

ENFIELD CARERS CENTRE

England & Wales · Charity number 1140089

Details

Other names	ECC
Status	Registered
Legal form	Charitable company
Company number	07149774
Registered	2011-01-27
Register	View on the Charity Commission register

Contact

Address	Britannia House 143 Baker Street Enfield Middlesex EN1 3JL
Phone	02083663677
Email	info@enfieldcarers.org
Website	www.enfieldcarers.org

Activities

Objects: 4.1 THE RELIEF OF PERSONS IN NEED BY REASON OF AGE, PHYSICAL OR MENTAL DISABILITY, ILL HEALTH, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE BY THE PROVISION OF ADVICE, SUPPORT AND INFORMATION TO SUCH PERSONS AND TO THOSE CARING FOR SUCH PERSONS, PRINCIPALLY BUT NOT EXCLUSIVELY IN THE LONDON BOROUGH OF ENFIELD. 4.2 THE RELIEF OF SICKNESS, THE PRESERVATION OF HEALTH AND THE PROMOTION OF WELL-BEING, PRINCIPALLY BUT NOT EXCLUSIVELY AMONG PERSONS RESIDING PERMANENTLY OR TEMPORARILY IN THE LONDON BOROUGH OF ENFIELD. 4.3 THE ASSISTANCE OF CARERS IN NEED BY RAISING AWARENESS OF ISSUES AFFECTING CARERS, PRINCIPALLY BUT NOT EXCLUSIVELY IN THE LONDON BOROUGH OF ENFIELD."

Activities: To improve the lives of carers in Enfield by championing their right to have choice about how their needs are met and to have a voice in shaping how services are developed for those they care for. We support Carers by providing training, information, advocacy, various support groups, counselling, complementary therapy, respite activities, replacement care and home/personal care services.

Classification

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

Geography

- **Area of benefit:** ENFIELD
- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,521,619	£1,587,355	£937,382	55
2024-03-31	£1,496,876	£1,456,581	£1,003,118	52
2023-03-31	£1,119,466	£1,328,545	£1,015,823	50
2022-03-31	£1,221,900	£1,190,945	£1,224,902	48
2021-03-31	£1,138,221	£881,457	£1,193,947	23

Trustees

Name	Role	Appointed
TIM HELLINGS	Chair	2012-11-21
Ann Campbell		2021-07-06
Benjamin James Hobbs		2024-11-21
Caroline Bernard-Moxey		2022-01-24
Hannah Lison		2019-11-21
Neil Yeomans		2018-03-05
Pamela Odukoya		2019-11-21

Accounts

REGISTERED COMPANY NUMBER: 07149774 (England and Wales)
REGISTERED CHARITY NUMBER: 1140089(England and Wales)

**ENFIELD CARERS CENTRE
(A COMPANY LIMITED BY GUARANTEE)**

**REPORT OF THE TRUSTEES AND ANNUAL REPORT
FOR THE YEAR ENDED
31 MARCH 2025**

BRIAN PAUL LIMITED

Chartered Accountants & Statutory Auditors
159A Chase Side
Enfield
Middlesex
EN2 0PW

Enfield Carers Centre

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2025

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Enfield Carers Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2025. The financial statements have been prepared in accordance with the accounting policy set out in the note to the financial statements. The annual report complies with the charity's governing document, the requirements of the Companies act 2006 and the Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statement in accordance with the financial Reporting Standard applicable in the UK (effective 1 January 2019)

Reference and administrative details

Registered charity name	Enfield Carers Centre
Registered Charity number	1140089 (England and Wales)
Registered Company number	07149774(England and Wales)
Principal office and registered office	Britannia House 137 - 143 Baker Street London Enfield Middlesex EN1 3JL UK

The trustees

Timothy Hellings - Chairman
Ann Campbell - Vice Chairperson
Neil Yeomans - Treasurer
Pamela Learmonth Graham – Company Secretary
Caroline Bernard - Moxey
James Hobbs (Appointed 21/11/2024)
Hannah Victoria Lison
Pamela Odukoya

Chief Executive Officer Pamela Burke

Operational Director/ Deputy CEO Fiona Jones

Auditor Brian Paul Limited
Chartered Accountants & Statutory Auditors
159A Chase Side
Enfield
Middlesex
EN2 0PW

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

Website: www.enfieldcarers.org

Enfield Carers Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

Structure, governance and management

Enfield Carers Centre (ECC) is a charitable company limited by guarantee, incorporated on 8 February 2010 and registered as a charity on 27 January 2011. The charitable company is governed by its Memorandum and Articles of Association last updated 26 April 2020. The Trustees are appointed or reappointed annually at the Annual General Meeting. Appointment and retirement of Trustees is in accordance with the Articles of Association. All Trustees give their time voluntarily and receive no benefits from the charity.

The Trustees are responsible for making the charity's strategic decisions, they meet every other month for general meetings and hold additional Finance and Marketing & Comms sub-group meetings as well as the Annual General Meeting. The day-to-day operations of the charity are managed by the Senior Management Team: CEO and the Operational Director/Deputy CEO. The middle Management team: Homecare Manager, Carers Advice & Support Manager, Young Carers Project Manager, Healthcare Support Manager and Service Development Manager report to the Senior Managers and meet quarterly. Operational Reports are compiled and presented by the CEO, Operational Director and Homecare Manager at every board meeting. Occasionally, Trustees hear presentations directly from Middle Managers as part of the Board meeting which describe project activity and outcomes in greater detail. Such presentations include case studies, qualitative and quantitative data. The Treasurer receives detailed financial reports from the Finance team prior to each Board meeting. The reports detail the cash position of the organisation, the income and expenditure report of the organisation as a whole and a utilisation and forecast report for the Homecare division. Trustees also consider financial/management account reports at every Board meeting.

The organisation advertises for Trustees via Reach or appoints them on recommendation. Trustees with the appropriate skill sets are appointed and training is given to all incoming Trustees as part of their induction training. Training is sourced from NCVO or Enfield Voluntary Action. Trustees then receive a copy of the charity's governing document, last set of accounts, the latest Carer Voice Newsletter and Charity Commission Publications including: The Essential Trustee: what you need to know, what you need to do (CC3); Charity Trustee: what's involved (CC3a).

The Trustees have given consideration to the major risks to which the charity is exposed and have satisfied themselves that systems or procedures are established to manage those risks. The organisational risk register documents risk which specifically relate to funding uncertainty or withdrawal, regulated care provision and safeguarding risks

Area and definition of risk	Consequence(s) of risk	Mitigation of risk & timetabling
Financial Sustainability	Employee redundancies Carers lose valued services ECC's loses its reputation as key provider of services for Carers and Cared For persons Increase in/continuing deficit in Homecare income/clients	Investigation and pursuance of income generating projects that will assist the charity with future sustainability Ongoing consideration of partnership working/merger opportunities Submit further funding applications – ongoing Marketing Campaigns to attract new clients Registration with Enfield Marketplace/Children Services

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

Daycare Service Failure	Financial loss Reputational loss Contingency Plan may require restructure/merging services into one building Staff redundancies Staff disruption/unsettlement	Marketing Strategy/Booster Campaigns Close monitoring by Finance Sub-Group and bi-monthly reporting to full Board of Trustees Daycare Ops Manager responsible for monthly budgetary observance and for monitoring targets
Succession Planning	Lack of clear staff/organisational leadership Problems with Banking Reduced staff confidence Trustees impelled to perform operational duties Delays in payments/representation	Restructure and introduction of Middle Management Tier Annual Review of financial policy and procedure Three signatories as a minimum on the main current account
GDPR data breach	Loss of Reputation Possible Financial Penalty Reduced Carer confidence	a) Annual audit review b) Appointment of Service Development Manager who has the responsibility to perform ongoing audit/ensure compliance c) Staff Training / Information Refresher Sessions
Safeguarding Alerts	Loss of reputation Reduced Carer confidence	Safeguarding Policies & Procedures reviewed annually Ongoing Staff Training Maintaining close relationships with Councils MASH Safeguarding Team Enfield Carers Centre membership of Enfield Council Adults & Children Safeguarding Board
Reduced CQC Rating	Reduced Carer/client confidence Loss of Reputation Loss of income Removal from Council's approved provider list	Homecare Manager employed with responsibility for ensuring compliance Regular policy reviews and updates via Carers Trust Regular audit/spot checks and training of Care Support Staff
Contract Revocation	Failure to meet terms/KPIs of contracts Funding awards cancelled Possible redundancies Loss of Reputation	Quarterly monitoring against KPI's Middle Management overseeing front line delivery Project Team Meetings Management Team Meetings

Enfield Carers Centre

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Year ended 31 March 2025

The pay and remuneration of the charity's key management personnel is set by the Board of Trustees following initial discussion of benchmarks, parameters and criteria at the Finance Sub-Group level and reports and recommendations provided by the Chief Executive.

ENFIELD CARERS CENTRE OBJECTIVES

The charity's purpose as set out in its Memorandum and Article of Association are as follows:

The relief of persons in need by reason of age, physical or mental disability, ill health, financial hardship or other disadvantage by the provision of advice, support and information to such persons and to those caring for such persons, principally but not exclusively in the London Borough of Enfield.

The relief of sickness, the preservation of health and the promotion of well-being, principally but not exclusively among persons residing permanently or temporarily in the London Borough of Enfield.

The assistance of Carers in need by raising awareness of issues affecting Carers, principally but not exclusively in the London Borough of Enfield.

