

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

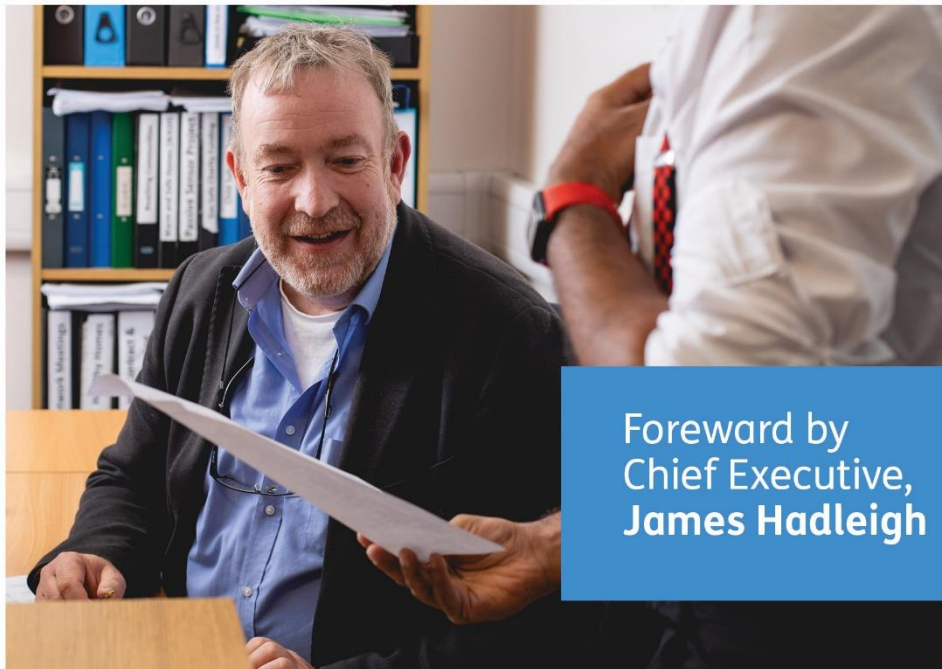
EMPOWERING OUR COMMUNITY

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





Foreward by
Chief Executive,
James Hadleigh

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 22 nd February 2023 CAF Bank 25 Kings Hill Avenue Kings Hill West Malling ME19 4JQ	To 31 st October 2023 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 Dunstons 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 statutory 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**)

Last year **Healthy Homes**...

....successfully supported **134 vulnerable households** to have their boilers serviced or repaired, **at a total value of over £16,546**. We also helped vulnerable adults to keep their homes dry and safe, by offering grants totalling **£77,656**.



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:

Provider Growth

During the course of 2023 - 2024, we recruited **15 new providers**, taking our total number of Safe Trader providers at the end of March 2024 to **82**.

These providers are successfully covering **47 different areas** of service provision for our customer in BwD.



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**.

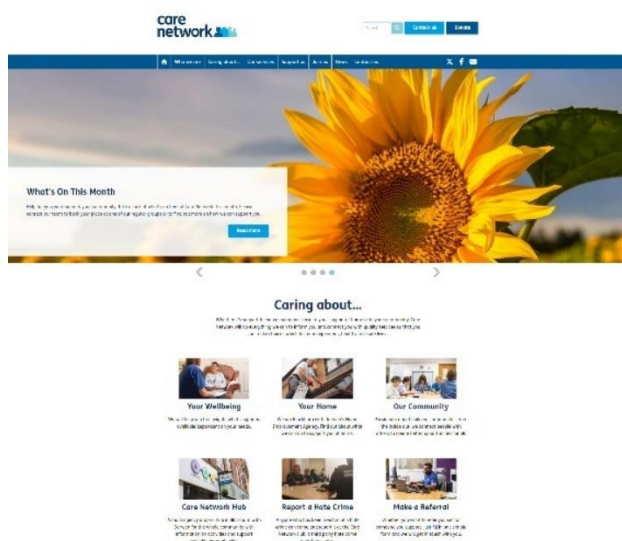
MARKETING

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
<u>TOTAL:</u>	<u>260</u>
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).



