CARE NETWORK (BLACKBURN WITH DARWEN) LTD

England & Wales · Charity number 1123032

Details

Status	Registered
Legal form	Charitable company
Company number	06216427
Registered	2008-03-03
Register	View on the Charity Commission register

Contact

Address	Spiral Heights Second Floor Blackburn Central Library Town Hall Street Blackburn LANCASHI
Phone	07779780373
Email	james.hadleigh@carenetwork.org.uk
Website	www.carenetwork.org.uk

Activities

Objects: THE OBJECTS OF THE COMPANY SHALL BE TO PROVIDE SUPPORT TO VULNERABLE PEOPLE AND THEIR CARERS RESIDING IN THE LOCAL AUTHORITY DISTRICT OF BLACKBURN WITH DARWEN AND SURROUNDING AREAS ("THE AREA OF BENEFIT") WITHOUT DISTINCTION OF AGE, SEX, SEXUAL ORIENTATION, RACE OR POLITICAL, RELIGIOUS OR OTHER OPINIONS BY PROVIDING ACCESS TO A NETWORK OF QUALITY APPROVED, AFFORDABLE, DAY-TO-DAY SUPPORT SERVICES IN AN EFFORT TO PROMOTE AND FOSTER THE PRINCIPLES OF INDEPENDENT LIVING, IMPROVED SELF-ESTEEM AND NURTURE CONFIDENCE AMONGST SAID PERSONS SO THAT THEY CAN PARTICIPATE MORE FULLY IN SOCIETY AND SO THAT THEIR CONDITIONS OF LIFE MAY BE IMPROVED.

Activities: Care Network supports vulnerable people in Blackburn with Darwen to live independently by referring them onto a range of quality assured services inc. information and advice and home maintenance services (through our safe trader scheme), a range of health and wellbeing services provided locally through our Hub service and through the delivery of our volunteer and disability support schemes.

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Classification

- **How:** Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Disability
- **Who:** Elderly/old People, People With Disabilities, Other Defined Groups

Geography

- **Area of benefit:** LOCAL AUTHORITY DISTRICT OF BLACKBURN WITH DARWEN AND SURROUNDING AREAS
- Blackburn With Darwen

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£818,688	£777,027	£446,953	15
2024-03-31	£692,949	£704,457	£420,648	15
2023-03-31	£5,798	£628,582	£432,156	14
2022-03-31	£641,368	£519,132	£292,049	12
2021-03-31	£425,266	£390,528	-	-

Trustees

Name	Role	Appointed
Stephen Tingle	Chair	2017-11-13
Alan William Pickup		2019-11-11
Erika Joyce Holmes		2018-11-13
Jeremy Garth Hodgkinson		
Katie Mares		2025-11-10
Martin David Rouse		2025-03-17
Muhammad Mizan		2022-11-14
Paul Michael Schofield		2025-11-10
Victoria Shepherd		2013-10-14

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CARE NETWORK (BLACKBURN WITH DARWEN) LTD

England & Wales - Charity number 1123032

Accounts

Care Network

(Blackburn with Darwen) LTD

Annual Report 2024/25



SUPPORTING HEALTH & WELLBEING
For informed, resilient & healthy

NURTURING HEALTHY HOMES
For independent & safe living across BwD

EMPOWERING OUR COMMUNITY
Raising awareness & making voices heard

For informed, empowered, resilient, independent and healthy individuals and communities in Blackburn with Darwen (and surrounding areas).

Company No. 06216427
Charity No. 1123032



MAKING A REAL DIFFERENCE TO PEOPLE'S LIVES

A message from our Chief Executive and Chair

Welcome to our Annual Review for 2024/25, which aims to provide a summary of the work that Care Network has undertaken during the year and the impact it has had on local residents.

This Annual Report is meant to give a flavour of our work in 2024/25. It in no way covers all of the details of what we actually delivered and achieved during the year.

It has been yet another busy and challenging year for Care Network, which saw us continue to increase our support for people experiencing cost of living challenges, whilst maintaining our core service offer.

Our work around learning disability and autism grows from strength to strength with ever increasing numbers of people attending our board meetings and our Hear Us Heroes work has paid off with us securing 3 year funding from the Community Fund to deliver a range of meaningful volunteering activities for the local disabled communities.

As a true network, we continue to work closely with a range of partners (80 local businesses are now on our Safe Trader Scheme), public sector partners through our involvement with the Integrated Neighbourhood Teams and Primary Care Networks and with our many Voluntary, Community, Faith and Social Enterprise (VCFSE) partners who we work closely with across the borough. I am also now

a board member on the newly formed BwD Community Network and this is already developing into a real vehicle for change for the sector locally.

We are grateful for the support from our funders and donors who provide vital resources to enable us to continue to support more local residents, and we also continually seek to diversify and expand our income generation activities to support our organisational sustainability.

One final highlight for me this last year was when we were asked to nominate a couple of our staff members to attend the Royal Garden Party in May 2024. Both Sue and Michelle, who represented Care Network at the palace, had a day to remember. They both fully deserved their day out.

James Hadleigh – Chief Executive

I am pleased to present this year's Annual Review. Care Network (Blackburn with Darwen) continues to provide charitable services to an increasing number of vulnerable residents in the community, despite having to contend with rising inflation and the cost of living crisis.

We continue to provide a range of quality services that support local residents to improve and maintain their health and wellbeing and to remain independent in their own homes for longer.

All of our services are highly regarded by both the people who use them and local partners, which has been backed up by the fantastic feedback that we get from customers and partners regularly.

As ever, we are extremely grateful for all the financial support from our many donors and funders, as well as Blackburn with Darwen Borough Council, with whom we have very important contracts.

The contributions of both our staff and volunteers at Care Network are humbling and they should be widely recognised as key to our continued positive impact on the lives of the local community.

On behalf of the board of Trustees, I would like to congratulate all the staff and volunteers for their dedication and desire to continue to support local residents in Blackburn with Darwen.

With best wishes,

Steve Tingle – Chair

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ADMINISTRATIVE INFORMATION

Trustees:	Stephen Tingle (Chair) Ian Bell Jeremy Garth Hodgkinson Erika Holmes Muhammad Mizan Alan Pickup Martin Rouse start date – March 17th 2025 Victoria Shepherd
Registered Charity Address:	Spiral Heights Second Floor Blackburn Central Library Town Hall Street Blackburn BB2 1AG
Registered Charity No:	1123032
Company No:	06216427
Operating Address:	Care Network Hub 9 Town Hall Street Blackburn BB2 1AG
Bankers:	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling ME19 4JQ
Accountant:	Beyond Profit Ltd Bolton Arena Arena Approach Horwich Bolton BL6 6LB
Independent Examiner:	It Doesn't Have to Cost the Earth 47 St Dunstans Close Worcester WR5 2AJ

TRUSTEES' ANNUAL REPORT INCLUDING THE DIRECTORS' REPORT

The Trustees present their report and the unaudited financial statements for the year ended 31 March 2025. Included within the Trustees' report is the directors' report as required by company law.

The reference and administrative information set out on page 4 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Care Network (Blackburn with Darwen) Ltd is a Charitable Company with the Charity Registration Number 1123032 and a Company Number 06216427. The governing document of the charity is the memorandum and articles of association dated 17 April 2007, as amended by special resolution on 26th August 2015.

The Directors of the company are also Charity Trustees for the purpose of charity law. All those persons appointed to perform the duties of Directors of the Company are referred to as the Board of Trustees and each member has undertaken to contribute the sum of £1 in the event of the company being insolvent on winding up. The total number of guarantees as of 31st March 2025 was 8 (2024: 7).

The Board of Trustees is responsible for the overall governance, management and control of the charity, working with the Care Network Chief Executive on strategic and operational development. Decisions about day-to-day operation are taken by the Care Network Chief Executive, and decisions on matters with significant implications are brought to the Board of Trustees.

Recruitment and appointment of Trustees

The appointment of members of the Board of Trustees is reviewed every year using procedures set out by the Board of Trustees. The board seeks to appoint new Trustees to maintain a broad skill mix appropriate to the work of the charity; nominations are sought and are appointed at board meetings. There were 4 regular board meetings during the year, with an additional strategic planning meeting also held.

Induction and Training of Trustees

All new Trustees receive induction training, which is tailored to the specific needs of the individual and includes meetings and discussions with the Care Network Chief Executive, a copy of the organisation's business plan and any relevant past board papers.

Committees of The Board

The Trustee Board delegates areas of oversight to one board committee, being the Finance Sub-Group. This committee has Terms of Reference which are reviewed regularly and reports key issues to the Trustee Board.

The Finance Sub Group currently comprises Erika Holmes (Chair) and Vicky Shepherd. The Group addresses all financial issues to enable the Charity to achieve its financial objectives, to comply with governance and encompass risk management. The group meets on average once every quarter with both the Chief Executive and the outsourced finance provider in attendance.

Charity Governance Code

Care Network continues to keep our governance under regular review at our board meetings with a focus on succession being important to us.

Having completed the Charity Commission's Good Governance Code which we do annually, we continue to use it as a tool for continuous improvement towards the highest standards. Addressing the seven principles which make up the Code, we believe that we are in a strong position.

We have covered all the areas in the Code and this was signed off at our February board meeting. Trustees agreed that it would be good practice to continue to review the Code annually.

OBJECTIVES AND ACTIVITIES FOR THE PUBLIC BENEFIT

The object of the charity is to provide support to vulnerable people and their carers residing in the local authority district of Blackburn with Darwen and surrounding areas ("the area of benefit") without distinction of age, sex, sexual orientation, race or political, religious or other opinions by providing access to a network of quality approved, affordable, day-to-day support services in an effort to promote and foster the principles of independent living, improved self-esteem and nurture confidence amongst said persons so that they can participate more fully in society and so that their conditions of life may be improved.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission’s general guidance on public benefit when reviewing the charity’s aims and objectives and in planning future activities.

VISION, MISSION AND VALUES



CARE NETWORK'S AIMS AND OBJECTIVES

Trustees and staff review and update the charity's business plan annually. We agreed that the following strategic priorities still remained pertinent for the next 2 years.

1. We will maintain and improve our quality assured service offers, making them more efficient and effective.

2. We will continually review our services to ensure that our offer is consistent and effective and that we meet our customers' and partners' needs (both current and future).

3. We will continue to develop and strengthen our collaborative working with a broader range of partner agencies.

4. We will ensure that our workforce (staff, volunteers, providers and Trustees) feels happy, fulfilled, valued, safe and well supported.

5. We will become even more sustainable and effective.

Our strategic plan also links into our updated operational workplan which outlines workplan priorities for all our staff and which is RAG (red, amber, green) rated quarterly for each board report.

The following covers our main areas of operation and development:

1 **CENTRAL POINT OF ACCESS** - to be the central hub for all, providing information and access to relevant health and wellbeing options so that people can make informed choices about their lives.

- Through maintaining the current service provision and increasing the number of new customers using the service.
- Through expanding and improving the range and quality of partners and their offers at the centre, ensuring that we are embedded as THE central information hub in BwD.
- Through maintaining and improving the quality of the service, we are achieving very high levels of customer and partner satisfaction.

2 **HOME IMPROVEMENT AGENCY (HIA)** - to fulfil our potential as an innovative home improvement agency, ensuring that people are safe, healthy and independent in their homes.

- Through researching into and developing the HIA model, identifying areas for development opportunities.
- Through supporting, developing and growing the Safe Trader scheme.
- Through providing a quality helpdesk service, so that more customers can access our HIA services.

3 **COMMUNITY CONNECTIONS** - to improve resilience of individuals and communities, through prevention and early action via a coordinated, holistic approach and joined up locality partnership working.

- Through developing a robust model which pulls together services to support people with multiple needs.
- Through identifying vulnerable citizens and improving their resilience through targeted support and by developing a strong presence in the community.
- Through modelling an effective and flexible single point of access and developing a framework for measuring the impact of our work.

4 **SUSTAINABILITY** - to ensure the long-term sustainable development of the charity.

- Through developing a more secure funding base for Care Network's long-term future.
- Through improved management, development and delivery of Care Network activities.
- Through developing a better understanding of the value of the work that Care Network undertakes.
- Through good governance of the charity, by increasing skills and sector representation on the board.
- Through being better able to potentially upscale and to respond to future commissions and opportunities, e.g. around bidding for future contracts and building partnerships with existing agencies.

ACTIVITIES

In order to achieve the aforementioned priorities, Care Network carries out a range of activities which enable informed, empowered, resilient, independent and healthy individuals and communities locally.



Currently, this is done in three key strategic areas of operation:

- Central Point of Access - Care Network Hub service
- Home Improvement Agency development
- Community Connections

CONTRACTS:

The Central Point of Access (CPA) contract is part of the wider local Voluntary, Community and Faith Sector (VCFS) commission from Blackburn with Darwen Borough Council (BwD BC) - Helping People to Keep Happy, Healthy and Well. This covers work undertaken through our Care Network Hub offer (information and signposting) and also our Safe Trader Scheme (under the Home Improvement Agency strand).

Funding has also come from BwD Borough Council for the continued delivery of the following contracts:

- Learning Disability/Autism Partnership Boards
- Healthy Homes (including the Memory Matters) project
- Child safety gates provision for the Healthy Homes project
- Disabled Facilities Grant pilot project

GRANTS:

This year saw us access funding from the following range of sources:

- Eric Wright Charitable Trust – for raising the profile of the service, especially through digital reach and developing our social media offer.
- Cadent Foundation/Charities Trust for the Happy and Healthy at Home project and also for the Winter Support Fund.
- Foundations Independent Living Trust (FILT) and Gas Safe Charity for the Warm & Safe Fund for gas safety checks for elderly and vulnerable customers.
- Spring North - UEC Darwen Falls Project.
- Spring North – Holiday Activities Fund.
- BwD BC - Hospital Discharge Fund.

- BwD BC - Household Support Fund.
- BwD BC – Healthy Homes MOT Booklets.

ACHIEVEMENTS AND PERFORMANCE

1. CENTRAL POINT OF ACCESS

CARE NETWORK HUB

The Care Network Hub is an active partnership of local citizens and a range of service providers alongside community groups and the local authority. The service provides information, advice and advocacy as well as links to a range of community-based services and support. It caters for citizens of all ages and their families who need assistance to remain independent within their local community.

For people not eligible for adult care services, the service provides effective delivery of one-to-one information, advice and signposting into alternative low-level community based preventative services. The service also provides opportunities for people from different backgrounds to come together and take part in social/learning/training initiatives through the numerous groups that we host at the Hub. Due to reasons beyond our control, we had to vacate our Hub premises at the end of 2024 and we relocated our Hub offer to the library. Whilst this brought about some initial difficulties with bedding in and adjusting our offer to local residents, we have continued to provide a valuable service locally as more people hear about the quality service we provide. A downside to the move, however, is that we lost a number of valuable partners who used the Hub to deliver their particular offers.

The following table shows figures for the service:

Central Point of Access	2024-25	% difference from previous year (2023/24)
Footfall – partner and group activities	5,462	+37.1%
Customers using CN Hub (inc. HSF Fuel)	3,826	+12.5%
New customers (inc. HSF Fuel)	2,141	-2.1%
Referrals received (inc. HSF Fuel)	4,685	+20.1%
Signposts and referrals made to partners	5,690	+23.3%

Once again, footfall (for group activities) has risen significantly over the last 12 months. We relocated all our groups to the Geddes Room, a new venue in Blackburn Central Library, in January and are pleased to report that these have all gone from strength to strength, as can be seen in the increase in footfall above.

There has also been a significant increase in the number of onward signposts and referrals made on behalf of our customers to other partners and organisations, suggesting that the issues faced by some customers are more complex and require support from more than one partner/organisation.

The slight reduction in new customers is partly due to the repeat customers who have used our information and signposting service previously under HSF and the repeat requests for food parcels for customers who are already registered on our database.

2 HOME IMPROVEMENT AGENCY

HEALTHY HOMES PROJECT

The Healthy Homes project has just finished the second year of our new 3-year contract with the council. The service continues to support and add value to our aspiration to become an innovative Home Improvement Agency (as outlined in our Business Plan).



The purpose of this service is to reduce health harms associated with housing through the provision of both universal and targeted approaches to improving health via the home.

This service offers a 'health from home' single point of access and a one-stop shop that provides:

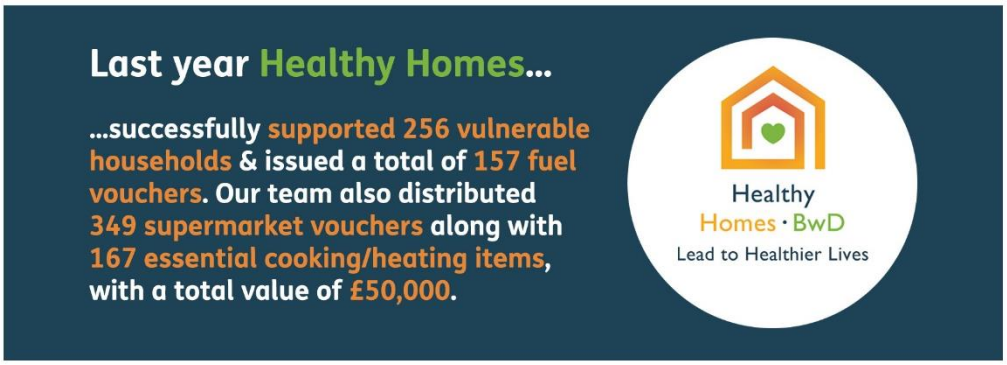
- Advice, information and signposting with the aim of improving health via the home.
- Targeted approaches for the most vulnerable or at-risk groups including healthy homes assessment and access to handyperson services.

Project staff continue to attend and play an important role in the local Integrated Neighbourhood Team (INT) structure that is evolving across the borough, which facilitates closer partnership working with a range of partners.

Healthy Homes	2024-25	Difference from previous years (2023/24)
Number of referrals received	1,414	906 (+56%)
Number of customers supported	1,294	740 (+74%)
Signposts and referrals made to partners	1,006	535 (+88%)

The significant increase in the number of referrals, customers and onward referrals and signposts during 2024/25 compared with last year is due to the extra funded projects that we have delivered this year, including the UEC Darwen Falls Project, the Cadent Winter Support Fund, the Hospital Discharge Funding and Household Support Funding.

For the second year running, we have worked in partnership with the **Cadent Foundation** to deliver the **Winter Support Fund** to support vulnerable households with emergency fuel and supermarket vouchers and the provision of essential items for cooking and to enable residents to keep themselves warm over the winter months.



We have also been able to support local residents with their fuel bills and with boiler servicing and repairs through the local **Household Support Fund**.

During 2024/25, we partnered with Age UK Blackburn with Darwen to deliver the Urgent and Emergency Care funded **Darwen Falls Project,** which supported people over 65 living in Darwen to prevent or reduce the risk of having a fall.

- **15 residents benefited** from funding for measures within their homes to reduce the risk of slips, trips and falls in and around their homes.
- **33 Home Visits to residents were carried out by** our Healthy Homes Officer, which included a Healthy Homes Assessment and room by room hazard assessment to identify risks, along with advice on how to reduce any risks.

In partnership with the Hospital Discharge Team and BwD Independent Living Service, we have administered the **Hospital Discharge Fund** to ensure that patients can be discharged in a timely manner to their own homes, which are safe, warm and accessible. Since the project began in

October 2024, we have supported **19** patients to return home safely following discharge from hospital.

Working with BwD Independent Living Team we have continued to deliver a project that is funded by **DFG (Disabled Facilities Grant) Discretionary Funding** to help vulnerable residents, identified by the Occupational Therapists and the Housing Officer from Independent Living Service, to keep their homes dry and safe or help with relocation costs if their existing home cannot be adapted.

Completed during 2024/25

- **Dry Homes Grant** - 28 households supported **(£15,223)**
- **Safe Homes Grant** - 160 households supported **(£92,085)**
- **Relocation Grants** - 27 households supported **(£52,439)**

In addition to the above, we have also continued to deliver ongoing projects funded by the **Gas Safe Charity Fund** and **Cadent Foundation** that support vulnerable residents, who are eligible, to have gas safety checks, boilers/gas fires serviced and small essential repairs to their homes to keep them dry and warm.

SAFE TRADER SCHEME

Our Safe Trader scheme supports vulnerable adults and carers living in Blackburn with Darwen. We now have **80 service providers** (local businesses) covering a wide range of different service areas. All our service providers are fully qualified/experienced in the trade they provide and before being accepted onto our list of approved providers, have all undergone our comprehensive quality assurance checks.

Customer and Referral Figures	2024/25	% difference from previous year (2023/24)
Customers	2,820	-8.9%
New customers	716	-13.3%
Referrals received	3,706	-10.4%
Signposts and referrals	4,128	-13.2%

Over the last 12 months, we have noticed a gradual decrease in the number of customers who are contacting the Safe Trader Helpdesk. We believe that this is partly due to the financial pressures people are facing with the increased cost of living, resulting in customers only having essential repairs and improvements carried out.

A new marketing campaign is planned for 2025 to encourage customers to use our Safe Trader Scheme. This will include social media as well as more traditional marketing methods to ensure we reach residents who are not digitally active.

Providers:

This area of our provision has really grown, as shown in the graphic below:



16 full provider reviews were completed and **39 follow up calls on new providers were undertaken** during the year, underlying our commitment to quality assurance on our Safe Trader Scheme.

A conservative estimate for the amount of business generated for our providers (small local businesses) in our Safe Trader Scheme **amounts to £976,829** over the last 12 months. This is **an increase of £14,455 (1.5%) on 2023/24 figures** and a **56% increase over the last 10 years**.



MARKETING

Marketing continues to be an important part of us getting the Care Network message out to new customers and reminding existing customers of the new services that we have to offer. As well as employing the traditional methods of marketing; leaflets and flyers, etc, we are now looking to up our game digitally when it comes to marketing our services.

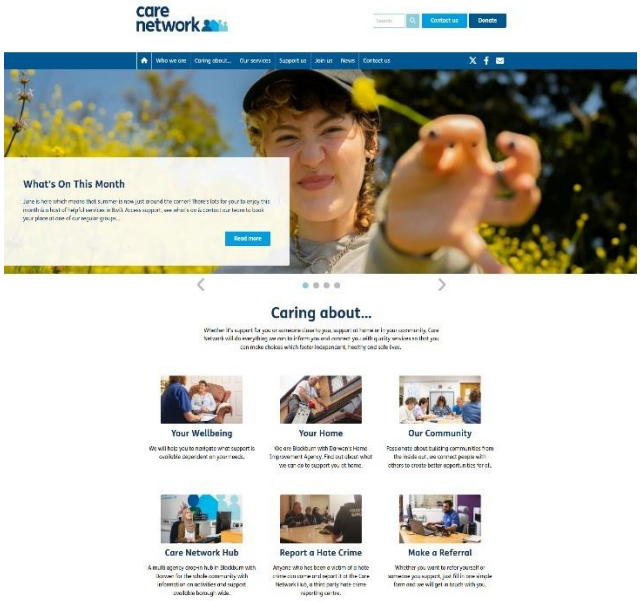
Website

We continually strive to enhance the overall feel of our website by better representing our audiences, services, and our Safe Traders.

There have been several new pages introduced to our website and fresh content such as news stories, achievements, graphics, new service and group information resources, announcements, and previews from behind the scenes.

We have increased the number of links between our pages and social media profiles, making online navigation as smooth and accessible as possible for our customers.

New video and imagery have been consistently added to the website over the last 12 months, helping to keep our online presence looking fresh, modern, engaging and relevant.



It is fantastic to see multiple areas of growth in our website performance over the last 12 months, with multiple metrics reaching over a **40% increase**!

The layout on our homepage is constantly updated to ensure that navigation is clear and more user friendly and we better utilise our homepage banner to promote current events, services, and news.

The Care Network website continues to be a vital tool in our marketing strategy. We have further navigational updates planned for the upcoming months and look forward to being able to draw comparisons in our next annual report.

E-Bulletins



Over the course of the last year, we sent a total of **12 email campaigns** to our mailing list.

We also sent one additional 'stand-alone' campaign in May 2024 to support our recruitment efforts. Interestingly, this campaign achieved our **highest ever open rate at 40%**.

Each bulletin highlights our services, news, seasonal updates, as well as awareness days, mental health, wellbeing, local information, and signposting.

Social Media

This last year has produced an enormous amount of growth for our social channels, particularly from our marketing efforts on Facebook.



On these channels, our content focus is on the support we offer for those with Learning Disabilities, Autism and Neurodiverse Conditions in the borough, along with team and customer updates that our audiences appear to be most engaged with.

We have now reached **over 1,000 total followers** - always a significant milestone on socials.

Funding from the **Eric Wright Charitable Foundation** enabled us to undertake these wider engagement activities, helping us to increase our reach and to be better able to reach those residents who are not aware of our services and who could benefit from them - we know that we are still not reaching a great number of local residents that could benefit from our services and it is in this area that we would like to develop our future activities.

COMPLIMENTS – 2024/25

We received **286 compliments** from customers, **117 for our providers** and **169 for our helpdesk staff**.

COMPLAINTS - 2024/25

We received 6 complaints, which were all resolved. A comments log is kept with every comment being followed up by telephone and the outcome is logged so that any recurring issues can be identified and tackled with the relevant provider.

3 COMMUNITY CONNECTIONS

LEARNING DISABILITY PARTNERSHIP BOARD (LDPB) AND THE AUTISM PARTNERSHIP BOARD

Care Network continued to deliver the LDPB and to support the delivery of the Autism Partnership Board. Each of these boards met bi-monthly and focused on issues affecting the local learning disability and autism communities. Both boards continued to progress steadily over the last 12 months, with both continuing to grow in numbers and diversity. The boards also continue to have new members attending, with **235 attendees** at our 6 Learning Disability Partnership Boards and **219 attendees** at our **6 Autism Partnership Boards** over the year.

The purpose of the Learning Disability Partnership Board is to provide a framework for partnership working. The board will bring people with learning disabilities and their carers together with service planners and providers from the public, private and voluntary sectors and the wider community to develop services that meet the needs of people with a learning disability in the borough.

The Learning Disability and Autism partnership boards continue to make good progress and the boards' profile continues to be raised with more requests for information being received about what services are available. We are seeing an increased demand from people with lived experience of a Learning Disability and/or Autism, with or without a diagnosis.

We also completed a review of our five-year strategy, **'The Big Plan'** for the borough. We consulted with 74 members across both boards, as well as with our Hear Us Heroes group, as to what was important to them under each of the new sub group headings.

LIVING WELL, BEING SAFE AND KEEPING HEALTHY

We wanted to prioritise the top 3 for each sub group so that we can focus on these areas over the next 12 months. The feedback was as follows:

Living Well

1. Meaningful activities
2. Life skills and training
3. Jobs and volunteering opportunities

Being Safe

1. Feeling safe in the community / safe places to go to
2. Training professionals about disability/workforce development
3. Transport

Keeping Healthy

1. Good information and communication
2. GP and hospital visits
3. Annual health checks

Delivering the plan through these 3 new sub groups will continue to be the main focus of our work over the coming 12 months.

The Hear Us Heroes group continued to meet every month (we had **392 local residents** with a learning disability, autism or neurodiversity attending these groups over the 12 months).

Members of the group come along to discuss issues affecting them and also act as a sounding board for professionals in specific areas. Council staff and health colleagues have been invited to find out what people with lived experience, their parents and carers think is important to improve the lives of people living in Blackburn with Darwen with Learning Disability and/or Autism.

We were successful in securing 3-year funding from the Community Fund to really drive this offer forward and to encourage co-production and enable these residents to really have their voices heard.

VOLUNTEERING

Our volunteering offer remained limited this year (12 active volunteers) as we had few resources to deliver volunteer opportunities. We have, however, continued to support the following groups through our volunteer offer at Care Network:

Relax and Chat - *ongoing and twice weekly.*



These groups are always busy and each week we attract around **40 people over our two Friday sessions**.

Whether it be bingo or pebble painting, these groups enable people to come along to have some fun, have a chat and make new friendships.

Resolve – *ongoing*

This is an established disability hate crime peer support group where local disabled residents come together to support each other and develop friendships with one another.



Resolve is a warm and welcoming group focused on building community connections and resilience. Especially tailored for individuals with learning disabilities and autism, the group also hosts regular guest speakers from support services across the area.

Resolve meets every Wednesday afternoon. Group numbers are regularly **around the 18 – 20 mark**.

Board Games group - *ongoing*

Our **Board Games Group** is a relaxed and fun session designed for anyone in the community looking to meet new people, combat isolation, or simply enjoy some friendly competition. Many of our members live with learning disabilities, autism, or are neurodiverse, but everyone is welcome.

The group is held on a fortnightly basis; this group now has **around 14 regular attendees**. The group helps to reduce isolation and improve mental wellbeing for those attending, with many new friendships being made.

Just Out There Group - *ongoing*

Our **Just Out There Group** is all about getting out and enjoying the community together. Each week, the group visits local parks, exhibitions, cafes, or other interesting places. It's a friendly, supportive space where members catch up, share experiences, and explore together.



Below are some headline figures from last year:

Group	No. of Sessions (Cumulative totals)
Resolve	**48**
'Just Out There' Group	**38**
Relax and Chat x 2	**48 + 48**
Board Games Group	**24**
TOTAL:	**206**
Active volunteers	**12**
Volunteer hours	**1,314**

Based on the National Minimum Wage of £11.44 an hour, the volunteers generated a value of £15,032.16 based on the 1,314 hours above.

We have recently secured 3-year funding from the Community Fund to develop a volunteer offer for disabled residents covering a range of meaningful activities. We expect that numbers will improve dramatically over the coming year.

OTHER ACHIEVEMENTS

2024/25 was yet another busy year for us. We have continued to successfully support increasing numbers of vulnerable residents, helping to maintain and improve their health and wellbeing and their ability to live independent lives.

We have just completed the second year of our 3-year strategic plan, which will take us through to 2026. Work towards achieving the aims and objectives is very encouraging and this will help us when some of our main contracts come up for re-tender later in the year.

Our information and signposting service, together with our Safe Trader and Healthy Homes offers, continues to provide the right support and the right time for local residents and we continue to be

highly regarded by our customers and local partners. As a result of successful delivery, this contract has been extended by another year through to at least March 2026.



We continued to be a key partner in the delivery of the **Household Support Fund** (supporting residents to access fuel vouchers and support with boiler servicing and repairs) and, following the successful delivery of our Cadent Foundation (Happy and Healthy at Home) project, in October 2024, we were awarded **£50,000 from Cadent's Winter Support Fund** to support vulnerable households with fuel, food and other essential items to help them prepare hot food and keep warm.

Using the Charis platform (which allows us to deliver fast and effective help to the people who need it most), we issue fuel vouchers/cards, supermarket vouchers and essential items to households who are in receipt of a means tested benefit and are vulnerable.

Our Disabled Facilities Grant (DFG) pilot project was also a success, and this project has been extended for yet another year. Working closely with the council's Independent Living Service team, this pilot project has discretionary funding to support local residents with:

- Keeping homes healthy, dry and safe and;
- Re-Housing

This project links nicely into our existing Healthy Homes and Safe Trader Scheme offers and it is definitely an area that we want to further develop this coming year.

The Chief Executive is now a board member on the **BwD Community Network**. The network brings together all voluntary, community, faith and social enterprise organisations operating in Blackburn with Darwen to mobilise and lead collaborative efforts to achieve positive social, economic and environmental change for the residents of Blackburn with Darwen.

We also continue to attend a wide range of key strategic meetings held across the borough and staff actively participate in the Integrated Neighbourhood Teams and in the Primary Care Networks across the borough.

Trustees and senior management reviewed our performance against the Charity Governance Code and we believe that we now address all the key points outlined in the code.

Sadly, towards the end of 2024, we were told by the council that we would have to vacate our Hub premises on Town Hall Street as the council wanted these premises to provide access to Tony's Ballroom, which lies directly above. The move was not without its challenges, but working closely with our commissioners at the council, we successfully moved our Hub offer across the road to the Central Library premises, where we continue to offer group activities and a signposting and information service for local residents. It also means that we are now working much more closely with our Shelter and Age UK partners.

ECONOMIC CONTRIBUTION & IMPACT FROM THE SERVICE



Our Safe Trader Scheme **generated £976,829 worth of business** over the last 12 months.

EVALUATION OF OUR SERVICES

- We continually strive to provide the best possible service to our customers.
- We regularly evaluate our services so that we can improve our offer.

It is really pleasing to see how positive the feedback is across the board and the following demonstrates the impact that we have locally.

