial statements requires the trustees and management to make significant judgements and estimates.

The main judgements and estimates applied in these financial statements relate to:

- ◆ estimating the useful economic life of tangible fixed assets for the purposes of determining the depreciation charge; and
- ◆ estimating future income and expenditure flows for the purpose of assessing going concern (see below).

Assessment of going concern

The Trustees have assessed whether the use of the going concern assumption is appropriate in preparing these financial statements. The Trustees have made this assessment in respect to a period of at least one year from the date of approval of these financial statements.

Assessment of going concern (continued)

The Trustees accept that the financial position of the charity needs improving, and the amount of general funds is at the lower end of the reserves policy, at approximately 3.69 months' expenditure. The Trustees know that the next few years will be challenging. There is a need to ensure that the charity continues to improve its processes and controls with a view to fulfilling the requirements of the Care Quality Commission, thereby retaining the confidence of Westminster City Council, and demonstrating that it can continue to deliver a quality domiciliary care service. This will need to be done alongside the requirement for VCP to continue to implement robust and careful budgeting and monitoring of cash flow.

The financial performance of the charity is dependent on it being able to meet consistently the targets set out within its contractual agreement with Westminster City Council and on the funding climate for care services generally. In particular, the charity's finances are impacted directly by the number of service users referred or transferred to it by Westminster City Council and on the contract price paid. However, if VCP can continue to retain its "Good" CQC rating, the Trustees remain cautiously optimistic that the charity can meet the challenges presented and slowly build up its level of free reserves over time.

The Trustees are of the opinion that VCP will have sufficient resources to meet its liabilities as they fall due, and that the charity is a going concern.

Income recognition

Income is recognised in the year in which the charitable company is entitled to receipt and the amount can be measured with reasonable certainty and it is probable that the income will be received. Income comprises donations, legacies and fees receivable for home care visiting services.

Donations and grants are recognised when the charity has confirmation of both the amount and settlement date. In the event of donations and/or grants pledged but not received, the amount is accrued for where the receipt is considered probable. In the event that a donation or grant is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity, and it is probable that those conditions will be fulfilled in the reporting year.

In accordance with the Charities SORP FRS 102 volunteer time is not recognised.

Fees receivable for home care visiting services are accounted for on an accrual's basis. Income is recognised at fair value when the charity becomes entitled to the funds under its contractual agreements. Where the charity has subcontracted an element of the services, the amounts subcontracted for are recognised as income, with corresponding costs for the subcontractor, where the charity is acting as principal. Where the charity does not have exposure to the risks and rewards associated with this delivery, the charity only recognises the management fee it earns for facilitating the arrangement. The charity considers the substance of the arrangement over its legal form when determining which treatment is most appropriate.

Expenditure recognition

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to make a payment 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.

All expenditure is accounted for on an accruals basis and relates to furthering the charitable purposes of the charity through the provision of a home care visiting service.

Governance costs are associated with the governance arrangements of the charitable company and include audit costs and the necessary legal procedures for compliance with the statutory requirements.

All expenditure is stated inclusive of irrecoverable VAT.

Tangible fixed assets

All assets with an expected useful life exceeding one year are capitalised.

Computer equipment

Expenditure on the purchase of computer equipment is capitalised and depreciated on a straight-line basis over a four-year period.

Furniture and fittings

Expenditure on the purchase and replacement of furniture and fittings is capitalised and depreciated on a straight-line basis over a four-year period.

Debtors

Debtors are recognised at their settlement amount, less any provision for non-recoverability. Prepayments are valued at the amount prepaid. They have been discounted to the present value of the future cash receipt where such discounting is material.

Cash at bank and in hand

Cash at bank and in hand represents such accounts and instruments that are available on demand or have a maturity of less than three months from the date of acquisition. Deposits for more than three months but less than one year have been disclosed as short-term deposits. Cash placed on deposit for more than one year is disclosed as a fixed asset investment.

Creditors and provisions

Creditors and provisions 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. Creditors and provisions are recognised at the amount the charity anticipates it will pay to settle the debt. They have been discounted to the present value of the future cash payment where such discounting is material.

Fund structure

General funds represent those monies which are freely available for application towards achieving any charitable purpose that falls within the charitable company's charitable objects.