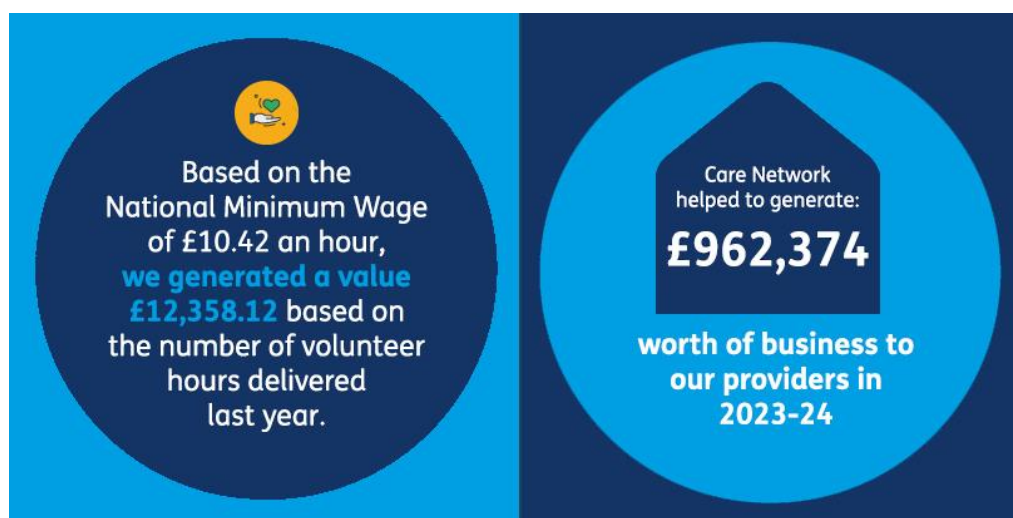
These Champions wanted to continue to come together to talk about things that affected their lives, to support each other, and to advise others about how their lives could be improved. Professionals were welcomed to come and ask questions about how the group feel about various issues.

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.

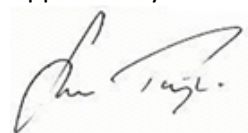
The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

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 Dunstons 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

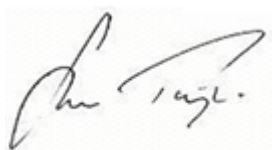
	Notes	2024		2023	
		£	£	£	£
FIXED ASSETS					
Tangible assets	9		4,751		1,130
CURRENT ASSETS					
Debtors	10	69,511		71,397	
Cash at bank and in hand	11	387,926		465,890	
		457,437		537,287	
CREDITORS : amounts falling due within one year	12	(41,540)		(106,261)	
NET CURRENT ASSETS			415,897		431,026
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
<i>Lancashire & South Cumbria Foundation Trust</i>			
Personalised Care Project		-	-
Grants			
<i>Blackburn with Darwen Borough Council</i>			
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
<i>Charities Trust - H&H@H Cadent Foundation</i>		50,000	50,000
<i>The Energy Saving Trust</i>			
Energy Redress WaTCh Project		-	-
<i>Foundations Independent Living Trust</i>			
NEA Warm & Safe Fund and Gas Safe Charity		2,200	2,200
<i>NHS Greater Preston CCG</i>			
Data Mapping Project		-	-
	447,641	223,239	670,880

3. CHARITABLE ACTIVITIES (Continued)

<i>Previous reporting period</i>	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	-	-	-
<i>Lancashire & South Cumbria Foundation Trust</i>			
Personalised Care Project	49,800	-	49,800
Grants			
<i>Blackburn with Darwen Borough Council</i>			
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
<i>Charities Trust - H&H@H Cadent Foundation</i>		40,614	40,614
<i>The Energy Saving Trust</i>			
Energy Redress WaTCh Project	-	6,585	6,585
<i>Eric Wright Charitable Trust</i>			
Excellence Award Grant and Core Services	10,160	-	10,160
<i>Foundations Independent Living Trust</i>			
NEA Warm & Safe Fund and Gas Safe Charity	-	2,296	2,296
<i>NHS Greater Preston CCG</i>			
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 undertaken 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
		<u>17,333</u>	<u>17,333</u>

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	-	-
		<u>7,091</u>	<u>7,091</u>

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging

	2024 £	2023 £
Depreciation	2,374	376
Independent examiners fee	<u>2,500</u>	<u>3,500</u>

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	-	-
	<u>69,511</u>	<u>71,397</u>

11. CASH AT BANK AND IN HAND

	2024 £	2023 £
Cash at bank and in hand	387,926	465,890
	<u>387,926</u>	<u>465,890</u>

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
	<u>41,540</u>	<u>106,261</u>

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)
	<u>(77,704)</u>	<u>58,540</u>

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
	<u>273,029</u>	<u>130,804</u>	<u>403,833</u>

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 possibility 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

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