The charity's aim is to improve the lives of Carers in Enfield by providing a recognisable and easily accessible resource providing advice, information, training, support, breaks, counselling and reliable high-quality homecare services which meet the needs of Carers and their cared for persons.

Strategic report

The following sections for achievements and performance and financial review form the strategic report of the charity.

Achievements and performance

Carers Support

Enfield Carers Centre's (ECC) successfully retendered for its main council contract and has won a refreshed 9-year contract with Enfield Council to deliver carers support services until 2034. This is excellent news for the charity and ensures continuity of a quality Carer support service for Enfield residents who support a loved one or relative.

The new caring services contract includes advice and support services, Carers' breaks, counselling, wellbeing support, a training and information programme, GP & hospital support and a benefits advice Service. Enfield Carers Centre continues to offer and deliver replacement care and emergency respite cover via its own homecare service or other local providers already known to Carers and their families, subject to demand.

On 31st March 2025 a total of 7,947 (2024: 7,466) Adult Carers were listed on the Enfield Carers Centre Carers Register. The total number of Adult Carers signed up on the Council's Carers Emergency Card Scheme was 927 (2024: 898). This is an important contingency arrangement as the scheme administered by Enfield Carers Centre, which is free to Carers, provides them with peace of mind whilst they're out and about, knowing that in the event that they are caught up in an emergency situation which prevents them from returning home to their loved one, the Council's Safe & Connected scheme will ensure their emergency contacts will be informed and the emergency plan will be put into action.

Enfield Carers Centre hosts several support groups - specialist ones such as Dementia Carers, Learning Disability Carers and a Bereaved Carers support programme. We also host generic groups such as the quarterly Carers Essentials group for new and working Carers. During the year covered by this report, 7134 Carers received a variety of support services including: advice, information and/or signposting by

Enfield Carers Centre

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

telephone, help with grants, supporting emails or face-to-face and 496 (2024: 275) Carers attended our training workshops/sessions.

It's important that Carers are able to enjoy a break from caring, so Enfield Carers Centre organise a variety of social and leisure breaks. This year 918 (2024: 867) Carers enjoyed breaks through our "Time For A Break" scheme. As well as regular weekly activities such as chair exercise classes, heavily subsidised complimentary, creative writing & visual arts workshops, coffee & chat events and the monthly support groups mentioned above, Carers were also able to enjoy the following additional breaks:

- Swan Lake – Live Cineworld showing by The Royal Ballet
- Coach Day Trip to Bath
- Group Lunch at Toby Carvey
- Abba Tribute Theatre Show
- Trent Park Walks & Historic Tour & Quiz
- Glitz & Glam Autumn Ball
- Multi-Cultural Bring & Share Food Event
- Tree & Nature Journaling Walk

Homecare Provision

By the end of March 2025, Enfield Carers Centre regularly provided an average of 2,535 hours of homecare visits each month. Building on our "GOOD" rating with the Care Quality Commission (CQC) Enfield Carers Centre continues to provide professional homecare services including a range of personal care and other services. During the year 2024-25 covered by these audited accounts, the number of homecare hours provided were approximately 30,423. Similar to previous financial years, the types of care we offered included: short visits throughout the day; live-in-services; 24 hours palliative care; sleep in care and emergency respite cover.

We also provided free replacement care for Carers booked to attend training, counselling sessions or other activities provided by Enfield Carers Centre. We understand that reliable, quality homecare from a trusted provider is crucial to family Carers having a well-earned break and will continue to maintain and improve the quality of our care provision.

Carers Benefits Advice Service

In July 2024, a replacement Benefits Adviser was recruited after a pause in service when our previous employee Marion Cooke sadly passed away. During the period from July 2024 to the end of March 2025, our Adviser provided 230 services, including advice and form filling support for 170 individual Carers.

A total of £257,036 per year was brought into the borough directly as a result of our Adviser's form filling and advice service. In terms of total individual financial outcomes, monetary awards reported by 52 Carers meant that 50 of them were nearly £100 per week better off following their application. Two Carers received one-off payments totalling £2,812. On average Carers who reported the outcome of applications Enfield Carers Centre made on their behalf, were better off by an average of £5,140.72 per year.

Carers Ambassadors

Enfield Carers Centre supported four Carers Ambassadors during 2024-25. The Ambassadors' main role is to help family Carers identify themselves with the term "Carer" and understand what support is available for them in Enfield. The Ambassadors also help increase awareness of Carers' needs amongst

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

our Primary Care and Health and Social Care colleagues. The Ambassadors also gather feedback on Carers' experiences of statutory services.

Each Ambassador has live experience of caring for someone with either a learning or physical disability, mental ill health or looking after a frail, elderly person. The Ambassadors reach out to other Carers in the community by attending Carer support groups and hosting information stands in various libraries and other venues. They have also helped Enfield Carers Centre host weekly information stands at North Middlesex and Chase Farm Hospitals. Together with Enfield Carers Centre staff, the Ambassadors also help the Centre maintain its regular presence at the North Middlesex University Trust Hospital's Community Action Hub which is shared with a range of voluntary and community sector organisations from both Enfield and Haringey. The presence of Carer Ambassadors has definitely increased the number of referrals received from Primary and Secondary healthcare venues.

During 2024-25 the Carers Ambassadors visited all Enfield GP practices on a regular basis, raising staff awareness and delivering the Carers Voice newsletter. The Ambassadors supplement Enfield Carers Centre's marketing and communications work by raising our charity's visibility, spreading our promotional literature throughout the community and ensuring GPs have our service literature to hand and can make referrals easily.

Sadly, during the year, two of the Ambassadors stepped down for reasons of ill health, increased caring responsibilities and other circumstances. Enfield Carers Centre is, therefore, currently seeking three replacement Ambassadors covering the following disability areas: mental health, physical and sensory impairment and older people/frailty.

GP & Hospital Support Projects

Designated funds continue to be set aside by Trustees for this key service area as Carers continue to need assistance liaising with their GP practices and in hospital settings. During 2024-25 Enfield Carers Centre staff provided a regular presence in both primary and secondary care venues with the help of Ambassadors and other volunteers.

In addition, Senior Managers at Enfield Carers Centre continue to raise awareness via more strategic routes with staff attendance and representation on several strategic boards and health authority panels.

In previous years, our hospital referral numbers were slightly lower due to recruitment issues with our hospital support post. However, since receiving ICB funding for a part time Carers Communication Coordinator post at North Middlesex Hospital, identifying and assisting Carers with discharge matters and having a regular volunteer presence at Chase Farm Hospital – progress has been strong. A total of 358 new Carers were referred via Enfield GP surgeries and the Local hospitals. This is broken down as follows.

152 (2024: 117) new Carers were referred via GP surgeries

206 (2024: 103) new Carers were referred via Enfield's local hospitals

CEPN (Community Education Provider Network) Safer Discharge Project

The project has now been formally closed, following useful work as Enfield Carers Centre guided the project forward. By mutual agreement with the Mental Health Trust, the training videos were replaced by a library of resources hosted on the centre's website. It was agreed that this was a more appropriate option, allowing change and development. The opportunity of adding to and using this facility remains open to the North London Mental Health Partnership.

Enfield Carers Centre

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

In addition, the Centre has presented to several corporate induction sessions at the Partnership, which have been well received. The Centre now hosts an information and advice stand at the Partnership once a month, which is proving useful to staff and patients. In both cases the Centre is willing to continue these initiatives. Although the project is signed off, the centre remains open to and keen on building on the collaborative work that it initiated.

EyPIC (Enfield Young People In Caring) Young Carers Project – Big Lottery Reaching Communities Funding

Our Young Carers Project, funded by the Big Lottery Reaching Communities Fund, provides support to over 600 children aged between 5 – 18 years who have a caring role and live in Enfield. Our Young Carers service has 3 full-time members of staff: a Project manager, a School Liaison Officer and a Family Support Officer. During 2024-25, 144 new Young Carers aged 5 – 18 years were registered, assessed and received tailored support.

Our Young Carers Project offers support, advice and information to Young Carers and their families. We offer a range of respite activities, both in term-time and during the school holidays, many of these with free transport provided to enable Young Carers to attend safely. Through these activities, the Young Carers enjoy a break from caring and meet other Young Carers, so they feel less alone and have a peer support network. We have increased the number of sessions targeted at specific age groups – particularly 14 – 18-year-olds and 5 – 8-year-olds.

Activities for Young Carers in 2024-25 included:

- Training sessions (including Autism Awareness, First Aid, Financial Literacy, CV and Interview Skills workshops)
- Educational Sessions (including SATs revision sessions and homework club twice a week– in person and online)
- Term – time social activities (including fortnightly Hubs and weekly Kindness Club Yoga sessions)
- Activities during the school holidays: 3- day Create Workshops – (animation, photography, music and puppetry); seasonal activities – the Easter Egg Hunt and Christmas Party; various trips to Nando's, the cinema, Southend, Kenwood House, theatres in Central London and locally and a Residential Weekend to Woodrow High House.

Home from Hospital Project – Partnership Agreement with Alpha Care Ltd

The partnership working arrangement with Alpha Care Specialists is contracted by Enfield Council and is due to cease at the end of May 2025. Enfield Carers Centre has provided a Carers Hospital Discharge Support Officer 7 hours each week. During the year covered by this report Enfield Carers Centre continued promoting the Home From Hospital Project with Hospital staff, particularly the Discharge Teams to encourage increased referrals for the Alpha Care Home from Hospital project and support patients and their families with a safer discharge.