Care Network Hub and Safe Trader Scheme

We circulate quarterly combined user surveys to all customers using our Safe Trader scheme and Information and Signposting service during that previous quarter. Results from this questionnaire are used to assess the quality of our existing services, to understand what matters to customers when they use our services and to ask how we could widen and improve the services that we provide. It also enables us to gain a picture of how our services are received over time. This year we sent out **2,819** surveys and received **607** completed replies, a healthy **response rate of 21.5%**.

The averaged results for 2023/24 include:

The Helpdesk and our providers:

- **99.1%** stated that they were treated as an individual and were asked appropriate questions that understood their needs.
- **98.5%** were very satisfied with their experience and felt that they were directed to the appropriate provider/service.
- **95.1%** would be very likely to use Care Network services again.
- **96.9%** would recommend us to a friend.
- **96.9%** are more aware of the services that are available locally and how to access them.

Healthy Homes

We sent out customer satisfaction surveys to all generic Healthy Homes, Gas Safe, Cadent, Child Safety and Memory Matters customers on completion of our intervention. These are a mixture of paper and online text surveys, and we have a mixed level of response from each project.

Last year a total of **667** surveys were sent out and the return rate was **50.4%** (336 surveys).

The averaged results for 2023/24 include:

- **99.5%** of customers felt comfortable talking to the Healthy Homes officer.
- **99.8%** of customers felt the information and support they were given was useful.
- **95.3%** of customers feel more aware of how to keep themselves safe and warm.
- **96.0%** of customers felt that their health and wellbeing had improved as a result of using the service.
- **95.3%** of customers said that the Healthy Homes service had helped them to continue to live independently.
- **96.3%** of customers were satisfied with the overall service.

Partner Comments

In January 2025, we sent out our questionnaire to a range of partners, funders, stakeholders and providers to ask them how they felt about working with Care Network.

We received **60** responses that gave some excellent feedback about us.

All partners who completed the questionnaire gave us very positive responses about our services and our partnership working.

In terms of our relationships with partners, **98% of responses rated us as excellent or good**, the majority being excellent.

98% of partners told us that their **experience of working with Care Network was excellent or good**, the majority being excellent.

93% of partners feel that **our services are responsive and accessible** and are happy with the quality of the support we provide to them and their customers.

Below are the things that partners and stakeholders value the most about Care Network:

"Openness, transparency, empathy, caring, kind, considerate and listen to positives and negatives in making services better"

"Lovely group of people committed to making a difference"



"The commitment of the staff to go the extra mile to help those in need"

"All of the team are very responsive - they support our messaging and campaigns and we in turn support theirs. I wish all partnership working was as easy as this"

"I value Care Network's 'Can Do' attitude. They are always looking for solutions and ways to help, and have an excellent ethos of public service"

"The ability to deliver local campaigns at pace"



"The staff, lovely genuinely helpful people"

"Different support services offered depending on people's needs"

"Easy access to the services"

"Your knowledge"

PRIORITIES FOR NEXT YEAR

In line with our strategic plan, our key priorities for this coming year are:

- To continue to successfully support increasing numbers of vulnerable residents, helping to maintain and improve their health and wellbeing and their ability to live independent lives.
- To ensure all targets for funded programmes are met.
- To consolidate our role as the Central Point of Access locally and to be tender ready and successful when the new commission is launched.
- To ensure that all our offers continue to provide the right support and the right time for local residents, and we continue to be highly regarded by our customers and local partners.
- To further develop our Healthy Homes offers, we are widening the variety of support that we can offer to residents.
- To increase our presence out in the community and to further embed our role in the Integrated Neighbourhood Teams, Primary Care Networks and Social Prescribing Networks.
- To deliver a meaningful and fun volunteer offer for disabled residents through our Hear Us Heroes project.
- To further promote the interests of the local learning disability and autism communities through making sure that the Big Plan continues to be up to date and relevant and to make

sure that we build on our work undertaken regarding co-production with these communities through regular discussion and feedback sessions.

- To secure funding from a variety of other sources to generate income in new ways so that we can sustain and develop our services to meet future demand and to explore new service models/partnerships, seeking a mix of funding to drive new initiatives, both statutory and non-statutory.

- To continue to maintain and improve the quality of the service through achieving very high levels of customer and partner satisfaction and to measure the social impact of our work.

- To better promote our services to increase our reach to those local residents who could benefit from our services and to further raise our profile and increase donations from customers, providers, and local businesses.

- To continue to respond to any needs identified and reported by our helpdesks by recruiting new partners, providers and/or by supporting organisations to develop new services whilst always ensuring that our quality assurance standards are maintained.

- Partnership working will, more than ever, be crucial to our development. We will continue to work collaboratively with a range of existing partners in the borough, especially through our Hub offer and will look to develop new relationships with other providers, promoting the Hub as a local resource that people can go to for appropriate health and wellbeing support.

PRINCIPAL FUNDING SOURCES

The principal funders of the charitable company are Blackburn with Darwen Borough Council.

FINANCIAL REVIEW

Income for the year was £818,688 (2024: £692,949), representing an increase of £125,739. The majority of this increase came from restricted income. Investment income also rose by 32%, due to surplus funds being placed in a high-interest account.

Expenditure for the year was £777,027 (2024: £704,457), an increase of £72,570. This was primarily due to higher project costs, which were expected following the planned use of funds carried forward from previous years, as well as additional income received during the year. In contrast, expenditure on unrestricted funds fell, as more staffing costs were externally funded.

During 2024/25, the charity engaged a VAT adviser to review the treatment of certain income streams. The review found that incorrect VAT treatment had been applied to grant income in prior

returns, resulting in an overclaim of £12,452. Additionally, it was determined that £15,356 of VAT was irrecoverable in relation to these income streams.

The charity has assessed the impact of this and recognised a provision in the financial statements to reflect the estimated liability. The Trustees consider this a non-adjusting event, not a material prior year error. The provision reflects management's best estimate at the balance sheet date. There is no material uncertainty regarding the charity's ability to settle the liability, and HMRC has not requested any further investigation or formal disclosure.

The irrecoverable VAT is shown as an exceptional item in the accounts.

For the year, there was a net surplus of £41,661, compared to a deficit of £11,504 in the prior year. The majority of this surplus related to restricted funds.

The Trustees determined that £50,000 of unrestricted funds should be designated for IT upgrades and cyber safety, possible future moving costs and costs associated with measuring our Social Value. These amounts remain under the Trustees' discretion and may be reallocated if priorities change.

At year-end, the charity's total funds were £446,953 (2024: £420,648), of which £282,004 were unrestricted and £164,949 restricted.

RESERVES POLICY

Care Network aims to hold free reserves equivalent to three to six months of core costs. This enables the organisation to continue delivering services and meet liabilities in the event of a significant drop in income.

At year-end, the charity held £229,627 in free reserves (unrestricted funds excluding fixed assets and designated funds), which equates to approximately 6.3 months of core costs.

RISK MANAGEMENT

The Board of Trustees have responsibility for implementing a managed approach to risk management. Measures are in place to carry out annual reviews of policies, procedures and systems to mitigate the risk that the charity faces. An annual organisational risk assessment and register are also submitted to the Trustees for consideration and approval. Updated risk register and strategic planning board papers are standing agenda items and are reviewed and addressed at each Trustee Board meeting.

Key Risks - Internal control risks are minimised by the implementation of procedures for the authorisation of all financial transactions. A key element in the management of financial risk is the setting of a reserves policy.

Key risks identified from our risk register include:

- Loss of key staff
- Contract risk (our main contract is up for re-tender this year) and increased competition for contracts and grants.
- Lack of resources to respond to needs and (new) demands on services

- Information Governance and data protection
- Inadequate budgetary control and financial reporting
- Risks associated with the cost of living crisis

TRUSTEES' RESPONSIBILITY FOR THE FINANCIAL STATEMENTS

The Trustees (who are also directors of Care Network (Blackburn with Darwen) Ltd for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including 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 Statement of Recommended Practice (SORP);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the 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.

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.

Approved by the Trustees on 11 August 2025 and signed on their behalf by:

Steve Tingle

Steve Tingle
Chair

Care Network is proudly supported by:









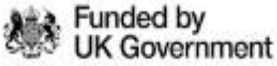












INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CARE NETWORK (BLACKBURN WITH DARWEN) CHARITABLE COMPANY ('THE COMPANY') FOR THE YEAR ENDED 31 MARCH 2025

I report to the Trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

As the Trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Company's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in accordance with section 386 of the Companies Act 2006; or

2. the accounts do not accord with those records; or

3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Teresa Fennell

Date: 31/08/25

Teresa Fennell, ACMA CGMA

It Doesn't Have to Cost the Earth Ltd

47 St Dunstans Close, Worcester, WR5 2AJ

STATEMENT OF FINANCIAL ACTIVTIES (INCLUDING THE INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2025

	Note	**Unrestricted 2025 £**	**Restricted 2025 £**	**TOTAL 2025 £**	Unrestricted 2024 £	Restricted 2024 £	TOTAL 2024 £
INCOME FROM:							
Donations and legacies	2	**15,634**	**-**	**15,634**	16,334	-	16,334
Charitable activities	3	**416,800**	**378,701**	**795,501**	447,641	223,239	670,880
Investments	4	**7,553**	**-**	**7,553**	5,735	-	5,735
TOTAL INCOME		**439,987**	**378,701**	**818,688**	469,710	223,239	692,949
EXPENDITURE ON:							
Charitable activities	5	**438,119**	**338,908**	**777,027**	482,016	222,441	704,457
TOTAL EXPENDITURE		**438,119**	**338,908**	**777,027**	482,016	222,441	704,457
NET (EXPENDITURE)/INCOME		**1,868**	**39,793**	**41,661**	(12,306)	798	(11,508)
Exceptional expenditure item	17	**15,356**	**-**	**15,356**	-	-	-
Transfer between funds		**5,648**	**(5,648)**	**-**	-	-	-
NET MOVEMENT IN FUNDS		**(7,840)**	**34,145**	**26,305**	(12,306)	798	(11,508)
Fund balances brought forward		**289,844**	**130,804**	**420,648**	302,150	130,006	432,156
TOTAL FUNDS CARRIED FORWARD		**282,004**	**164,949**	**446,953**	289,844	130,804	420,648

The statement of financial activities includes all gains and losses recognised during the year.

All income and expenditure derive from continuing activities.

BALANCE SHEET AS AT 31 MARCH 2025

	Notes	2025		2024	
		£	£	£	£
FIXED ASSETS					
Tangible assets	9		**2,377**		4,751
CURRENT ASSETS					
Debtors	10	**79,358**		69,511	
Cash at bank and in hand	11	**441,135**		387,926	
		520,493		457,437	
CREDITORS : amounts falling due within one year	12	**(75,917)**		(41,540)	
NET CURRENT ASSETS			**444,576**		415,897
NET ASSETS			**446,953**		420,648
FUNDS					
Unrestricted					
General Funds	14		**232,004**		289,844
Designated Funds	14		**50,000**		-
Restricted	14		**164,949**		130,804
TOTAL FUNDS			**446,953**		420,648

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies but as this company is a charity, it is subject to independent examination under the Charities Act 2011.

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

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

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with SORP FRS102.

The financial statements were approved and authorised for issue by the Board on 11 August 2025 and signed on its behalf by:

Steve Tingle

Steve Tingle

Chair

STATEMENT OF CASHFLOWS AS AT 31 MARCH 2025

	Notes	2025 £	2024 £
CASH INFLOW FROM OPERATING ACTIVITIES	13	**45,656**	(77,704)
CASH OUTFLOW FROM INVESTING ACTIVITIES			
Bank interest		**7,553**	5,735
Purchase of fixed assets		**-**	(5,995)
NET CASH OUTFLOW FROM INVESTING ACTIVITIES		**7,553**	(260)
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS		**53,209**	(77,964)
CASH AND CASH EQUIVALENTS AT THE START OF PERIOD		**387,926**	465,890
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD		**441,135**	387,926
CASH AND CASH EQUIVALENTS CONSISTS OF:			
Cash at bank and in hand		**441,135**	387,926

NOTES TO THE FINANCIAL STATEMENTS

1. ACCOUNTING POLICIES

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are follows:

a. Basis of Preparing Financial Statements

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019 (SORP FRS102), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice that is SORP FRS102.

Care Network (Blackburn with Darwen) 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 note.

b. Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

The trustees have made no key judgments which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

c. Income recognition

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether ‘capital’ grants or ‘revenue’ grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

d. Interest receivable

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

e. Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

f. Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs undertaken to further the purposes of the charity and their associated support costs.

g. Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Office equipment	33%	on a straight-line basis
Fixtures, fittings and equipment	20%	on a straight-line basis

h. Debtors

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

i. Cash at bank and in hand

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

j. Creditors and provisions

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

k. Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

l. Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 8. There were no outstanding contributions at the year end.

m. Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

2. DONATIONS AND LEGACIES

	Unrestricted 2025 £	**Restricted 2025 £**	**TOTAL 2025 £**	Unrestricted 2024 £	Restricted 2024 £	TOTAL 2024 £
Donations	**3,634**	**-**	**3,634**	6,334	-	6,334
Grants: Eric Wright	**12,000**	**-**	**12,000**	10,000	-	10,000
	15,634	**-**	**15,634**	16,334	-	16,334

3. CHARITABLE ACTIVITIES

	Unrestricted 2025 £	**Restricted 2025 £**	**TOTAL 2025 £**
Contracts and Service Level Agreements			
DFG Pilot Project	51,663	-	**51,663**
Helping People to Stay Happy, Healthy & Well	246,852	-	**246,852**
Healthy Homes Project	85,785	-	**85,785**
Holiday Activity Fund	17,500	-	**17,500**
Home MOT Booklet	-	5,500	**5,500**
Hospital Discharge Project	-	50,000	**50,000**
Grants			
Blackburn with Darwen Borough Council			
DFG Pilot Project	-	166,817	**166,817**
Heating Support Fund	-	10,000	**10,000**
Household Support Fund	-	34,406	**34,406**
LD Partnership	15,000	-	**15,000**
Charities Trust - H&H@H Cadent Foundation		82,618	**82,618**
NEA Warm & Safe Fund and Gas Safe Charity		3,900	**3,900**
AgeUK Blackburn with Darwen (Falls Project)		25,460	**25,460**
	416,800	**378,701**	**795,501**

3. CHARITABLE ACTIVITIES (Continued)

Previous reporting period	Unrestricted 2024 £	Restricted 2024 £	TOTAL 2024 £
Contracts and Service Level Agreements			
Community Champions Project	**-**	**-**	**-**
Helping People to Stay Happy, Healthy & Well	**248,561**	**-**	**248,561**
Healthy Homes Project	**83,785**	**-**	**83,785**
Healthy Homes Child Safety Equipment	**-**	**13,000**	**13,000**
Household Support Fund	**-**	**24,856**	**24,856**
Grants			
Blackburn with Darwen Borough Council			
DFG Pilot Project	**85,545**	**133,183**	**218,728**
Holiday Activity Fund	**14,583**	**-**	**14,583**
LD Partnership	**15,167**	**-**	**15,167**
Charities Trust - H&H@H Cadent Foundation		**50,000**	**50,000**
Foundations Independent Living Trust			**-**
NEA Warm & Safe Fund and Gas Safe Charity	**-**	**2,200**	**2,200**
	447,641	**223,239**	**670,880**

4. INCOME FROM INVESTMENTS

	Unrestricted 2025 £	Restricted 2025 £	TOTAL 2025 £	Unrestricted 2024 £	Restricted 2024 £	TOTAL 2024 £
Bank interest receivable	7,553	-	**7,553**	5,735	-	**5,735**
	7,553	**-**	**7,553**	5,735	-	**5,735**

5. CHARITABLE ACTIVITIES

	Unrestricted	Restricted	Total 2025
	£	£	£
Staff costs	290,211	113,232	403,443
Bank charges	289	-	289
Premises costs	47,189	2,924	50,113
Insurance	3,780	-	3,780
Admin costs	37,679	9,192	46,871
Project costs	840	196,570	197,410
Depreciation	2,375	-	2,375
Legal and professional costs	27,746	3,500	31,246
Management fees	(13,490)	13,490	-
Irrecoverable VAT	20,169	-	20,169
	416,788	338,908	755,696
Governance costs	21,331	-	21,331
TOTAL EXPENDITURE	438,119	338,908	777,027

Previous reporting period

	Unrestricted	Restricted	Total 2024
	£	£	£
Staff costs	333,143	41,786	374,929
Bank charges	120	-	120
Premises costs	50,617	2,710	53,327
Insurance	3,453	-	3,453
Admin costs	42,040	3,257	45,297
Project costs	9,504	165,478	174,982
Depreciation	2,375	-	2,375
Legal and professional costs	32,641	-	32,641
Management fees	(9,210)	9,210	-
	464,683	222,441	687,124
Governance costs	17,333	-	17,333
TOTAL EXPENDITURE	482,016	222,441	704,457

All activities understaken are for the promotion and support of independent living

6. ANALYSIS OF GOVERNANCE AND SUPPORT COSTS

	Basis of apportionment	Governance	Total 2025
		£	£
Accountancy services: Day to Day	Governance	18,756	18,756
Accountancy services: Independent Examination	Governance	2,575	2,575
Legal and professional	Governance	-	-
		21,331	21,331

Previous reporting period

	Basis of apportionment	Governance	Total 2024
		£	£
Accountancy services: Day to Day	Governance	14,055	14,055
Accountancy services: Independent Examination	Governance	3,241	3,241
Legal and professional	Governance	37	37
		17,333	17,333

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging

	2025	2024
	£	£
Depreciation	**2,374**	2,374
Independent examiners fee	**2,575**	2,500

8. STAFF COSTS AND KEY MANAGEMENT PERSONNEL

	2025	2024
	£	£
Wages and salaries	**342,594**	311,570
Social security costs	**23,558**	23,872
Employer's pension costs	**32,838**	34,123
Staff training and other staff costs	**4,453**	4,998
	403,443	374,563

No employee received total employee benefits (excluding employer pension costs) of more than £60,000.

The average number of staff employed during the period was 15 (2024: 15)

The key management personnel of the charity comprise the Trustees and the Chief Executive. The total employee benefits of the key management personnel of the charity were £60,597 (2024: £48,345).

Contributions to the pension schemes for the year amount to £32,838 (2024: £34,123).

The charity operates defined contribution pension schemes. The pension scheme costs for the year represent contributions due by the charity to the schemes.

9. TANGIBLE FIXED ASSETS

	Office Equipment £	Fixtures & Fittings £	Total £
Cost :			
At 1 April 2024	13,745	4,802	18,547
Additions	-	-	-
Disposals	-	-	-
At 31 March 2025	13,745	4,802	18,547
Depreciation :			
At 1 April 2024	9,748	4,048	13,796
Charge for the year	1,998	376	2,374
Disposals	-	-	-
At 31 March 2025	11,746	4,424	16,170
NBV at 31 March 2025	**1,999**	**378**	**2,377**
NBV at 31 March 2024	3,997	754	4,751

Net book value at 31 March 2025 represents fixed assets used for charitable purposes.

10. DEBTORS

	2025 £	2024 £
Trade debtors	**-**	50,664
Prepayments & accrued income	**79,358**	18,847
Other debtors	**-**	-
	79,358	69,511

11. CASH AT BANK AND IN HAND

	2025 £	2024 £
Cash at bank and in hand	**441,135**	387,926
	441,135	387,926

12. CREDITORS : Amounts falling due within one year

	2025	2024
	£	£
Trade creditors	**4,467**	10,323
Social security and other taxes	**8,600**	8,977
Other creditors	**31,811**	18,739
Accruals	**31,039**	3,501
	75,917	41,540

13. CASH INFLOW FROM OPERATING ACTIVITIES

	2025	2024
	£	£
Net income for the year	**26,305**	(11,508)
Adjustments for:		
Depreciation and impairment of tangible fixed assets	**2,374**	2,374
Bank interest	**(7,553)**	(5,735)
Decrease in debtors	**(9,847)**	1,886
(Decrease) in creditors	**34,377**	(64,721)
	45,656	(77,704)

14. MOVEMENT IN FUNDS

	Balance at 1 Apr 2024 £	Incoming Resources £	Resources Expended £	Transfers £	Balance at 31 Mar 2025 £
Restricted Funds					
AgeUK Blackburn with Darwen - Darwen Fall Project	-	25,460	(25,338)	-	122
Blackburn with Darwen Borough Council:					
Healthy Homes Child Safety Equipment	14,661	-	(6,488)	-	8,173
Home MOT Booklet	-	5,500	(3,500)	-	2,000
Hospital Discharge Project	-	50,000	(13,006)	-	36,994
LD Funding	3,644	-	(2,996)	(648)	-
Heating Support Fund	-	10,000	(7,911)	-	2,089
Household Support Fund	65,994	34,406	(88,239)	(5,000)	7,161
DFG Project	36,335	166,817	(122,901)	-	80,251
Cadent Foundation - Happy&Healthy@Home Project	9,866	82,618	(64,796)	-	27,688
Foundations Independent Living Trust					
NEA Warm & Safe Fund and Gas Safe Charity	304	3,900	(3,733)	-	471
Total Restricted Funds	130,804	378,701	(338,908)	(5,648)	164,949
Unrestricted Funds					
General	289,845	439,987	(453,476)	(44,352)	232,004
Designated	-	-	-	50,000	50,000
Total Unrestricted Funds	289,845	439,987	(453,476)	5,648	282,004
Total Funds	**420,649**	**818,688**	**(792,384)**	**-**	**446,953**

ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Tangible fixed assets	2,377	-	2,377
Net current assets/(liabilities)	279,627	164,949	444,576
	282,004	164,949	446,953

14. MOVEMENT IN FUNDS (Continued)

Previous reporting period

	Balance at 1 Apr 2023 £	Incoming Resources £	Resources Expended £	Transfers £	Balance at 31 Mar 2024 £
Restricted Funds					
Blackburn with Darwen Borough Council:					-
Healthy Homes Child Safety Equipment	4,171	13,000	(2,510)	-	14,661
LD Funding	6,354	-	(2,710)	-	3,644
Household Support Fund	118,679	24,856	(77,541)	-	65,994
DFG Project	-	133,183	(96,848)	-	36,335
Cadent Foundation - Happy&Healthy@Home Project	-	50,000	(40,134)	-	9,866
Foundations Independent Living Trust					
NEA Warm & Safe Fund and Gas Safe Charity	802	2,200	(2,698)	-	304
Total Restricted Funds	130,006	223,239	(222,441)	-	130,804
Unrestricted Funds	302,150	469,711	(482,016)	-	289,845
Total Funds	432,156	692,950	(704,457)	-	420,649

ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	**Restricted Funds £**	**Total Funds £**
Tangible fixed assets	4,751	-	4,751
Net current assets/(liabilities)	268,278	130,804	399,082
	273,029	-	403,833

14. MOVEMENT IN FUNDS (Continued)

Description of restricted funds

Darwen Falls Project	This project is to keep older people out of hospital and reduce the frequent use of urgent and emergency care (UEC) services during the winter period by providing targeted interventions and support to older people (aged 65 +) in Darwen at risk of injury due to falls.
Healthy Homes Child Safety Equipment	This project provides child safety gates, advice and essential safety equipment to vulnerable families in Blackburn with Darwen.
Home MOT Booklet	This is for the design and printing of some Home Maintenance booklets and the production of some bitesize video clips (highlighting these top tips) for social media.
Hospital Discharge	The council's Independent Living Service or Hospital discharge team identify eligibile residents for hospital discharge and provide Care Network the details of the work required. The Healthy Homes Team obtain quotes and arrange for the work to be completed using our Safe Trader Scheme.
LD Funding	This funding is for the facilitation of the Learning Disability and Autism Partnership boards
Household Support Fund	This project provides support in the delivery of the (BwD) Household Support Fund offer to local residents including energy efficiency advice and boiler servicing and assistance with accessing fuel vouchers.
DFG Project	Working closely with the council's Independent Living Service, this project provides discretionary funding to assist local residents to maintain Healthy, Dry and Safe Homes and to support people who need help to re-house.
Cadent Foundation - Happy&Healthy@Home Project	This project assists low-income households in Blackburn with Darwen with financial support to keep their homes warm, safe and dry. In addition to energy advice and signposting to relevant services an annual discretionary pot is used to support households with servicing, repairs and replacement to their home heating appliances (gas and electric) and repairs to make homes more energy efficient, wind and weather tight.
NEA Warm & Safe Fund and Gas Safe Charity	This project provides gas safety equipment and services for elderly and vulnerable adults who cannot afford to purchase the services themselves. Household Support Fund – This project provides support in the delivery of the (BwD) Household Support Fund offer to local residents including energy efficiency advice and boiler servicing and assistance with accessing fuel vouchers.
Designated Funds	The Trustees have determined that £50,000 should be designated for IT upgrades and cyber safety, possible future moving costs and costs associated with measuring our Social Value.

15. OPERATING LEASE COMMITMENTS

The charity has entered into an operating lease agreement with GRENKE Leasing Limited for the hire of a 3CX telephone system. The lease commenced upon delivery of the equipment and is for a primary fixed period of 63 months, with rental payments of £95.15 plus VAT payable monthly in advance.

At the end of the primary period, the lease continues on a rolling basis unless terminated by either party with three months' notice.

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

	2025	2024
	£	£
Telephony system		
Within one year	1,142	1,142
Between two and five years	3,425	3,425
More than five years	285	1,427
	4,853	**5,994**

16. TRUSTEES' REMUNERATION AND EXPENSES, AND RELATED PARTY TRANSACTIONS

Neither the Trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2024: Nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

During the reporting period, the charity received funding amounting to £25,460 from AgeUK Blackburn with Darwen in support of the Darwen Falls project. Vicky Shepherd, a trustee of the charity, also serves as the Chief Executive of AgeUK Blackburn with Darwen.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2024: nil).

The trustees have indemnity cover.

CN TAR and Accounts for the financial year ended 31 March 2025 final use me

Final Audit Report 2025-09-01

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By:	Emma Willder (emma@beyondprofituk.co.uk)
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CARE NETWORK (BLACKBURN WITH DARWEN) LTD

England & Wales - Charity number 1123032

Accounts

Care Network

(Blackburn with Darwen) LTD

Annual Report 2023/24



SUPPORTING HEALTH & WELLBEING

For informed, resilient & healthy individuals

NURTURING HEALTHY HOMES

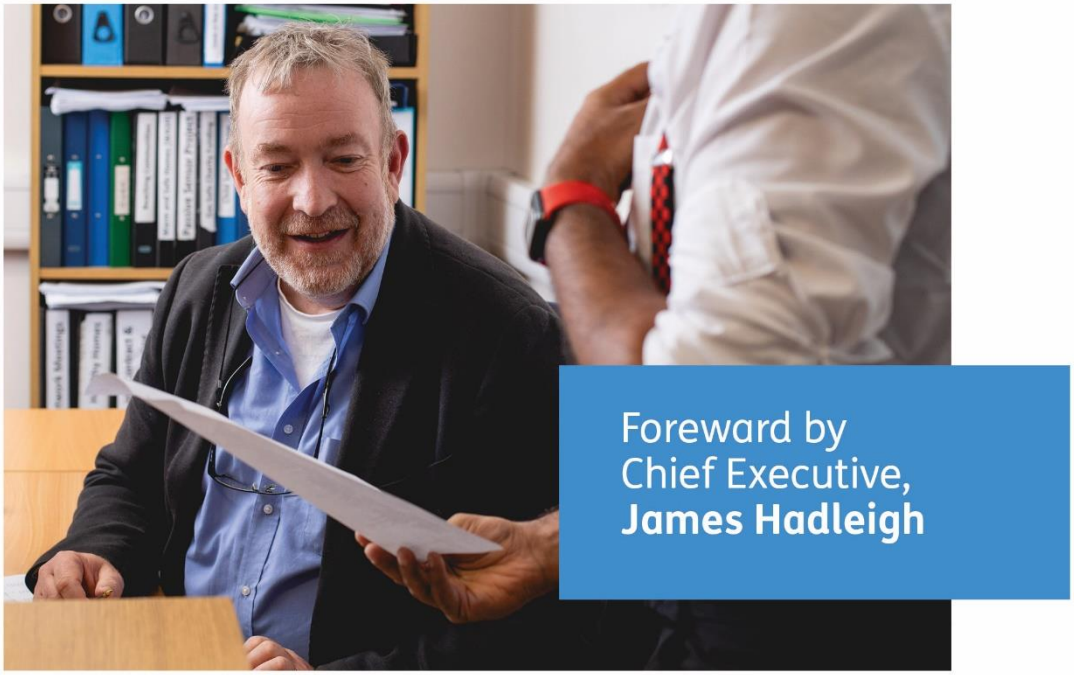
For independent & safe living in BwD

EMPOWERING OUR COMMUNITY

Raising awareness & making local voices heard

For informed, empowered, resilient, independent and healthy individuals and communities in Blackburn with Darwen (and surrounding areas).

Company No. 06216427
Charity No. 1123032



A message from our Chair and Chief Executive

The staff and volunteers of Care Network are truly wonderful and every day they go above and beyond to ensure that the local residents that we work with in our communities are fully supported. I would like to personally state that all the staff and volunteers are to be congratulated for their dedication and desire to continue to support the residents of Blackburn with Darwen.

The charity continually makes a real impact on people's lives and as the Chair I am incredibly proud of all the work we do within our community.

We are extremely grateful for all the financial support from many donors and benefactors as well as Blackburn with Darwen Borough Council with whom we have very important contracts providing invaluable levels of financial support,

With best wishes

Steve Tingle, Chair

I hope you enjoy reading about the impact we have seen across our services over the last year. Our purpose at Care Network is to be the leader in connecting people with quality services and information that helps local residents to make informed choices and enables them to live independent, healthy and safe lives.

I think it is fair to say that 2023-24 has provided challenges for us all including having to contend with rapidly rising inflation and the cost of living crisis but I am proud to say that every single person at Care Network stepped up to the challenge and we ensured that the local residents who we support were always our key priority.

We responded, adapted and innovated and made sure we lived up to our values. We were compassionate and caring, impartial and fair and we were committed to providing a quality service.

James Hadleigh, Chief Executive

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ADMINISTRATIVE INFORMATION

Trustees:	Stephen Tingle (Chair) Ian Bell Jeremy Garth Hodgkinson Erika Holmes Muhammad Mizan Alan Pickup Victoria Shepherd
Register Charity Address:	Spiral Heights Second Floor Blackburn Central Library Town Hall Street Blackburn BB2 1AG
Registered Charity No:	1123032
Company No:	06216427.
Operating Address:	Care Network Hub 9 Town Hall Street Blackburn BB2 1AG

Bankers:	From 22nd February 2023	To 31st October 2023
	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling ME19 4JQ	Barclay Bank Plc 8-14 Darwen Street Blackburn BB2 2BZ

Accountant:	Beyond Profit Ltd (from 1 January 2024) G104 Bolton Arena Arena Approach Horwich Bolton BL6 6LB
Independent Examiner:	It Doesn't Have to Cost the Earth 47 St Dunstans Close Worcester WR5 2AJ

TRUSTEES ANNUAL REPORT INCLUDING THE DIRECTORS REPORT

The trustees present their report and the unaudited financial statements for the year ended 31 March 2024. Included within the trustees' report is the directors report as required by company law.

The reference and administrative information set out on page 4 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice -Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Care Network (Blackburn with Darwen) Ltd is a Charitable Company with the Charity Registration Number 1123032 and a Company Number 06216427. The governing document of the charity is the memorandum and articles of associated dated 17 April 2007 as amended by special resolution on 26th August 2015.

The Directors of the company are also Charity Trustees for the purpose of charity law. All those persons appointed to perform the duties of Directors of the Company are referred to as the Board of Trustees and each member has undertaken to contribute the sum of £1 in the event of the company being insolvent on winding up. The total such number of guarantees at 31st March 2024 was 7 (2023: 7).

The Board of Trustees is responsible for the overall governance, management and control of the charity, working with the Care Network Chief Executive on strategic and operational development. Decisions about day-to-day operation are taken by the Care Network Chief Executive, and decisions on matters with significant implications are brought to the Board of Trustees.

Recruitment and appointment of Trustees

The appointment of members of the Board of Trustees is reviewed every year using procedures set out by the Board of Trustees. The board seeks to appoint new trustees to maintain a broad skill mix appropriate to the work of the charity; nominations are sought through relevant voluntary, community and statuary organisations and are appointed at board meetings. There were 4 regular board meetings during the year.