Restricted funds comprise monies received for, or their use restricted to, a specific purpose, or contributions subject to donor/funder-imposed conditions.

Leased assets

Rentals applicable to operating leases where substantially all the benefits and risks of ownership remain with the lessor are charged to the statement of financial activities on a straight-line basis over the term of the lease.

Pension contributions

Contributions in respect to the defined contribution pension scheme are charged to the statement of financial activities when they are payable to the scheme. Contributions are restricted to the contributions disclosed in note 4. There were £11,353 outstanding contributions at the year-end (2024 – £10,069). The charity has no liability beyond making its contributions and paying across the deductions for the employees' contributions.

1 Income from: Donations and grants

	Unrestricted funds £	Restricted funds £	2025 Total funds £	Unrestricted funds £	Restricted funds £	2024 Total funds £
Donations		8,000	8,000			
. Westminster Foundation	—	—	—	—	10,684	10,684
. Other				—	—	—
Grants						
. Westminster City Council - MSIF	—	228,640	228,640	—	91,359	91,359
Total funds		236,640	236,640	—	102,043	102,043

2 Expenditure on: Provision of a home care visiting service

	Unrestricted funds £	Restricted funds £	2025 Total funds £	Unrestricted funds £	Restricted funds £	2024 Total funds £
Staff costs (note 4)	2,875,059	236,640	3,103,699	2,493,414	91,359	2,584,773
Other staff related costs	28,362	—	28,362	56,235	6,662	62,897
Premises costs	83,220	—	83,220	83,192	10,684	93,876
Welfare costs	30,298	—	30,298	25,638	—	25,638
Management and support systems	41,588	—	41,588	44,943	—	44,943
Governance costs (note 3)	11,700	—	11,700	7,872	—	7,872
Office and other costs	106,361	—	106,361	73,802	—	73,802
Total funds	3,176,588	236,640	3,405,228	2,785,096	108,705	2,893,801

3 Governance

	Unrestricted	
	2025 Total funds £	2024 Total funds £
Auditor's remuneration	11,700	7,872

4 Staff costs and remuneration of key management personnel

	2025 Total funds £	2024 Total funds £
Staff costs during the year were as follows:		
Wages and salaries	2,798,933	2,347,721
Social security costs	259,814	198,268
Pension costs	44,952	38,784
	3,103,699	2,584,773

The average number of employees during the year was **104** (2024 – 104).

One employee earned £60,000-£70,000 per annum (including taxable benefits but excluding employer's pension contributions) during the year to 31 March 2025 (2024 – no employees earned over £60,000).

4 Staff costs and remuneration of key management personnel (continued)

During the year, the key management personnel of the charity in charge of directing and controlling, running, and operating the charity on a day-to-day basis comprised the Trustees, and the CEO whose job includes Registered Manager. The total remuneration (including taxable benefits and employer's pension contributions) of key management personnel for the year was £74,352 (2024 - £62,171).

5 Trustees' remuneration

None of the Trustees received remuneration in respect of their services during the year (2024 - £nil). No Trustee received reimbursement of expenses during the year (2024 - £nil).

6 Net income (expenditure) and net movement in funds

	2025 Total funds £	2024 Total funds £
This is stated after charging:		
Staff costs (note 4)	3,103,699	2,584,773
Depreciation (note 8)	5,045	5,465
Operating lease charges	89,797	98,642
Auditor's remuneration		
. Statutory audit	11,700	7,140

7 Taxation

Vincentian Care Plus is a registered charitable company and, therefore, is not liable to income tax or corporation tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

8 Tangible assets

	Computer equipment £	Furniture and fittings £	Total £
Cost			
At 1 April 2024	19,938	1,922	21,860
Additions	2,324	—	2,324
On disposal			
At 31 March 2025	22,262	1,922	24,184
Depreciation			
At 1 April 2024	9,406	1,104	10,510
Charge for the year	4,564	481	5,045
On disposal			
At 31 March 2025	13,970	1,585	15,555
Net book values			
At 31 March 2025	8,292	337	8,629
At 31 March 2024	10,532	818	11,350