Our main activity is at North Middlesex University Hospital (NNUH) on a weekly basis primarily, operating from the Community Advice Hub (CAH) with a presence in the main entrance.

Enfield Carers Centre also hosts a weekly Information & Advice stand each week in the main foyer at Chase Farm Hospital which is a good platform for promoting the Home from Hospital service. Through the above work 206 people were contacted and given information about this free service for their loved ones.

Carers Assessments/ (BACP) Accredited Counselling Service

The introduction of a small, heavily subsidised fee for both day and evening counselling services at ECC has proven to be successful in reducing the number of 'Did not Attend' sessions and contributes a small revenue towards the running of the service.

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Year ended 31 March 2025

The evening counselling service improves accessibility for carers who may work during the daytime or cannot leave their loved one. Take up of the evening service has been lower than expected and it has proven to be challenging recruiting volunteer counsellors to work in the evenings. Despite this, over 30 Carers have been seen and supported through the evening service.

- Evening counselling clients: - 35
- Evening counselling sessions: - 113
- Daytime counselling clients: - 79
- Daytime sessions: - 292
- Total Revenue: - £4,307.00

Age UK Enfield I-Can Project

Enfield Carers Centre is one of the Age UK Enfield's delivery partners on their iCan Project which supports vulnerable adults in the community living with dementia, diabetes, stroke or at risk of falling. The project began in 2018 and will cease at the end of May 2025 as part of Enfield Council's overhaul of voluntary sector funding. The iCan Funding covers the costs related to project expenses and a full-time Navigator/Social Prescriber focussing on the Edmonton area. The total number of referrals for the financial year covered by this report were as follows:

Number of referrals

- Quarter 1 April – June 2024: 21
 - Quarter 2 July – September 2024: 25
 - Quarter 3 October – December 2024: 71
 - Quarter 4 January – March 2025: 122
- Total referrals for 2024-25: 239

In this financial year Enfield Carers Centre's iCan Navigator supported 344 clients.

The support provided included providing advice, information and hosting activities which reduced their social isolation such as Tea & Chatter sessions, information and advice sessions, Memory Met Ups for people with dementia and their family Carer and occasional social outings.

Total number of attendees for the Tea and Chatter group throughout the year was 234 attendees.

Total number of attendees for the Memory Meet Up group throughout the year was 102 attendees.

In March we also took a group of 8 to visit The Wallace Collection to enjoy a guided tour around the art gallery.

Enfield Wellbeing Network- Partnership with Enfield Voluntary Action, Age UK Enfield & Mind In Enfield

The Enfield Wellbeing Network (EWN) is a partnership of voluntary and community organisations including, Enfield Carers Centre, Age UK Enfield, Enfield Voluntary Action and Mind in Enfield. These partners have come together to help local people to boost their health and wellbeing and to improve the self-management of long-term conditions. Each partner employs a full-time Wellbeing Practitioner.

Our Wellbeing Practitioner was sadly on long-term sick leave from the summer of 2024 until the end of the year. We continued providing a slightly reduced service with the agreement of the lead contractor, using seconded staff and expanded duties by volunteers. A mutual decision was made to cease our provision of service in this partnership beyond December 2024 as our employee was eventually unable to return to work and Enfield Council had announced its decision to cease this contract from May 2025.

During the financial year covered by this report, our Wellbeing Practitioner service supported 87 clients to work towards and meet their desired goals during 2024-25. Over 248 volunteer hours were engaged in supporting Carers to improve their personal health and wellbeing and achieve their stated goals as

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Year ended 31 March 2025

laid down in their action plans. In addition, a total of 11 talks, presentations and wellbeing workshops were delivered during this period.

All EWN activities are based in Enfield and included:

- Self-care management tools and techniques
- Health awareness including mental health
- Movement and exercise
- Diet and nutrition
- Wellbeing support for Carers
- Mindfulness

OBJECTIVES AND ACTIVITIES

Public Benefit

In shaping our objectives for the year and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance "Public Benefit: Running a Charity (PD2)". The achievements and activities above demonstrate the public benefit arising through the Charity's activities.

Volunteers

The Charity has been supported in its activities by an able and generous group of volunteers. The number of volunteers this year has been 33 (2024: 36). Our volunteer roles include administration, IT & digital support, GP Outreach, Health Buddies, Young Carers' Tutors, Mentors and Student Psychotherapy Counsellors. Volunteers are recruited via online platforms such as Love Your Doorstep Enfield, Reach, EVA's Volunteer Bureau and Local Colleges or Higher Education Institutions.

Financial review

Financial Position

The statement of financial activities shows a net deficit of £65,736 and surplus in previous year (2024: - £40,295). Reserves stand at £937,382 (2024 - £1,003,118). The financial position at the year revealed by the balance sheet on page 19 shows net current assets or working capital of £933,796 (2024 - £997,478). The net book value of fixed assets held, all of which are used directly for charitable purposes, amounted to £3,586 (2023 - £5,640).

Principal Funding Sources

The main funding sources for the Charity are listed on pages 26 and 27 in Notes 5 to 7 of the financial statement. The London Borough of Enfield is the Funder of the Charity's two main contracts plus income arising from individual homecare contracts.

Reserves Policy

The Board of Trustees has assessed the charity's requirements in the light of main risks to the organisation. As a result, the Board has approved a policy whereby, unrestricted funds not committed, should be held in reserve and maintained at a level which ensure that Enfield Carers Centre's activity can continue during a period of unforeseen difficulty. The reserve is agreed by Trustees as six months' expenditure- equivalent to £793,677 (2024: £728,291) for the next financial year. The charity aims to increase the current reserve figure by generating unrestricted income via its Homecare Services and fundraising activities.

In addition, designated funds for the next financial year, as agreed by Trustees, are outlined as follows and based on actual expenditure in this financial year.

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Year ended 31 March 2025

The Development fund has been set aside by Trustees for the specific purpose of raising the visibility and profile of the organisation as a whole and to support the development of the charity's Homecare Service as well as investigating income generating projects to protect the future sustainability of the charity as a whole.

Designated 2025-26

Development Fund	100,000
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The charity has remained financially secure during this financial year. The demand for the charity's services continues to be high and the charity continues to be a viable organisation moving forward with an excellent reputation locally and with its main funder.

FUTURE PLANS

As always Enfield Carers Centre remains on the lookout for income generating projects and ideas that will help our charity build financial sustainability and enable us to keep supporting unpaid/family Carers for many decades to come. We are pleased to report that our plan to open a new daycare service in the Ponders End ward of Enfield are progressing well.

The new service is called "Connections" and will provide services for vulnerable adults in need of social integration.

Enfield Carers Centre intends to continue raising its profile, promoting Carers' needs and helping Enfield residents to identify themselves with the term "Carer" if they are looking after someone who needs their help due to illness or disability. Our staff will continue to promote Carer awareness at GP Practices and Patient Participation Group meetings to encourage and remind practice staff to refer patients who are Carers to the Centre and to promote the existence of services for family/unpaid Carers.

Our Homecare division continues to provide a growing source of unrestricted income. Cost-of-living pressures and our commitment to pay living wages to all our staff have necessitated an annual but reasonable price increase. Despite the increase in charges, our homecare services are still very competitive and affordable when compared with other local and national providers. In the new financial year, Enfield Carers Centre will continue its marketing strategy to boost the visibility of Enfield Carers Centre's professional homecare services.

Trustees' responsibilities statement

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

Company law requires the charity Trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, 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 applicable Charities SORP.
 - make judgments and accounting 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.
 - prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.
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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Letter of representation

We have fulfilled our responsibilities, as Trustees, as set out in the terms of the audit engagement dated 24 July 2024, for the preparation of the financial statements in accordance with the Companies Act 2006 and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) which give a true and fair view of the financial position of the Company as of {31 March 2025} and of the results of its operations and its cash flows for the year then ended and for making accurate representations to you.

The financial statements are free of material misstatements, including omissions. We believe that those uncorrected misstatements identified during the audit are immaterial both individually and in aggregate to the financial statements as a whole.

We consider, as directors, that having regard to the position of the company at the date of this letter and the circumstances which we consider likely to occur during the coming year, there is a reasonable expectation that the company has adequate resources to continue operations for the foreseeable future. For this reason, we believe that it is appropriate to adopt the going concern basis in preparing the financial statements.

Auditor

Each of the persons who is a Trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditors Brian Paul Limited have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

The Trustees' annual report and the strategic report were approved on TH_{TH} and signed on behalf of the Board of Trustees by:

Tim Hellings

Tim Hellings (Nov 19, 2025 19:31:11 GMT)

.....
Timothy Hellings - Chairman

Enfield Carers Centre

Company Limited by Guarantee

Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2025

Opinion

We have audited the financial statements of Enfield Carers Centre (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended.
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice.
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If

Enfield Carers Centre

Company Limited by Guarantee

Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2025

we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Enfield Carers Centre

Company Limited by Guarantee

Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2025

Auditor's responsibilities for the audit of the financial statements

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

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

Audit report irregularities

There is a presumed risk that revenue may be misstated due to the improper recognition of revenue. To address this risk, we obtained an understanding of the company's revenue recognition policies and compared these to the accounting standard, performed a walkthrough to confirm our understanding of the processes and controls through which the business initiates, records, processes and reports revenue transactions. We tested a sample of revenue transactions to supporting evidence and tested, on a sample basis, revenue related balances in the balance sheet.