Induction and training of Trustees

All new Trustees receive induction training which is tailored to the specific needs of the individual and includes meetings and discussions with the Care Network Chief Executive, a copy of the organisation's business plan and any relevant past board papers.

Committees of the Board

The Trustee Board delegates areas of oversight to one board committee, being the Finance Sub Group. This committee has Terms of Reference which are reviewed regularly and reports key issues to the Trustee Board.

The Finance Sub Group currently comprises Erika Holmes (Chair) and Vicky Shepherd. The Group addresses all financial issues to enable the Charity to achieve its financial objectives, to comply with governance and encompass risk management. The group meets on average once every quarter with the Chief Executive and the outsource finance provider both in attendance.

Charity Governance Code

Care Network continues to keep our governance under regular review at our board meetings with a focus on succession being important to us.

Having completed the Charity Commission's Good Governance Code which we do annually, we continue to use it as a tool for continuous improvement towards the highest standards. Addressing the seven principles which make up the Code, we believe that we are in a strong position.

We collectively feel as a board that we are addressing the majority of recommendations, but we still wish to work on monitoring and reporting on board diversity - which will be considered for review by trustees in the coming year as a specific agenda items.

OBJECTIVES AND ACTIVITIES FOR THE PUBLIC BENEFIT

The object of the charity is to provide support to vulnerable people and their carers residing in the local authority district of Blackburn with Darwen and surrounding areas ("the area of benefit") without distinction of age, sex, sexual orientation, race or political, religious or other opinions by providing access to a network of quality approved, affordable, day-to-day support services in an effort to promote and foster the principles of independent living, improved self-esteem and nurture confidence amongst said persons so that they can participate more fully in society and so that their conditions of life may be improved.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

VISION, MISSION AND VALUES



CARE NETWORK'S AIMS AND OBJECTIVES

Trustees and staff update the charity's business plan annually. During the year we agreed the following strategic priorities for the next 3 years.

1. We will maintain and improve our quality assured service offers, making them more efficient and effective.

2. We will continually review our services to ensure that our offer is consistent and effective and that we meet our customers and partner's needs (both current and future).

3. We will continue to develop and strengthen our collaborative working with a broader range of partner agencies.

4. We will ensure that our workforce (staff, volunteers, providers and trustees) feels happy, fulfilled, valued, safe and well supported.

5. We will become even more sustainable and effective.

Our new strategic plan also links into our updated operational workplan which outlines workplan priorities for all our staff and which is RAG (red, amber, green) rated quarterly for each board report.

The following cover our main areas of operation and development:

1 **CENTRAL POINT OF ACCESS** - to be the central hub for all, providing information and access to relevant health and wellbeing options so that people can make informed choices about their lives.

- Through maintaining current service provision and increasing the numbers of new customers using the service.
- Through expanding and improving the range and quality of partners and their offers at the centre ensuring that we are embedded as THE central information hub in BwD.
- Through maintaining and improving the quality of the service through achieving very high levels of customer and partner satisfaction.

2 **HOME IMPROVEMENT AGENCY (HIA)** - to fulfil our potential as an innovative home improvement agency, ensuring that people are safe, healthy and independent in their homes.

- Through researching into and developing the HIA model, identifying areas for development opportunities.
- Through supporting, developing and growing the safe trader scheme.
- Through providing a quality helpdesk service so that more customers can access our HIA services.

3 **COMMUNITY CONNECTIONS** - to improve resilience of individuals and communities, through prevention and early action via a coordinated holistic approach and joined up locality partnership working.

- Through developing a robust model which pulls together services to support people with multiple needs.
- Through identifying vulnerable citizens and improving their resilience through targeted support and by developing a strong presence in the community.
- Through modelling an effective and flexible single point of access and developing a framework for measuring the impact of our work.

4 **SUSTAINABILITY** - to ensure the long-term sustainable development of the charity.

- Through developing a more secure funding base for Care Network's long-term future.
- Through improved management, development and delivery of Care Network activities.
- Through developing a better understanding of the value of the work that Care Network undertakes.
- Through good governance of the charity by increasing skills and sector representation of the board.
- Through being better able to potentially upscale and to respond to future commissions and opportunities e.g. around bidding for future contracts and building partnerships with existing agencies.

ACTIVITIES

In order to achieve the aforementioned priorities Care Network carries out a range of activities which enable informed, empowered, resilient, independent and healthy individuals and communities locally.

Currently this is done in three key strategic areas of operation:

- Central Point of Access - Care Network Hub service
- Home Improvement Agency development
- Community Connections



CONTRACTS:

The Central Point of Access (CPA) contract is part of the wider local Voluntary, Community and Faith Sector (VCFS) commission from Blackburn with Darwen Borough Council (BwD BC) - Helping People to Keep Happy Healthy and Well. This covers work undertaken through our Care Network Hub offer (information and signposting) and also our Safe Trader Scheme (under the Home Improvement Agency strand).

Funding has also come from BwD Borough Council for continued delivery of the following contracts:

- Learning Disability/Autism Partnership Boards
- Healthy Homes (including the Memory Matters) project
- Child safety gates provision for the Healthy Homes project
- Disabled Facilities Grant – Pilot project
- Household Support Fund

GRANTS:

This year saw us access funding from the following range of sources:

- Eric Wright Charitable Trust – for raising the profile of the service especially through digital reach and developing our social media offer.
- Cadent Foundation/Charities Trust for the Happy and Healthy at Home project.
- Foundations Independent Living Trust (FILT) and Gas Safe Charity for the Warm & Safe Fund for gas safety checks for elderly and vulnerable customers.
- Spring North – Holiday Activities Fund.

ACHIEVEMENTS AND PERFORMANCE

1 CENTRAL POINT OF ACCESS

CARE NETWORK HUB

The Care Network Hub is an active partnership of local citizens and a range of service providers alongside community groups and the local authority. The service provides information, advice and advocacy as well as links to a range of community-based services and support. It caters for citizens of all ages and their families who need assistance to remain independent within their local community.

For people not eligible for adult care services the service provides effective delivery of one-to-one information, advice and signposting into alternative low-level community based preventative services. The service also provides opportunities for people from different backgrounds to come together and take part in social / learning / training initiatives through the numerous groups that we host at the Hub. The service continues to provide a valuable service locally as more people hear about the quality service we provide, and as new partners continue to come on board to use our premises. The following table shows figures for the service:

Central Point of Access	2023/24	%age difference from previous year (2022/23)
Footfall – **partner and group activities**	3,985	(+14.9%)
Customers using CN Hub (inc. HSF Fuel)	**3,401**	**(-11.6%)**
New customers (inc. HSF Fuel)	**2,188**	**(+17.7%)**
Referrals received (inc. HSF Fuel)	**3,902**	**(-8.5%)**
Signposts and referrals made to partners	**4,603**	**(+20.8%)**

It is encouraging to see that footfall (for partner group activities) and new customers have risen significantly over the last 12 month as has the number of signposts and referrals made to partners.

Regarding customers using the hub and referrals received from partners, it is very difficult to make accurate comparisons due to the fluctuations in the number of Household Support Fund referrals received under the various phases in the various quarters that are processed by our Information and Signposting service.

The reduction in new customers is partly due to the repeat customers who applied for HSF under the different phases and the repeat requests for Food Parcels for customers who are already registered on our database.

We also continue to find that the complexity of customer issues has meant that our staff have needed to spend longer with customers.

2 HOME IMPROVEMENT AGENCY

HEALTHY HOMES PROJECT

The Healthy Homes project has just finished the first year of our new 3-year contract with the council. The service continues to support and add value to our aspiration to become an innovative Home Improvement Agency (as outlined in our Business Plan).

The purpose of this service is to reduce health harms associated with housing through the provision of both universal and targeted approaches to improving health via the home. This service offers of a 'health from home' single point of access and one stop shop provides:

- Advice, information and signposting with the aims of improving health via the home
- Targeted approaches for the most vulnerable or at-risk groups including healthy homes assessment and access to handypersons services











Project staff continue to attend and play an important role in the local Integrated Neighbourhood Team (INT) structure that is evolving across the borough which facilitates closer partnership working with a range of partners.

Healthy Homes	2023/24	Difference from previous years (2022/23)
Number of referrals received	906	1,045 (-13.3%)
Number of customers – case worked	740	1,023 (-27.7%)
Signposts and referrals made to partners	535	1,102 (*)
Number of customers – case worked	441	480 (-8.1%)

During 2022/23 we delivered the Cadent Happy&Healthy@Home project which involved high numbers of customer referrals for pre-payment meter fuel vouchers. This ended in Dec 2022 and accounts for the decrease in overall referrals received and cases completed during 2023/24 compared to 2022/23. *The number of signposts made during 2022/23 includes HSF cases but for 2023/24 it does not as we amended the way we recorded these on the database. We cannot separate these from the total number so it is not possible to calculate the percentage difference as we cannot compare like for like.

Additional activities

We have been able to grow our Home Improvement Agency offer through accessing additional funding from the Cadent Foundation – Happy and Healthy at Home project and the Winter Support funding again from Cadent. We have also been able to support local residents with their fuel bills and with boiler servicing and repairs through the local Household Support Fund. We also worked in partnership with BwD Council to deliver the Boiler and Energy Efficiency Measures aspect of the **Household Support Fund**. During 2023/24 we supported **134 vulnerable households** to have their boilers serviced or repaired at a total value of **£16,546.24**

Working with BwD Independent Living Team we also delivered a pilot project that is funded by **DFG (Disabled Facilities Grant) Discretionary Funding** to help vulnerable residents, identified by the Occupational Therapists and the Housing Officer from Independent Living Service, to keep their homes dry and safe or help with relocation costs if their existing home cannot be adapted.

Completed during 2023/24

- **Dry Homes Grant** - 24 households supported **(£8,855)**
- **Safe Homes Grant** - 119 households supported **(£46,334)**
- **Relocation Grants** - 18 households supported **(£22,467)**



SAFE TRADER SCHEME

Our safe trader scheme supports vulnerable adults and carers living in Blackburn with Darwen. We now have 82 service providers (local businesses) covering a wide range of different service areas. All our service providers are fully qualified/experienced in the trade they provide and before being accepted onto our list of approved providers have all undergone our comprehensive quality assurance checks.

Customer and Referral Figures

Customers >>	3,095	+7.0%
New Customers >>	826	+9.1%
Referrals Received >>	4,135	+6.0%
Signposts & Referrals >>	4,757	+0.6%

The figures above show that there has been a good increase in the number of customers accessing the Safe Trader Service (+7%) and the number of referrals we have received from these customers during 2023/24 (+6%). The number of onward referrals has not increased at the same rate which would suggest that customers are not having multiple jobs done (by different safe traders), probably due to the increased cost of living resulting in people having to budget more carefully and only having more essential work carried out.

Providers

This area of our provision has really grown as shown in the graphic below:



22 full provider reviews were completed and 49 follow up calls on new providers were undertaken during the year, underlying our commitment to quality assurance on our Safe Trader Scheme. A conservative estimate for the amount of business generated for our providers (small local businesses) in our Safe Trader Scheme **amounts to £962,374** over the year. This is **an increase of £172, 977 (22%) on 2022/23 figures.**

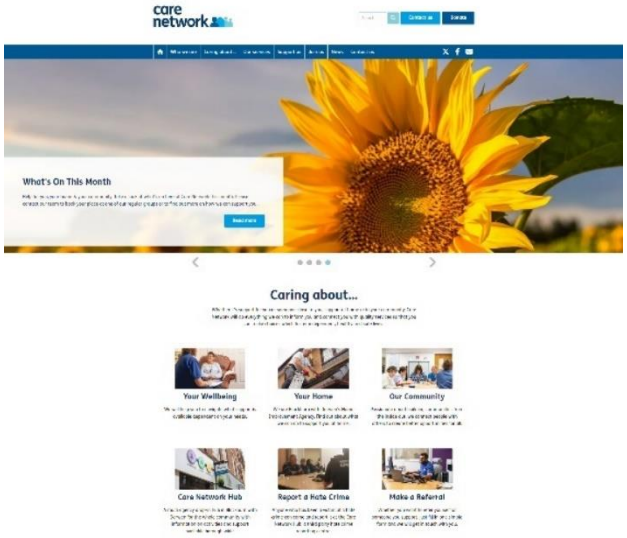
MARKETING

Marketing continues to be an important part of us getting the Care Network message out to new customers and also reminding existing customers of the new services that we have to offer. A particular focus this year has been improving our marketing especially from a digital perspective.

We have been successful in this area and is demonstrated through the following:

Website – We have introduced new imagery across the website, captured in a planned 2.5 day photoshoot at Care Network, on location and out in the local area. This has significantly improved the overall feel of our website, and better represents our audiences, services, and current Safe Traders. The focus was to promote the 'community' element of our organisation, which highlights the warmth, passion, and skills of our team and to help visualise some of our key values, such as health, wellbeing, positivity, and independence.

There have been several new pages introduced to our website and fresh content such as news stories, achievements, new service and group information pages, announcements, and previews from behind the scenes.



We have added each of our promotional videos across the website too. These videos offer more insight into our work at Care Network and clearly represent the friendly, welcoming, and supportive nature of our work and our team. We were also able to produce more case studies that bring our various support offers "to life" and display them through our website.

We also recently updated the social media icons and links on our website, creating more connections between our digital profiles - encouraging more of our audience to explore both our website and our social channels.

The layout on our homepage has been updated to ensure that navigation is clear and more user friendly, and better utilised our homepage banner to promote current events, services, and news. We have replaced some of our illustrative elements, which had been in place since our rebranding some years ago, with fresh, relatable photos of our team, The Hub, our customers, and the local area.

We have also featured numerous links to other local and national organisations - creating more digital connections as a local signposting service and improving our Search Engine Optimization.

The Care Network website continues to be a vital tool in our marketing strategy. We have further navigational updates planned for the upcoming months and look forward to being able to draw comparisons in our next annual report.

E-Bulletins - Over the course of the last year, we sent a total of 12 email campaigns to our mailing list.

Each highlights our services, news, and seasonal updates, as well as awareness days, mental health, wellbeing, local information, and signposting.





Our mailing list has grown by 7.4% since March 2023.

Social Media - Our annual data from our two main social channels (Facebook and X) shows continued growth in most areas. The increase over these channels in our following is close, with over a 7% increase in Likes on Facebook, and over 6% increase in Followers on X.

Alongside our main social profiles, we have also shared content on LinkedIn (which we use for networking and professional purposes), and YouTube (which was a marketing aim set in 2022), promoting our selection of local services.

On these channels, our content focus is on the support we offer for those with Learning Disabilities, Autism and Neurodiverse Conditions in the borough, along with team and customer updates that our audiences appear to be most engaged with.

FACEBOOK @Care.Network

METRIC	VALUE March 24	VALUE March 23	VARIANCE
Total Likes:	916	856	+7.01%
Reach:	7,855	12,714	-34.3%
Page Visits:	2,425	890	+195.4%

X (PREVIOUSLY TWITTER) @CareNetworkUK

METRIC	VALUE March 2024	VALUE March 2023	VARIANCE
Total Followers:	1,509	1,443	+6.02%
New Followers:	25	19	+31.58%
Impressions:	4,319	6,776	-36.26%
Engagement Rate:	3.3%	3.0%	+10.0%
Total Tweets:	33	30	+10.0%

YOUTUBE @CareNetworkBwD

METRIC	VALUE
Views:	740
Watch Time:	20 Hours
No. of Videos Shared:	8
Impressions:	2.4K
Click Through Rate:	1.9%
Average View Duration:	2:08

We have been successful across the board with marketing at Care Network over 2023-2024. The numerous areas of growth outlined in this report represent a busy and productive year, with a keen focus on digital marketing to help raise awareness of our local organisation. We look forward to reaching out to more residents in Blackburn with Darwen throughout 2024 and into 2025, ensuring as many people as possible have access to the support and guidance we have to offer.

Funding from the Eric Wright Charitable Foundation enabled us to undertake these wider engagement activities, helping us to increase our reach and to be better able to reach those residents who are not aware of our services and who could benefit from them - we know that we are still not reaching a great number of local residents that could benefit from our services and it is in this area that we would like to develop our activities.

COMPLIMENTS – 2023/24



We received 296 compliments from customers – 104 for our providers and 158 for our helpdesk staff.

COMPLAINTS - 2034/24



We received 5 complaints which were all resolved. A comments log is kept with every comment being followed up by telephone and the outcome being logged so that any recurring issues can be identified and tackled with the relevant provider.

3 COMMUNITY CONNECTIONS

LEARNING DISABILITY PARTNERSHIP BOARD (LDPB) AND AUTISM PARTNERSHIP BOARDS

Care Network continued to deliver the LDPB and to support with the delivery of the Autism Partnership Board. These boards met bi-monthly and focused on issues affecting the local learning disability and autism communities. Both boards continued to progress steadily over the last 12 months with both continuing to grow in numbers and diversity. The boards also continue to have new members attending.

The purpose of the Learning Disability Partnership Board is to provide a framework for partnership working. The board will bring people with learning disabilities and their carers together with service planners and providers from the public, private and voluntary sector and the wider community to develop services that meet the needs of people with a learning disability in the borough.

The Learning Disability and Autism partnership boards continue to make good progress and the boards' profile continues to be raised with more requests for information being received about what services are available We are seeing an increased demand from people with lived experience of a Learning Disability and/or Autism with or without a diagnosis

We also started a review of the five-year strategy 'The Big Plan' for the borough. The Subgroups (task and finish groups) are being reviewed with the aim to reduce the number from 7 to just 2 or 3 to make them more manageable.

Delivering the plan will continue to be the main focus of our work over the coming 12 months.

Coming from feedback from the board consultations, members with lived experience told us that they themselves wanted an opportunity where they could come together to discuss matters that affect them and to have a stronger collective voice. As a result, we started the Hear Us Heroes group which meets on a monthly basis at the library.

Members of the group come along to discuss issues affecting them and also act as a sounding board for professionals in specific areas. Council staff and health colleagues have been invited to find out what people with lived experience their parents and carers think is important to improve the lives of people living in Blackburn with Darwen with Learning Disability and/or Autism.

Over the year we held 10 Hear Us Heroes Group meetings with over 40 people attending each meeting.

VOLUNTEERING

Unfortunately, we haven't fully recovered our volunteering offer from pre Covid days and this is a priority for us over the coming few years. We have however continued to support the following groups through our volunteer offer:

Relax and Chat - ongoing and twice weekly

Such was the popularity of this Friday afternoon group that we had to hold an extra one in the morning with an arts element to it. These groups are always busy and each week we attract around 40 people over the two sessions. Whether it be bingo or pebble painting these groups enable people to come along to have some fun, have a chat and to make new friendships.

Resolve - ongoing

This is an established disability hate crime peer support group where local disabled residents come together to support each other and to develop friendships with one another. Resolve meets every Wednesday afternoon at Care Network Hub and has guest speakers present to them as well as doing group activities together. We generally had a couple of disabled volunteers who would assist with welcoming members, brewing up and leading on group discussions. Group numbers are regularly around the 18 – 20 mark.





Resolve at Albion Mill – reformed to a new group back at the Hub at Christmas 2023

We brought this group back to the Hub as people were struggling to reach the venue. This group then reformed into the "Just Out There" group. This group encourages individuals to come together and support each other to explore local places of interest and local services. The group promotes confidence building and wellbeing for its members. This group has a regular cohort of 6 - 8 people and demand is growing.

Board Games group - ongoing

The games group is held on a fortnightly basis at the Hub this group now has around 10 regular attendees. The group helps to reduce isolation and improve mental wellbeing for those attending with many new friendships being made.

Arts and Crafts group - ongoing

This new group proved to be very popular with disabled residents and is already growing apace in the number of people attending.

Below are some headline figures from last year:

Group	No. of Sessions (Cumulative totals)
Resolve	51
Albion Mill Resolve	36
'Just Out There' Group	13
Arts and Crafts Group	6
Relax and Chat x 2	52 + 52
Board Games Group	50
TOTAL:	260
Active volunteers	14
Volunteer hours	1,186
Volunteers recruited	20

Based on the National Minimum Wage of £10.42 an hour, the volunteers generated a value £12,358.12 based on the 1186 hours above.

OTHER ACHIEVEMENTS

2023/24 was yet another busy year for us. We have continued to successfully support increasing numbers of vulnerable residents, helping to maintain and improve their health and wellbeing and their ability to live independent lives.

We have now drawn up a new 3-year strategic plan that will take us through to 2026. Work towards achieving the aims and objectives is already encouraging which will help us when some of our main contracts come up for retender later in the year.

Our information and signposting service, together with our Safe Trader and Healthy Homes offers continue to provide the right support and the right time for local residents and we continue to be

highly regarded by our customers and local partners. As a result of successful delivery, this contract has been extended by another year through to October 2024.

We continued to be a key partner in the delivery of the Household Support Fund (supporting residents to access fuel vouchers and support with boiler servicing and repairs) and, following the successful delivery of our previous Cadent Foundation (Happy and Healthy at Home) project we were awarded 3 year funding from the Cadent Foundation which gave us a larger discretionary pot of funding for measures to improve the energy efficiency of the fabric of the house for eligible local residents.

Our Disabled Facilities Grant (DFG) pilot project also was a success, and this project has been extended into this year.

Working closely with the council's Independent Living Service team this pilot project has discretionary funding to support local residents with:

- Keeping homes healthy, dry and safe and;
- Re-Housing

This project links nicely into our existing Healthy Homes and Safe Trader Scheme offers and it is definitely an area that we want to grow this coming year.

One other achievement worth noting is the establishment of the Hear Us Heroes group. Following on from the successful Community Champions projects of previous years', we didn't want to lose the impetus that we had achieved in bringing over 300 Champions (local people, carers and/or family members of those in Blackburn with Darwen with lived experience of Learning Disabilities, Autism or Neurodiverse conditions).

These Champions wanted to continue to come together to talk about things that affected their lives, to support each other, and to advise others about how their lives could be improved. Professionals were welcomed to come and ask questions about how the group feel about various issues.

Monthly meetings were held at Blackburn Library and covered the following topics:

- Anti bullying awareness
- Health
- Justice
- Talking to decision makers at the council and the NHS
- Cost of living – discounts in shops, grants, financial support
- What's going on in BwD and what activities can we join in?
- Early help for people who are diagnosed with Learning
- Disabilities/Difficulties, Autism and Neurodiverse Conditions
- Safe use of the internet and technology (cyber security)
- Premises accessibility
- Volunteering opportunities

All of the above discussions also feed back into co-designing and co-updating the "Big Plan" which is important to the group.

ECONOMIC CONTRIBUTION FROM THE SERVICE



EVALUATION OF OUR SERVICES

We continually strive to provide the best possible service to our customers. We regularly evaluate our services so that we can improve our offer. It is really pleasing to see how positive the feedback is across the board and the following demonstrates the impact that we have locally.



Care Network Hub and Safe Trader Scheme

We circulate quarterly combined user surveys to all customers using our safe trader scheme and Information and Signposting service during that previous quarter. Results from this questionnaire are used to assess the quality of our existing services, to understand what matters to customers when they use our services and to ask how we could widen and improve the services that we provide. It also enables us to gain a picture of how our services are received over time. This last year we sent out **3,318** surveys and received **602** completed replies, a **response rate of 18.1%**. The averaged results for 2023/24 include:

The Helpdesk and our providers:

- **98.5%** stated that they were treated as an individual and were asked appropriate questions that understood their needs
- **95.7%** were very satisfied with their experience and felt that they were directed to appropriate provider/service.
- **97.0%** would be very likely to use Care Network services again
- **96.9%** would recommend us to a friend.
- **95.3%** are more aware of services that are available locally and how to access them

Healthy Homes

We send out Customer Satisfaction Surveys to all generic Healthy Homes, Gas Safe, Cadent, Child Safety and Memory Matters customers on completion of our intervention. These are a mixture of paper and online text surveys, and we have a mixed level of response from each project.

Last year a total of **553** surveys were sent out and the return rate was **53.5%** (296 surveys). The averaged results for 2023/24 include:

- **99%** of customers felt comfortable talking to the Healthy Homes officer
- **98.5%** of customers felt the information and support they were given was useful
- **89.5%** of customers felt that their health and wellbeing had improved as a result of using the service
- **91.5%** of customers said that the Healthy Homes Service had helped them to continue to live independently
- **96.0%** of customers were satisfied with the overall service

Partner Comments

In December 2023 we sent out our questionnaire to a range of partners, funders, stakeholders and providers to ask them how they felt about working with Care Network.

We received **33** responses who gave some excellent feedback about us.

All partners who completed the questionnaire gave us very positive responses about our services and partnership working.

In terms of our relationships with partners, **91% of responses rated us as Excellent or Good**, the majority being excellent.

100% of partners told us that their **experience of working with Care Network was Excellent or Good**, the majority being excellent.

100% of partners feel that **our services are responsive and accessible** and are happy with the quality of the support we provide to them and customers.

Below are the things that partners and stakeholders value the most about Care Network:

"You're a great partner that makes a real difference to residents' lives".

"Friendly and welcoming staff. The people who use The Hub for activities are all very well mannered".



"You care".

"Care Network provides help and support to people in BwD area who would otherwise struggle to access this type of service elsewhere".

"It's a place for people to gather information and support to improve their quality of life. For agencies it's a way of getting information to the people who need it".

"We value the can do and caring attitude of all that work there".

"Valued the support around the housing, also value the contribution to neighbourhood working".

"Lovely friendly helpful staff, nice safe place to meet my clients".

"My best working days are when I'm based at Care Network Hub".



PRIORITIES FOR NEXT YEAR

In line with our new strategic plan, we will in addition to the priorities outlined on Page 7 also look to:

- Develop a meaningful volunteer programme for disabled residents.
- Develop digital and assistive technology offers for local residents

Our key priorities for this coming year are:

- To continue to successfully support increasing numbers of vulnerable residents, helping to maintain and improve their health and wellbeing and their ability to live independent lives.

- To ensure all targets for funded programmes are met.

- To consolidate our role as the Central Point of Access locally and to be tender ready and successful when the new commission is launched.

- To ensure that all our offers continue to provide the right support and the right time for local residents, and we continue to be highly regarded by our customers and local partners.

- To access funding to deliver a meaningful volunteer offer, providing opportunities to offer a wider choice of activities and recruiting additional volunteers (especially from the disabled community) to effectively support the delivery of the proposed service.

- To further promote the interests of the local learning disability and autism communities through making sure that the Big Plan continues to be up to date and relevant and to make sure that we build on our work undertaken regarding co-production with these communities through regular discussion and feedback sessions.

- To secure funding from a variety of other sources to generate income in new ways so that we can sustain and develop our services to meet future demand and to explore new service models/partnerships seeking a mix of funding to drive new initiatives, both statutory and non-statutory.

- To further develop our Healthy Homes offers, widening the variety of support that we can

offer to residents.

- To increase our presence out in the community and to further embed our role in the Integrated Neighbourhood Teams, Primary Care Networks and Social Prescribing Networks.

- To continue to maintain and improve the quality of the service through achieving very high levels of customer and partner satisfaction.

- To better promote our services to increase our reach to those local residents who could benefit from our services and to further raise our profile and increase donations from customers, providers, and local businesses.

- To continue to respond to any needs identified and reported by our helpdesks by recruiting new partners, providers and/or by supporting organisations to develop new services whilst always ensuring that our quality assurance standards are maintained.

- Partnership working will, more than ever, be crucial to our development. We will continue to work collaboratively with a range of existing partners in the borough especially through our Hub offer and will look to develop new relationships with other providers, promoting the Hub as a local resource that people can go to for appropriate health and wellbeing support.

PRINCIPAL FUNDING SOURCES

The principle funders of the charitable company are Blackburn with Darwen Borough Council.

FINANCIAL REVIEW

Income for the year was £692,949 (2023: £768,689), a decrease of £75,740 on the prior year. The majority of this decrease came from a reduction in restricted income. However, we saw an increase in our income from investments due to placing funds that are in excess of day to day requirements in a savings account.

Expenditure for the period was £704,457 (2023: £628,582), an increase of £75,875 on the previous year. This increase was related mainly to an increase in project costs which was expected due to the planned spending of funds received in previous years carried forward into the financial year which we knew were to be spent.

For the period there was a net deficit of £11,508 compared to a prior year surplus of £140,107, as outlined above this decrease was expected.

Therefore at the end of the year, total funds of the charity were £420,648 (2023: £432,156) of which £289,844 was unrestricted with the remainder, £130,804, being restricted.

RESERVES POLICY

Care Network aims to hold free reserves of between 3 and 6 months of the resources expended on the core costs of the charity. This will enable current activities and liabilities to be met in the event of a significant drop in funding.

At the end of the period the value of free reserves, i.e. unrestricted funds less any fixed assets was £285,093 which equates to approximately 7 months of core costs.

RISK MANAGEMENT

The Board of Trustees have responsibility for implementing a managed approach to risk management, Measures are in place to carry out annual reviews of policies, procedures and systems to mitigate the risk that the charity faces. An annual organisational risk assessment and register are also submitted to the 'Trustees for consideration and approval. Updated risk register and strategic planning board papers are standing agenda items and are reviewed and addressed at Trustee Board meetings.

Key Risks — Internal control risks are minimised by the implementation of procedures for the authorisation of all financial transactions. A key element in the management of financial risk is the setting of a reserves policy.

Key risks identified from our risk register include:

- Loss of key staff
- Contract risk (our main contract is up for re-tender this year) and increased competition for contracts and grants.
- Lack of resources to respond to needs and (new) demands on services
- Information Governance and data protection
- Inadequate budgetary control and financial reporting
- Risks associated with the cost of living crisis

TRUSTEES' RESPONSIBILITY FOR THE FINANCIAL STATEMENTS

The Trustees (who are also directors of Care Network (Blackburn with Darwen) Ltd for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including 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 Statement of Recommended Practice (SORP);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

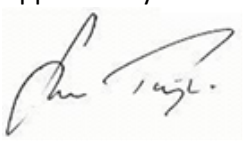
The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

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.

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.

Approved by the trustees on November 11th 2024 and signed on their behalf by:



Steve Tingle
Director

Care Network is proudly supported by:

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CARE NETWORK (BLACKBURN WITH DARWEN) LTD FOR THE YEAR ENDED 31 MARCH 2024

I report to the trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Company's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Teresa Fennell

Date: 13/11/24

Teresa Fennell, ACMA CGMA
It Doesn't Have to Cost the Earth Ltd
47 St Dunstans Close, Worcester, WR5 2AJ

STATEMENT OF FINANCIAL ACTIVITIES FOR THE FINANCIAL YEAR ENDED 31 MARCH 2024 (INCLUDING THE INCOME AND EXPENDITURE ACCOUNT)

	Note	**Unrestricted 2024 £**	**Restricted 2024 £**	**TOTAL 2024 £**	Unrestricted 2023 £	Restricted 2023 £	TOTAL 2023 £
INCOME FROM:							
Donations and legacies	2	**16,334**	**-**	**16,334**	5,773	-	5,773
Charitable activities	3	**447,641**	**223,239**	**670,880**	480,654	282,237	762,891
Investments	4	**5,735**	**-**	**5,735**	25	-	25
TOTAL INCOME		**469,710**	**223,239**	**692,949**	486,452	282,237	768,689
EXPENDITURE ON:							
Charitable activities	5	**482,016**	**222,441**	**704,457**	436,472	192,110	628,582
TOTAL EXPENDITURE		**482,016**	**222,441**	**704,457**	436,472	192,110	628,582
NET (EXPENDITURE)/INCOME		**(12,306)**	**798**	**(11,508)**	49,980	90,127	140,107
Transfer between funds		**-**	**-**	**-**	-	-	-
NET MOVEMENT IN FUNDS		**(12,306)**	**798**	**(11,508)**	49,980	90,127	140,107
Fund balances brought forward		**302,150**	**130,006**	**432,156**	252,170	39,879	292,049
TOTAL FUNDS CARRIED FORWARD		**289,844**	**130,804**	**420,648**	302,150	130,006	432,156

The statement of financial activities includes all gains and losses recognised during the year.

All income and expenditure derive from continuing activities

BALANCE SHEET AS AT 31 MARCH 2024

BALANCE SHEET
at 31 March 2021

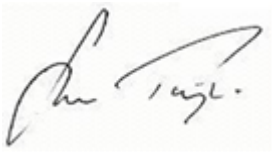
	Notes	**2024**		2023	
		£	**£**	£	£
FIXED ASSETS					
Tangible assets	9		**4,751**		1,130
CURRENT ASSETS					
Debtors	10	**69,511**		71,397	
Cash at bank and in hand	11	**387,926**		465,890	
		457,437		537,287	
CREDITORS : amounts falling due within one year	12	**(41,540)**		(106,261)	
NET CURRENT ASSETS			**415,897**		431,026
NET ASSETS			**420,648**		432,156
FUNDS					
Unrestricted	14		**289,844**		302,150
Restricted	14		**130,804**		130,006
TOTAL FUNDS			**420,648**		432,156

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies but as this company is a charity, it is subject to independent examination under the Charities Act 2011.