9 Debtors

	2025 £	2024 £
Fees receivable	157,564	134,170
Other debtors	1,283	2,383
	158,847	136,553

10 Creditors: amounts falling due within one year

	2025 £	2024 £
Wages, social security and other taxes	188,002	169,810
Sundry creditors and accruals	14,568	12,546
	202,570	182,356

11 Restricted funds

The income funds of the charity include the following restricted funds comprising the following unexpended balances of donations and grants held on trust to be applied for specific purposes:

	At 1 April 2024 £	Income £	Expenditure £	At 31 March 2025 £
Staff costs fund	—	228,640	(228,640)	—
	—	228,640	(228,640)	—

	At 1 April 2023 £	Income £	Expenditure £	At 31 March 2024 £
Rent fund	—	10,684	(10,684)	—
Staff costs fund	—	91,359	(91,359)	—
Migrant sponsorship fund	6,662	—	(6,662)	—
	6,662	102,043	(108,705)	—

- ◆ **Rent fund** – Represents a grant given by Westminster Foundation to help with the rent costs.
- ◆ **Staff costs fund** – represents the donation received from the Westminster City Council to be used for staff costs.
- ◆ **Migrant sponsorship fund** – Represents grants awarded to recruit overseas care workers

12 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	2025 Total funds £
Fixed assets	8,629	—	8,629
Current assets	1,237,679	—	1,237,679
Creditors: Amounts falling due within one year	(202,570)	—	(202,570)
	1,043,738	—	1,043,738

	Unrestricted funds £	Restricted funds £	2024 Total funds £
Fixed assets	11,350	—	11,350
Current assets	978,307	—	978,307
Creditors: Amounts falling due within one year	(182,356)	—	(182,356)
	807,301	—	807,301

13 Liability of member

The charitable company is constituted as a company limited by guarantee. In the event of the charitable company being wound up the company's member would be required to contribute an amount not exceeding £1.

14 Operating lease commitments

At 31 March 2025, the charity had the following future minimum commitments under non-cancellable operating leases in respect to land and buildings:

	2025 £	2024 £
Amounts payable:		
. Within one year	66,654	66,654
. Within one to two years	49,990	66,654
. Within two to five years	—	49,990
	116,644	183,298

At 31 March 2025, the charity had the following future minimum commitments under non-cancellable operating leases in respect to office equipment:

	2025 £	2024 £
Amounts payable:		
. Within one year	2,392	14,352
. Within one to two years	—	3,588
. Within two to five years	—	—
Total	2,392	17,940

15 Related party transactions and parent undertaking

A donation of £8,000 was received from the Daughters of Charity of St Vincent De Paul during the financial year for the Healthy4Longer project. This amount was fully utilised for the intended purpose.

There were no other related party transactions (2024 – none).

Vincentian Care Plus is a subsidiary of the Daughters of Charity of St Vincent De Paul Services, which prepares group accounts, including Vincentian Care Plus. The Daughters of Charity of St Vincent de Paul Services, a registered charity (Charity Registration Number 1149326) and a company limited by guarantee (Company Registration Number 07638065 (England and Wales)) is considered the ultimate controlling party of Vincentian Care Plus, as it is its sole member. This Control is normally exercised by the appointment of Trustees. Should the subsidiary drift away from its core mission, Daughters of Charity of St Vincent de Paul Services has the power also to remove the Trustees of the subsidiary.

The registered office address of the Daughters of Charity of St Vincent De Paul Services is St Vincent's Centre, Carlisle Place, London, SW1P 1NL. The group accounts of the Daughters of Charity of St Vincent de Paul Services can be obtained from the registered office address. The principal purposes and activities of the Daughters of Charity of St Vincent de Paul Services are to safeguard and deepen the Vincentian character of, and provide support to, the charities within the group, including Vincentian Care Plus.

16 Agency arrangements

The below table details the fees receivable for home care visiting services where the charity has acted as agent rather than principal but has been administratively responsible for the provision:

	2025 £	2024 £
Balance owed to providers at 1 April	—	—
Add: Funds received as agent	804,691	797,054
Less: funds disbursed as agent	(780,550)	(773,142)
Less: management fee receivable	(24,141)	(23,912)
Balance owed to providers at 31 March	—	—