The extent to which the audit was considered capable of detecting irregularities including fraud.

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

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations.
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our knowledge and experience of the charity sector.
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Charities Act 2011, UK Taxes Acts, data protection, anti-bribery, employment, environmental and health and safety legislation.
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

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

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

Enfield Carers Centre

Company Limited by Guarantee

Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2025

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

- performed analytical procedures to identify any unusual or unexpected relationships.
- tested journal entries to identify unusual transactions.
- investigated the rationale behind significant or unusual transactions; and

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

- agreeing financial statement disclosures to underlying supporting documentation.
- enquiring of management as to actual and potential litigation and claims.

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

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
 - Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
 - Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.
 - Conclude on the appropriateness of the Trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
 - Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
-

Enfield Carers Centre

Company Limited by Guarantee

Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2025

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

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



[Parvez Dalal \(Nov 25, 2025 12:04:03 GMT\)](#)

Parvez Dalal ACA, FCCA (Senior Statutory Auditor)

**For and on behalf of
Brian Paul Limited
Chartered Accountants & Statutory Auditors
159A Chase Side
Enfield
Middlesex
EN2 0PW**

11/25/2025

Enfield Carers Centre

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2025

		Unrestricted funds £	2025 Restricted funds £	Total funds £	2024 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	9,573	10,931	20,504	20,026
Charitable activities	6	1,019,466	466,426	1,485,892	1,458,843
Investment income	7	15,223	–	15,223	18,007
Total income		<u>1,044,262</u>	<u>477,357</u>	<u>1,521,619</u>	<u>1,496,876</u>
Expenditure					
Expenditure on raising funds:					
Costs of raising donations and legacies	8	12,317	–	12,317	13,163
Expenditure on charitable activities	9,10	1,071,099	503,939	1,575,038	1,443,418
Total expenditure		<u>1,083,416</u>	<u>503,939</u>	<u>1,587,355</u>	<u>1,456,581</u>
Net (expenditure)/income and net movement in funds		<u>(39,154)</u>	<u>(26,582)</u>	<u>(65,736)</u>	<u>40,295</u>
Reconciliation of funds					
Total funds brought forward as previously reported		620,553	382,565	1,003,118	1,015,823
Prior year adjustment	22	–	–	–	(53,000)
Total funds brought forward as restated		<u>620,553</u>	<u>382,565</u>	<u>1,003,118</u>	<u>962,823</u>
Total funds carried forward		<u>581,399</u>	<u>355,983</u>	<u>937,382</u>	<u>1,003,118</u>

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

The notes on pages 20 to 35 form part of these financial statements.

Enfield Carers Centre
Company Limited by Guarantee
Statement of Financial Position
31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible fixed assets	15	3,586	5,640
Current assets			
Debtors	16	243,170	162,954
Cash at bank and in hand		866,554	1,034,212
		<u>1,109,724</u>	<u>1,197,166</u>
Creditors: amounts falling due within one year	17	<u>175,928</u>	<u>199,688</u>
Net current assets		<u>933,796</u>	<u>997,478</u>
Total assets less current liabilities		<u>937,382</u>	<u>1,003,118</u>
Net assets		<u>937,382</u>	<u>1,003,118</u>
Funds of the charity			
Restricted funds		355,983	382,565
Unrestricted funds		<u>581,399</u>	<u>620,553</u>
Total charity funds	20	<u>937,382</u>	<u>1,003,118</u>

These financial statements were approved by the board of trustees and authorised for issue on 11/19/2025 and are signed on behalf of the board by:

Tim Hellings
Tim Hellings (Nov 19, 2025 19:31:11 GMT)

Timothy Hellings
Chairman

Neil Yeomans

Neil Yeomans
Treasurer

The notes on pages 20 to 35 form part of these financial statements.

Enfield Carers Centre

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2025

	2025 £	2024 £
Cash flows from operating activities		
Net (expenditure)/income	(65,736)	40,295
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	2,592	4,014
Other interest receivable and similar income	(15,223)	(18,007)
Accrued expenses/(income)	1,602	(54,594)
<i>Changes in:</i>		
Trade and other debtors	(80,216)	(37,387)
Trade and other creditors	(25,362)	(246,600)
Cash generated from operations	(182,343)	(312,279)
Interest received	15,223	18,007
Net cash used in operating activities	<u>(161,969)</u>	<u>(294,272)</u>
Cash flows from investing activities		
Purchase of tangible assets	(538)	(2,905)
Net cash used in investing activities	<u>(538)</u>	<u>(2,905)</u>
Net decrease in cash and cash equivalents	(167,658)	(297,177)
Cash and cash equivalents at beginning of year	1,034,212	1,331,389
Cash and cash equivalents at end of year	<u>866,554</u>	<u>1,034,212</u>

The notes on pages 20 to 35 form part of these financial statements.

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Britannia House, 137 - 143 Baker Street, London, Enfield, Middlesex, EN1 3JL, UK.

2. Statement of compliance

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

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The charity meets its day to day working capital requirements through the utilisation of its own funds. The charity incurred a deficit in the year of (£65,736) and as at the balance sheet date was showing a bank balance of £866,554 and the net current assets £933,796.

The trustees have prepared the accounts based on a number of potential scenarios mainly the renewal of its grant with London Borough of Enfield as well as its ongoing Home Care Services operations. These, together with reserves held and cost savings made indicate that the charity has adequate resources to continue in operational existence for the next 12 months. The trustees therefore consider it appropriate to continue to adopt the going concern basis in preparing the charity's financial statements.

Judgements and key sources of estimation uncertainty

The Company makes estimates and assumptions concerning the future. Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical accounting estimates and assumptions:

Tangible assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on the number of factors. In re-assessing asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as future market conditions, the remaining life of the asset and projected disposal values.

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

3. *Accounting policies (continued)*

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable, and its amount can be measured reliably.
- Contractual income and grants with performance conditions are recognised as performance conditions are met and have been classed as income from charitable activities in the Statement of Financial Activities (SOFA).
- Deferred income represents contractual income and grants received in relation to charitable activities provided in the following year.
- Donated professional services and facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the charity is not recognised in the main body of the financial statement, but details is contained in the Trustees' Report.

On receipt, donated professional services, donated facilities and goods are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain the services or facilities of equivalent economic benefit on the open market. A corresponding amount is then recognised in expenditure in the period of receipt

- Bank interest and other investment income is accounted for on an accrual basis

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

3. *Accounting policies (continued)*

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance and administration personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 10.

Governance costs are the costs associated with the governance arrangements of the charity which relate to the general running of the charity as opposed to those costs associated with fundraising or charitable activity. The costs include auditors' remuneration, legal advice for trustees and costs associated with constitutional and statutory requirements e.g. the cost of trustee's meetings and preparing statutory financial statements. Included within this category are any costs associated with the strategic as opposed to day-to-day management of the charity's activities.

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

3. *Accounting policies (continued)*

Government grants

Government grants are recognised at the fair value of the asset received or receivable. Grants are not recognised until there is reasonable assurance that the charity will comply with the conditions attaching to them and the grants will be received.

Where the grant does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions on the recipient, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue criteria, they are recognised as a liability.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Fixtures and fittings	-	25% straight line
Equipment	-	25% straight line

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

3. Accounting policies *(continued)*

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

3. Accounting policies *(continued)*

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided.

4. Limited by guarantee

The company is registered as a company limited by guarantee, governed by its Memorandum and Articles of Association last updated on 26 April 2020, and is registered as a charity with the Charity Commission. In the event of being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Donations			
Donations- non exceptional	9,573	10,931	20,504
	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Donations			
Donations- non exceptional	19,487	—	19,487

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

6. Charitable activities – Carers Support and Home Care Services

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
London Borough Enfield. Core Caring Contract	359,065	–	359,065
London Borough Enfield. Carers Assessment Project	–	218,436	218,436
Home Care Services	638,123	–	638,123
Age UK -ICAN	–	40,394	40,394
Enfield Voluntary Action - Wellbeing Project	–	32,953	32,953
Jack Petchey Foundation - EyPIC Project	–	1,628	1,628
Alpha Care Specialists Limited	–	6,250	6,250
Enfield Voluntary Action – Royal Free Long Covid	–	–	–
NHS	–	40,000	40,000
Emergency Respite	3,670	–	3,670
Ex Pat Foundation - EyPIC Project	–	7,500	7,500
The Big Lottery - EyPIC Project	–	97,793	97,793
Sundry donations - EyPIC Project	–	–	–
London Youth - EyPIC Project	–	3,750	3,750
Access Reach Fund	–	15,000	15,000
PPG Youth Enfield	–	2,722	2,722
Miscellaneous income	18,608	–	18,608
	<u>1,019,466</u>	<u>466,426</u>	<u>1,485,892</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
London Borough Enfield. Core Caring Contract	372,210	–	372,210
London Borough Enfield. Carers Assessment Project	–	218,436	218,436
Home Care Services	622,110	–	622,110
Age UK -ICAN	–	40,394	40,394
Enfield Voluntary Action - Wellbeing Project	–	39,709	39,709
Jack Petchey Foundation - EyPIC Project	–	600	600
Alpha Care Specialists Limited	–	6,250	6,250
Enfield Voluntary Action – Royal Free Long Covid	–	3,384	3,384
NHS	–	40,000	40,000
Emergency Respite	1,300	–	1,300
Ex Pat Foundation - EyPIC Project	–	15,000	15,000
The Big Lottery - EyPIC Project	–	97,793	97,793
Sundry donations - EyPIC Project	–	1,596	1,596
London Youth - EyPIC Project	–	600	600
Access Reach Fund	–	–	–
PPG Youth Enfield	–	–	–
Miscellaneous income	–	–	–
	<u>995,620</u>	<u>463,762</u>	<u>1,459,382</u>