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

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

The financial statements were approved and authorised for issue by the Board on November 11th 2024 and signed on its behalf by:



NAME Steve Tingle

POSITION Chair

STATEMENT OF CASHFLOWS AS AT 31 MARCH 2024

	Notes	2024 £	2023 £
CASH INFLOW FROM OPERATING ACTIVITIES	15	**(77,704)**	58,540
CASH OUTFLOW FROM INVESTING ACTIVITIES			
Bank interest		**5,735**	25
Purchase of fixed assets		**(5,995)**	-
NET CASH OUTFLOW FROM INVESTING ACTIVITIES		**(260)**	25
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS		**(77,964)**	58,565
CASH AND CASH EQUIVALENTS AT THE START OF PERIOD		**465,890**	407,325
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD		**387,926**	465,890
CASH AND CASH EQUIVALENTS CONSISTS OF:			
Cash at bank and in hand		**387,926**	465,890

NOTES TO THE ACCOUNTS

1 ACCOUNTING POLICIES

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are follows:

a Basis of Preparing Financial Statements

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019 (SORP FRS102), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice that is SORP FRS102.

The International Anthony Burgess Foundation 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 note.

b Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

The trustees have made no key judgments which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

c Income recognition

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether ‘capital’ grants or ‘revenue’ grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

d Interest receivable

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

e Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

f Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise the Costs of commercial trading including running of the café and their associated support costs.
- Expenditure on charitable activities includes the costs undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

g Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Office equipment	33%	on a straightline basis
Fixtures, fittings and equipment	20%	on a straightline basis

h Debtors

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

i Cash at bank and in hand

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

j Creditors and provisions

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

k Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

l Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 10. There were no outstanding contributions at the year end.

m Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

2. DONATIONS AND LEGACIES

	Unrestricted 2024 £	**Restricted 2024 £**	**TOTAL 2024 £**	Unrestricted 2023 £	Restricted 2023 £	TOTAL 2023 £
Donations	**6,334**	**-**	**6,334**	5,773	-	5,773
Grants: Eric Wright	**10,000**	**-**	**10,000**	-	-	-
	16,334	**-**	**16,334**	5,773	-	5,773

3. CHARITABLE ACTIVITIES

	Unrestricted 2024 £	**Restricted 2024 £**	**TOTAL 2024 £**
Contracts and Service Level Agreements			
Community Champions Project		-	**-**
Helping People to Stay Happy, Healthy & Well	248,561	-	**248,561**
Healthy Homes Project	83,785	-	**83,785**
Healthy Homes Child Safety Equipment		13,000	**13,000**
Household Support Fund		24,856	**24,856**
Lancashire & South Cumbria Foundation Trust			
Personalised Care Project		-	**-**
Grants			
Blackburn with Darwen Borough Council			
DFG Pilot Project	85,545	133,183	**218,728**
Heating Support Fund		-	**-**
Digital Café		-	**-**
Education through Engagement		-	**-**
Holiday Activity Fund	14,583	-	**14,583**
LD Partnership	15,167	-	**15,167**
Charities Trust - H&H@H Cadent Foundation		50,000	**50,000**
The Energy Saving Trust			
Energy Redress WaTCh Project		-	**-**
Foundations Independent Living Trust			
NEA Warm & Safe Fund and Gas Safe Charity		2,200	**2,200**
NHS Greater Preston CCG			
Data Mapping Project		-	**-**
	447,641	**223,239**	**670,880**

3. CHARITABLE ACTIVITIES (Continued)

Previous reporting period	Unrestricted 2023 £	Restricted 2023 £	TOTAL 2023 £
Contracts and Service Level Agreements			
Community Champions Project	-	40,000	40,000
Helping People to Stay Happy, Healthy & Well	240,031	-	240,031
Healthy Homes Project	75,035	-	75,035
Healthy Homes Child Safety Equipment	-	5,253	5,253
Core	21,400	-	21,400
Household Support Fund	-	-	-
Lancashire & South Cumbria Foundation Trust			
Personalised Care Project	49,800	-	49,800
Grants			
Blackburn with Darwen Borough Council			
DFG Pilot Project	68,478	-	68,478
Heating Support Fund	-	142,003	142,003
Digital Café	-	17,486	17,486
Education through Engagement	-	10,000	10,000
Holiday Activity Fund	-	15,000	15,000
LD Partnership	15,750	-	15,750
Charities Trust - H&H@H Cadent Foundation		40,614	40,614
The Energy Saving Trust			
Energy Redress WaTCh Project	-	6,585	6,585
Eric Wright Charitable Trust			
Excellence Award Grant and Core Services	10,160	-	10,160
Foundations Independent Living Trust			
NEA Warm & Safe Fund and Gas Safe Charity	-	2,296	2,296
NHS Greater Preston CCG			
Data Mapping Project	-	3,000	3,000
	480,654	282,237	762,891

4. INCOME FROM INVESTMENTS

	Unrestricted 2024 £	Restricted 2024 £	TOTAL 2024 £	Unrestricted 2023 £	Restricted 2023 £	TOTAL 2023 £
Bank interest receivable	5,735	-	5,735	25	-	25
	5,735	-	5,735	25	-	25

5. CHARITABLE ACTIVITIES

	Unrestricted	Restricted	Total 2024
	£	£	£
Staff costs	333,143	41,786	374,929
Bank charges	120	-	120
Premises costs	50,617	2,710	53,327
Insurance	3,453	-	3,453
Admin costs	42,040	3,257	45,297
Project costs	9,504	165,478	174,982
Depreciation	2,375	-	2,375
Legal and professional costs	32,641	-	32,641
Management fees	(9,210)	9,210	-
	464,683	222,441	687,124
Governance costs	17,333	-	17,333
TOTAL EXPENDITURE	482,016	222,441	704,457

Previous reporting period

	Unrestricted	Restricted	Total 2023
	£	£	£
Staff costs	282,094	106,977	389,071
Premises costs	28,859	-	28,859
Admin costs	83,393	3,189	86,582
Project costs	35,809	81,944	117,753
Depreciation	376	-	376
Legal and professional costs	5,941	-	5,941
	436,472	192,110	628,582
Governance costs	-	-	-
TOTAL EXPENDITURE	436,472	192,110	628,582

All activities understaken are for the promotion and support of independent living

6. ANALYSIS OF GOVERNANCE AND SUPPORT COSTS

	Basis of apportionment	Governance	Total 2024
		£	£
Accountancy services: Day to Day	Governance	14,055	14,055
Accountancy services: Independent Examination	Governance	3,241	3,241
Legal and professional	Governance	37	37
		17,333	17,333

Previous reporting period

	Basis of apportionment	Governance	Total 2023
		£	£
Accountancy services: Day to Day	Governance	2,566	2,566
Accountancy services: Independent Examination	Governance	4,525	4,525
Legal and professional	Governance	-	-
		7,091	7,091

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging

	2024	2023
	£	£
Depreciation	**2,374**	376
Independent examiners fee	**2,500**	3,500

8. STAFF COSTS AND KEY MANAGEMENT PERSONNEL

	2024	2023
	£	£
Wages and salaries	**311,570**	323,034
Social security costs	**23,872**	16,719
Employer's pension costs	**34,123**	44,053
Staff training and other staff costs	**4,998**	5,078
	374,563	388,884

No employee received total employee benefits (excluding employer pension costs) of more than £60,000.

The average number of staff employed during the period was 15 (2023: 16)

The key management personnel of the charity comprise the Trustees and the Chief Executive. The total employee benefits of the key management personnel of the charity were £48,345 (2023: £55,886).

Contributions to the pension schemes for the year amount to £34,123 (2023: £44,053).

The charity operates defined contribution pension schemes. The pension scheme costs for the year represent contributions due by the charity to the schemes.

9. TANGIBLE FIXED ASSETS

	Office Equipment	Fixtures & Fittings	Total
	£	£	£
Cost :			
At 1 April 2023	7,750	4,802	12,552
Additions	5,995	-	5,995
Disposals	-	-	-
At 31 March 2024	13,745	4,802	18,547
Depreciation :			
At 1 April 2023	7,750	3,672	11,422
Charge for the year	1,998	376	2,374
Disposals	-		-
At 31 March 2024	9,748	4,048	13,796
NBV at 31 March 2023	**3,997**	**754**	**4,751**
NBV at 31 March 2022	-	1,130	1,130

Net book value at 31 March 2024 represents fixed assets used for charitable purposes.

10. DEBTORS

	2024 £	2023 £
Trade debtors	**50,664**	-
Prepayments & accrued income	**18,847**	71,397
Other debtors	**-**	-
	69,511	71,397

11. CASH AT BANK AND IN HAND

	2024 £	2023 £
Cash at bank and in hand	**387,926**	465,890
	387,926	465,890

12. CREDITORS : Amounts falling due within one year

	2024 £	2023 £
Trade creditors	**10,323**	1,553
Social security and other taxes	**8,977**	31,311
Other creditors	**18,739**	10,572
Accruals	**3,501**	12,835
Deferred income	**-**	49,990
	41,540	106,261

Deferred income

Balance at 1 April 2023	**49,990**
Movement in the year	**(49,990)**
Balance at 31 March 2024	**-**

13. CASH INFLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net income for the year	**(11,508)**	140,107
Adjustments for:		
Depreciation and impairment of tangible fixed assets	**2,374**	376
Bank interest	**(5,735)**	(25)
Decrease in debtors	**1,886**	29,946
(Decrease) in creditors	**(64,721)**	(111,864)
	(77,704)	58,540

14. MOVEMENT IN FUNDS

	Balance at 1 Apr 23 £	Incoming Resources £	Resources Expended £	Balance at 31 Mar 2024 £
Restricted Funds				
Blackburn with Darwen Borough Council:				
Healthy Homes Child Safety Equipment	4,171	13,000	(2,510)	14,661
LD Funding	6,354	-	(2,710)	3,644
Household Support Fund	118,679	24,856	(77,541)	65,994
DFG Project	-	133,183	(96,848)	36,335
Cadent Foundation - Happy&Healthy@Home Project	-	50,000	(40,134)	9,866
NEA Warm & Safe Fund and Gas Safe Charity	802	2,200	(2,698)	304
Total Restricted Funds	130,006	223,239	(222,441)	130,804
Unrestricted Funds	302,150	469,711	(482,016)	289,845
Total Funds	**432,156**	**692,950**	**(704,457)**	**420,649**

ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	**Restricted Funds £**	**Total Funds £**
Tangible fixed assets	4,751	-	4,751
Net current assets/(liabilities)	268,278	130,804	399,082
	273,029	130,804	403,833

14. MOVEMENT IN FUNDS (Continued)

Previous reporting period

	Balance at 1 Apr 22 £	Incoming Resources £	Resources Expended £	Balance at 31 Mar 2023 £
Restricted Funds				
Blackburn with Darwen Borough Council:				-
Healthy Homes Child Safety Equipment	1,359	5,253	(2,441)	4,171
LD Funding	11,883	40,000	(45,529)	6,354
Household Support Fund	18,301	142,003	(41,625)	118,679
Our Community Out Future British Sign Language	1,669	-	(1,669)	-
Digital Cafe	-	17,486	(17,486)	-
Education through Engagement	-	10,000	(10,000)	-
Holiday Activity Fund	-	15,000	(15,000)	-
Cadent Foundation - Happy&Healthy@Home Project	601	40,614	(41,215)	-
The Energy Saving Trust				-
Energy Redress WaTCH Project	(531)	6,585	(6,054)	-
Foundations Independent Living Trust				-
NEA Warm & Safe Fund and Gas Safe Charity	729	2,296	(2,223)	802
NHS Greater Preston CCG				-
Data Mapping Project	-	3,000	(3,000)	-
Spring North Ltd				-
Social Integration Community Ambassadors	5,868	-	(5,868)	-
Total Restricted Funds	39,879	282,237	(192,110)	130,006
Unrestricted Funds	252,170	486,452	(436,472)	302,150
Total Funds	292,049	768,689	(628,582)	432,156

ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	**Restricted Funds £**	**Total Funds £**
Tangible fixed assets	1,130	-	1,130
Net current assets/(liabilities)	301,020	130,006	431,026
	302,150	-	432,156

14. MOVEMENT IN FUNDS (Continued)

Description of restricted funds

Healthy Homes Child Safety Equipment	This project provides child safety gates, advice and essential safety equipment to vulnerable families in Blackburn with Darwen.
LD Funding	This funding is for the facilitation of the Learning Disability and Autism Partnership boards
Household Support Fund	This project provides support in the delivery of the (BwD) Household Support Fund offer to local residents including energy efficiency advice and boiler servicing and assistance with accessing fuel vouchers.
DFG Project	Working closely with the council's Independent Living Service, this project provides discretionary funding to assist local residents to maintain Healthy, Dry and Safe Homes and to support people who need help to re-house.
Cadent Foundation - Happy&Healthy@Home Project	This project assists low-income households in Blackburn with Darwen with financial support to keep their homes warm, safe and dry. In addition to energy advice and signposting to relevant services an annual discretionary pot is used to support households with servicing, repairs and replacement to their home heating appliances (gas and electric) and repairs to make homes more energy efficient, wind and weather tight.
NEA Warm & Safe Fund and Gas Safe Charity	This project provides gas safety equipment and services for elderly and vulnerable adults who cannot afford to purchase the services themselves. Household Support Fund – This project provides support in the delivery of the (BwD) Household Support Fund offer to local residents including energy efficiency advice and boiler servicing and assistance with accessing fuel vouchers.

15. TRUSTEES' REMUNERATION AND EXPENSES, AND RELATED PARTY TRANSACTIONS

Neither the Trustees nor any persons connected with them received any remuneration or reimbursed expenses during the year (2023: Nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2023: nil).

The trustees have indemnity cover.

16. CONTIGENT LIABILITY

The charity has recently engaged with a VAT advisor to assess the VAT treatment of certain income streams. As a result of this review there is a possiblity that some income streams have not had the correct VAT treatment applied and therefore VAT recovery has been overclaimed.

It has not yet been possible to quantify the potential liability with certainty therefore no provision has been made in these financial statements for this potential liability, as the outcome cannot be reliably measured, and it is uncertain whether an outflow of economic benefit will be required.

2023-24 Care Network Annual Report - final unsigned by Teresa

Final Audit Report 2024-11-13

Created:	2024-11-13
By:	Emma Willder (emma@beyondprofituk.co.uk)
Status:	Signed
Transaction ID:	CBJCHBCAABAA5_08lwYQ56G286Yn_Zd4RbnHUd69S9fn

"2023-24 Care Network Annual Report - final unsigned by Teresa" History

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CARE NETWORK (BLACKBURN WITH DARWEN) LTD

England & Wales - Charity number 1123032

Accounts

Care Network (Blackburn with Darwen) Ltd

Charity No. 1123032

Company No. 06216427

Trustees' Report and Unaudited Accounts

31 March 2023

Care Network (Blackburn with Darwen) Ltd
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CARE NETWORK (BLACKBURN WITH DARWEN)
ANNUAL REPORT FOR THE PERIOD ENDED 31 MARCH 2023

The Trustees of Care Network (Blackburn with Darwen) Limited present their annual report, which is also the Director's report, for the period ended 31st March 2023 under the Charities Act 2011, together with the accounts for the period, and confirm that the latter comply with the requirements of the Act, the Companies Memorandum and Articles of Association and the Charities SORP (FRSSE) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities (then FRSSE) (effective 1 January 2019).

PUBLIC BENEFIT

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities.

CARE NETWORK - THE ORGANISATION

Care Network (Blackburn with Darwen) Limited is a registered charity (Charity Registration number 1123032) and a company limited by guarantee (registered number 06216427).

The organisation supports vulnerable people and carers in Blackburn with Darwen and surrounding areas to live independent lives by providing access to affordable, quality assured, day-to-day services.

The Registered Office is at Spiral Heights, Second Floor, Blackburn Central Library, Town Hall Street, Blackburn, BB2 1AG.

Care Network was launched in March 2003 and was registered as a charitable company in April 2007. The company was established under a Memorandum of Association which established the objects and powers of the company and is governed under its Articles of Association (dated 30th March 2007). These were updated at a general meeting held on August 10th 2015 with the company's charitable objectives being altered to the following:

The objectives of the Company shall be to provide support to vulnerable people and their carers residing in the local authority district of Blackburn with Darwen and surrounding areas ("the areas of benefit") without distinction of age, sex, sexual orientation, race or political, religious or other opinions by providing access to a network of quality approved, affordable day-to-day services in an effort to promote and foster the principles of independent living, improve self-esteem and nurture confidence amongst said persons so that they can participate more fully in society and so that their conditions of life may be improved.

The Directors of the company are also Charity Trustees for the purpose of charity law. All those persons appointed to perform the duties of Directors of the Company are referred to as the Board of Trustees and each member has undertaken to contribute the sum of £1 in the event of the company being insolvent on winding up.

CARE NETWORK (BLACKBURN WITH DARWEN)
ANNUAL REPORT FOR THE PERIOD ENDED 31 MARCH 2023

CARE NETWORK VISION

Our vision is "For informed, empowered, resilient, independent and healthy individuals and communities in Blackburn with Darwen (and surrounding areas)".

CARE NETWORK MISSION

To be the leader in connecting people with quality services and information that helps residents to make informed choices and that enables them to live independent, healthy and safe lives.

VALUES

At all times, we aim to:

- Be respectful, person centred, compassionate and caring
- Be non-judgemental, honest and open
- Be impartial and fair
- Work together
- Commit to quality

STRAPLINE

"Caring for you, your home and our community"

STRUCTURE, GOVERNANCE AND MANAGEMENT

CARE NETWORK TRUSTEES AND DIRECTORS

The Board of Trustees is responsible for the overall governance, management and control of the charity, working with the Care Network Chief Executive on strategic and operational development. Decisions about day-to-day operation are taken by the Care Network Chief Executive, and decisions on matters with significant implications are brought to the Board of Trustees.

RECRUITMENT AND APPOINTMENT OF TRUSTEES

The appointment of members of the Board of Trustees is reviewed every year using procedures set out by the Board of Trustees. The board seeks to appoint new trustees to maintain a broad skill mix appropriate to the work of the charity; nominations are sought through relevant voluntary, community and statuary organisations and are appointed at board meetings. There were 4 regular board meetings during the year plus an additional meeting held in March 2023.

CHARITY TRUSTEES AND DIRECTORS

The directors of Care Network (Blackburn with Darwen) Limited, who are also the charity trustees, in the reporting period are:

Chairman:	Steve Tingle – appointed Chair on 14/11/22
Trustees:	Ian Bell - resigned as Chair on 14/11/22
	Lynne Haworth – resigned on 16/03/23
	Garth Hodgkinson
	Erika Holmes
	Muhammed Mizan - appointed on 14/11/22
	Alan Pickup
	Vicky Shepherd

INDUCTION AND TRAINING OF TRUSTEES

All new Trustees receive induction training which is tailored to the specific needs of the individual and includes meetings and discussions with the Care Network Chief Executive, a copy of the organisation's business plan and any relevant past board papers.

TRUSTEE BOARD COMMITTEES

The Trustee Board delegates areas of oversight to one board committee. This committee has Terms of Reference which are reviewed regularly and reports key issues to the Trustee Board.

FINANCE SUB GROUP (FSG)

The FSG currently comprises Erika Holmes (Chair) and Vicky Shepherd. The Group addresses all financial issues to enable the Charity to achieve its financial objectives, to comply with governance and encompass risk management. The FSG meets on average once every quarter.

RISK MANAGEMENT

The Board of Trustees have responsibility for implementing a managed approach to risk management. Measures are in place to carry out annual reviews of policies, procedures and systems to mitigate the risk that the charity faces. An annual organisational risk assessment and register are also submitted to the Trustees for consideration and approval. Updated risk register and strategic planning board papers are standing agenda items and are reviewed and addressed at Trustee Board meetings.

Key Risks - Internal control risks are minimised by the implementation of procedures for the authorisation of all financial transactions. A key element in the management of financial risk is the setting of a reserves policy. The external risks to funding have led us to continue developing a new strategic plan to address the need for diversification of funding and activities.

GOVERNANCE

Care Network continues to keep our governance under regular review at our board meetings with a focus on succession being important to us.

Having completed the Charity Commission's Good Governance Code which we do annually, we continue to use it as a tool for continuous improvement towards the highest standards. Addressing the seven principles which make up the Code, we believe that we are in a strong position.

We collectively feel as a board that we are addressing the majority of recommendations, but we still wish to work on monitoring and reporting on board diversity - which will be considered for review by trustees in the coming year as a specific agenda item.

PROFESSIONAL ADVISORS:

Independent Examiners:
AC Accountancy Services (UK) Ltd
318 Chorley New Road
Horwich
Bolton
BL6 5PS

Banks:
Barclays Bank plc
8-14 Darwen St
Blackburn
Lancashire
BB2 2BZ

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

CARE NETWORK'S AIMS AND OBJECTIVES

Trustees and staff update the charity's business plan annually and identify the strategic priorities for the year. The following cover our main areas of operation and development:

1 **CENTRAL POINT OF ACCESS** – to be the central hub for all, providing information and access to relevant health and wellbeing options so that people can make informed choices about their lives.

- Through maintaining current service provision and increasing the numbers of new customers using the service.
- Through expanding and improving the range and quality of partners and their offers at the centre ensuring that we are embedded as THE central information hub in BwD.
- Through maintaining and improving the quality of the service through achieving very high levels of customer and partner satisfaction.

2 **HOME IMPROVEMENT AGENCY** (HIA) - to fulfil our potential as an innovative home improvement agency, ensuring that people are safe, healthy and independent in their homes.

- Through researching into and developing the HIA model, identifying areas for development opportunities.
- Through supporting, developing and growing the safe trader scheme.
- Through providing a quality helpdesk service so that more customers can access our HIA services.

3 **COMMUNITY CONNECTIONS** – to improve resilience of individuals and communities, through prevention and early action via a coordinated holistic approach and joined up locality partnership working.

- Through developing a robust model which pulls together services to support people with multiple needs.
- Through identifying vulnerable citizens and improving their resilience through targeted support and by developing a strong presence in the community.

- Through modelling an effective and flexible single point of access and developing a framework for measuring the impact of our work.

4 **SUSTAINABILITY** - to ensure the long-term sustainable development of the charity.

- Through developing a more secure funding base for Care Network's long-term future.
- Through improved management, development and delivery of Care Network activities.
- Through developing a better understanding of the value of the work that Care Network undertakes.
- Through good governance of the charity by increasing skills and sector representation of the board.
- Through being better able to potentially upscale and to respond to future commissions and opportunities e.g. around bidding for future contracts and building partnerships with existing agencies.

ACTIVITIES

In order to achieve the aforementioned priorities Care Network carries out a range of activities which enable informed, empowered, resilient, independent and healthy individuals and communities locally.

Currently this is done in three key strategic areas of operation:

- Central Point of Access - Care Network Hub service
- Home Improvement Agency development
- Community Connections

CONTRACTS:

The Central Point of Access (CPA) contract is part of the wider local Voluntary, Community and Faith Sector (VCFS) commission from Blackburn with Darwen Borough Council (BwDBC) - Helping People to Keep Happy Healthy and Well. This covers work undertaken through our Care Network Hub offer (information and signposting) and also our Safe Trader Scheme (under the Home Improvement Agency strand).

Funding has also come from BwDBC for continued delivery of the following contracts:

- Learning Disability/Autism Partnership Boards
- Healthy Homes (including the Memory Matters) project
- Child safety gates provision for the Healthy Homes project
- Community Champions funding – BwD
- Household Support Fund – BwD

Additionally, projects to be delivered for Lancashire and South Cumbria which was a one off Personalised Care Project.

GRANTS:

This year saw us access funding from new sources:

- Eric Wright Charitable Trust – for volunteer development activities
- Covid Winter Grant Scheme / Household Support Fund – BwD
- Excess Winter Mortality Plan – BwD
- Self Isolation project – BwD
- NHS Digital - Personalised Care programme
- Community Co-production in Action
- DFG Pilot project – BwD
- Digital Café
- Education through Engagement
- Holiday Activity Fund

CONTINUATION GRANT FUNDING:

- Cadent Foundation/Charities Trust for the Happy and Healthy at Home project
- Energy Redress Fund for the W@TCH project.
- Foundations Independent Living Trust (FILT) and Gas Safe Charity for the Warm & Safe Fund for gas safety checks for elderly and vulnerable customers.

ACHIEVEMENTS AND PERFORMANCE

1 CENTRAL POINT OF ACCESS

CARE NETWORK HUB

The Care Network Hub is an active partnership of local citizens and a range of service providers alongside community groups and the local authority. The service provides information, advice and advocacy as well as links to a range of community-based services and support. It caters for citizens of all ages and their families who need assistance to remain independent within their local community.

For people not eligible for adult care services the service provides effective delivery of one to one information, advice and signposting into alternative low level community based preventative services. The service also provides opportunities for people from different backgrounds to come together and take part in social / learning / training initiatives. The service continues to provide a valuable service locally as more people hear about the quality service we provide and as new partners continue to come on board. The following table shows figures for the service:

Footfall – partner and group activities	3,468 (+472%)
Customers using CN Hub	2,501 (+24%)
New customers	1,859 (+38%)
Referrals received	2,916 (+28%)
Signposts and referrals made to partners	3,810 (+60%)
Household Support Fund (fuel vouchers)	1,347 (+197%)

It should be noted that the majority of 2021 was impacted by the restrictions imposed on us by the pandemic which suppressed numbers due to their being no face to face contact. It is encouraging to see that the numbers have risen significantly over the last 12 month and hopefully will continue to do so.

We continue to find that the complexity of customer issues has meant that our staff have needed to spend longer with customers.

2 HOME IMPROVEMENT AGENCY

HEALTHY HOMES PROJECT

The Healthy Homes project continues to support and add value to our aspiration to become an innovative Home Improvement Agency (as outlined in our Business Plan).

The purpose of this service is to reduce health harms associated with housing through the provision of both universal and targeted approaches to improving health via the home. This service offer of a 'health from home' single point of access and one stop shop provides:

- Advice, information and signposting with the aims of improving health via the home
- Targeted approaches for the most vulnerable or at risk groups including healthy homes assessment and access to handypersons services

Project staff continue to attend and play an important role in the local Integrated Neighbourhood Team (INT) structure that is evolving across the borough which facilitates closer partnership working with a range of partners.

Healthy Homes	2022/23	Difference from previous year
Number of referrals received	2392 (but 1347 of these were HSF Fuel Voucher referrals)	1487 (+60.9%)
Number of customers – case worked	2370 (but 1347 of these were HSF Fuel Voucher referrals)	1429 (+65.9%)
Number of interventions (visits/assess etc) undertaken	10,042 (includes HFS Fuel)	8,401 (+19.5%)
Number of support actions undertaken (including hazard survey, advice and equipment	2,590 (includes HFS Fuel)	1765 (+46.7%)
Number of onward signposts	1102 (includes HFS Fuel)	915 (+20.4%)
Number of onward referrals	1827(includes HFS Fuel)	880 (+107.6%)

The figures above show a significant increase in the annual number of referrals, cases, interventions and referrals/signposts made.

We have been able to grow our Home Improvement Agency offer through accessing additional funding from the Cadent Foundation – Happy and Healthy at Home project and the from Energy Redress Fund – W@TCH project. We have also been able to support local residents with their fuel bills and with boiler servicing and repairs through the local Household Support Fund.

We supported over 155 vulnerable households with top up vouchers for their gas or electricity pre-payment meter with a total voucher amount of £6,867 under the Cadent (**Heat and Health @ Home**) project which ended in November 2022.

We worked in partnership with BwD Council to deliver the Boiler and Energy Efficiency Measures aspect of the **Household Support Fund**. During 2022/23 we supported 42 vulnerable households to have their boilers serviced or repaired at a total value of £7,528

Working with BwD Independent Living Team we are delivered a pilot project that is funded by **DFG Discretionary Funding** to help vulnerable residents, identified by the Occupational Therapists and the Housing Officer from Independent Living Service, to keep their homes dry and safe or help with relocation costs if their existing home cannot be adapted.

Completed during 2022/23
Dry Homes Grant – 8 households supported (£4,890)
Safe Homes Grant – 59 households supported (£25,449.60)
Relocation Grants – 3 households supported (£6,340)

SAFE TRADER SCHEME

Our safe trader scheme supports vulnerable adults and carers living in Blackburn with Darwen. We now have 75 service providers (local businesses) covering a wide range of different service areas. All our service providers are fully qualified/experienced in the trade they provide and before being accepted onto our list of approved providers have all undergone our comprehensive quality assurance checks.

Customer and Referral Figures

Customers	2,892 (-2%)
Referrals received	3,902 (-2%)
Onward referrals and signposts	4,727 (-0.5%)
New customers	757 (+34%)

The above figures show a decrease across all categories with the exception of new customers which shows a healthy increase. These decreases however are only slight. Given the current situation with the cost of living and with people having to budget more carefully, this decrease is not too significant and shows that for customers who do need work doing that they are happy to use our service.

Providers

During 2022/23 Care Network recruited 11 new providers (with 2 leavers) taking the number of providers at the end of March 2023 to 75, covering 45 different areas of service provision.

31 full provider reviews were also undertaken and 43 follow up calls on new providers were undertaken during the year, underlying our commitment to quality assurance on our Safe Trader Scheme.

MARKETING

Marketing continues to be an important part of us getting the Care Network message out to new customers and also reminding existing customers of the new services that we have to offer. A particular focus this year has been our improving our marketing especially from a digital perspective. We have been successful in this area and is demonstrated through the following:

Website - Users on our website are up by 36.25% compared to the same period in 2021 – 2022, representing how our additional spend and hours on marketing delivery has led to a substantial increase in the number of people visiting our website. A generous amount of those are new visitors, indicating that we are successful in engaging potential new customers online. We are continuously managing to increase the number of Users, New Users and Sessions held by those people on our website, along with an increase in Page Views over the course of the last 12 months. We are thrilled

to see this, as it ties in with our digital efforts set out in our Marketing Strategy and website review conducted in early 2022.

E-Bulletins - There has been significant growth in the number of people subscribed to receive our monthly newsletters – 2,557 over the course of the year showing a 44.63% in recipients. This is really encouraging to see, as in March 2022 we set out to improve the performance of our monthly mail outs by creating new, responsive template designs and more engaging, shorter content.

Social media – we have seen a huge growth across the board for Facebook – correlating with the increased budget, time and efforts invested into socials in 2022. We have successfully continued to increase our following, whilst engaging both our current and new audiences. Most notable of these results is the growth in our Reach (up by 47.43%), Page Visits (up by 50.8%), and New Likes (up by 57.48%).

FACEBOOK @Care.Network

METRIC	**VALUE** *March 22*	**VALUE** *March 23*	**VARIANCE**
Total Likes:	733	856	+16.78%
New Likes:	54	85	+57.48%
Reach:	8,624	12,714	+47.43%
Page Visits:	590	890	+50.8%

TWITTER | @CareNetworkUK

METRIC	**VALUE** *March 22 - 23*	**VARIANCE**
Total Followers:	1,443	+6.02%
Total Profile Visits:	10,456	N/A

COMPLIMENTS

We received 388 compliments from customers – 262 for our providers and 126 for our helpdesk staff.

COMPLAINTS

We received 3 complaints which were all resolved. A comments log is kept with every comment being followed up by telephone and the outcome being logged so that any recurring issues can be identified and tackled with the relevant provider.

CONSULTATIONS

We undertook ongoing consultations with our customers throughout the year through our quarterly user surveys and telephone follow up calls with Hub customers. Feedback from these informed us as to how we could develop and improve our services.

3 COMMUNITY CONNECTIONS

LEARNING DISABILITY PARTNERSHIP BOARD (LDPB) AND AUTISM PARTNERSHIP BOARDS

Care Network continued to deliver the LDPB and to support with the delivery of the Autism Partnership Board.

These boards met bi-monthly (remotely) and focused on issues affecting the local learning disability and autism communities. Both boards continued to progress steadily over the last 12 months with both continuing to grow in numbers and diversity.