7. Investment income

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Bank interest	<u>15,223</u>	<u>15,223</u>	<u>18,007</u>	<u>18,007</u>

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

8. Costs of raising donations

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Staff costs	11,850	11,850	12,664	12,664
Communication and IT costs	467	467	499	499
	<u>12,317</u>	<u>12,317</u>	<u>13,163</u>	<u>13,163</u>

9. Expenditure on charitable activities

Carers Support	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Wages	224,841	313,781	538,622
Social security	22,786	28,635	51,421
Pensions	4,758	6,015	10,773
Premises and equipment costs	23,639	3,265	26,904
Other direct costs	32,287	142,180	174,467
Communication and IT costs	6,591	10,063	16,654
	<u>314,902</u>	<u>503,939</u>	<u>818,841</u>

Home Care Services	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Wages	586,515	–	586,515
Social security	38,004	–	38,004
Pensions	10,316	–	10,316
Premises and equipment costs	947	–	947
Other direct costs	6,285	–	6,285
Communication and IT costs	13,077	–	13,077
	<u>655,144</u>	<u>–</u>	<u>655,144</u>

Carers Support	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages	213,411	283,559	496,970
Social security	22,222	27,927	50,149
Pensions	4,644	5,871	10,515
Premises and equipment costs	65,739	1,202	66,941
Other direct costs	36,055	58,409	94,464
Communication and IT costs	4,613	3,705	8,318
	<u>346,684</u>	<u>380,673</u>	<u>727,357</u>

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

Home Care Services	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages	553,206	–	553,206
Social security	33,640	–	33,640
Pensions	8,402	–	8,402
Premises and equipment costs	133	–	133
Other direct costs	5,000	–	5,000
Communication and IT costs	22,435	–	22,435
	<u>622,816</u>	<u>–</u>	<u>622,816</u>

10. Support Costs

	Management £	Governance £	Total funds 2025 £	Total fund 2024 £
Premises office costs	3,011	–	3,011	2,952
Insurance	8,120	–	8,120	7,911
Communication and IT costs	17,210	563	17,773	16,613
Professional expenses	30,429	–	30,429	27,883
Sundries	2,136	–	2,136	2,283
Depreciation of tangible fixed assets	2,592	–	2,592	4,014
Printing and stationery	13,302	–	13,302	9,599
Staff costs	–	15,754	15,754	14,630
Auditors' remuneration	–	7,200	7,200	7,200
Training expense	–	736	736	160
	<u>76,800</u>	<u>24,253</u>	<u>101,053</u>	<u>93,245</u>

11. Net (expenditure)/income

Net (expenditure)/income is stated after charging/(crediting):

	2025 £	2024 £
Depreciation of tangible fixed assets	2,592	4,014
Operating lease rentals	<u>34,800</u>	<u>34,800</u>

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

12. Auditors' remuneration

	2025	2024
	£	£
Fees payable for the audit of the financial statements	<u>7,200</u>	<u>7,200</u>

13. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2025	2024
	£	£
Wages and salaries	1,152,741	1,077,470
Social security costs	89,425	83,789
Employer contributions to pension plans	<u>21,089</u>	<u>18,917</u>
	<u>1,263,255</u>	<u>1,180,176</u>

The average head count of employees during the year was 55 (2024: 52). The average number of full-time equivalent employees during the year is analysed as follows:

	2025	2024
	No.	No.
Direct charitable work	26	21
Support/Administration	<u>29</u>	<u>31</u>
	<u>55</u>	<u>52</u>

The number of employees whose remuneration for the year fell within the following bands, were:

	2025	2024
	No.	No.
£60,000 to £69,999	<u>1</u>	<u>1</u>

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £116,672 (2024: £111,116).

14. Trustee remuneration and expenses

During the year, no trustees received any remuneration or other benefits £Nil (2024 - £Nil). During the year ended 31st March 2025, Trustee expenses have been incurred £136 (2024 - £21).

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

15. Tangible fixed assets

	Fixtures and fittings £	Equipment £	Total £
Cost			
At 1 April 2024	11,537	64,333	75,870
Additions	–	538	538
At 31 March 2025	<u>11,537</u>	<u>64,871</u>	<u>76,408</u>
Depreciation			
At 1 April 2024	11,537	58,693	70,230
Charge for the year	–	2,592	2,592
At 31 March 2025	<u>11,537</u>	<u>61,285</u>	<u>72,822</u>
Carrying amount			
At 31 March 2025	<u>–</u>	<u>3,586</u>	<u>3,586</u>
At 31 March 2024	<u>–</u>	<u>5,640</u>	<u>5,640</u>

16. Debtors

	2025 £	2024 £
Trade debtors	240,433	160,825
Prepayments and accrued income	2,737	2,129
	<u>243,170</u>	<u>162,954</u>

17. Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	7,353	7,729
Accruals and deferred income	126,803	120,301
Social security and other taxes	25,040	29,341
Other creditors	16,732	42,317
	<u>175,928</u>	<u>199,688</u>

18. Deferred income

	2025 £	2024 £
Amount deferred in year	<u>61,848</u>	<u>56,948</u>

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

19. Pensions commitments

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £21,089 (2024: £18,917).

20. Analysis of charitable funds

Unrestricted funds

	At 1 Apr 2024 £	Income £	Expenditure £	Transfers £	Prior year adjustments £	At 31 Mar 2025 £
General funds	450,553	1,044,262	(1,036,302)	22,886	–	481,399

Designated Fund

Development fund	80,000	–	(13,260)	33,260	–	100,000
EyPIC – Young Carers Project	15,000	–	–	(15,000)	–	–
Carers Benefit Advice	35,000	–	(16,463)	(18,537)	–	–
Carers GP Liaison	40,000	–	(17,391)	(22,609)	–	–
	<u>620,553</u>	<u>1,044,262</u>	<u>(1,083,416)</u>	<u>–</u>	<u>–</u>	<u>581,399</u>

	At 1 Apr 2023 £	Income £	Expenditure £	Transfers £	Prior year adjustments £	At 31 Mar 2024 £
General funds	537,347	1,033,114	(1,010,670)	(56,238)	(53,000)	450,553

Designated Fund

Development fund	80,000	–	(30,113)	30,113	–	80,000
EyPIC – Young Carers Project	15,000	–	–	–	–	15,000
Carers Benefit Advice	44,000	–	(29,330)	20,330	–	35,000
Carers GP Liaison	40,000	–	(5,795)	5,795	–	40,000
	<u>716,347</u>	<u>1,033,114</u>	<u>(1,075,908)</u>	<u>–</u>	<u>(53,000)</u>	<u>620,553</u>

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

20. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 Apr 2024 £	Income £	Expenditure £	Transfers £	Prior year adjustments £	At 31 Mar 2025 £
Carers Assessment Project	249,843	218,436	(246,675)	—	—	221,604
CEPN Safer Discharge Project	33,061	—	(8,908)	—	—	24,153
Replacement care for ambassadors	1,039	—	—	—	—	1,039
Age UK - ICAN	24,020	40,394	(62,737)	—	—	1,677
Hospital Discharge - ICB	36,622	40,000	(3,086)	—	—	73,536
Enfield Voluntary Action – Wellbeing Project	22,814	32,953	(53,395)	—	—	2,372
Alpha care specialists	—	6,250	(6,250)	—	—	—
Enfield Voluntary Action – Rapid Free Covid	—	—	—	—	—	—
EyPIC – Young Carers Project	15,166	124,324	(116,588)	—	—	22,902
Access Reach Fund	—	15,000	(6,300)	—	—	8,700
	<u>382,565</u>	<u>477,357</u>	<u>(503,939)</u>	<u>—</u>	<u>—</u>	<u>355,983</u>

	At 1 Apr 2023 £	Income £	Expenditure £	Transfers £	Prior year adjustments £	At 31 Mar 2024 £
Carers Assessment Project	200,933	218,436	(169,526)	—	—	249,843
CEPN Safer Discharge Project	54,179	—	(21,118)	—	—	33,061
Replacement care for ambassadors	1,084	—	(45)	—	—	1,039
Age UK - ICAN	21,768	40,394	(38,142)	—	—	24,020
Hospital Discharge - ICB	—	40,000	(3,378)	—	—	36,622
Enfield Voluntary Action – Wellbeing Project	21,512	39,709	(38,407)	—	—	22,814
Alpha care specialists	—	6,250	(6,250)	—	—	—
Enfield Voluntary Action – Rapid Free Covid	—	3,384	(3,384)	—	—	—
EyPIC – Young Carers Project	—	115,589	(100,423)	—	—	15,166
Access Reach Fund	—	—	—	—	—	—
	<u>299,476</u>	<u>463,762</u>	<u>(380,673)</u>	<u>—</u>	<u>—</u>	<u>382,565</u>

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

20. Analysis of charitable funds *(continued)*

Description, nature and purpose of restricted funds:

Carers Assessment Project – This funding is for the appointed trusted assessor of Enfield Council. It is for the provision of stand-alone (Carers only) assessments and processing of Carers direct payments where appropriate.