The purpose of the Learning Disability Partnership Board is to provide a framework for partnership working. The board will bring people with learning disabilities and their carers together with service planners and providers from the public, private and voluntary sector and the wider community to develop services that meet the needs of people with a learning disability in the borough.

We continue to deliver the 5 year Learning Disability and Autism Strategic Plan – the "Big Plan" and have been working hard to support the various sub groups to address the 10 developmental areas that have been identified in the strategy. Good progress has been made in the majority of these areas with sub-group leads being appointed and meetings being held with feedback from the groups given at the full board meetings.

The 10 key areas of development in the Big Plan:

1	Inclusion and Reducing Isolation	**6**	Workforce Development
2	Education and Employment	**7**	Good Health, Mortality & transforming Care
3	Transitions Life Changes	**8**	The Justice System
4	Early Help	**9**	Leadership & commissioning & personalisation
5	Housing	**10**	Advocacy – Being Heard

Delivering the plan will continue to be the main focus of our work over the coming 12 months.

VOLUNTEERING

Covid severely impacted our volunteer offer but this last year we were successful in securing some funding from the Eric Wright Charitable Trust. This enabled us to recruit a part time Volunteer Development Officer (VDO) to recruit and support local residents (with an emphasis on disabled residents) to volunteer in a variety of roles that we would develop over the year.

Resolve - ongoing
This is an established disability hate crime peer support group where local disabled residents come together to support each other and to develop friendships with one another. Resolve meets every

Wednesday afternoon at Care Network Hub and has guest speakers present to them as well as doing group activities together. We generally had a couple of disabled volunteers who would assist with welcoming members, brewing up and leading on group discussions. Group numbers are regularly around the 18 – 20 mark.

Resolve at Albion Mill – started July 2022
The above group proved to be very popular but was quite boisterous and not suitable for everyone. We took the decision to hold an alternative (and quieter) Resolve group that was more for autistic people who didn't like the noise etc of the Hub one. This was at the council's Albion Mill at Ewood. We also teamed up with BwD's Refresh / Wellbeing Service to deliver exercise classes to the group which was really well received. The group also holds arts and crafts activities and regularly has guest speakers attend. Attendance at this group grew to a regular cohort of 6 - 8 people.

Digital Lifelines – October 2022 to March 2023
This group came on the back of us securing some additional money for laptops that we would use to help train disabled residents with basic IT skills so that they could learn computer and mouse skills and help to set up an email to access the Household Support Fund or apply for a Blue Badge etc. Essentially it helped to build residents' confidence online. This project ran for 6 months and delivered a structured course for participants. This is something that we will look to widen and develop going forward. The sessions were delivered on both a one-to-one and group basis, with occasional assessments to see how well our group members had remembered their new digital skills.
https://www.carenetwork.org.uk/news/digital-lifelines-awards

Education through Engagement - November 2022 to March 2023
In partnership with 3 other local charities we were successful in securing some funding to deliver this project through a Dragon's Den pitch. Funded through the NHS Digital - Personalised Care programme Care Network supported the volunteers of lived experience of learning disabilities and autism to co-design a training package (Based on their own experiences) that would be delivered to young disabled pupils (aged 14 to 16) at Cross Hill School on the following topics:

- Emotions, thoughts and feelings
- Independence and resilience
- Mental health
- Healthy relationships

We were able to support 7 volunteers to undertake this important work which was extremely well received by the pupils at the school
https://www.carenetwork.org.uk/working-together-to-improve-lives

Board Games group – started June 2022
On the back of feedback we received from disabled customers using our range of services, we decided to establish a games group. Held on a fortnightly basis at the Hub this group now has 6 regular attendees and helps to reduce isolation for those joining the group as attendees have met new people and made new friends.

The VDO role helped to set up groups and then support the volunteers to support the running of the groups themselves (where appropriate).

Below are some headline figures from last year:

Group	No of Sessions (Cumulative totals)
Resolve	50
Albion Mill Resolve	46
Digital lifelines	23
Education through Engagement	11
Board Games group	24
Total:	**154**
Active volunteers	**15**
Volunteer hours	**938**
Volunteers recruited	**35**

Based on the National Minimum Wage of £10.42 an hour, the project generated a value £9,773.96 based on the 938 hours above.

Based on the success of the Community Champions project, going forward we will establish a monthly consultation group for residents with lived experience of learning disabilities and autism. Our first one is scheduled for Monday 19th June and will last for the next 6 months.

OTHER ACHIEVEMENTS

2022/23 was another busy year for us. We have continued to successfully support increasing numbers of vulnerable residents, helping to maintain and improve their health and wellbeing and their ability to live independent lives.

Our information and signposting service, together with our Safe Trader and Healthy Homes offers continue to provide the right support and the right time for local residents and we continue to be highly regarded by our customers and local partners. As a result of successful delivery, this contract has been extended by another year through to October 2024.

We successfully achieved all the targets set within our 3 year strategic plan (with the one exception of developing a Digital Strategy) and we have now drawn up a new 3 year strategic plan that will take us through to 2026.

Another highlight has been the securing of the new Healthy Homes contract from BwD. Starting on April 1st 2023, this is for 3 years +1 +1 subject to successful delivery of the contract and will nicely align with other initiatives such as the delivery of the Household Support Fund (supporting residents to access fuel vouchers and support with boiler servicing and repairs) and a new 3 year project funded through the Cadent Foundation where we will have a discretionary pot of funding to help the most vulnerable residents with household repairs.

We have also started to pilot a new project which links into our Healthy Homes offer. Working closely with the council's Independent Living Service team this pilot project has discretionary funding to support local residents with:

- Keeping homes healthy, dry and safe and;
- Re-Housing

Other achievements included:

- Improving our quality assurance systems through successfully achieving the Foundations Quality Assurance mark (for Home Improvement Agencies).
- Strengthening our arrangements around new collaborative working with new partners – Household Support Fund, Holiday Activities Fund and Education through Engagement project.
- Improved communications with stakeholders on any significant changes to our services and policies.
- Making good inroads with regards to improving our digital provision (using digital engagement, where appropriate) especially with the local disabled community.
- We continued to raise the profile of Learning Disabilities and Autism across the borough through implementation of the Big Plan.
- Embracing co-production in the design and delivery of services – through the Education through Engagement project.

ECONOMIC CONTRIBUTION FROM THE SERVICE

Based on the National Minimum Wage of £10.42 an hour, Care Network generated a value £9,773.96 based on the 938 volunteer hours.

EVALUATION OF OUR SERVICES

Care Network Hub and Safe Trader scheme

We circulate quarterly combined user surveys to all customers using our safe trader scheme and Information and Signposting service during that previous quarter. Results from this questionnaire are used to assess the quality of our existing services, to understand what matters to customers when they use our services and to ask how we could widen and improve the services that we provide. It also enables us to gain a picture of how our services are received over time. This last year we sent out **2898** surveys and received **679** completed replies, a healthy response rate of 23.4%. Results include:

The Helpdesk and our providers:

- **97.67%** stated that they were treated as an individual and were asked appropriate questions that understood their needs
- **97.25%** were very satisfied with their experience and felt that they were directed to appropriate provider/service.
- **97.25%** would be very likely to use Care Network services again
- **97.75%** would recommend us to a friend.
- **95.67%** are more aware of services that are available locally and how to access them

Healthy Homes

We send out Customer Satisfaction Surveys to all generic Healthy Homes, Gas Safe, Cadent, Child Safety and Memory Matters customers on completion of our intervention. These are a mixture of paper and online text surveys and we have a mixed response from each project.

Last year a total of **633** surveys were sent out and the return rate was **33.5%** (212 surveys). Results included:

- **100%** of customers felt comfortable talking to the Healthy Homes officer
- **97.8%** of customers felt the information and support they were given was useful
- **89.67%** of customers felt that their health and wellbeing had improved as a result of using the service
- **84.2%** of customers said that the Healthy Homes Service had helped them to continue to live independently
- **94.3%** of customers were satisfied with the overall service
- **96%** of customers would recommend the service to a friend

PRIORITIES FOR NEXT YEAR

In line with our new strategic plan we will:

1. Maintain and improve our quality assured service offers, making them more efficient and effective.
2. Continually review our services to ensure that our offer is consistent and effective and that we meet our customers and partner's needs (both current and future).
3. Continue to develop and strengthen our collaborative working with a broader range of partner agencies.
4. Ensure that our workforce (staff, volunteers, providers and trustees) feels happy, fulfilled, valued, safe and well supported.
5. Become even more sustainable and effective.

Our key priorities for this coming year are:

- To ensure all targets for funded programmes are met.

- To continue to successfully support increasing numbers of vulnerable residents, helping to maintain and improve their health and wellbeing and their ability to live independent lives.

- To consolidate our role as the Central Point of Access in the local Keeping Happy, Healthy and Well commission and to increase our offer of activities to reach more people who are or at risk of social isolation to prevent a decline in their health and wellbeing in particular through employing innovative digital platforms to engage with and support customers in getting "back to normal".

- To ensure that all our offers continue to provide the right support and the right time for local residents and we continue to be highly regarded by our customers and local partners.

- To build on our volunteer offer, providing opportunities to offer a wider choice of activities and recruiting additional volunteers (especially from the disabled community) to effectively support the delivery of the service.

- To further promote the interests of the local learning disability and autism communities through making sure that the Big Plan continues to be up to date and relevant and to make sure that we build on our work undertaken regarding co-production with these communities through regular discussion and feedback sessions.

- To secure funding from a variety of other sources to generate income in new ways so that we can sustain and develop our services to meet future demand and to explore new service models/partnerships seeking a mix of funding to drive new initiatives, both statutory and non-statutory.

- To further develop our Healthy Homes offers, widening the variety of support that we can offer to residents.

- To better promote our services to increase our reach to those local residents who could benefit from our services and to further raise our profile and increase donations from customers, providers, and local businesses.

- To continue to respond to any needs identified and reported by our helpdesks by recruiting new partners, providers and/or by supporting organisations to develop new services whilst always ensuring that our quality assurance standards are maintained.

- To increase our presence out in the community and to further embed our role in the Integrated Neighbourhood Teams and Primary Care Networks and Social Prescribing Networks.

- To continue to maintain and improve the quality of the service through achieving very high levels of customer and partner satisfaction.

- Partnership working will, more than ever, be crucial to our development. We will continue to work collaboratively with a range of existing partners in the borough especially through our Hub offer and will look to develop new relationships with other providers, promoting the Hub as a local resource that people can go to for appropriate health and wellbeing support.

PRINCIPAL FUNDING SOURCES

The principle funders of the charitable company are Blackburn with Darwen Borough Council.

FINANCIAL REVIEW

Net income for the year was unrestricted of £49,980 and restricted of £90,127, giving a total for the year of £140,107 (2021: £122,236). The charity had net assets of £432,156 (2022: £292,049) at the year end and has cash at the bank of £465,890 (2021 - £407,325).

This year has seen the charity report an improved position financially. The charity achieved a larger than anticipated surplus due to resourcing issues and having a smaller team of staff than anticipated, due to recruitment challenges. This has been resolved following the year end and we have successfully invested in a larger workforce.

We have continued to secure the funding for our Household Support Fund delivery and for our Community Champions project. These schemes will help local residents with the ongoing cost of living challenges. We have also managed to maintain our Healthy Homes offer and have secured a renewal of this contract for the next three years.

Last year we were anticipating a decrease in income, however we have managed to increase income in comparison to last year. We have retained a higher than anticipated net income due to the recruitment challenges mentioned above. There will be increased spending in delivery of the of both unrestricted and restricted funding next year due to the brought forward reserves and we have expanded our headcount of staff. The Trustees, in conjunction with the management, are constantly reviewing whether allocation from reserves should be made to support service delivery where other funding options do not exist.

RESERVES POLICY

Care Network aims to hold free reserves of between 3 and 6 months of the resources expended on the core costs of the charity. This will enable current activities and liabilities to be met in the event of a significant drop in funding.

DESIGNATED FUNDS

Designated funds are designated for the following purposes: Business continuity – the purpose of this is to support business continuity through our reserves policy.

TRUSTEES' RESPONSIBILITY FOR THE FINANCIAL STATEMENTS

The Trustees (who are also directors of Care Network (Blackburn with Darwen) Ltd for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial

statements in accordance with applicable law and United Kingdom Accounting standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the 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.

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.

TRUSTEE INDEMNITY POLICY

There is a Trustee Indemnity Policy in place for the company's Trustees.

SMALL COMPANY

This report has been prepared in accordance with provisions within Part 15 of the Companies Act 2006 as they relate to small companies.

Approved by the trustees on 13th November 2023 and signed on their behalf by:

Vicki Shepherd
Director

Independent Examiner's Report to the trustees of Care Network (Blackburn with Darwen) Ltd

I report to the charity trustees on my examination of the financial statements of Care Network (Blackburn with Darwen) Ltd for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Summary Income and Expenditure Account, the Balance Sheet and the related notes.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

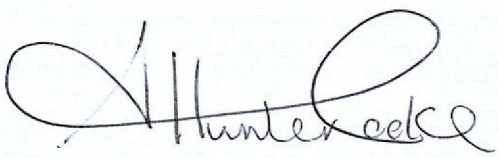
Independent examiner's statement

As the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Accounting Technicians.

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that:

- accounting records were not kept in accordance with section 386 of the 2006 Act ; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements under section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the Charities SORP (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



Aaron Hunter-Cooke
FMAAT
AC Accountancy Services (UK) Ltd
318 Chorley New Road
Horwich

BL6 5PS
13 November 2023

Care Network (Blackburn with Darwen) Ltd
Statement of Financial Activities

for the year ended 31 March 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income and endowments from:					
Donations and legacies	4	5,773	-	5,773	4,659
Charitable activities	5 & 18	480,654	282,237	762,891	636,701
Investments	6	25	-	25	8
Total		486,452	282,237	768,689	641,368
Expenditure on:					
Charitable activities	7	35,809	81,944	117,753	67,850
Administration of charitable activities	8	400,663	110,166	510,829	451,282
Total		436,472	192,110	628,582	519,132
Net gains on investments		-	-	-	-
Net income	9	49,980	90,127	140,107	122,236
Transfers between funds		-	-	-	-
Net income before other gains/(losses)		49,980	90,127	140,107	122,236
Other gains and losses					
Net movement in funds		49,980	90,127	140,107	122,236
Reconciliation of funds:					
Total funds brought forward		252,170	39,879	292,049	169,813
Total funds carried forward		302,150	130,006	432,156	292,049

Care Network (Blackburn with Darwen) Ltd
Summary Income and Expenditure Account
for the year ended 31 March 2023

	2023 £	2022 £
Income	768,664	641,360
Interest and investment income	25	8
Gross income for the year	768,689	641,368
Expenditure	628,206	518,756
Depreciation and charges for impairment of fixed assets	376	376
Total expenditure for the year	628,582	519,132
Net income before tax for the year	140,107	122,236
Net income for the year	140,107	122,236

Care Network (Blackburn with Darwen) Ltd

Balance Sheet

at 31 March 2023

Company No. 06216427	**Notes**	**2023**	**2022**
		£	**£**
Fixed assets			
Tangible assets	11	1,130	1,506
		1,130	1,506
Current assets			
Debtors	12	71,397	101,343
Cash at bank and in hand		465,890	407,325
		537,287	508,668
Creditors: Amount falling due within one year	13	(106,261)	(218,125)
Net current assets		431,026	290,543
Total assets less current liabilities		432,156	292,049
Net assets excluding pension asset or liability		432,156	292,049
Total net assets		432,156	292,049
The funds of the charity			
Restricted funds			
Restricted income funds	14 & 19	130,006	39,879
Unrestricted funds			
General funds	14	302,150	252,170
Total funds		432,156	292,049

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

For the year ended 31 March 2023 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

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

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

Approved by the board on 13 November 2023

And signed on its behalf by:

V Shepherd
Trustee
13 November 2023

1 Accounting policies

Basis of preparation

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

Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Revaluation funds	These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is included in the accounts when receivable.
Gains/(losses) on revaluation of fixed assets	This includes any gain or loss resulting from revaluing investments to market value at the end of the year.
Gains/(losses) on investment assets	This includes any gain or loss on the sale of investments.

Expenditure

Recognition of expenditure	Expenditure is recognised on an accruals basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Tangible fixed assets and depreciation

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Office Equipment	33%% Straight line Method
Fixtures & Fittings	20%% Straight line Method

Freehold investment property

Investment properties are measured initially at cost and subsequently at fair value at each balance sheet date and are not depreciated. All gains or losses are taken to the Statement of Financial Activities as they arise.

Stocks

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

Trade and other debtors

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

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

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

Research and development

Expenditure on research and development is written off in the year in which it is incurred.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.
Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.
Assets held under finance leases are initially recognised as assets of the charity at their fair value at the inception of the lease or, if lower, at the present value of the minimum lease payments. The corresponding liability to the lessor is included in the balance sheet date as a finance lease obligation.
Lease payments are apportioned between finance expenses and reduction of the lease obligation so as to achieve a constant rate of interest on the remaining balance of the liability. Finance expenses are recognised immediately, unless they are directly attributable to qualifying assets, in which case they are capitalised in accordance with the charity's policy on borrowing costs.
Assets held under finance leases are depreciated in the same way as owned assets.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.
In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the company in independently administered funds.

Receipt of donated goods, facilities and services

All donated goods, facilities and services received are recognised within incoming resources and expenditure at an estimate of the value to the charity.

2 **Company status**

The company is a private company limited by guarantee and consequently does not have share capital.

3 Statement of Financial Activities - prior year

	Unrestricted funds 2022	Restricted funds 2022	Total funds 2022
	£	£	£
Income and endowments from:			
Donations and legacies	4,659	-	4,659
Charitable activities	434,776	201,925	636,701
Investments	8	-	8
Total	439,443	201,925	641,368
Expenditure on:			
Charitable activities	5,090	62,760	67,850
Other	342,611	108,671	451,282
Total	347,701	171,431	519,132
Net gains on investments	254	(254)	-
Net income	91,996	30,240	122,236
Net income before other gains/(losses)	91,996	30,240	122,236
Other gains and losses:			
Net movement in funds	91,996	30,240	122,236
Reconciliation of funds:			
Total funds brought forward	160,174	9,639	169,813
Total funds carried forward	252,170	39,879	292,049

4 Income from donations and legacies

	Unrestricted	Total 2023	Total 2022
	£	£	£
Income from donations	5,773	5,773	4,659
	5,773	5,773	4,659

5 Income from charitable activities

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
Promoting & supporting independent living	480,654	282,237	762,891	636,701
	480,654	282,237	762,891	636,701

6 Income from investments

	Unrestricted	Total 2023	Total 2022
	£	£	£
Bank interest receivable	25	25	8
	25	25	8

7 Expenditure on charitable activities

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
Expenditure on charitable activities				
Promoting & supporting independent living	35,809	81,944	117,753	67,850
Governance costs				
	35,809	81,944	117,753	67,850

8 Expenditure on administration of charitable activities

	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
Employee costs	282,094	106,977	389,071	346,634
Premises costs	28,859	-	28,859	43,011
Amortisation, depreciation, impairment, profit/loss on disposal of fixed assets	376	-	376	376
General administrative costs	83,393	3,189	86,582	56,881
Legal and professional costs	5,941	-	5,941	4,380
	400,663	110,166	510,829	451,282

9 Net income before transfers

	2023	2022
This is stated after charging:	£	£
Depreciation of owned fixed assets	-	-
Depreciation of assets held under finance leases and hire purchase contracts	376	376
Independent Examiner's fee	3,500	2,520

10 **Staff costs**

	2023	2022
	£	£
Salaries and wages	389,071	346,634
	389,071	346,634

No employee received emoluments in excess of £60,000.

11 **Tangible fixed assets**

	Office Equipment	Fixtures & Fittings	Total
	£	£	£
Cost or revaluation			
At 1 April 2022	7,750	4,802	12,552
At 31 March 2023	7,750	4,802	12,552
Depreciation and impairment			
At 1 April 2022	7,750	3,296	11,046
Depreciation charge for the year	-	376	376
At 31 March 2023	7,750	3,672	11,422
Net book values			
At 31 March 2023	-	1,130	1,130
At 31 March 2022	-	1,506	1,506

12 **Debtors**

	2023	2022
	£	£
Trade debtors	-	69,081
Prepayments and accrued income	71,397	32,262
	71,397	101,343

13 **Creditors:**
amounts falling due within one year

	2023	2022
	£	£
Trade creditors	1,553	964
Other taxes and social security	31,311	40,435
Other creditors	10,572	-
Accruals	12,835	25,787
Deferred income	49,990	150,939
	106,261	218,125

14 Movement in funds

	At 1 April 2022	Incoming resources (including other gains/losses)	Resources expended	At 31 March 2023
		£	£	£
Restricted funds:				
Restricted income funds:				
	39,879	282,237	(192,110)	130,006
Total	39,879	282,237	(192,110)	130,006
Unrestricted funds:				
General funds	252,170	486,452	(436,472)	302,150
Total funds	292,049	768,689	(628,582)	432,156

15 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fixed assets	1,130	-	1,130
Net current assets	433,266	(2,240)	431,026
	434,396	(2,240)	432,156

16 Reconciliation of net debt

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash and cash equivalents	407,325	58,565	465,890
	407,325	58,565	465,890
Net debt	407,325	58,565	465,890

17 Related party disclosures

Controlling party

The company is limited by guarantee and has no share capital; thus no single party controls the company.

18 Promoting & Supporting Independent Living	Unrestricted Funds £	Restricted Funds £	2023 Total £
Analysis of Income			
CONTRACTS & SERVICE LEVEL AGREEMENTS			
- Community Champions Project		40,000	40,000
- Helping People to Stay Happy, Healthy & Well	240,031		240,031
- Healthy Homes Project	75,035		75,035
- Healthy Homes Child Safety Equipment		5,253	5,253
- Core	21,400		21,400
Lancashire & South Cumbria FT:			
- Personalised Care Project	49,800		49,800
GRANTS			
Blackburn with Darwen Borough Council:			
- DFG Pilot Project	68,478		68,478
- Heating Support Fund		142,003	142,003
- Digital Café		17,486	17,486
- Education through Engagement		10,000	10,000
- Holiday Activity Fund		15,000	15,000
- LD Partnership	15,750		15,750
Charities Trust - H&H@H Cadent Foundation		40,614	40,614
The Energy Saving Trust			
- Energy Redress WaTCH Project		6,585	6,585
Eric Wright Charitable Trust			
- Excellence Award Grant and Core Services	10,160		10,160
Foundations Independent Living Trust			
- NEA Warm & Safe Fund and Gas Safe Charity		2,296	2,296
NHS Greater Preston CCG			
- Data Mapping Project		3,000	3,000
	480,654	**282,237**	**762,891**

Promoting & Supporting Independent Living	Unrestricted Funds £	Restricted Funds £	2022 Total £
CONTRACTS & SERVICE LEVEL AGREEMENTS			
Blackburn with Darwen Borough Council:			
- LD Partnership Board	15,000		15,000
- Helping People to Stay Happy, Healthy & Well	242,609		242,609
- Healthy Homes Project	63,785		63,785
- Healthy Homes Child Safety Eqipment	9,994		9,994
- Healthy Homes - Memory Matters Project	15,000		15,000
- HSC Funded Self Isolation Project	3,925		3,925
- Excess Winter Mortality Plan	15,000		15,000
Lancashire & South Cumbria FT:			
- Personalised Care Project	41,000		41,000
NHS - Greater Preson CCG Lancashire Services Finder			
Helpdesk and Assurance Project	12,500		12,500
GRANTS			
AGE UK BWD			
- No Place Like Home Leaflets	48		48
Blackburn with Darwen Borough Council:			
- Covid Community Champions		60,000	60,000
- Covid Local Support Scheme for Core Services and Utilities		4,250	4,250
- Covid Winter Grant Scheme		12,250	12,250
- Healthy Homes - Stay Warm Booklets	915		915
- Household Support Fund		135	135
- Our Community Our Future British Sign Language		4,210	4,210
Blackburn with Darwen CVS Population Health			
- Population Health Management Project		12,911	12,911
Charities Trust - H&H@H Cadent Foundation		48,237	48,237
The Energy Saving Trust			
- Energy Redress WaTCH Project		24,333	24,333
Eric Wright Charitable Trust			
- Excellence Award Grant and Core Services	15,000		15,000
Foundations Independent Living Trust			
- NEA Warm & Safe Fund and Gas Safe Charity		3,104	3,104
NHS Greater Preston CCG			
- Data Mapping Project		10,800	10,800
Northern Digital atalyst			
- HLSC Assurance Support for Digital Gaps		2,500	2,500
Innovations			
- Digital Mapping Project		4,995	4,995
Spring North Ltd			
- Social Integration Community Ambassadors		14,200	14,200
	434,776	**201,925**	**636,701**

19 Restricted Funds Current Year	1 April 2022 £	Incoming Funds £	Outgoing In the Year £	Transfers Funds £	31 March 2023 £
Blackburn with Darwen Borough Council:					
- Healthy Homes Child Safety Equipment	1,359	5,253	(2,441)		4,171
- LD Funding (previously Covid Community Champions)	11,883	40,000	(45,529)		6,354
- Household Support Fund (previously Covid Winter Grant Scheme)	18,301	142,003	(41,625)		118,679
- Our Community Our Future British Sign Language	1,669		(1,669)		-
- Digital Café		17,486	(17,486)		-
- Education through Engagement		10,000	(10,000)		-
- Holiday Activity Fund		15,000	(15,000)		-
Blackburn with Darwen CVS Population Health					
- Population Health Management Project					-
Charities Trust - H&H@H Cadent Foundation	601	40,614	(41,215)		-
The Energy Saving Trust					
- Energy Redress WaTCH Project	(531)	6,585	(6,054)		-
Foundations Independent Living Trust					
- NEA Warm & Safe Fund and Gas Safe Charity	729	2,296	(2,223)		802
NHS Greater Preston CCG					
- Data Mapping Project		3,000	(3,000)		-
Spring North Ltd:					
- Social Integration Community Ambassadors	5,868		(5,868)		-
	39,879	282,237	(192,110)	0	130,006

19 Restricted Funds Prior Year	1 April 2021	Incoming Funds	Outgoing In the Year	Transfers Funds	31 March 2022
Blackburn with Darwen Borough Council:					
- Healthy Homes Child Safety Equipment	1,359	-	-		1,359
- Covid Community Champions		60,000	(48,117)		11,883
- Covid Local Support Scheme for Core Services and Utilities		4,250	(4,250)		-
- Covid Winter Grant Scheme	7,801	12,250	(1,750)		18,301
- Household Support Fund		135	(135)		-
- Our Community Our Future British Sign Language	361	4,210	(2,902)		1,669
Blackburn with Darwen CVS Population Health					
- Population Health Management Project		12,911	(12,911)		-
Charities Trust - H&H@H Cadent Foundation	258	48,237	(47,894)		601
The Energy Saving Trust					
- Energy Redress WaTCH Project	(394)	24,333	(24,470)		(531)
Foundations Independent Living Trust					
- NEA Warm & Safe Fund and Gas Safe Charity		3,104	(2,375)		729
NHS Greater Preston CCG					
- Data Mapping Project		10,800	(10,800)		-
Northern Digital atalyst					
- HLSC Assurance Support for Digital Gaps		2,500	(2,500)		-
Pennine Lancs Digital Public Health and Innovations					
- Digital Mapping Project		4,995	(4,995)		-
Spring North Ltd:					
- Social Integration Community Ambassadors		14,200	(8,332)		5,868
- 5 A Side Football Project	254			(254)	-
	9,639	201,925	(171,431)	(254)	39,879

Care Network (Blackburn with Darwen) Ltd
Detailed Statement of Financial Activities

for the year ended 31 March 2023

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income and endowments from:				
Donations and legacies				
Income from donations	5,773	-	5,773	4,659
	5,773	-	5,773	4,659
Charitable activities				
Promoting & supporting independent living	480,654	282,237	762,891	636,701
	480,654	282,237	762,891	636,701
Investments				
Bank interest receivable	25	-	25	8
	25	-	25	8
Total income and endowments	486,452	282,237	768,689	641,368
Expenditure on:				
Charitable activities				
Promoting & supporting independent living	35,809	81,944	117,753	67,850
	35,809	81,944	117,753	67,850
Total of expenditure on charitable activities	35,809	81,944	117,753	67,850
Employee costs				
Salaries/wages	282,094	106,977	389,071	346,634
	282,094	106,977	389,071	346,634
Premises costs				
Other premises costs	28,859	-	28,859	43,011
	28,859	-	28,859	43,011
General administrative costs, including depreciation and amortisation				
Depreciation of Office Equipment	-	-	-	-
Depreciation of Fixtures & Fittings	-	-	-	-
Depreciation of	376	-	376	376
Bank charges	246	-	246	218
General insurances	4,058	-	4,058	2,707
Information and publications	23,232	-	23,232	5,860
Sundry expenses	55,857	3,189	59,046	48,096
	83,769	3,189	86,958	57,257

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Legal and professional costs				
Audit/Independent examination fees	825	-	825	2,520
Accountancy and bookkeeping	3,700	-	3,700	-
Consultancy fees	1,416	-	1,416	1,860
	5,941	-	5,941	4,380
Total of expenditure of other costs	400,663	110,166	510,829	451,282
Total expenditure	436,472	192,110	628,582	519,132
Net gains on investments	-	-	-	-
Net income	49,980	90,127	140,107	122,236
Net income before other gains/(losses)	49,980	90,127	140,107	122,236
Other Gains	-	-	-	-
Net movement in funds	49,980	90,127	140,107	122,236
Reconciliation of funds:				
Total funds brought forward	252,170	39,879	292,049	169,813
Total funds carried forward	302,150	130,006	432,156	292,049

CARE NETWORK (BLACKBURN WITH DARWEN) LTD

England & Wales - Charity number 1123032

Accounts

CARE NETWORK (BLACKBURN WITH DARWEN) LTD

DIRECTORS' REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

Company Registration No. 6216427 (England and Wales)

Charity No. 1123032

CARE NETWORK (BLACKBURN WITH DARWEN) LTD

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CARE NETWORK (BLACKBURN WITH DARWEN)
ANNUAL REPORT FOR THE PERIOD ENDED 31 MARCH 2022

The Trustees of Care Network (Blackburn with Darwen) Limited present their annual report, which is also the Director's report, for the period ended 31 March 2022 together with the accounts for the period, and confirm that the latter comply with the requirements of the Charities Act 2011, the Companies Memorandum and Articles of Association, the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)).

PUBLIC BENEFIT

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities.

CARE NETWORK - THE ORGANISATION

Care Network (Blackburn with Darwen) Limited is a charitable company (Charity Registration number 1123032) and a company limited by guarantee (registered number 06216427).

The organisation supports vulnerable people and carers in Blackburn with Darwen and surrounding areas to live independent lives by providing access to affordable, quality assured, day-to-day services.

The Registered Office is at Spiral Heights, Second Floor, Blackburn Central Library, Town Hall Street, Blackburn, BB2 1AG.

Care Network was launched in March 2003 and was registered as a charitable company in April 2007. The company was established under a Memorandum of Association which established the objects and powers of the company and is governed under its Articles of Association (dated 30th March 2007). These were updated at a general meeting held on August 10th 2015 with the company's charitable objectives being altered to the following:

The objectives of the Company shall be to provide support to vulnerable people and their carers residing in the local authority district of Blackburn with Darwen and surrounding areas ("the areas of benefit") without distinction of age, sex, sexual orientation, race or political, religious or other opinions by providing access to a network of quality approved, affordable day-to-day services in an effort to promote and foster the principles of independent living, improve self-esteem and nurture confidence amongst said persons so that they can participate more fully in society and so that their conditions of life may be improved.

The Directors of the company are also Charity Trustees for the purpose of charity law. All those persons appointed to perform the duties of Directors of the Company are referred to as the Management Board and each member has undertaken to contribute the sum of £1 in the event of the company being insolvent on winding up.

CARE NETWORK (BLACKBURN WITH DARWEN)
ANNUAL REPORT FOR THE PERIOD ENDED 31 MARCH 2022

CARE NETWORK VISION

Our vision is "For informed, empowered, resilient, independent and healthy individuals and communities in Blackburn with Darwen (and surrounding areas)."

CARE NETWORK MISSION

To be the leader in connecting people with quality services and information that help local residents to make informed choices and that enables them to live independent, healthy and safe lives.