EyPIC – Young Carers Project – Big Lottery “Reaching Communities” funded project was awarded in 22/23. The project involves working closely with local schools delivering assemblies and teacher training to raise awareness about YCs and YACs aimed at:

- a) Identifying hidden Carers and adopting a school ‘Young Carers’ Protocol
- b) referring them to Enfield Carers Centre for ongoing support
- c) reducing absenteeism
- d) improving educational attainment and their future prospects.

Community Education Providers Networks (CEPN) Safer Discharge Project – The balance of funds awarded in 20/21 relate to CEPN NHS England funding aimed at reducing acute and mental health hospital patient readmissions and promoting the involvement of Carers in smoother, faster, safer discharges from hospital. Basic nursing skills training program for Carers is also provided covering topics such as medication management, signs of infection, dehydration and pressure sores etc.

Hospital Discharge Carers Project – NCL ICB funding was received at the end of this financial year, but recruitment issues meant that the project did not begin until 24/25. The funding is £80,000 over two years and relates to improving Carer involvement in hospital discharge and introducing the London Hospital Community Discharge toolkit into North Middlesex University Hospital.

Replacement Care for Ambassadors – Enfield Carers Centre continues to support Enfield Council in recruiting and assisting Carers Ambassadors in the borough. The ambassadors are provided with direct payment from the council as reimbursement for expenses. The £1,039 (2024: £1,039) funding is restricted for replacement care and expenses.

Alpha Care Ltd “Home from Hospital Project” – Enfield Carers Centre is a formal partner on this project. Enfield Carers Centre provides a hospital discharge liaison officer working over three hospitals: Chase Farm; North Middlesex University and Barnet. The officer works closely with the multi-disciplinary discharge teams and supports Carers to be involved in discharge planning as well as promoting referrals to the Home from Hospital services.

Enfield Wellbeing Project: This project is led by the Enfield Voluntary Action. Enfield Carers Centre is one of the three main delivery partners alongside Mind in Enfield and Age UK Enfield. Enfield Carers Centre employs a full-time Wellbeing practitioner who coordinates volunteer Wellbeing Buddies and supports local people to boost their health and wellbeing and to improve the self-management of long-term conditions.

Age UK- iCAN – Enfield Carers Centre has partnered with Age UK Enfield as one of four delivery partners on their i-CAN service project. The project aims to support vulnerable adults to remain living healthily and independently in the community, improving the self-management of their health conditions and reducing the need for access to primary and secondary care services. The project supports adults aged 18 and over.

Enfield Carers Centre employs an i-CAN navigator to work with service users living within the Edmonton area in a holistic manner and identify their physical, emotional, psychological, social and practical needs.

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

20. Analysis of charitable funds *(continued)*

Development Fund – To evaluate and undertake the promotion and development of new services which will generate unrestricted income, build future sustainability and effectively meet service user needs through areas of work appropriate for the charity to undertake. The service development manager post has been created specifically to assist the charity in developing and promoting new income generating project ideas, manage the promotion, marketing and increase visibility of the charity and its services

Carers Benefits Advice – To allow the charity to continue supporting Carers of all ages to maximise their income by ensuring that they receive full financial and welfare benefit entitlements and do not experience financial hardship.

Carers GP Liaison Project – To ensure the charity's presence in GP practice settings, facilitate the GP Pilot Project which aims to identify, register and support Carers via GP practices at an earlier stage and thereby improve their caring journey. To support practice and hospital staff with Carer awareness training and increase signposting to Enfield Carers Centre.

EyPIC Young Carers Project – Designated funds of £Nil (2024: £15,000) were set aside from our unrestricted funds to ensure that the charity continues to operate and meet the needs of vulnerable Young Carers

General funds: General funds represent the balance of unrestricted funds available to be applied by the trustees in their discretion as they think fit toward attaining the objectives and purpose of the charity.

21. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Tangible fixed assets	3,586	–	3,586
Current assets	753,741	355,983	1,109,724
Creditors less than 1 year	(175,928)	–	(175,928)
Net assets	<u>581,399</u>	<u>355,983</u>	<u>937,382</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	5,640	–	5,640
Current assets	814,601	382,565	1,197,166
Creditors less than 1 year	(199,688)	–	(199,688)
Net assets	<u>620,553</u>	<u>382,565</u>	<u>1,003,118</u>

22. Prior year adjustments

The accounts have been restated in the year ended 31 March 2024 to incorporate the impact of a misclassification of an accrued income in the Homecare services division. The change resulted in a reduction of the brought forward unrestricted general fund balance in the previous year from £716,347 to £663,347.

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

23. Analysis of changes in net debt

	At 1 Apr 2024	Cash flows	At 31 Mar 2025
	£	£	£
Cash at bank and in hand	<u>1,034,212</u>	<u>(167,658)</u>	<u>866,554</u>

24. Operating lease commitments

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

	2025	2024
	£	£
Not later than 1 year	35,880	34,800
Later than 1 year and not later than 5 years	540	—
Greater than five years	—	—
	<u>36,420</u>	<u>34,800</u>

25. Related parties

Other than key management compensation disclosed in Note 13, there were no related party transactions for the year ended 31 March 2025 or the previous year ended 31 March 2024.

Enfield Carers Final Mar 2025

Final Audit Report

2025-11-25

Created:	2025-11-19
By:	Parvez Dalal (parvez@brianpaul.co.uk)
Status:	Signed
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"Enfield Carers Final Mar 2025" History

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Accounts

COMPANY REGISTRATION NUMBER: 07149774
CHARITY REGISTRATION NUMBER: 1140089

Enfield Carers Centre
Company Limited by Guarantee
Financial Statements
31 March 2024

BRIAN PAUL LIMITED

Chartered Accountants & Statutory Auditors
Chase Green House
42 Chase Side
Enfield
Middlesex
EN2 6NF

Enfield Carers Centre

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2024

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Enfield Carers Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2024

The Trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2024.

Reference and administrative details

Registered charity name	Enfield Carers Centre
Charity registration number	1140089(England and Wales)
Company registration number	07149774
Principal office and registered office	Britannia House 137 - 143 Baker Street London Enfield Middlesex EN1 3JL UK

The Trustees

Timothy Hellings - Chairman
Ann Campbell - Vice Chairperson
Neil Yeomans - Treasurer
Pamela Learmonth Graham – Board Secretary
Caroline Bernard - Moxley
Hannah Victoria Lison
Pamela Odukoya
Patience Anne Wilson

Chief Executive Officer	Pamela Burke
Operational Director/ Deputy CEO	Fiona Jones

Auditor	Brian Paul Limited Chartered Accountants & Statutory Auditors Chase Green House 42 Chase Side Enfield Middlesex EN2 6NF
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Bankers	CAF Bank 25 Kings Hill Avenue West Malling Kent ME19 4JQ
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Website:	www.enfieldcarers.org
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Enfield Carers Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Structure, governance and management

Enfield Carers Centre (ECC) is a charitable company limited by guarantee, incorporated on 8 February 2010 and registered as a charity on 27 January 2011. The charitable company is governed by its Memorandum and Articles of Association last updated 26 April 2020. The Trustees are appointed or reappointed annually at the Annual General Meeting. Appointment and retirement of Trustees is in accordance with the Articles of Association. All Trustees give their time voluntarily and receive no benefits from the charity. The Trustees are responsible for making the charity's strategic decisions, they meet every other month for general meetings and hold additional Finance and Marketing & Comms sub-group meetings as well as the Annual General Meeting. The day-to-day operations of the charity are managed by the Senior Management Team: CEO and the Operational Director/Deputy CEO. The Middle Management team: Homecare Manager, Carers Advice & Support Manager, Young Carers Project Manager, Healthcare Support Manager and Service Development Manager report to the Senior Managers and meet quarterly. Operational Reports are compiled and presented by the CEO, Operational Director and Homecare Manager at every board meeting. Occasionally, Trustees hear presentations directly from Middle Managers as part of the Board meeting which describe project activity and outcomes in greater detail. Such presentations include case studies, qualitative and quantitative data. The Treasurer receives detailed financial reports from the Finance team prior to each Board meeting. The reports detail the cash position of the organisation, the income and expenditure report of the organisation as a whole and a utilisation and forecast report for the Homecare division. Trustees also consider financial/management account reports at every Board meeting.

The organisation advertises for Trustees via Reach or appoints them on recommendation. Trustees with the appropriate skill sets are appointed and training is given to all incoming Trustees as part of their induction training. Training is sourced from NCVO or Enfield Voluntary Action. Trustees then receive a copy of the charity's governing document, last set of accounts, the latest Carer Voice Newsletter and Charity Commission Publications including: The Essential Trustee: what you need to know, what you need to do (CC3); Charity Trustee: what's involved (CC3a).

The Trustees have considered the major risks to which the charity is exposed and have satisfied themselves that systems or procedures are established to manage those risks. The organisational risk register documents risk which specifically relate to funding uncertainty or withdrawal, regulated care provision and increased safeguarding risks.