VALUES

At all times, we aim to:

- Be respectful, person centred, compassionate and caring
- Be non-judgemental, honest and open
- Be impartial and fair
- Work together
- Commit to quality

STRAPLINE

"Caring for you, your home and our community"

STRUCTURE, GOVERNANCE AND MANAGEMENT

CARE NETWORK TRUSTEES AND DIRECTORS

The Board of Trustees is responsible for the overall governance, management and control of the charity, working with the Care Network Chief Executive on strategic and operational development.

Decisions about day-to-day operation are taken by the Care Network Chief Executive, and decisions on matters with significant implications are brought to the Board of Trustees.

RECRUITMENT AND APPOINTMENT OF TRUSTEES

The appointment of members of the Board of Trustees is reviewed every year using procedures set out by the Board of Trustees. The board seeks to appoint new trustees to maintain a broad skill mix appropriate to the work of the charity; nominations are sought through relevant voluntary, community and statuary organisations and are appointed at board meetings. There were 4 regular board meetings during the year plus an additional meeting held in March 2022.

CHARITY TRUSTEES AND DIRECTORS

The directors of Care Network (Blackburn with Darwen) Limited, who are also the charity trustees, in the reporting period are:

Chairman:	Ian Bell
Trustees:	Lynne Haworth
	Garth Hodgkinson
	Erika Holmes
	Graham Jones – resigned 9 September 2021
	Alan Pickup
	Vicky Shepherd
	Steve Tingle

CARE NETWORK (BLACKBURN WITH DARWEN)
ANNUAL REPORT FOR THE PERIOD ENDED 31 MARCH 2022

INDUCTION AND TRAINING OF TRUSTEES

All new Trustees receive induction training which is tailored to the specific needs of the individual and includes meetings and discussions with the Care Network Chief Executive, a copy of the organisation's business plan and any relevant past board papers.

TRUSTEE BOARD COMMITTEES

The Trustee Board delegates areas of oversight to one board committee. This committee has Terms of Reference which are reviewed regularly and reports key issues to the Trustee Board.

FINANCE SUB GROUP (FSG)

The FSG currently comprises Erika Holmes (Chair) and Vicky Shepherd. The Group addresses all financial issues to enable the Charity to achieve its financial objectives, to comply with governance and encompass risk management. The FSG meets on average once every quarter.

RISK MANAGEMENT

The Board of Trustees have responsibility for implementing a managed approach to risk management. Measures are in place to carry out annual reviews of policies, procedures and systems to mitigate the risk that the charity faces. An annual organisational risk assessment and register are also submitted to the Trustees for consideration and approval. Updated risk register and strategic planning board papers are standing agenda items and are reviewed and addressed at Trustee Board Meetings.

"Internal control risks are minimised by the implementation of procedures for the authorisation of all financial transactions. A key element in the management of financial risk is the setting of a reserves policy. The external risks to funding have led us to continue developing a new strategic plan to address the need for diversification of funding and activities and following the recent COVID 19 pandemic, in new ways of working e.g. remotely.

GOVERNANCE

Care Network continues to keep our governance under regular review at our board meetings with a focus on succession being more important due to the impact that Covid had on the charity.

Having completed the Charity Commission's Good Governance Code we continue to use it as a tool for continuous improvement towards the highest standards. Addressing the seven principles which make up the Code, we believe that we are in a strong position. Following another annual review of the code we collectively feel as a board that we are addressing the majority of recommendations, but we still wish to work on monitoring and reporting on board diversity - which will be considered for review by trustees in the coming year as a specific agenda item.

PROFESSIONAL ADVISORS:

Independent Examiners:
Beever and Struthers
Suite 9b, The Beehive,
Lions Drive,
Shadsworth
Business Park,
Blackburn
BB1 2QS

CARE NETWORK (BLACKBURN WITH DARWEN)
ANNUAL REPORT FOR THE PERIOD ENDED 31 MARCH 2022

Bank:
Barclays Bank plc
8-14 Darwen St
Blackburn
Lancashire
BB2 2BZ

CARE NETWORK'S AIMS AND OBJECTIVES

Trustees and staff update the charity's business plan annually and identify the strategic priorities for the year. The following cover our main areas of operation and development:

1 **CENTRAL POINT OF ACCESS** – to be the central hub for all, providing information and access to relevant health and wellbeing options so that people can make informed choices about their lives.

- Through maintaining current service provision and increasing the numbers of new customers using the service
- Through expanding and improving the range and quality of partners and their offers at the centre ensuring that we are embedded as THE central information hub in BwD
- Through maintaining and improving the quality of the service through achieving very high levels of customer and partner satisfaction

2 **HOME IMPROVEMENT AGENCY** (HIA) - to fulfil our potential as an innovative home improvement agency, ensuring that people are safe, healthy and independent in their homes.

- Through researching into and developing the HIA model, identifying areas for development opportunities
- Through supporting, developing and growing the safe trader scheme
- Through providing a quality helpdesk service so that more customers can access our HIA services

3 **COMMUNITY CONNECTIONS** – to improve resilience of individuals and communities, through prevention and early action via a coordinated holistic approach and joined up locality partnership working.

- Through developing a robust model which pulls together services to support people with multiple needs
- Through identifying vulnerable citizens and improving their resilience through targeted support and by developing a strong presence in the community
- Through modelling an effective and flexible single point of access and developing a framework for measuring the impact of our work

4 **SUSTAINABILITY** - to ensure the long-term sustainable development of the charity.

- Through developing a more secure funding base for Care Network's long-term future
- Through improved management, development and delivery of Care Network activities

- Through developing a better understanding the value of the work that Care Network undertakes
- Through better governance of the charity by increasing skills and sector representation of the board
- Through being better able to potentially upscale and to respond to future commissions and opportunities e.g. around bidding for future contracts and building partnerships with existing agencies

ACTIVITIES

In order to achieve the aforementioned priorities Care Network carries out a range of activities which enable informed, empowered, resilient, independent and healthy individuals and communities locally.

Currently this is done in three key strategic areas of operation:

- Central Point of Access - Care Network Hub service
- Home Improvement Agency development
- Community Connections

CONTRACTS:

The Central Point of Access (CPA) contract is part of the wider local Voluntary, Community and Faith Sector (VCFS) commission from Blackburn with Darwen Borough Council (BwDBC) - Helping People to Keep Happy Healthy and Well. This covers work undertaken through our Care Network Hub offer (information and signposting) and also our Safe Trader Scheme (under the Home Improvement Agency strand).

Funding has also come from BwDBC for continued delivery of the following contracts:

- Learning Disability/Autism Partnership Boards
- Healthy Homes (including the Memory Matters) project
- Child safety gates provision for the Healthy Homes project

GRANTS:

This year saw us access funding from new sources:

- Eric Wright Charitable Trust – for marketing activities and a contribution towards core costs
- Covid Community Champions funding – BwD
- Covid Winter Grant Scheme – BwD
- Household Support Fund – BwD
- Excess Winter Mortality Plan - BwD
- Self Isolation project - BwD
- NHS Digital - Personalised Care programme

CONTINUATION GRANT FUNDING:

- Cadent Foundation/Charities Trust for the Happy and Healthy at Home project
- Energy Redress Fund for the W@TCH project.

- Foundations Independent Living Trust (FILT) and Gas Safe Charity for the Warm & Safe Fund for gas safety checks for elderly and vulnerable customers.
- BwD Social Integration Community project from Spring North to deliver the Community Ambassador programme.
- Our Community Our Future funding (BwD) on behalf of BSL Come Together Group to support the local deaf community
- Blackburn with Darwen Community CVS - Population Health Management Project to support the Learning Disability and Autism communities in delivering the Learning Disability and Autism strategic plan.
- Community Foundation - Covid 19 Community Support Fund to increase staff hours to undertake welfare calls with residents.
- Lancashire & Cumbria Integrated Care Systems Pennine Lancs Digital Public Health and Innovations for our digital mapping and Quality Assurance project

ACHIEVEMENTS AND PERFORMANCE

1 CENTRAL POINT OF ACCESS

CARE NETWORK HUB - The Care Network Hub is an active partnership of local citizens and a range of service providers alongside community groups and the local authority. The service provides information, advice and advocacy as well as links to a range of community-based services and support. It caters for citizens of all ages and their families who need assistance to remain independent within their local community.

For people not eligible for adult care services the service provides effective delivery of one to one information, advice and signposting into alternative low level community based preventative services. The service also provides opportunities for people from different backgrounds to come together and take part in social / learning / training initiatives. The service continues to provide a valuable service locally as more people hear about the quality service we provide and as new partners continue to come on board. The following table shows figures for the service:

Care Network Hub	2021/22	% difference from pre Covid figures 2019/20
Customers using Care Network Hub	2,470	+24.0%
New customers	563	+60.4%
Referrals received	3,965	+25.3%
Signposts and referrals made to partners	4,744	+29.2%

We still continued to be affected by lockdown restrictions, especially with regards to face to face support to the public. Staff returned to office work in June and the Hub doors were closed to the public until August. We then opened to the public (but by appointment only) through to November when we effectively resumed to business as usual. This has had a significant impact on the outputs for Care Network Hub.

Footfall numbers at the Hub obviously continued to be low, but these picked up towards the end of the year. During the course of 2021 – 2022 we have more or less seen a return to 'business as usual' and it will take time to rebuild the level of services and customers we supported pre-pandemic.

2 HOME IMPROVEMENT AGENCY

HEALTHY HOMES PROJECT - The Healthy Homes project continues to support and add value to our aspiration to become an innovative local Home Improvement Agency.

The purpose of this service is to reduce health harms associated with housing through the provision of both universal and targeted approaches to improving health via the home. This service offer of a 'health from home' single point of access and one stop shop provides:

- Advice, information and signposting with the aims of improving health via the home
- Targeted approaches for the most vulnerable or at-risk groups including healthy homes assessment and access to handypersons services

Project staff continue to attend and play an important role in the local Integrated Neighbourhood Team (INT) structure that is evolving across the borough which facilitates closer partnership working with a range of partners.

We have managed to really grow our offer of support in this area through continuing delivery of the Cadent Foundation – Happy and Healthy at Home project and from the Energy Redress Fund – W@TCH project.

And also through a variety of new projects (funded through BwDBC) including:

- Covid Winter Grant Scheme – supporting local residents with boiler servicing and repairs and support with energy bills
- Memory Matters pilot project – supporting residents with memory issues (and their carers) with home safety assessments and provision of small aids and adaptations
- Household Support Fund – supporting local eligible households (children, families and vulnerable adults) with support with their fuel bills and with boiler servicing and repairs
- Excess Winter Mortality Plan – providing support to eligible residents with financial support for winter and safety related home repairs
- Self Isolation project – providing support to those recovering from Covid through assistive technology support

CARE NETWORK (BLACKBURN WITH DARWEN)
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Healthy Homes	2021/22	% difference from previous year
Number of referrals received	1,487	+165%
Number of customers – case worked	1,429	+119%
Number of interventions (visits/assess/ telephone calls etc) undertaken	8,401	+157%
Number of support actions undertaken (including hazard survey, advice and equipment	1,765	+101%
Number of onward signposts	915	+209%
Number of onward referrals	880	+272%

The figures above again show a significant increase in the annual number of referrals, cases, interventions and referrals/signposts made.

The Household Support Fund replaced the Covid Local Support Grant from 1st December 2021. Between April 2021 – Mar 2022 our Helpdesk staff supported 556 households (835 Adults, 869 children 5 – 18, 71 under 5's) totalling £41,870. We also supported 183 vulnerable households with top up vouchers for their gas or electricity pre-payment meter totalling £7,960.

SAFE TRADER SCHEME - Our safe trader scheme supports vulnerable adults and carers living in Blackburn with Darwen. From a provider perspective we have never been as successful - we now have 66 service providers (local businesses) covering 43 different service areas. All our service providers are fully qualified/experienced in the trade they provide and before being accepted onto our list of approved providers have all undergone our comprehensive quality assurance check.

CUSTOMER AND REFERRAL FIGURES

Safe Trader Scheme	2021/22	% difference from previous year
Customers	2,959	+24.0%
Referrals received	3,965	+25.3%
Onward referrals and signposts	4,744	+29.2%
New customers	563	+60.4%

The above figures show a healthy increase across all categories. We have "bounced back" from the previous year's totals with customer (slightly higher) and referrals received levels almost the same but

we are still way down on pre-Covid levels for onward referrals and signposts and also for new customers.

PROVIDERS

During 2021/22 Care Network recruited 6 new providers taking the number of providers at the end of March 2020 to 66 covering 43 different areas of service provision.

MARKETING

Marketing continues to be an important part of us getting the Care Network message out to new customers and also reminding existing customers of the new services that we have to offer. This last year we have reworked some elements of navigation on the website and also completed a new marketing, communications and engagement strategy.

We have seen an increase in new visitors on our website, with just over 84% of visitors being new to Care Network online. This is a strong indicator that we are successfully reaching new audiences and engaging them online.

We plan to increase our social search traffic in the next 12 months as we invest funds, staff and planning into our social media strategy, along with investment into some paid advertising on Facebook and rolling out the use of additional channels, such as LinkedIn and YouTube.

Care Network's Google profile has seen some fantastic results, with an increase in interactions, calls and website clicks

Additionally, 12 monthly newsletters were sent out to 1,778 recipients throughout the year.

We have also embraced social media this year and can now boast 1,335 Twitter followers and 748 Facebook followers.

COMPLIMENTS

We received 348 compliments from customers.

COMPLAINTS

We received 1 complaint. A comments log is kept with every comment being followed up by telephone and the outcome being logged so that any recurring issues can be identified and tackled with the relevant provider.

CONSULTATIONS

We undertook ongoing consultations with our customers throughout the year through our quarterly user surveys and telephone follow up calls with Hub customers. Feedback from these informed us as to how we could develop and improve our services.

3 COMMUNITY CONNECTIONS

LEARNING DISABILITY PARTNERSHIP BOARD (LDPB) AND AUTISM PARTNERSHIP BOARDS

Care Network continued to deliver the LDPB and to support Indigo CIC with the delivery of the Autism Partnership Board.

These boards met bi-monthly (remotely) and focused on issues affecting the local learning disability and autism communities. Both boards continued to progress steadily over the last 12 months with both continuing to grow in numbers and diversity.

The purpose of the Learning Disability Partnership Board is to provide a framework for partnership working. The board will bring people with learning disabilities and their carers together with service planners and providers from the public, private and voluntary sector and the wider community to develop services that meet the needs of people with a learning disability in the borough.

Now that we have signed off the 5 year Learning Disability and Autism Strategic Plan – the "Big Plan", we have been working hard in the delivery of the plan through establishing sub groups to address the 10 developmental areas that have been identified in the strategy. Good progress has been made in the majority of these areas with sub-group leads being appointed and meetings being held with feedback from the groups given at the full board meetings.

The 10 key areas of development in the Big Plan:

1	Inclusion and Reducing Isolation	6	Workforce Development
2	Education and Employment	7	Good Health, Mortality & transforming Care
3	Transitions Life Changes	8	The Justice System
4	Early Help	9	Leadership & commissioning & personalisation
5	Housing	10	Advocacy – Being Heard

Delivering the plan will be the main focus of our work over the coming 12 months.

VOLUNTEERING

The onset of Covid severely impacted our volunteer offer. We are currently reviewing our volunteer offer and how this can be reinvigorated/developed post Covid. This is a priority area this year and is one of the main objectives of our new Strategic Plan (2021-2024). We are looking to recruit a Volunteer Co-Ordinator post to enable this.

PUBLIC BENEFIT

The Trustees have considered the Charity Commission guidance regarding public benefit and are content that the Charity has met the requirements as described above.

OTHER ACHIEVEMENTS

The past 2 years have been unprecedented in terms of the challenges faced by both local residents and by organisation's such as Care Network, who have been working with them.

Despite having to adapt and comply with changing rules and directives during the pandemic Care Network has been able to continue to provide quality services to the local residents of Blackburn with Darwen.

We have continued to successfully support increasing numbers of vulnerable residents, helping to maintain and improve their health and wellbeing and their ability to live independent lives.

Our information and signposting service, together with our Safe Trader and Healthy Homes offers continue to provide the right support and the right time for local residents and we continue to be highly regarded by our customers and local partners.

We are extremely grateful for all the financial support from our many benefactors as well as Blackburn with Darwen Borough Council with whom we have important contracts providing invaluable levels of financial assistance.

As we move into the next phase of the Covid journey, supporting vulnerable residents to recover from the impact of the pandemic, we will continue to be responsive, innovative and effective, finding resourceful ways of meeting the needs of the growing numbers of our local residents.

We continued to play an important role in the newly formed Helphub and now support residents to access fuel vouchers and support with boiler servicing and repairs.

From a strategic planning perspective we successfully developed the charity in the following areas:

- We strengthened our arrangements around new collaborative working.
- We improved our communications with stakeholders about any significant changes to our services and policies.
- We made good inroads with regards to improving our digital provision (using digital engagement, where appropriate) especially with the local disabled community.
- We continued to raise the profile of Learning Disabilities and Autism across the borough through implementation of the Big Plan.

ECONOMIC CONTRIBUTION FROM THE SERVICE

Due to the pandemic we halted our volunteer activities, so no figures are provided this year.

CARE NETWORK (BLACKBURN WITH DARWEN)
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EVALUATION OF OUR SERVICES

Care Network circulates quarterly combined user surveys to all customers using our safe trader scheme and Information and Signposting service during that previous quarter. Results from this questionnaire are used to assess the quality of our existing services, to understand what matters to customers when they use our services and to ask how we could widen and improve the services that we provide. It also enables us to gain a picture of how our services are received over time. Last year

(2021/22) we sent out **3038** surveys and received **660** completed replies, a healthy response rate of 21.7%.

Results from April 2021 – March 2022:

The Helpdesk and our providers:

- 98.0% stated that they were treated as an individual and were asked appropriate questions that understood their needs
- 94.3% were very satisfied with their experience and felt that they were directed to appropriate provider/service.
- 86.5% would be very likely to use Care Network services again and 80% would recommend us to a friend.
- 86.2% were very happy with how the Helpdesk(s) dealt with their enquiry
- 84.8% said they found it very easy to contact us by phone or to visit the Care Network Hub
- 84.3% felt more confident accessing Care Network services than arranging for work to be done themselves
- 76.0% said that the provider contacted them within 5 working days with 77.5% reporting that they turned up at the agreed time and date to carry out the work
- 75.8% felt that the price they paid was value for money
- 72% said that they felt very safe using the services of a Care Network provider
- 69.8% were very satisfied with the service provided by the provider

The impact on our customers:

- 92.8% are more aware of services that are available locally and how to access them
- 90.1% reported a positive outcome of their contact with Care Network
- 88.8% stated that they were very likely to use our services again
- 82.3% reported feeling safer after having used our quality assured services
- 82.3% reported feeling better supported and less isolated through using our services
- 71.8% reported that our support had helped them to continue to live independently in their own home
- 71.5% stated that their wellbeing and quality of life had improved.
- 47.5% stated that as a result of using Care Network services a general/mental/specific health condition had improved

PRIORITIES FOR NEXT YEAR

Despite having to adapt and comply with changing rules and directives during the pandemic Care Network has been able to continue to provide quality services to the local residents of Blackburn with Darwen.

We have continued to successfully support increasing numbers of vulnerable residents, helping to maintain and improve their health and wellbeing and their ability to live independent lives.

Our information and signposting service, together with our Safe Trader and Healthy Homes offers continue to provide the right support and the right time for local residents and we continue to be highly regarded by our customers and local partners.

Care Network has coped well with the challenges thrown at us and we have continued to support local residents to the best of our ability.

It is still hard to have a high degree of certainty as to what the next twelve months will bring, especially with regards to long Covid and the impact that will have on us all but we have identified the following priorities and we will be as organisationally agile as we can be in responding to new developments.

As we move into the next phase of the Covid journey, supporting vulnerable residents to recover from the impact of the pandemic, we will continue to be responsive, innovative and effective, finding resourceful ways of meeting the needs of the growing numbers of our local residents.

Our key priorities for this coming year are:

- To implement our new strategic plan and update in line with Covid and cost of living developments.
- To ensure all targets for funded programmes are met.
- To secure funding from a variety of sources to sustain and develop the service to meet future demand
- To consolidate our role as the Central Point of Access in the local Keeping Happy, Healthy and Well commission and to increase our offer of activities to reach more people who are or at risk of social isolation to prevent a decline in their health and wellbeing in particular through employing innovative digital platforms to engage with and support customers in getting "back to normal".
- To further develop our Healthy Homes offer, widening the variety of support that we can offer to residents.
- To reinvigorate our volunteer offer, providing opportunities to offer a wider choice of activities and recruiting additional volunteers (especially from the disabled community) to effectively support the delivery of the service.

- To build on the successful launch of the Learning Disability and Autism strategy for BwD, look to improve the local offer for residents in the 10 priority areas identified in the strategy and to successfully campaign for improving people's lives from these communities.

- We will also need to secure funding from a variety of other sources to generate income in new ways so that we can sustain and develop our services to meet future demand and to explore new service models/partnerships seeking a mix of funding to drive new initiatives, both statutory and non-statutory.

- To better promote our services to increase our reach to those local residents who could benefit from our services and to further raise our profile and increase donations from customers, providers, and local businesses.

- To develop our ability to provide effective services for local residents through digital provision and to further develop our work on digital mapping and the quality assurance of the information.

- To continue to respond to any needs identified and reported by our helpdesks by recruiting new partners, providers and/or by supporting organisations to develop new services whilst always ensuring that our quality assurance standards are maintained.

- Partnership working will, more than ever, be crucial to our development, especially after this last Covid interrupted year. We will continue to work collaboratively with a range of existing partners in the borough especially through our Hub offer and will look to develop new relationships with other providers, promoting the Hub as a local resource that people can go to for appropriate health and wellbeing support.

- To increase our presence out in the community and to further embed our role in the Integrated Neighbourhood Teams and Primary Care Networks and Social Prescribing Networks.

- To successfully complete reaccreditation for the HIA Foundations Quality Mark.

- To resume our full programme of face-to-face activities, whilst still offering some online provision and to continue to increase the number and range of activities available across the borough , wherever we can developing a range of self-led groups across the borough.

- To continue to maintain and improve the quality of the service through achieving very high levels of customer and partner satisfaction

PRINCIPAL FUNDING SOURCES

The principle funders of the charitable company are Blackburn with Darwen Borough Council.

FINANCIAL REVIEW

Net income for the year was £122,236 (2021: £34,738). £77,209 of this relates to income received in the year which is to be spent on specific activities in 2022/23 and beyond. The charity had net assets of £292,049 (2021: £169,813) at the year end and has cash at the bank of £407,325 (2021: (£202,739).

This year has seen the charity report an improved position financially. We have successfully secured additional funding so that we could meet the additional demands on local residents in light of the difficulties facing us all during lockdown and the impending cost of living crisis. In particular this can be seen through our involvement in the delivery of the Household Support Fund and Covid Community Champions project. Additionally we have managed to grow our Healthy Homes offer through the accession of a range of funds.

At the time of writing this report the country continues to deal with the Covid 19 pandemic. It is still hard to say as to what challenges may arise over the next twelve months, especially in light of the unknown effects of long Covid. What we do know however is that the current position of our major fund providers is known over the next year and barring a change of that position we anticipate a slight decrease in income compared to the current year while new funding sources are secured. We will continue to budget on this basis. It should be noted that we have managed to build a level of reserves in preceding years. The Trustees, in conjunction with the management, are constantly reviewing whether allocation from reserves should be made to support service delivery where other funding options do not exist.

RESERVES POLICY

Care Network aims to hold free reserves of between 3 and 6 months of the resources expended on the core costs of the charity. This will enable current activities and liabilities to be met in the event of a significant drop in funding.

DESIGNATED FUNDS

Designated funds are designated for the following purposes: Business continuity – the purpose of this is to support business continuity through our reserves policy.

TRUSTEES' RESPONSIBILITY FOR THE FINANCIAL STATEMENTS

The Trustees (who are also directors of Care Network (Blackburn with Darwen) Ltd for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources

and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the 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.

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.

TRUSTEE INDEMNITY POLICY

There is a Trustee Indemnity Policy in place for the company's Trustees.

SMALL COMPANY

This report has been prepared in accordance with provisions within Part 15 of the Companies Act 2006 as they relate to small companies.

Approved by the trustees on 14/11/22 and signed on their behalf by:

I. Bell

Ian Bell
Director

CARE NETWORK (BLACKBURN WITH DARWEN) LTD

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF CARE NETWORK (BLACKBURN WITH DARWEN) LIMITED ("the Company")

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Respective responsibilities of trustees and examiners
As the charity's Trustees of the Company (and also its Directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement
Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

(1) accounting records were not kept in respect of the Company as required by section 386 of the Act; or

(2) the accounts do not accord with these records; or

(3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or

(4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: S Lomax

Date: 22 November 2022

Suzanne Lomax
Institute of Chartered Accountants in England and Wales
Beever and Struthers
One Express
1 George Leigh Street
Manchester
M4 5AD

CARE NETWORK (BLACKBURN WITH DARWEN) LTD

STATEMENT OF FINANCIAL ACTIVITIES
(Including Income & Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted Funds £	Restricted Funds £	2022 Total £	2021 Total £
INCOME AND ENDOWMENTS FROM					
Income from donations and legacies					
Income from donations	2	4,659	-	4,659	7,432
Income from charitable activities					
Promoting & Supporting Independent Living	3	434,776	201,925	636,701	417,728
Other income					
Income from Investments		8	-	8	106
Total incoming resources		439,443	201,925	641,368	425,266
EXPENDITURE ON					
Charitable activities					
Promoting & Supporting Independent Living	4	347,701	171,431	519,132	390,528
Total expenditure		347,701	171,431	519,132	390,528
Net income/ (expenditure)	5	91,742	30,494	122,236	34,738
Transfer between funds	11, 12	254	(254)	-	-
Net movement in funds		91,996	30,240	122,236	34,738
Reconciliation of funds					
Total funds brought forward	11, 12	160,174	9,639	169,813	135,075
Total funds carried forward	11, 12	252,170	39,879	292,049	169,813

The notes on pages 20 to 34 form part of these accounts.

All incoming resources and resources expended are derived from continuing activities.

CARE NETWORK (BLACKBURN WITH DARWEN) LTD

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Fixed Assets			
Tangible fixed assets	7	1,506	-
Current Assets			
Debtors	8	101,343	45,594
Cash at bank and in hand		407,325	202,739
		508,668	248,333
Creditors			
Amounts falling due within one year	9	(218,125)	(78,520)
Net Current Assets		290,543	169,813
Net Assets		292,049	169,813
Funds			
Unrestricted funds			
- General funds	11	252,170	160,174
Restricted funds	12	39,879	9,639
		292,049	169,813

For the year ending 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;

- The directors acknowledge their responsibilities for complying with the requirements of the Act 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 and in accordance with FRS 102 'The Financial Reporting Standard applicable to the UK and Republic of Ireland'.

Approved by the trustees on 14/11/22 and signed on their behalf by:

Ian Bell
Chair

Company Registration No: 6216427

The notes on pages 20 to 34 form part of these accounts.

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

1 Principal accounting policies

(a) Basis of accounting

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) – Second edition October 2019- 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) and the Companies Act 2006.

Care Network (Blackburn with Darwen) Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

(b) Incoming resources:

Service Level Agreements
Service Level Agreements (SLA's) are recognised as the services are performed.

Grants
Grants, including grants for the purchase of fixed assets are apportioned to the Statement of Financial Activities in the year to which they relate.

Donations and legacies, and other forms of voluntary income

Donations and legacies and other forms of voluntary income are recognised in full in the Statement of Financial Activities when entitlement is probable and the amount receivable can be measured with sufficient reliability.

(c) Resources expended
Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered.

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities and the associated support costs

- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource.

(d) Fund Accounting

Restricted funds
Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund.

Unrestricted funds
Unrestricted funds are donations and other income received or generated for the objects of the Charity without further specified purpose and are available as general funds.

Designated funds
Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

(e) Depreciation

Fixed assets are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1,000 are not capitalised. Depreciation of fixed assets is charged by annual instalments commencing with the year of acquisition at rates estimated to write off their cost less any residual value over the expected useful lives, which are as follows:

Office Equipment	33% Straight-line Method
Fixtures & Fittings	20% Straight-line Method

(f) Operating leases
Rentals payable and receivable under operating leases are charged against income on a straight line basis over the lease term.

(g) Pensions
The company makes contributions in to a stakeholder pension scheme. Contributions payable for the year are charged in the Statement of Financial Activities.

(h) Financial instruments

The Charity only has financial assets and financial liabilities off a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their fair value.

2 Income from Donations and Legacies	Unrestricted Funds £	Restricted Funds £	2021 Total £	2021 Total £
Donations	4,659	-	4,659	7,432
	4,659	-	4,659	7,432

3 Promoting & Supporting Independent Living	Unrestricted Funds £	Restricted Funds £	2022 Total £
Contracts & Service Level Agreements			
Blackburn with Darwen Borough Council - LD Partnership Board	15,000	-	15,000
Blackburn with Darwen Borough Council - Helping People to Stay Happy, Healthy and Well	242,609	-	242,609
Blackburn with Darwen Borough Council - Healthy Homes Project	63,785	-	63,785
Blackburn with Darwen Borough Council - Healthy Homes Child Safety Equipment	9,994	-	9,994
Blackburn with Darwen Borough Council - Healthy Homes - Memory Matters Project	15,000	-	15,000
Blackburn with Darwen Borough Council - DHSC Funded Self Isolation Project	3,925	-	3,925
Blackburn with Darwen Borough Council - Excess Winter Moirtality Plan	15,000	-	15,000
Lancashire & South Cumbria FT - Personalised Care Project	41,000	-	41,000
NHS - Greater Preston CCG - Lancashire Services Finder - Helpdesk and Assurance Project	12,500	-	12,500
Grants:			
Age UK BWD - No Place Like Home Leaflets	48	-	48
Blackburn with Darwen Borough Council - Covid Community Champions	-	60,000	60,000
Blackburn with Darwen Borough Council - Covid Local Support Scheme for Core Services and Utilities	-	4,250	4,250
Blackburn with Darwen Borough Council - Covid Winter Grant Scheme	-	12,250	12,250
Blackburn with Darwen Borough Council - Healthy Homes - Stay Warm Booklets	915	-	915
Blackburn with Darwen Borough Council - Household Support Fund	-	135	135
Blackburn with Darwen Borough Council - Our Community Our Future - British Sign Language	-	4,210	4,210

Blackburn with Darwen CVS - Population Health Management Project	-	12,911	12,911
Charities Trust - H&H@H Cadent Foundation	-	48,237	48,237
The Energy Saving Trust - Energy Redress WaTCH Project	-	24,333	24,333
Eric Wright Charitable Trust - Excellence Award Grant and Core Services	15,000	-	15,000
Foundations Independent Living Trust - NEA - Warm & Safe Fund and Gas Safe Charity	-	3,104	3,104
NHS Greater Preston CCG - CCG Data Mapping Project	-	10,800	10,800
Northern Digital Catalyst - HLSC Assurance Support for Digital Gaps	-	2,500	2,500
Pennine Lancs Digital Public Health and Innovations - Digital Mapping Project	-	4,995	4,995
Spring North Ltd - Social Integration - Community Ambassadors		14,200	14,200
	434,776	201,925	636,701

Promoting & Supporting Independent Living	*Unrestricted Funds £*	*Restricted Funds £*	*2021 Total £*
Contracts & Service Level Agreements			
Blackburn with Darwen Borough Council - LD Partnership Board	*15,000*	*-*	*15,000*
Blackburn with Darwen Borough Council - Central Point of Access	*253,000*	*-*	*253,000*
Blackburn with Darwen Borough Council - Healthy Homes Project	*63,785*	*-*	*63,785*
Grants:			
Active Lancashire - TEF Virtual Reality Project	*-*	*3,690*	*3,690*
Age UK Blackburn with Darwen - Stepping Stones Project - Relax & Chat	*-*	*6,876*	*6,876*
Blackburn with Darwen Borough Council - Contribution to IT Costs re LDPB	*250*	*-*	*250*
Blackburn with Darwen Borough Council - Covid Winter Grant Scheme	*-*	*16,600*	*16,600*
Blackburn with Darwen CVS - Population Health Management Project	*-*	*2,850*	*2,850*
Charities Trust - H&H@H Cadent Foundation	*-*	*20,099*	*20,099*
Community Foundation - Covid 19 Community Support Fund	*-*	*4,697*	*4,697*
The Energy Saving Trust - Energy Redress Covid 19 Crisis Fund	*-*	*8,961*	*8,961*
The Energy Saving Trust - Energy Redress WaTCH Project	*-*	*13,655*	*13,655*
Foundations Independent Living Trust - NEA - Warm & Safe Fund and Gas Safe Charity Lancashire & Cumbria	*-*	*1,100*	*1,100*
Integrated Care Systems - CCG Digital Mapping Project	*-*	*4,500*	*4,500*
Pennine Lancs Digital Public Health and Innovations - Digital Mapping Project	*1,665*	*-*	*1,665*
Spring North Ltd - IT/computer costs re Covid		*1,000*	*1,000*
	333,700	*84,028*	*417,728*

4 Expenditure on Charitable Activities

Charitable activities: Promoting & supporting independent living	**Unrestricted Funds £**	**Restricted Funds £**	**2022 Total £**
Staff and Volunteer Costs	247,984	98,650	346,634
Consultancy Costs	1,860	-	1,860
Premises Costs	42,254	757	43,011
Office Costs	40,202	7,894	48,096
Marketing and Promotion	4,490	1,370	5,860
Bank Charges	218	-	218
Heating Grants, Vouchers and Project Costs	5,090	62,760	67,850
Trustees Indemnity Insurance	2,707	-	2,707
Independent Examination Fees	2,520	-	2,520
Fixtures and Fittings Depreciation	376	-	376
	347,701	171,431	519,132

Expenditure on Charitable Activities (prior year)

	Unrestricted Funds £	*Restricted Funds* £	*2021 Total* £
Charitable activities: Promoting & supporting independent living			
Staff and Volunteer Costs	*228,776*	*54,086*	*282,862*
Consultancy Costs	*1,925*	*1,025*	*2,950*
Premises Costs	*43,544*	*589*	*44,133*
Office Costs	*26,720*	*8,334*	*35,054*
Marketing and Promotion	*982*	*1,348*	*2,330*
Bank Charges	*219*	-	*219*
Heating Grants and Vouchers	-	*17,806*	*17,806*
Trustees Indemnity Insurance	*2,804*	-	*2,804*
Independent Examination Fees	*2,370*	-	*2,370*
Gifts in Kind - rent of premises	-	-	-
	307,340	*83,188*	*390,528*

5 Net income / (expenditure) is after charging:

	2022 £	2021 £
Independent Examination fees	2,520	2,370
Fixtures and Fittings Depreciation	376	-
Operating lease rentals - other	30,560	30,560
Operating lease rentals - plant and equipment	4,246	4,771

6 Taxation on surplus on ordinary activities

As the Company is a registered charity no provision has been made for corporation tax.

7 Tangible Fixed Assets

	Office Equipment £	Fixtures & Fittings £	Total £
Cost			
Balance at 1 April 2021	7,750	2,920	10,670
Additions	-	1,882	1,882
Balance at 31 March 2022	7,750	4,802	12,552
Depreciation			
Balance at 1 April 2021	7,750	2,920	10,670
Charge for the year	-	376	376
Balance at 31 March 2022	7,750	3,296	11,046
Net book value			
31 March 2022	-	1,506	1,506
31 March 2021	-	-	-

8 Debtors

	2022 £	2021 £
Trade debtors	69,081	6,200
Other debtor	-	-
Prepayments and accrued income	32,262	39,394
	101,343	45,594

9 Creditors: Amounts falling due within one year

	2022 £	2021 £
Trade creditor	964	1,291
Accruals	25,787	10,295
Deferred income (see note 10)	150,939	44,576
Pension creditor	-	2,598
PAYE & VAT creditor	40,435	19,760
	218,125	78,520

10 Deferred income

	2022 £	2021 £
Balance at 1 April 2021	44,576	1,665
Amount released to incoming resources	(44,576)	(1,665)
Amount deferred in year	150,939	44,576
Balance at 31 March 2022	150,939	44,576

11 Unrestricted funds

Current year	**1 April 2021 £**	**Incoming £**	**Outgoing £**	**Transfers**	**31 March 2022 £**
Unrestricted Funds:					
Designated funds	142,528	-	-	43,892	186,420
Unrestricted and Undesignated Funds	17,646	439,443	(347,701)	(43,638)	65,750
	160,174	439,443	(347,701)	254	252,170

Designated funds - are funds designated for business continuity

Unrestricted funds Prior year	***1 April 2020 £***	***Incoming £***	***Outgoing £***	***Transfers***	***31 March 2021 £***
Unrestricted Funds:					
Designated funds	*108,481*	-	-	*34,047*	*142,528*
Unrestricted and Undesignated Funds	*17,795*	*341,238*	*(307,340)*	*(34,047)*	*17,646*
	126,276	*341,238*	*(307,340)*	-	*160,174*

Designated funds - are funds designated for business continuity

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

12	**Restricted funds** **Current year**	**1 April 2021**	**Incoming**	**Outgoing**	**Transfers**	**31 March 2022**
			£	£		£
	Blackburn with Darwen Borough Council - Child Safety Equipment	1,359	-	-	-	1,359
	Blackburn with Darwen Borough Council - Covid Communty Champions	-	60,000	(48,117)	-	11,883
	Blackburn with Darwen Borough Council - Covid Local Support Scheme for Core Services and Utilities	-	4,250	(4,250)	-	-
	Blackburn with Darwen Borough Council - Covid Winter Grant Scheme	7,801	12,250	(1,750)	-	18,301
	Blackburn with Darwen Borough Council - Household Support Fund	-	135	(135)	-	-
	Blackburn with Darwen Borough Council - Our Community Our Future - British Sign Language	361	4,210	(2,902)	-	1,669
	Blackburn with Darwen CVS - Population Health Management Project	-	12,911	(12,911)	-	-
	Charities Trust - H&H@H Cadent Foundation	258	48,237	(47,894)	-	601
	The Energy Saving Trust - Energy Redress WaTCH Project	(394)	24,333	(24,470)	-	(531)
	Foundations Independent Living Trust - Gas Safe Charity	-	3,104	(2,375)	-	729
	NHS Greater Preston CCG - CCG Data Mapping Project	-	10,800	(10,800)	-	-
	Northern Digital Catalyst - HLSC Assurance Support for Digital Gaps	-	2,500	(2,500)	-	-
	Pennine Lancs Digital Public Health and Innovations - Digital Mapping Project	-	4,995	(4,995)	-	-
	Spring North Ltd - Social Integration Community Ambassadors Project	-	14,200	(8,332)	-	5,868
	Spring North Ltd - 5 A Side Football Project	254	-	-	(254)	-
		9,639	201,925	(171,431)	(254)	39,879

Blackburn with Darwen Borough Council - Child Safety Equipment
Monies brought forward from March 2021 of £1,359 from BwD BC to cover cost of the purchase and fitting of child safety equipment.

Blackburn with Darwen Borough Council - Covid Community Champions Project
Funding for £60,000 from Blackburn with Darwen Borough Council was received to provide partnership service delivery costs of £35,000; contribution to staff costs £10,828; Marketing costs of £2,500; professional fees of £4,000 and management and office costs of £7,672. Part of the expenditure were contributions towards drama paerformance costs which is to take place in 2022.

Blackburn with Darwen Borough Council - Covid Local Community Scheme
Funding for £4,250 was received from BwD BC for covid related core, admin and utilities costs

Blackburn with Darwen Borough Council - Covid Winter Grant Scheme
Monies brought forward from March 2021 and additional funding received from BwD BC of £12,250 to pay for serice user gas repairs, signposting services and administration costs, and this project has been extended into 2022.

Blackburn with Darwen Borough Council - Household Support Fud
Funding for £480 was received for referrals in March 2022 and a further £480 in April 2022 and £9,750 for delivery of household support services from January 2022 to March 2022. A further £51,000 was received in March 2022 for the period from Apr 2022 to October 2022. This was for £12,000 delivery of household support services in North and West; £30,000 for service users' boiler servicing, repairs and replacements and light bulbs; £3,000 administration fee and £6,000 for service users' utility bills.

Blackburn with Darwen Borough Council - Our Community Our Future - British Sign Language
Funding for £361 was brought forward at 31 March 2021 and further funding of £4,210 was received from BwD BC for Our Community Our Future in conjunction with British Sign Language. This is for funding to provide translation services for various meetings and groups.

Blackburn with Darwen CVS - Population Health Management Project
Funding was received from BWD CVS of 1£2,911 from to March 2022. This project funds staff and core contribution costs.

Charities Trust - H&H@H Cadent Foundation
Funding was carrued forward from March 2021 of £258 and further funding received from the Charities Trust for £48,237 for the year to March 2022 This project funds staff costs, service user heating vouchers, office and management costs. This project runs to October 2022.

The Energy Trust - Energy Redress WaTCH Project
Funding due of £394 was brought forward from March 2022 and further funding was received of £24,333 for the year to March 2022. This project funded staff and office costs. Thid project runs to August 2022.

Foundations Independent Living Trust - Gas Safe Charity
Monies received to assist in the provision of gas safety equipment and services for elderly and vulnerable adults who cannot afford to purchase the services.

NHS Greater Preaton CCG - CCG Data Mapping Project
Funding was received of £10,800 to cover staff costs for the period to March 2022.

Northern Digital Catalyst - HLSC Assurance Support for Digital Gaps
Funding was received of £2,500 to cover staff costs for April 2021.

Pennine Lancs Digital Public Health and Innovations - Digital Mapping Project
Funding was received of £4996 to cover staff costs for the period to May to June 2021.

Spring North Ltd - 5 A Side Football Project
Grant to equip a Five A Side Football team to participate in the Social Inclusion football league and fund licences and travel costs etc. This was transferred to core due to Covid.

Spring North Ltd - Social Integration Community Ambassadors Project
Funding for £8,000 was received to March 2022 from Spring North Ltd for the Community Ambassador Programme. This is for funding for a range of activities including training and evaluation. These costs will fund the PBDC for 1 day a week to deliver this plus some management costs. A further funding of £6,200 was received in March 2021 for ongoing support for project activities.

Restricted funds Prior year	*1 April 2020*	*Incoming*	*Outgoing*	*Transfers*	*31 March 2021*
		£	£		£
Active Lancashire - TEF Virtual Reality	-	3,690	(3,690)	-	-
Age UK BwD - Stepping Stones Project - Relax and Chat	3,789	6,876	(10,665)	-	-
Blackburn with Darwen Borough Council - Child Safety Equipment	1,439	-	(80)	-	1,359
Blackburn with Darwen Borough Council - Our Community Our Future - British Sign Language	1,386	-	(1,025)	-	361
Blackburn with Darwen Borough Council - Covid Winter Grant Scheme	-	16,600	(8,799)	-	7,801
Blackburn with Darwen CVS - Population Health Management Project	-	2,850	(2,850)	-	-
Charities Trust - H&H@H Cadent Foundation	-	20,099	(19,841)	-	258
Community Foundation - Covid 19 Community Suport Fund	-	4,697	(4,697)	-	-
The Energy Saving Trust - Energy Redress Covid 19 Crisis Fund	-	8,961	(8,961)	-	-
The Energy Saving Trust - Energy Redress WaTCH Project	-	13,655	(14,049)	-	(394)
Foundations Independent Living Trust - Gas Safe Charity	285	1,100	(1,385)	-	-
Lancashire and Cumbria Integrated Care Systems - CCG Digital Mapping	-	4,500	(4,500)	-	-
Spring North Ltd - Social Integration Community Ambassadors Project	1,646	-	(1,646)	-	-
Spring North Ltd - 5 A Side Football Project	254	-	-	-	254
Spring North Ltd - IT/Computer costs	-	1,000	(1,000)	-	-
	8,799	84,028	(83,188)	-	9,639

Active Lancashire - TEF Virtual Reality Project
Funding for £3,690 for virtual reality equipment for the TEF project, and to cover licences and support costs for the period from November 2020 to 31 March 2021

Age UK BwD - Stepping Stones Project - Relax & Chat
Funding for £13,752 was received from Age UK for the period from April 2019 to March 2020,and a further £6,876 was received from April 2020 to September 2020, towards management costs, volunteer and travel costs and contributions towards room hire, IT and marketing.

Blackburn with Darwen Borough Council - Child Safety Equipment
Monies brought forward from March 2020 of £1,439 from BwD BC to cover cost of the purchase and fitting of child safety equipment.

Blackburn with Darwen Borough Council - Our Community Our Future - British Sign Language
Funding for £1,386 was brought forward at 31 March 2020 from BwD BC for Our Community Our Future in conjunction with British Sign Language. This is for funding to provide translation services for various meetings and groups.

Blackburn with Darwen Borough Council - Covid Winter Grant Scheme
Funding received from BwD BC of £16,600 to pay for serice user gas repairs, signposting services and administration costs, from December 2020 and part has been carried forward to the year ended March 2022

Blackburn with Darwen CVS - Population Health Management Project
Funding was received from BWD CVS of £2,850 from January 2021 to March 2021, with further funding received to May 2021. This project funds staff and core contribution costs.

Charities Trust - H&H@H Cadent Foundation
Funding received from the Charities Trust for £20,099 for the period from November 2020 to March 2021, This project funds staff costs, service user heating vouchers, office and management costs.

Community Foundation - Covid 19 Community Support Fund
Funding was received for £4,697 to cover staff costs for the period from May 2020 to July 2020.

The Energy Trust - Energy Redress Covid 19 Crisis Fund
Funding was received of £19,986 in July but £11,025 was repaid in November 2020 due to commitments to similar projects. This project was for heating grants and administration costs.

The Energy Trust - Energy Redress WaTCH Project
Funding was received of £13,655 for the period from September 2020 to March 2021. This project funded staff and office costs.

Foundations Independent Living Trust - Gas Safe Charity
Monies received to assist in the provision of gas safety equipment and services for elderly and vulnerable adults who cannot afford to purchase the services.

Lancashire and Cumbria Integrated Care Systems - CCG Digital Mapping Project
Funding was received of £4,500 to cover staff costs from November 2020 to March 2021, with further funding received to June 2021.

Spring North Ltd - 5 A Side Football Project
Grant to equip a Five A Side Football team to participate in the Social Inclusion football league and fund licences and travel costs etc.

Spring North Ltd - Social Integration Community Ambassadors Project
Funding to March 2020 for £11,110 was received from Families Health and Wellbeing Consortium (now Spring North Ltd) for the Community Ambassador Programme. This is for funding for a range of activities including asset mapping, ABCD training and evaluation. These costs funded a helpdesk officer for 6 months. At 31 March 2020 £1,646 was brought forward amd spent in the year to 31 March 2021.

Spring North Ltd - IT/Computer costs
A grant was received for £1,000 in April 2020 to cover computer costs and was fully spent by July 2020.

13 Information regarding employees and trustees

	2020	2021
Average number of employees in the year	16	12
Staff costs comprise:	£	£
- Wages and salaries	291,658	237,551
- Social security costs	23,483	14,481
- Stakeholder pension contributions	34,688	30,646
	349,829	282,678

No employees earned over £60,000.

There were £Nil expenses paid to Trustees (2021 - £Nil).

Employee benefits paid to key management personnel totalled £49,159 (2021: £46,579).

The Charity purchased insurance costing £3,832 to protect the Charity from loss arising from neglect or default of its Trustees and to indemnify the Trustees against the consequence of neglect or default on their part.

14 Pension costs

The company makes contributions in to a stakeholder pension scheme. The pension cost charge represents the contributions payable by the company to the scheme. The charge for the year is £34,688 (2021: £30,646).

15 Analysis of assets and liabilities between funds

Current year

	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Fixed Assets	1,506	-	1,506
Current assets:			
- Debtors	91,157	10,186	101,343
- Cash at bank and in hand	273,232	134,093	407,325
Creditors	(113,725)	(104,400)	(218,125)
Total	252,170	39,879	292,049

Analysis of assets and liabilities between funds

Prior year

	Unrestricted Funds £	*Restricted Funds £*	*Total 2021 £*
Fixed Assets	-	-	-
Current assets:			
- Debtors	*26,311*	*19,283*	*45,594*
- Cash at bank and in hand	*167,109*	*35,630*	*202,739*
Creditors	*(33,246)*	*(45,274)*	*(78,520)*
Total	*160,174*	*9,639*	*169,813*

16 Financial commitments and operating leases

At 31 March 2022 there were annual commitments under non-cancellable operating leases as set out below:

	Land & Buildings		Other Assets	
	2022 £	2021 £	2022 £	2021 £
Operating leases which expire:				
Within one year	13,765	13,765	1,051	809
Within two to five years	-	-	-	823
	13,765	13,765	1,051	1,632

17 Legal status of the charity

The Charity is a company limited by guarantee and has no share capital. Every member of the Company undertakes to contribute to the assets of the Company in the event of the same being wound up during the time they are a member, or within one year afterwards, for the payments of the debts and liabilities of the Company contracted before the time at which they cease to be a member and the costs, charges and expenses of winding up the same, and for the adjustments of the rights of the contributions among themselves such amount as may be required not exceeding £1.

18 Related party transactions

There were no related party transactions in either the current or prior year

20 Covid-19 Pandemic

From March 2020 the Covid-19 pandemic affected the country. It is impossible to have a high degree of certainty as to the outcomes that may arise over the next twelve months. All that can be said is that the current position of our major fund providers is known over the next year and barring a change of that position will result in a reduction of income compared to the current year. We have budgeted on that basis. It should be noted that we have managed to build a level of reserves in preceding years. The Trustees, in conjunction with the management, are constantly reviewing whether allocation from reserves should be made to support service delivery where other funding options do not exist.

19 Statement of Financial Activities - 2021

	Note	Unrestricted Funds £	Restricted Funds £	2021 Total £
INCOME AND ENDOWMENTS FROM				
Income from donations and legacies				
Income from donations	2	7,432	-	7,432
Income from charitable activities				
Promoting & Supporting Indepe	3	333,700	84,028	417,728
Other income				
Income from Investments		106	-	106
Total incoming resources		341,238	84,028	425,266
EXPENDITURE ON				
Charitable activities				
Promoting & Supporting Indepe	4	307,340	83,188	390,528
Total expenditure		307,340	83,188	390,528
Net income/ (expenditure)	5	33,898	840	34,738
Transfer between funds	11, 12	-	-	-
Net movement in funds		33,898	840	34,738
Reconciliation of funds				
Total funds brought forward	11, 12	126,276	8,799	135,075
Total funds carried forward	11, 12	160,174	9,639	169,813

CARE NETWORK (BLACKBURN WITH DARWEN) LTD

England & Wales - Charity number 1123032

Accounts

CARE NETWORK (BLACKBURN WITH DARWEN) LTD

DIRECTORS' REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

Company Registration No. 6216427 (England and Wales)

Charity No. 1123032

CARE NETWORK (BLACKBURN WITH DARWEN) LTD

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CARE NETWORK (BLACKBURN WITH DARWEN)

ANNUAL REPORT FOR THE PERIOD ENDED 31 MARCH 2021

The Trustees of Care Network (Blackburn with Darwen) Limited present their annual report, which is also the Director's report, for the period ended 31st March 2021 under the Charities Act 2011, together with the accounts for the period, and confirm that the latter comply with the requirements of the Act, the Companies Memorandum and Articles of Association and the Charities SORP (FRSSE) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities (then FRSSE) (effective 1 January 2019).

PUBLIC BENEFIT

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities.

CARE NETWORK - THE ORGANISATION

Care Network (Blackburn with Darwen) Limited is a charitable company (Charity Registration number 1123032) and a company limited by guarantee (registered number 06216427).

The organisation supports vulnerable people and carers in Blackburn with Darwen and surrounding areas to live independent lives by providing access to affordable, quality assured, day-to-day services.

The Registered Office is at Spiral Heights, Second Floor, Blackburn Central Library, Town Hall Street, Blackburn, BB2 1AG.

Care Network was launched in March 2003 and was registered as a charitable company in April 2007. The company was established under a Memorandum of Association which established the objects and powers of the company and is governed under its Articles of Association (dated 30th March 2007). These were updated at a general meeting held on August 10th 2015 with the company's charitable objectives being altered to the following:

The objectives of the Company shall be to provide support to vulnerable people and their carers residing in the local authority district of Blackburn with Darwen and surrounding areas ("the areas of benefit") without distinction of age, sex, sexual orientation, race or political, religious or other opinions by providing access to a network of quality approved, affordable day-to-day services in an effort to promote and foster the principles of independent living, improve self-esteem and nurture confidence amongst said persons so that they can participate more fully in society and so that their conditions of life may be improved.

The Directors of the company are also Charity Trustees for the purpose of charity law. All those persons appointed to perform the duties of Directors of the Company are referred to as the Management Board and each member has undertaken to contribute the sum of £1 in the event of the company being insolvent on winding up.

CARE NETWORK VISION - Our vision is "For informed, empowered, resilient, independent and healthy individuals and communities in Blackburn with Darwen (and surrounding areas)".

CARE NETWORK MISSION - To be the leader in connecting people with quality services and information that help local residents to make informed choices and that enables them to live independent, healthy and safe lives.

VALUES

At all times, we aim to:

- Be respectful, person centred, compassionate and caring
- Be non-judgemental, honest and open
- Be impartial and fair
- Work together
- Commit to quality

STRAPLINE

"Caring for you, your home and our community"

CARE NETWORK (BLACKBURN WITH DARWEN)

ANNUAL REPORT FOR THE PERIOD ENDED 31 MARCH 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

CARE NETWORK TRUSTEES AND DIRECTORS

The Board of Trustees is responsible for the overall governance, management and control of the charity, working with the Care Network Chief Executive on strategic and operational development.

Decisions about day-to-day operation are taken by the Care Network Chief Executive, and decisions on matters with significant implications are brought to the Board of Trustees.

RECRUITMENT AND APPOINTMENT OF TRUSTEES

The appointment of members of the Board of Trustees is reviewed every year using procedures set out by the Board of Trustees. The board seeks to appoint new trustees to maintain a broad skill mix appropriate to the work of the charity; nominations are sought through relevant voluntary, community and statuary organisations and are appointed at board meetings. There were 4 regular board meetings during the year plus an additional strategic planning meeting held in September.

CHARITY TRUSTEES AND DIRECTORS:

The directors of Care Network (Blackburn with Darwen) Limited, who are also the charity trustees, in the reporting period are:

Chairman:	Ian Bell
Trustees:	Lynne Haworth
	Garth Hodgkinson
	Erika Holmes
	Graham Jones
	Alan Pickup
	Vicky Shepherd
	Steve Tingle

INDUCTION AND TRAINING OF TRUSTEES

All new Trustees receive induction training which is tailored to the specific needs of the individual and includes meetings and discussions with the Care Network Chief Executive, a copy of the organisation's business plan and any relevant past board papers.

TRUSTEE BOARD COMMITTEES

The Trustee Board delegates areas of oversight to one board committee. This committee has Terms of Reference which are reviewed regularly and reports key issues to the Trustee Board.

FINANCE SUB GROUP (FSG)

The FSG currently comprises Erika Holmes (Chair) and Vicky Shepherd. The Group addresses all financial issues to enable the Charity to achieve its financial objectives, to comply with governance and encompass risk management.

The FSG meets on average once every quarter.

RISK MANAGEMENT

The Board of Trustees have responsibility for implementing a managed approach to risk management. Measures have been put in place by the introduction and annual review of policies, procedures and systems to mitigate the risk that the charity faces. An annual organisational risk assessment and register are also submitted to the Trustees for consideration and approval. Updated risk register and strategic planning board papers are standing agenda items and are reviewed and addressed at Trustee Board Meetings.

"Internal control risks are minimised by the implementation of procedures for the authorisation of all financial transactions. A key element in the management of financial risk is the setting of a reserves policy. The external risks to funding have led to us developing a new strategic plan to address the need for diversification of funding and activities and in the light of the recent COVID 19 pandemic, in new ways of working e.g. remotely.

GOVERNANCE

Care Network continues to keep our governance under regular review at our board meetings. We continue to focus on succession. This was all the more important due to the impact that Covid had on the charity.

Having completed the Charity Commission's Good Governance Code we continue to use it as a tool for continuous improvement towards the highest standards. Addressing the seven principles which make up the Code, we believe that we are in a strong position. Following an annual review of the code we collectively feel as a board that we are addressing the majority of recommendations, but we still wish to work on:

Monitoring and reporting on diversity - which will be considered for review by trustees in the coming year as a specific agenda item.

Following a strategic planning meeting held in September we decided to incorporate our focus on the following areas this coming year:

- Strengthening arrangements around new partnership working.
- More effectively communicating with our stakeholders about any significant changes to the charity's services or policies.
- Digital provision (using digital engagement, where appropriate).
- Developing our volunteer offer.
- Campaigning for LD & Autism with a focus on raising awareness on issues affecting the local Learning Disability and Autism communities, especially through the promotion and implementation of the LD and Autism Strategy.
- Workforce development.

PROFESSIONAL ADVISORS:

Independent Examiners:
Beever and Struthers
Suite 9b
The Beehive
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Shadsworth Business Park
Blackburn
BB1 2QS

BANK:
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Lancashire
BB2 2BZ

CARE NETWORK'S AIMS AND OBJECTIVES

Trustees and staff update the charity's business plan annually and identify the strategic priorities for the year. The following cover our main areas of operation and development:

1 **CENTRAL POINT OF ACCESS** – to be the central hub for all, providing information and access to relevant health and wellbeing options so that people can make informed choices about their lives.

- Through maintaining current service provision and increasing the numbers of new customers using the service
- Through expanding and improving the range and quality of partners and their offers at the centre ensuring that we are embedded as THE central information hub in BwD
- Through maintaining and improving the quality of the service through achieving very high levels of customer and partner satisfaction

2 **HOME IMPROVEMENT AGENCY** (HIA) - to fulfil our potential as an innovative home improvement agency, ensuring that people are safe, healthy and independent in their homes.
- Through researching into and developing the HIA model, identifying areas for development opportunities
- Through supporting, developing and growing the safe trader scheme
- Through providing a quality helpdesk service so that more customers can access our HIA services.

3 **COMMUNITY CONNECTIONS** – to improve resilience of individuals and communities, through prevention and early action via a coordinated holistic approach and joined up locality partnership working.
- Through developing a robust model which pulls together services to support people with multiple needs
- Through identifying vulnerable citizens and improving their resilience through targeted support and by developing a strong presence in the community
- Through modelling an effective and flexible single point of access and developing a framework for measuring the impact of our work

4 **SUSTAINABILITY** - to ensure the long-term sustainable development of the charity.
- Through developing a more secure funding base for Care Network's long-term future
- Through improved management, development and delivery of Care Network activities
- Through developing a better understanding the value of the work that Care Network undertakes
- Through better governance of the charity by increasing skills and sector representation of the board
- Through being better able to potentially upscale and to respond to future commissions and opportunities e.g. around bidding for future contracts and building partnerships with existing agencies

ACTIVITIES

In order to achieve the aforementioned priorities Care Network carries out a range of activities which enable informed, empowered, resilient, independent and healthy individuals and communities locally.

Currently this is done in three key strategic areas of operation:
- Central Point of Access - Care Network Hub service
- Home Improvement Agency development
- Community connections

Contracts:
The Central Point of Access (CPA) contract is part of the wider local VCFS commission from Blackburn with Darwen Borough Council (BwDBC) - Helping People to Keep Happy Healthy and Well. This covers work undertaken through our Care Network Hub offer (information and signposting) and also our Safe Trader Scheme (under the Home Improvement Agency strand).

Funding has also come from BwDBC for continued delivery of the following contracts:
- Learning Disability/Autism Partnership Boards
- Healthy Homes project
- Child safety gates provision for the Healthy Homes project

Grants:
This year saw us access funding from new sources to enhance our HIA offer. Two-year funding came from
- Cadent Foundation/Charities Trust for the Happy and Healthy at Home project
- Energy Redress Fund for the W@TCH project.

From a HIA perspective we also secured funding from Foundations Independent Living Trust (FILT) and Gas Safe Charity for the Warm & Safe Fund for gas safety checks for elderly and vulnerable customers.

For the Community Connections area of our operation:
Active Lancashire - TEF for the Virtual Reality Project where we piloted the use of VR headsets in care home settings.
Blackburn with Darwen Community CVS - Population Health Management Project to support the Learning Disability and Autism communities in delivering the strategic plan.
Blackburn with Darwen Borough Council - Contribution to IT costs for digital engagement with Learning Disability board members.

Continuation grant funding:
Stepping Stones project to deliver online Relax and Chat sessions to residents.
BwD Social Integration Community project from Spring North to deliver the Community Ambassador programme.
Our Community Our Future funding on behalf of BSL Come Together Group.
Lancashire & Cumbria Integrated Care Systems Pennine Lancs Digital Public Health and Innovations for our digital mapping work.

Covid specific funding was accessed from a range of funders including:
Energy Redress for the Covid 19 Crisis Fund to provide energy vouchers to local residents
BwDBC to deliver part of the boroughwide Covid Winter Grant Scheme supporting local residents with boiler servicing and repairs and support with energy bills
Community Foundation - Covid 19 Community Support Fund to increase staff hours to undertake welfare calls with residents.
Spring North Ltd for additional IT equipment.

ACHIEVEMENTS AND PERFORMANCE

1 CENTRAL POINT OF ACCESS

CARE NETWORK HUB

The Care Network Hub is an active partnership of local citizens and a range of service providers alongside community groups and the local authority. The service provides information, advice and advocacy as well as links to a range of community based services and support. It caters for citizens of all ages and their families who need assistance to remain independent within their local community.

For people not eligible for adult care services the service provides effective delivery of one to one information, advice and signposting into alternative low level community based preventative services. The service also provides opportunities for people from different backgrounds to come together and take part in social / learning / training initiatives. The service continues to provide a valuable service locally as more people hear about the quality service we provide and as new partners continue to come on board. The following table shows figures for the service:

Customers using CN Hub	3,348 (+59.8%)
New customers	760 (-53.2%)
Referrals Received	3963 (+75.00%)
Signposts and referrals made to partners	7,391 (+99.4%)

2020-21 was an extraordinary year due to the Covid 19 pandemic. We had to close our doors to the public and partners in March 2020 and all staff have worked from home for the majority of the time since. This has had a significant impact on the outputs for Care Network Hub.

No footfall was reported this year due to Care Network Hub being closed to the general public. However our staff made welfare calls and sent welfare emails to 2500 of our most vulnerable customers.

We also supported 542 resident households though the BwD Help Hub, many of which were new to Care Network. However the number of new customers we engaged with during the reminder of the year was significantly lower than normal (-53.2%). This is also due to there being no footfall at the Hub.

The significant increase (+75%) in referrals received, compared to the previous year, is mainly due to customers returning to us more than once each quarter for support and advice during Covid. The situation customers found themselves in during the pandemic, especially in the first few months meant that we were referring and signposting customers to several partners and services resulting in a huge increase in the number of onward referrals/signposts (+99.4%).

We have also found that the complexity of customer issues has meant that our staff have needed to spend longer with customers.

2 HOME IMPROVEMENT AGENCY

HEALTHY HOMES PROJECT

The Healthy Homes project continues to support and add value to our aspiration to become an innovative Home Improvement Agency (as outlined in our Business Plan).

The purpose of this service is to reduce health harms associated with housing through the provision of both universal and targeted approaches to improving health via the home. This service offer of a 'health from home' single point of access and one stop shop provides:

- Advice, information and signposting with the aims of improving health via the home
- Targeted approaches for the most vulnerable or at risk groups including healthy homes assessment and access to handypersons services

Project staff continue to attend and play an important role in the local Integrated Neighbourhood Team (INT) structure that is evolving across the borough which facilitates closer partnership working with a range of partners.

Number of referrals received	562 (+117%)
Number of customers – case worked	652 (+148%)
Number of interventions (visits/assess etc) undertaken	3,275 (+169.5%)
Number of support actions undertaken (including hazard survey, advice and equipment	877 (-28.8%)
Number of onward signposts	296 (+38.3%)
Number of onward referrals	236 (+7.8%)

The figures above show a significant increase in the annual number of referrals, cases, interventions and referrals/signposts made.

We have been able to grow our Home Improvement Agency offer through accessing additional funding from the Cadent Foundation – Happy and Healthy at Home project and the from Energy Redress Fund – W@TCH project. We have also been able to support local residents with their fuel bills and with boiler servicing and repairs through the local Covid Winter Grant Scheme.

Through their support offer the Healthy Homes team helped customers to save £3,458 in 2019-20 through tariff checks and fuel switching plus a £360 annual saving on Council Tax.

We also supported over 155 vulnerable households with top up vouchers for their gas or electricity pre-payment meter.