Area and definition of risk	Consequence(s) of risk	Mitigation of risk & timetabling
Financial Sustainability	Employee redundancies Carers lose valued services Enfield Carers Centre loses its reputation as key provider of services for Carers Increase in/continuing deficit in Homecare income/clients	Ongoing consideration of partnership working/merger opportunities Submit further funding applications – ongoing Marketing campaigns to attract new clients and registration with Enfield Marketplace/Children services

Enfield Carers Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Area and definition of risk	Consequence(s) of risk	Mitigation of risk & timetabling
Succession Planning	Lack of clear staff/organisational leadership Problems with Banking Reduced staff confidence Trustees impelled to perform operational duties Delays in payments/representation	Restructure and introduction of Middle Management Tier Annual Review of financial policy and procedure Three signatories as a minimum on the main current account
GDPR data breach	Loss of Reputation Possible Financial Penalty Reduced Carer confidence	a) Annual audit review b) Appointment of Service Development Manager who has the responsibility to perform ongoing audit/ensure compliance c) Staff Training/Information Refresher Sessions
Safeguarding Alerts	Loss of reputation Reduced Carer confidence	Safeguarding Policies & Procedures reviewed annually Ongoing Staff Training Maintaining close relationships with Councils MASH Safeguarding Team Enfield Carers Centre membership of Enfield Council Adults & Children Safeguarding Board
Reduced CQC Rating	Reduced Carer/client confidence Loss of Reputation Loss of income Removal from Council's approved provider list	Homecare Manager employed with responsibility for ensuring compliance Regular policy reviews and updates via Carers Trust Regular audit/spot checks and training of Care Support Staff
Contract Revocation	Failure to meet terms/KPIs of contracts Funding awards cancelled Possible redundancies Loss of Reputation	Quarterly monitoring against KPI's Middle Management overseeing front line delivery Project Team Meetings Management Team Meetings

Enfield Carers Centre

Company Limited by Guarantee

Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2024

The pay and remuneration of the charity's key management personnel is set by the Board of Trustees following initial discussion of benchmarks, parameters and criteria at the Finance Sub-Group level and reports and recommendations provided by the Chief Executive.

Objectives and activities

The charity's purpose as set out in its Memorandum and Article of Association are as follows: The relief of persons in need by reason of age, physical or mental disability, ill health, financial hardship or other disadvantage by the provision of advice, support and information to such persons and to those caring for such persons, principally but not exclusively in the London Borough of Enfield. The relief of sickness, the preservation of health and the promotion of well-being, principally but not exclusively among persons residing permanently or temporarily in the London Borough of Enfield.

The assistance of Carers in need by raising awareness of issues affecting Carers, principally but not exclusively in the London Borough of Enfield. The charity's aim is to improve the lives of Carers in Enfield by providing a recognisable and easily accessible resource providing advice, information, training, support, breaks, counselling and reliable high-quality homecare services which meet the needs of Carers and their cared for persons.

Strategic report

The following sections for achievements and performance and financial review form the strategic report of the charity.

Achievements and performance

Homecare Provision

Enfield Carers Centre (ECC) continues to grow sustainably and increase the volume of homecare services delivered. At the end of March 2024, Enfield Carers Centre provided 2650 hours of homecare visits each month.

Building on our "GOOD" rating with the Care Quality Commission (CQC) Enfield Carers Centre continues to provide professional homecare services including a range of personal care and other support at home services. During the year 23 - 2024 covered by these audited accounts, the number of hours provided have increased by over 12% to approximately 32,000 by 35 Care Support Workers. Similar to the previous financial year (April 2022 to March 2023), the types of care we offered included short visits throughout the day, live-in services, 24 hours palliative care, sleep in care and emergency respite cover.

We also provided free replacement care for Carers booked to attend training, counselling sessions or other activities provided by Enfield Carers Centre. We understand that reliable, quality homecare from a trusted provider is crucial to family Carers having a well-earned break.

Carers Support

Enfield Carers Centre's (ECC) delivery of its main council contract (delivering Carers support services) has continued successfully achieving its key performance targets. The contract is nearing the end of its 7-year term and was officially due to end in November 2024. An extension has recently been issued by Enfield Council until 31st May 2025.

The caring services contract includes advice and support services, Carers' breaks, counselling, wellbeing support and a training and information programme. Enfield Carers Centre continues to offer and deliver replacement care and emergency respite cover via its own homecare service or its partner Alpha Care Specialists, subject to demand. There is a continuing commitment by Enfield Carers Centre to also engage other home care agencies thereby allowing for personal preference by Carers.

Enfield Carers Centre

Company Limited by Guarantee

Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2024

At 31st March 2024 a total of 7,466 (2023: 6,931) Adult Carers were listed on the Enfield Carers Centre Carers Register. The total number of Adult Carers signed up on the Council's Carers Emergency Card Scheme was 898 (2023: 906). This is an important contingency arrangement as the scheme administered by Enfield Carers Centre, which is free to Carers, provides them with peace of mind whilst they're out and about, knowing that in the event that they are caught up in an emergency situation which prevents them from returning home to their loved one, the Council's Safe & Connected scheme will ensure their emergency contacts will be informed and the emergency plan will be put into action.

Enfield Carers Centre hosts several support groups - specialist ones such as Dementia Carers, Learning Disability Carers and a Bereaved Carers support programme. We also host generic groups such as the quarterly Carers Essentials group for new and working Carers. During the year covered by this report, 612 Carers received one or more of the following services: advice information and/or signposting by telephone, email or face-to-face meetings with our staff. In addition, 275 (2023: 350) Carers attended training workshops/sessions.

It's important that Carers are able to enjoy a break from caring, so Enfield Carers Centre organise a variety of social and leisure breaks. This year 867 (2023: 761) Carers enjoyed breaks through our "Time For A Break" scheme. As well as regular weekly activities such as Yoga, complimentary therapy, coffee & chat and various support groups, Carers were also able to enjoy the following additional breaks:

- Trip to the Children's Ballet
- Ceramic workshop programme
- Spa & Pamper sessions
- Wellbeing sessions
- Coach Trip to Margate
- Visual Arts Workshop programme
- Carers Breakfast Trip
- Theatre Trip

Carers Benefits Advice Service

Monies were set aside during 2023-24 from Enfield Carers Centre's unrestricted funds to be subsequently designated for this key service. The funds cover the annual cost of one full-time Benefits Adviser and associated project costs. The service ensures Carers can access benefits advice and form-filling assistance. This service is hugely valued and constantly over-subscribed reflecting the fact that there are insufficient services in the Borough that provide this needed form-filling advice. In the financial year covered by this report 207 Carers received assistance from our Benefits Adviser and direct support with form filling or advice on benefits entitlement. Sadly, the reduced number was a consequence of our Adviser's serious terminal illness. The service had to be ceased temporarily but a new replacement Adviser has since been recruited.

Carers Ambassadors

Enfield Carers Centre supported five Carers Ambassadors during 2023-24. The Ambassadors' main role is to help family Carers identify themselves with the term "Carer" and understand what support is available for them in Enfield. The Ambassadors also help increase awareness of Carers' needs amongst our Primary Care and Health and Social Care colleagues. The Ambassadors also gather feedback on Carers' experiences of statutory services.

Each Ambassador has experienced caring for someone with either a learning disability, mental ill health or looking after an elderly frail person. The Ambassadors reach out to other Carers in the community by attending Carer support groups, hosting information stands in various libraries and other venues. They have also helped Enfield Carers Centre host weekly information stands at North

Enfield Carers Centre

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Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2024

Middlesex and Chase Farm Hospitals. Together with Enfield Carers Centre staff, the Ambassadors also help the Centre maintain its regular presence at the North Middlesex University Trust Hospital's Community Action Hub which is shared with a range of voluntary and community sector organisations from both Enfield and Haringey. The presence of Carer Ambassadors has had a positive impact on the number of referrals received from Primary and Secondary healthcare venues.

During 2023-24 the Carers Ambassadors visited all Enfield GP practices on a regular basis, raising staff awareness and delivering the Carers Voice newsletter. The Ambassadors supplement Enfield Carers Centre's marketing and communications work by spreading our promotional literature throughout the community and ensuring GPs have our service literature to hand and can make referrals easily.

Sadly, during the year, two of the Ambassadors stepped down for reasons of ill health, increased caring responsibilities and other circumstances. Enfield Carers Centre is, therefore, currently seeking three replacement Ambassadors covering the following disability areas: mental health, physical and sensory impairment and older people/frailty.

GP & Hospital Support Projects

Designated funds continue to be set aside by Trustees for this key service area. Carers continue to need assistance liaising with their GP practices and in hospital settings. During 2023-24, Enfield Carers Centre staff provided a regular presence in both primary and secondary care venues with the help of Ambassadors and other volunteers.

In addition, Senior Managers at Enfield Carers Centre continue to raise awareness via more strategic routes with staff attendance and representation on several strategic boards and health authority panels.

During this financial period: A total of 220 new Carers were referred via Enfield GP surgeries and the Local hospitals. This is broken down as follows;

117 (2023: 92) new Carers were referred via GP surgeries

103 (2023: 237) new Carers were referred via Enfield's local hospitals

In addition, 203 (2023: 195) Carers were assisted by Enfield Carers Centre staff in our GP & Hospital Liaison Project with information, advice and direct support. ·

CEPN Safer Discharge Project

Funds have been carried forward again for this mental health Carers discharge project, which is making slow progress due to internal pressures at the mental health trust resulting in a lack of staff capacity to move the project forward. The project focuses on improving the education and involvement of Carers in safe and timely discharge of mental health in-patients. The project includes the production of a Carer's awareness training video, regular staff training sessions and Carer support sessions.