SAFE TRADER SCHEME

Our safe trader scheme supports vulnerable adults and carers living in Blackburn with Darwen. We now have 60 service providers (local businesses) covering a wide range of different service areas. All our service providers are fully qualified/experienced in the trade they provide and before being accepted onto our list of approved providers have all undergone our comprehensive quality assurance check.

Customer and Referral Figures

Customers	2,385 (-14.6%)
Referrals received	3,164 (-11.3%)
Onward referrals and signposts	3,672 (-10.1%)
New customers	351 (-33.7%)

The above figures show a decrease across all categories. This has been due to the impact that Covid has had on us and the resultant reduction in demand for service throughout the year.

Providers

During 2020/21 Care Network recruited 4 new providers taking the number of providers at the end of March 2021 to 60 (end of March 2020 to 56), covering 41 different areas of service provision.

Marketing

Marketing continues to be an important part of us getting the Care Network message out to new customers and also reminding existing customers of the new services that we have to offer. We also reinvigorated our website to include a range of partner offers.

Additionally 12 monthly newsletters were sent out to 1,543 recipients throughout the year.

We have also embraced social media this year and can now boast 1,212 Twitter followers and 732 Facebook followers.

Compliments

We received 177 compliments from customers.

Complaints

We received 4 complaints. A comments log was kept with every comment being followed up by telephone and the outcome being logged so that any recurring issues can be identified and tackled with the relevant provider.

Consultations

We undertook ongoing consultations with our customers throughout the year through our quarterly user surveys and through telephone follow up calls with Hub customers. Feedback from these informed us as to how we could develop and improve our services in light of the restrictions imposed on us all by lockdown.

3 COMMUNITY CONNECTIONS

LEARNING DISABILITY PARTNERSHIP BOARD (LDPB) AND AUTISM PARTNERSHIP BOARDS

Care Network continues to deliver the LDPB and to support Indigo CIC with the delivery of the Autism Partnership Board.

These boards meet bi-monthly (remotely) and focus on issues affecting the local learning disability and autism communities. Both boards have continued with strong progress over the last 12 months with both continuing to grow in numbers and diversity.

The purpose of the Learning Disability Partnership Board is to provide a framework for partnership working. The board will bring people with learning disabilities and their carers together with service planners and providers from the public, private and voluntary sector and the wider community to develop services that meet the needs of people with a learning disability in the borough.

Over this last year we have consulted widely across the borough to develop a 5 year Learning Disability and Autism Strategic Plan – the "Big Plan". We held a number of consultation events since February 2019 which involved discussions with over 150 people with learning disabilities and people with autism and over 100 family members, carers, professionals and commissioners. This was signed off by the boards in December 2020 and they highlight the following 10 key areas of development:

1	Inclusion and Reducing Isolation	6	Workforce Development
2	Education and Employment	7	Good Health, Mortality & transforming Care
3	Transitions Life Changes	8	The Justice System
4	Early Help	9	Leadership &commissioning & personalisation
5	Housing	10	Advocacy – Being Heard

The 'Big Plan' strategy sets out the vision, ambitions, and commissioning intentions for people with learning disabilities and or autistic people in the Borough of Blackburn with Darwen for the coming 5 years. The main reason for the strategy is to ensure that all members of the community can live healthy, happy and fulfilling lives with as much autonomy and control over the options available to them as they want.

The strategy will mean a change in the way that things are done in our borough, from one which professionals choose and direct the way services and care is provided, to a way that is collaborative with the individual and their carer, with each having an equal input into choices and options. Joined up working through all life stages that promotes and supports self-advocacy and participatory budgeting which allows decisions and plans to be completely person centred.

We have also developed a resultant implementation plan with leads in each area coming from board members with lived experience supported by relevant professionals. Delivering the plan will be the main focus of our work over the coming 12 months.

VOLUNTEERING

The onset of Covid has severely impacted our volunteer offer. We are currently reviewing our pre-Covid volunteer offer and how this can be reinvigorated/developed post Covid. This is a priority area and is one of the main objectives of our new Strategic Plan (2021-2024).

OTHER ACHIEVEMENTS

At the start of the year we were affected by the onset of the Covid 19 pandemic and resultant shutdown. All staff successfully managed to work from home remotely whilst supporting our customers through the crisis. We also played an important role in the newly formed Helphub which was set up by the council and delivered through its partners and own staff.

We have started to work in partnership with other local agencies to undertake digital mapping work on health and wellbeing services for local residents in the borough and have taken on the role of quality assuring all the information so that it is reliable and up to date for users. This has enabled us to forge relationships with even more partners so that we can offer a wider range of suitable support services for local residents.

We continue to diversify our income streams through encouraging donations to the charity. This last year has seen an 81% increase in donations from £4,107 to £7,432.

ECONOMIC CONTRIBUTION FROM THE SERVICE

Due to the pandemic we halted our volunteer activities, so no figures are provided this year.

EVALUATION OF OUR SERVICES

Care Network circulates quarterly combined user surveys to all customers using our safe trader scheme and Information and Signposting service during that previous quarter. Results from this questionnaire are used to assess the quality of our existing services, to understand what matters to customers when they use our services and to ask how we could widen and improve the services that we provide. It also enables us to gain a picture of how our services are received over time. Last year (20/21) we sent out **3001** surveys and received **641** completed replies, a healthy response rate of 21%.

Results from April 2020 – March 2021:

The Helpdesk and our providers:

- 98% would be likely to use Care Network services again and 97% would recommend us to a friend.
- 97% said they found it easy to Contact Care Network Hub (mainly by phone during lockdown)
- 95% were happy with how the Helpdesk(s) dealt with their enquiry
- 94% were satisfied with their experience and felt that they were directed to appropriate provider/service.
- 90% said that they felt safe using the services of a Care Network provider
- 88% felt more confident accessing Care Network services than arranging for work to be done themselves
- 84% said that the provider contacted them within 5 working days with 82% reporting that they turned up at the agreed time and date to carry out the work
- 84% were very satisfied with the service provided by the provider
- 81% felt that the price they paid was value for money

The impact on our customers:

- 94% reported a positive outcome of their contact with Care Network
- 93% are more aware of services that are available locally and how to access them
- 87% reported feeling safer after having used our quality assured services
- 81% reported feeling better supported and less isolated through using our services
- 68% reported that our support had helped them to continue to live independently in their own home
- 67% stated that their wellbeing and quality of life had improved.
- 44% stated that as a result of using Care Network services a general/mental/specific health condition had improved

PRIORITIES FOR NEXT YEAR

At the time of writing this report the country is just coming out of lockdown from the Covid 19 pandemic. The charity has coped well with the challenges thrown at us and has continued to support local residents to the best of our ability. Whilst numbers of customers using our services has dropped this year, we have not been complacent and have proactively contacted the most vulnerable customers on our database and we have supported them on an ongoing basis throughout the year. We will continue to do so.

It is still hard to have a high degree of certainty as to what the next twelve months will bring, especially with regards

to long Covid and the impact that will have on us all but we have identified the following priorities and we will be as organisationally agile as we can be in responding to new developments.

To consolidate our role as the Central Point of Access in the local Keeping Happy, Healthy and Well commission and to increase our offer of activities to reach more people who are or at risk of social isolation to prevent a decline in their health and wellbeing in particular through employing innovative digital platforms to engage with and support customers in getting "back to normal".

To implement our new strategic plan and update in line with Covid 19 developments.

We will also need to secure funding from a variety of other sources to generate income in new ways so that we can sustain and develop our services to meet future demand.

To better promote our services to increase our reach to those local residents who could benefit from our services and to further raise our profile and increase donations from customers, providers, and local businesses.

To develop our ability to provide effective services for local residents through digital provision and to further develop our work on digital mapping and the quality assurance of the information.

To build on the successful launch of the Learning Disability and Autism strategy for BwD, look to improve the local offer for residents in the 10 priority areas identified in the strategy and to successfully campaign for improving people's lives from these communities.

To continue to respond to any needs identified and reported by our helpdesks by recruiting new partners, providers and/or by supporting organisations to develop new services whilst always ensuring that our quality assurance standards are maintained.

Partnership working will, more than ever, be crucial to our development, especially after this last Covid interrupted year. We will continue to work collaboratively with a range of existing partners in the borough especially through our Hub offer and will look to develop new relationships with other providers, promoting the Hub as a local resource that people can go to for appropriate health and wellbeing support.

To increase our presence out in the community and to further embed our role in the Integrated Neighbourhood Teams and Primary Care Networks and Transforming Lives structures.

To reinvigorate our volunteer offer, providing opportunities to offer a wider choice of activities and recruiting additional volunteers to effectively support the delivery of the service.

To maintain our HIA Foundations Quality Mark.

To keep our staff and customers safe and to have a happy and effective workforce that is suitably equipped with the right skills, knowledge, support, equipment and working environment. This will include training on asset-based ways of working.

Principle funding sources

The principle funders of the charitable company are Blackburn with Darwen Borough Council.

Financial Review

Net income for the year was £34,738 (2020: net expenditure £7,622). The Charity had net assets of £169,813 (2020: £135,075) at the year end and has cash at the bank of £202,739 (2020: £145,618).

At the time of writing this report the country is coming out of lockdown from the Covid 19 pandemic. It is still hard to say as to what challenges may arise over the next twelve months, especially in light of the unknown effects of long Covid. What we do know however is that the current position of our major fund providers is known over the next year and barring a change of that position we anticipate an increase in income compared to the current year as new funding sources are secured. We will continue to budget on this basis. It should be noted that we have managed to build a level of reserves in preceding years. The Trustees, in conjunction with the management, are

constantly reviewing whether allocation from reserves should be made to support service delivery where other funding options do not exist.

Reserves Policy

Care Network aims to hold free reserves of between 3 and 6 months of the resources expended on the core costs of the charity. This will enable current activities and liabilities to be met in the event of a significant drop in funding.

Designated funds

Designated funds are designated for the following purposes: Business continuity – the purpose of this is to support business continuity through our reserves policy.

Trustees' Responsibility for the Financial Statements

The Trustees (who are also directors of Care Network (Blackburn with Darwen) Ltd for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the 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.

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.

Trustee indemnity policy
There is a Trustee Indemnity Policy in place for the company's Trustees.

Small company
This report has been prepared in accordance with provisions within Part 15 of the Companies Act 2006 as they relate to small companies.

Approved by the trustees on 9 August 2021 and signed on their behalf by:

I. Bell

Ian Bell
Director

CARE NETWORK (BLACKBURN WITH DARWEN) LTD

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF CARE NETWORK (BLACKBURN WITH DARWEN) LIMITED ("the Company")

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Respective responsibilities of trustees and examiners

As the charity's Trustees of the Company (and also its Directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

(1) accounting records were not kept in respect of the Company as required by section 386 of the Act; or

(2) the accounts do not accord with these records; or

(3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or

(4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Signed:
Suzanne Lomax
Institute of Chartered Accountants in England and Wales
Beever and Struthers
Suite 9B The Beehive
Lions Drive
Shadsworth Business Park
Blackburn
Lancashire, BB1 2QS
Date: 9 August 2021

CARE NETWORK (BLACKBURN WITH DARWEN) LTD

STATEMENT OF FINANCIAL ACTIVITIES
(Including Income & Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted Funds £	Restricted Funds £	2021 Total £	2020 Total £
INCOME AND ENDOWMENTS FROM					
Income from donations and legacies					
Income from donations	2	7,432	-	7,432	32,460
Income from charitable activities					
Promoting & Supporting Independent Living	3	333,700	84,028	417,728	362,675
Other income					
Income from Investments		106	-	106	318
Total incoming resources		341,238	84,028	425,266	395,453
EXPENDITURE ON					
Charitable activities					
Promoting & Supporting Independent Living	4	307,340	83,188	390,528	403,075
Total expenditure		307,340	83,188	390,528	403,075
Net income/ (expenditure)	5	33,898	840	34,738	(7,622)
Transfer between funds	11, 12	-	-	-	-
Net movement in funds		33,898	840	34,738	(7,622)
Reconciliation of funds					
Total funds brought forward	11, 12	126,276	8,799	135,075	142,697
Total funds carried forward	11, 12	160,174	9,639	169,813	135,075

The notes on pages 16 to 28 form part of these accounts.

All incoming resources and resources expended are derived from continuing activities.

CARE NETWORK (BLACKBURN WITH DARWEN) LTD

BALANCE SHEET
AS AT 31 MARCH 2021

	Note	2021 £	2020 £
Fixed Assets			
Tangible fixed assets	7	-	-
Current Assets			
Debtors	8	45,594	27,147
Cash at bank and in hand		202,739	145,518
		248,333	172,665
Creditors			
Amounts falling due within one year	9	(78,520)	(37,590)
Net Current Assets		169,813	135,075
Net Assets		169,813	135,075
Funds			
Unrestricted funds			
- General funds	11	160,174	126,276
Restricted funds	12	9,639	8,799
		169,813	135,075

For the year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;

- The directors acknowledge their responsibilities for complying with the requirements of the Act 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 and in accordance with FRS 102 'The Financial Reporting Standard applicable to the UK and Republic of Ireland'.

Approved by the trustees on 9 August 2021 and signed on their behalf by:

I. Bell

Ian Bell
Chair

Company Registration No: 6216427
The notes on pages 16 to 28 form part of these accounts

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1 Principal accounting policies

(a) Basis of accounting

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) – Second edition October 2019- 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) and the Companies Act 2006.

Care Network (Blackburn with Darwen) Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

(b) Incoming resources:

Service Level Agreements
Service Level Agreements (SLA's) are recognised as the services are performed.

Grants
Grants, including grants for the purchase of fixed assets are apportioned to the Statement of Financial Activities in the year to which they relate.

Donations and legacies, and other forms of voluntary income

Donations and legacies and other forms of voluntary income are recognised in full in the Statement of Financial Activities when entitlement is probable and the amount receivable can be measured with sufficient reliability.

(c) Resources expended
Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered.

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities and the associated support costs

- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource.

(d) Fund Accounting

Restricted funds
Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund.

Unrestricted funds
Unrestricted funds are donations and other income received or generated for the objects of the Charity without further specified purpose and are available as general funds.

Designated funds
Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

(e) Depreciation

Fixed assets are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1,000 are not capitalised. Depreciation of fixed assets is charged by annual instalments commencing with the year of acquisition at rates estimated to write off their cost less any residual value over the expected useful lives, which are as follows:

Office Equipment	33% Straight-line Method
Fixtures & Fittings	20% Straight-line Method

(f) **Operating leases**
Rentals payable and receivable under operating leases are charged against income on a straight line basis over the lease term.

(g) **Pensions**
The company makes contributions in to a stakeholder pension scheme. Contributions payable for the year are charged in the Statement of Financial Activities.

(h) **Financial instruments**
The Charity only has financial assets and financial liabilities off a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their fair value.

2 **Income from Donations and Legacies**	Unrestricted Funds £	Restricted Funds £	2021 Total £	2020 Total £
Donations	7,432	-	7,432	4,227
Gifts in Kind - rent of premises	-	-	-	28,233
	7,432	-	7,432	32,460

3 **Promoting & Supporting Independent Living**	Unrestricted Funds £	Restricted Funds £	2021 Total £
Contracts & Service Level Agreements			
Blackburn with Darwen Borough Council - LD Partnership Board	15,000	-	15,000
Blackburn with Darwen Borough Council - Central Point of Access	253,000	-	253,000
Blackburn with Darwen Borough Council - Healthy Homes Project	63,785	-	63,785
Grants:			
Active Lancashire - TEF Virtual Reality Project	-	3,690	3,690
Age UK Blackburn with Darwen - Stepping Stones Project - Relax & Chat	-	6,876	6,876
Blackburn with Darwen Borough Council - Contribution to IT Costs re LDPB	250	-	250
Blackburn with Darwen Borough Council - Covid Winter Grant Scheme	-	16,600	16,600
Blackburn with Darwen CVS - Population Health Management Project	-	2,850	2,850
Charities Trust - H&H@H Cadent Foundation	-	20,099	20,099
Community Foundation - Covid 19 Community Support Fund	-	4,697	4,697
The Energy Saving Trust - Energy Redress Covid 19 Crisis Fund	-	8,961	8,961
The Energy Saving Trust - Energy Redress WaTCH Project	-	13,655	13,655
Foundations Independent Living Trust - NEA - Warm & Safe Fund and Gas Safe Charity Lancashire & Cumbria	-	1,100	1,100
Integrated Care Systems - CCG Digital Mapping Project	-	4,500	4,500
Pennine Lancs Digital Public Health and Innovations - Digital Mapping Project	1,665	-	1,665
Spring North Ltd - IT/computer costs re Covid		1,000	1,000
	333,700	84,028	417,728

Promoting & Supporting Independent Living	***Unrestricted Funds*** £	***Restricted Funds*** £	***2020 Total*** £
Contracts & Service Level Agreements			
Spring North Ltd (previously FHWB) - Central Point of Access	*98,880*	-	*98,880*
Blackburn with Darwen Borough Council - LD Partnership Board	*15,000*	-	*15,000*
Blackburn with Darwen Borough Council - delegate places for regional conference	*413*	-	*413*
Blackburn with Darwen Borough Council - Keeping Well Project	*39,308*	-	*39,308*
Blackburn with Darwen Borough Council - Central Point of Access	*105,417*	-	*105,417*
Blackburn with Darwen Borough Council - Healthy Homes Project	*63,785*	-	*63,785*
Grants:			
Blackburn with Darwen Borough Council - Our Community Our Future/Child Safety -	-	*3,170*	*3,170*
Age UK Blackburn with Darwen - Stepping Stones Project - Relax & Chat	-	*13,752*	*13,752*
Garfield Weston - Charity Award	*5,000*	-	*5,000*
Connect 4 U CIC - Energy audits	*200*	-	*200*
Families Health & Wellbeing Consortium - Social Integration Community Ambassadors	-	*11,110*	*11,110*
Foundations Independent Living Trust - NEA - Warm & Safe Fund and Gas Safe Charity	-	*2,200*	*2,200*
Pennine Lancs Digital Public Health and Innovations - Digital Mapping Project	*3,330*	-	*3,330*
Together Housing - Consultancy work re Willow Project	*1,110*	-	*1,110*
	332,443	*30,232*	*362,675*

4 Expenditure on Charitable Activities

Charitable activities: Promoting & supporting independent living	**Unrestricted Funds** £	**Restricted Funds** £	**2021 Total** £
Staff and Volunteer Costs	228,776	54,086	282,862
Consultancy Costs	1,925	1,025	2,950
Premises Costs	43,544	589	44,133
Office Costs	26,720	8,334	35,054
Marketing and Promotion	982	1,348	2,330
Bank Charges	219	-	219
Heating Grants and Vouchers	-	17,806	17,806
Trustees Indemnity Insurance	2,804	-	2,804
Independent Examination Fees	2,370	-	2,370
Gifts in Kind - rent of premises	-	-	-
	307,340	83,188	390,528

Expenditure on Charitable Activities (prior year)

	Unrestricted Funds £	*Restricted Funds* £	*2020 Total* £
Charitable activities:			
Promoting & supporting independent living			
Staff and Volunteer Costs	*274,404*	*18,593*	*292,997*
Consultancy Costs	*1,860*	*515*	*2,375*
Premises Costs	*30,414*	*1,051*	*31,465*
Office Costs	*38,503*	*1,630*	*40,133*
Marketing and Promotion	*803*	*137*	*940*
Bank Charges	*189*	-	*189*
Heating Grants and Vouchers	-	*2,361*	*2,361*
Trustees Indemnity Insurance	*1,532*	-	*1,532*
Independent Examination Fees	*2,850*	-	*2,850*
Gifts in Kind - rent of premises	*28,233*	-	*28,233*
	378,788	*24,287*	*403,075*

5 Net income / (expenditure) is after charging:

	2021 £	**2020** £
Independent Examination fees	2,370	2,850
Operating lease rentals - other	30,560	19,230
Operating lease rentals - plant and equipment	4,771	4,464

6 Taxation on surplus on ordinary activities

As the Company is a registered charity no provision has been made for corporation tax.

7 Tangible Fixed Assets

	Office Equipment	Fixtures & Fittings	Total
	£	£	£
Cost			
Balance at 1 April 2020	7,750	2,920	10,670
Additions	-	-	-
Balance at 31 March 2021	7,750	2,920	10,670
Depreciation			
Balance at 1 April 2020	7,750	2,920	10,670
Charge for the year	-	-	-
Balance at 31 March 2021	7,750	2,920	10,670
Net book value			
31 March 2021	-	-	-
31 March 2020	-	-	-

8 Debtors

	2021	2020
	£	£
Trade debtors	6,200	-
Other debtor	-	776
Prepayments and accrued income	39,394	26,371
	45,594	27,147

9 Creditors: Amounts falling due within one year

	2021	2020
	£	£
Trade creditor	1,291	-
Accruals	10,295	12,441
Deferred income (see note 10)	44,576	1,665
Pension creditor	2,598	-
PAYE & VAT creditor	19,760	23,484
	78,520	37,590

10 Deferred income

	2021 £	2020 £
Balance at 1 April 2020	1,665	42,377
Amount released to incoming resources	(1,665)	(42,377)
Amount deferred in year	44,576	1,665
Balance at 31 March 2021	44,576	1,665

11 Unrestricted funds

Current year

	1 April 2020 £	Incoming £	Outgoing £	Transfers	31 March 2021 £
Unrestricted Funds:					
Designated funds	108,481	-	-	34,047	142,528
Unrestricted and Undesignated Funds	17,795	341,238	(307,340)	(34,047)	17,646
	126,276	341,238	(307,340)	-	160,174

Designated funds - are funds designated for business continuity through our reserves policy

Prior year

	1 April 2019 £	*Incoming £*	*Outgoing £*	*Transfers*	*31 March 2020 £*
Unrestricted Funds:					
Designated funds	*108,481*	-	-	-	*108,481*
Unrestricted and Undesignated Funds	*31,362*	*365,221*	*(378,788)*	-	*17,795*
	139,843	*365,221*	*(378,788)*	-	*126,276*

Designated funds - are funds designated for business continuity through our reserves policy

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

12	**Restricted funds Current year**	**1 April 2020**	**Incoming**	**Outgoing**	**Transfers**	**31 March 2021**
			£	£		£
	Active Lancashire - TEF Virtual Reality	-	3,690	(3,690)	-	-
	Age UK BwD - Stepping Stones Project - Relax and Chat	3,789	6,876	(10,665)	-	-
	Blackburn with Darwen Borough Council - Child Safety Equipment	1,439	-	(80)	-	1,359
	Blackburn with Darwen Borough Council - Our Community Our Future - British Sign Language	1,386	-	(1,025)	-	361
	Blackburn with Darwen Borough Council - Covid Winter Grant Scheme	-	16,600	(8,799)	-	7,801
	Blackburn with Darwen CVS - Population Health Management Project	-	2,850	(2,850)	-	-
	Charities Trust - H&H@H Cadent Foundation	-	20,099	(19,841)	-	258
	Community Foundation - Covid 19 Community Suport Fund	-	4,697	(4,697)	-	-
	The Energy Saving Trust - Energy Redress Covid 19 Crisis Fund	-	8,961	(8,961)	-	-
	The Energy Saving Trust - Energy Redress WaTCH Project	-	13,655	(14,049)	-	(394)
	Foundations Independent Living Trust - Gas Safe Charity	285	1,100	(1,385)	-	-
	Lancashire and Cumbria Integrated Care Systems - CCG Digital Mapping	-	4,500	(4,500)	-	-
	Spring North Ltd - Social Integration Community Ambassadors Project	1,646	-	(1,646)	-	-
	Spring North Ltd - 5 A Side Football Project	254	-	-	-	254
	Spring North Ltd - IT/Computer costs	-	1,000	(1,000)	-	-
		8,799	84,028	(83,188)	-	9,639

Active Lancashire - TEF Virtual Reality Project
Funding for £3,690 for virtual reality equipment for the TEF project, and to cover licences and support costs for the period from November 2020 to 31 March 2021

Age UK BwD - Stepping Stones Project - Relax & Chat

Funding for £13,752 was received from Age UK for the period from April 2019 to March 2020,and a further £6,876 was received from April 2020 to September 2020, towards management costs, volunteer and travel costs and contributions towards room hire, IT and marketing.

Blackburn with Darwen Borough Council - Child Safety Equipment
Monies brought forward from March 2020 of £1,439 from BwD BC to cover cost of the purchase and fitting of child safety equipment.

Blackburn with Darwen Borough Council - Our Community Our Future - British Sign Language
Funding for £1,386 was brought forward at 31 March 2020 from BwD BC for Our Community Our Future in conjunction with British Sign Language. This is for funding to provide translation services for various meetings and groups.

Blackburn with Darwen Borough Council - Covid Winter Grant Scheme

Funding received from BwD BC of £16,600 to pay for serice user gas repairs, signposting services and administration costs, from December 2020 and part has been carried forward to the year ended March 2022

Blackburn with Darwen CVS - Population Health Management Project

Funding was received from BWD CVS of £2,850 from January 2021 to March 2021, with further funding received to May 2021. This project funds staff and core contribution costs.

Charities Trust - H&H@H Cadent Foundation

Funding received from the Charities Trust for £20,099 for the period from November 2020 to March 2021, This project funds staff costs, service user heating vouchers, office and management costs.

Community Foundation - Covid 19 Community Support Fund
Funding was received for £4,697 to cover staff costs for the period from May 2020 to July 2020.

The Energy Trust - Energy Redress Covid 19 Crisis Fund
Funding was received of £19,986 in July but £11,025 was repaid in November 2020 due to commitments to similar projects. This project was for heating grants and administration costs.

The Energy Trust - Energy Redress WaTCH Project
Funding was received of £13,655 for the period from September 2020 to March 2021. This project funded staff and office costs.

Foundations Independent Living Trust - Gas Safe Charity
Monies received to assist in the provision of gas safety equipment and services for elderly and vulnerable adults who cannot afford to purchase the services.

Lancashire and Cumbria Integrated Care Systems - CCG Digital Mapping Project
Funding was received of £4,500 to cover staff costs from November 2020 to March 2021, with further funding received to June 2021.

Spring North Ltd - 5 A Side Football Project
Grant to equip a Five A Side Football team to participate in the Social Inclusion football league and fund licences and travel costs etc.

Spring North Ltd - Social Integration Community Ambassadors Project

Funding to March 2020 for £11,110 was received from Families Health and Wellbeing Consortium (now Spring North Ltd) for the Community Ambassador Programme. This is for funding for a range of activities including asset mapping, ABCD training and evaluation. These costs funded a helpdesk officer for 6 months. At 31 March 2020 £1,646 was brought forward amd spent in the year to 31 March 2021.

Spring North Ltd - IT/Computer costs
A grant was received for £1,000 in April 2020 to cover computer costs and was fully spent by July 2020.

Restricted funds Prior year	*1 April 2019*	*Incoming*	*Outgoing*	*Transfers*	*31 March 2020*
		£	£		£
Age UK BwD - Stepping Stones Project - Relax and Chat	-	*13,752*	*(9,963)*	-	*3,789*
Blackburn with Darwen Borough Council - Child Safety Equipment	*1,824*	*1,200*	*(1,585)*	-	*1,439*
Foundations Independent Living Trust - Gas Safe Charity	*446*	*2,200*	*(2,361)*	-	*285*
FHWB - Social Integration Community Ambassadors Project	-	*11,110*	*(9,464)*	-	*1,646*
FHWB) - 5 A Side Football Project	*584*	-	*(330)*	-	*254*
Borough Council - Our	-	*1,970*	*(584)*	-	*1,386*
	2,854	*30,232*	*(24,287)*	-	*8,799*

Age UK BwD - Stepping Stones Project - Relax & Chat

Blackburn with Darwen Borough Council - Child Safety Equipment
Grant to cover cost of the purchase and fitting of child safety equipment.

Foundations Independent Living Trust - Gas Safe Charity
Monies received to assist in the provision of gas safety equipment and services for elderly and vulnerable adults who cannot afford to purchase the services.

Spring North Ltd (previously FHWB) - 5 A Side Football Project
Grant to equip a Five A Side Football team to participate in the Social Inclusion football league and fund licences

Spring North Ltd (previously FHWB) - Social Integration Community Ambassadors Project
Funding for £11,110 was received from Families Health and Wellbeing Consortium for the Community Ambassador Programme. This is for funding for a range of activities including asset mapping, ABCD training and evaluation.

Blackburn with Darwen Borough Council - Our Community Our Future - British Sign Language
Funding for £1,970 was received from BwD BC for Our Community Our Future in conjunction with British Sign Language. This is for funding to provide translation services for various meetings and groups.

13 Information regarding employees and trustees

	2021	2020
Average number of employees in the year	12	13
Staff costs comprise:	£	£
- Wages and salaries	237,551	244,538
- Social security costs	14,481	16,201
- Stakeholder pension contributions	30,646	29,301
	282,678	290,040

No employees earned over £60,000.

There were £Nil expenses paid to Trustees (2020 - £47).

Employee benefits paid to key management personnel totalled £46,579 (2020: £44,650).

The Charity purchased insurance costing £3,931 to protect the Charity from loss arising from neglect or default of its Trustees and to indemnify the Trustees against the consequence of neglect or default on their part.

14 Pension costs

The company makes contributions in to a stakeholder pension scheme. The pension cost charge represents the contributions payable by the company to the scheme. The charge for the year is £30,646 (2020: £29,301).

15 Analysis of assets and liabilities between funds

Current year

	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Fixed Assets	-	-	-
Current assets:			
- Debtors	26,311	19,283	45,594
- Cash at bank and in hand	167,109	35,630	202,739
Creditors	(33,246)	(45,274)	(78,520)
Total	160,174	9,639	169,813

Analysis of assets and liabilities between funds

Prior year

	Unrestricted Funds £	*Restricted Funds £*	*Total 2020 £*
Fixed Assets	-	-	-
Current assets:			
- Debtors	*27,147*	-	*27,147*
- Cash at bank and in hand	*136,188*	*9,330*	*145,518*
Creditors	*(37,059)*	*(531)*	*(37,590)*
Total	*126,276*	*8,799*	*135,075*

16 Financial commitments and operating leases

At 31 March 2021 there were annual commitments under non-cancellable operating leases as set out below:

	Land & Buildings		Other Assets	
	2021 £	2020 £	2021 £	2020 £
Operating leases which expire:				
Within one year	13,765	13,765	1,428	1,428
Within two to five years	-	-	823	1,499
	13,765	13,765	2,251	2,927

17 Legal status of the charity

The Charity is a company limited by guarantee and has no share capital. Every member of the Company undertakes to contribute to the assets of the Company in the event of the same being wound up during the time they are a member, or within one year afterwards, for the payments of the debts and liabilities of the Company contracted before the time at which they cease to be a member and the costs, charges and expenses of winding up the same, and for the adjustments of the rights of the contributions among themselves such amount as may be required not exceeding £1.

18 Related party transactions

There were no related party transactions in either the current or prior year

20 Covid-19 Pandemic

From March 2020 the Covid-19 pandemic affected the country. In light of Covid restrictions Care Network managed to secure additional funding to provide additional support services to local residents. We have secured a couple of major additional funding streams over the next couple of years that provides us with some stability over the next twelve months. The current position of our other major fund providers is known over the next year and barring a change of that position will result in an increase in income compared to the current year. We have budgeted on this basis. It should also be noted that we have managed to build a level of reserves in preceding years. The Trustees, in conjunction with the management, are constantly reviewing the finances to see, if required, whether allocation from our reserves should be made to support service delivery where other funding options do not exist.

19 Statement of Financial Activities - 2020

	Note	Unrestricted Funds £	Restricted Funds £	2020 Total £
INCOME AND ENDOWMENTS FROM				
Income from donations and legacies				
Income from donations	2	*32,460*	-	*32,460*
Income from charitable activities				
Promoting & Supporting Indep	3	*332,443*	*30,232*	*362,675*
Other income				
Income from Investments		*318*	-	*318*
Total incoming resources		*365,221*	*30,232*	*395,453*
EXPENDITURE ON				
Charitable activities				
Promoting & Supporting Indep	4	*378,788*	*24,287*	*403,075*
Total expenditure		*378,788*	*24,287*	*403,075*
Net income/ (expenditure)	5	*(13,567)*	*5,945*	*(7,622)*
Transfer between funds	11, 12	-	-	-
Net movement in funds		*(13,567)*	*5,945*	*(7,622)*
Reconciliation of funds				
Total funds brought forward	11, 12	*139,843*	*2,854*	*142,697*
Total funds carried forward	11, 12	*126,276*	*8,799*	*135,075*