EyPIC (Enfield Young People In Caring) Young Carers Project – Big Lottery Reaching Communities Funding

The Big Lottery funded project has been extremely active during 23-24. Staff provide fortnightly face-to-face and online Young Carers Activity Hubs. Together with donated funds Enfield Carers Centre was able to cover the cost of quarterly outings, venue hire and transport. This is a dedicated Young Carers service, where children and young people aged 5 to 18 years enjoy a break from caring, meet other children and young people who also provide care for a parent or sibling. As well as fun activities they also receive support, training and information about services for their cared person's. Our Young Carers service has 3 full time members of staff: A Project Manager, dedicated School's Liaison Worker and Family Support Worker.

Enfield Carers Centre

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Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2024

During 2023-24 a total of 124 (2023: 102) new Young Carers (YC) aged 5 – 18 were registered, assessed and received tailored support. The total number of Young Carers registered with Enfield Carers Centre on 31st March 2024 was 557 (2023: 534).

Activities for Young Carers included:

- Training sessions (including First Aid, Finance, Curriculum Vitae and Interview Skills workshops)
- Educational sessions (including SATs revision sessions, weekly homework club – in person and online and the fortnightly Heritage Project)
- Term – time social activities (including fortnightly hubs and weekly Kindness Club Yoga sessions)
- Activities during the school holidays: 3- day Create Workshops – collage, textiles and ceramics; seasonal activities – the Easter Egg Hunt and Christmas party; various trips to Hampstead Heath, Southend Minigolf, Cinema, Theatre and a Residential Weekend to Woodrow High House.

Outreach and networking for the project increased during this period. Relationships were formed with local and national individuals and organisations, including Felicity Reed (Head of Community Hubs in Enfield); St John's Ambulance, Carer's UK, NHS Enfield Talking Therapies, the Renaissance Foundation, the LBE Chair of the Safeguarding Board, Create, Global Trailblazing, the Trent Park Museum Trust, Enfield Chase Rotary Club, London Youth, the Inner Wheel Club of Bush Hill Park, Chickenshed and Woodcroft Wildspace.

Our Young Carers Project Manager regularly participates in many Young Carers networks to share best practice including the Carers Trust's YC Communities of Practice Steering Group, the Young Carers Alliance and is an elected local service representative for the national Young Carers Strategic Oversight Group. The YC Manager has also participated in local meetings (such as the Early Help Partner workshop and Enfield Thrives Together network meetings), various Carers Trust webinars, the YC Alliance National Conference and has attended the YC and Young Adult Carers Inquiry Report Launch and the launch event for the Young Carers Covenant.

Home from Hospital Project – Partnership Agreement with Alpha Care Ltd

Enfield Carers Centre continues its partnership working arrangement with Alpha Care Specialists by providing a Carers Hospital Discharge Support Officer 7 hours each week.

During 2023-24 Enfield Carers Centre has continued promoting the Home From Hospital project with Hospital staff, particularly the Discharge Teams to encourage increased referrals for the Alpha Care Home from Hospital project and support patients and their families with a safer discharge.

Our main activity is at North Middlesex University Hospital (NMUH) on a weekly basis primarily, operating from the Community Advice Hub (CAH) with a presence in the main entrance.

The Home from Hospital Service also forms part of the presentation we regularly deliver to new hospital staff at the North Middlesex University Hospital monthly induction programme which Enfield Carers Centre regularly attends.

Enfield Carers Centre also hosts a weekly Information & Advice stand each week in the main foyer at Chase Farm Hospital which is a good platform for promoting the Home from Hospital service.

Through the above work about 103 persons were contacted and given information about this free service for loved ones.

Carers Assessments/ (BACP) Accredited Counselling Service

Enfield Carers Centre continues to perform its role as Enfield Council's appointed Trusted Assessor for statutory Carers' assessments and the Assessment team is now fully staffed. As a result, Enfield Carers Centre exceeded its targets and concluded 506 Carers Assessments, 851 Annual Reviews and 295 direct payment/6-week reviews with 1,652 Adult Carers.

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Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2024

In September 2023, following a year of negotiation, the counselling element of this contract was downsized and agreed a sum of £35,000 per year and Enfield Carers Centre launched the evening counselling service in November 2023. The newly agreed proposal was that the existing Enfield Carers Centre Integrative Daytime Counselling Service be extended to operate two evenings per week accommodating up to 12 extra Carers per week and ensuring the service is more accessible to working Carers and those who cannot leave their cared for persons during the day. The new service employs a Mental Health Support Worker 21 hours a week and a Counselling Administrator 14 hours a week.

To develop and grow Enfield Carers Centre's therapeutic offer to Carers, heavily subsidised charges were introduced for all of Enfield Carers Centre's counselling services from 1st April 2023.

Enfield Carers Centre also became an organisational member of BACP as agreed in the new proposal.

Age UK Enfield i-Can Project

Enfield Carers Centre is a delivery partner on the Age UK Enfield iCan Project which supports vulnerable adults in the community living with dementia, diabetes, stroke or at risk of falling.

Funding covers the costs related to project expenses and the salary for a full-time Navigator/Social Prescriber focussing on the Edmonton area. In this financial year, Enfield Carers Centre's iCan Navigator supported 221 clients with a range of different issues. The support provided included providing advice, information and hosting activities which reduced their social isolation such as: Tea & Chatter sessions; information and advice sessions, benefit claims application, Blue Badge applications and organising social outings.

Enfield Wellbeing Network- Partnership with Enfield Voluntary Action, Age UK Enfield & Mind In Enfield

The Enfield Wellbeing Network (EWN) is a partnership of voluntary and community organisations including, Enfield Carers Centre, Age UK Enfield, Enfield Voluntary Action and Mind in Enfield. These partners have come together to help local people to boost their health and wellbeing and to improve the self-management of long-term conditions. Each partner employs a full-time Wellbeing Practitioner.

The aim of the Network is to give people the confidence, knowledge and skills to manage their own health and wellbeing effectively, both to prevent new health conditions and to manage existing ones.

Our Wellbeing Practitioner supported 108 clients, to work towards and meet their desired goals during 23-24. This figure of 108, contributed 40% of the total number of clients (268) that the combined EWN partnership supported during this period.

In addition, a total of 26 talks, presentation and wellbeing workshops were attended or delivered during this period.

All EWN activities are based in Enfield and support could include any of these (and more):

- Self-care management tools and techniques
- Health awareness including mental health
- Movement and exercise
- Diet and nutrition
- Wellbeing support for Carers
- Mindfulness

Enfield Carers Centre

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Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2024

Public Benefit

In shaping our objectives for the year and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance "Public Benefit: Running a Charity (PD2)". The achievements and activities above demonstrate the public benefit arising through the Charity's activities.

Volunteers

The Charity has been supported in its activities by an able and generous group of volunteers. The number of volunteers this year has been 36 (2023: 25). Our volunteer roles include administration, IT & digital support, GP Outreach, Health Buddies, Young Carers' Tutors, Mentors and Student Psychotherapy Counsellors. Volunteers are recruited via online platforms such as Love Your Doorstep Enfield, Reach, EVA's Volunteer Bureau and Local Colleges or Higher Education Institutions.

Financial review

Financial Position

The statement of financial activities shows a net surplus of £40,295 and (2023: - £209,079). Reserves stand at £1,003,118 (2023 - £1,015,823). The financial position at the year revealed by the balance sheet on page 18 shows net current assets or working capital of £997,478 (2023 - £1,009,074). The net book value of fixed assets held, all of which are used directly for charitable purposes, amounted to £5,640 (2023 - £6,749).

Principal Funding Sources

The main funding sources for the Charity are listed on pages 25 and 26 in Notes 5 to 7 of the financial statement. The London Borough of Enfield is the Funder of the Charity's two main contracts plus income arising from individual homecare contracts.

Reserves Policy

The Board of Trustees has assessed the charity's requirements in the light of main risks to the organisation. As a result, the Board has approved a policy whereby, unrestricted funds not committed, should be held in reserve and maintained at a level which ensure that Enfield Carers Centre's activity can continue during a period of unforeseen difficulty. The reserve is agreed by Trustees as six months' expenditure- equivalent to £728,291 for the next financial year. The charity aims to increase the current reserve figure by generating unrestricted income via its Homecare Services and fundraising activities.

In addition, designated funds for the next financial year, as agreed by Trustees, are outlined as follows and based on actual expenditure in this financial year.

Designated Funds are agreed by Trustees for specific, priority operational services that support Carers from falling into financial hardship, prevent Carer breakdown, reduce isolation and assist the organisation in meeting its key KPI e.g. reaching the target of 7,500 Carers registered by the end of main caring contract, benefits advice, Young Carer support and a GP Liaison Officer.

The Development fund has been set aside by Trustees for the specific purpose of raising the visibility and profile of the organisation as a whole and to support a marketing and communications exercise for the promotion of the income generating division of the charity: its professional Homecare Service. Enfield Carers Centre has begun undertaking feasibility work on a new income generation project which will also require funds from this designated budget. The costs covered by this fund will include the Service Development Manager post, commercial property search fees, promotional and recruitment advertising, staff training and website enhancement/design costs.

Enfield Carers Centre

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Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2024

	Designated 2024-25
Development Fund	80,000
EyPIC Young Carers	15,000
Carers Benefits Adviser	35,000
GP Liaison project	40,000

The charity has remained financially secure during this financial year. The demand for the charity's services continues to be high and the charity continues to be a viable organisation moving forward with an excellent reputation locally and with its main funder.

FUTURE PLANS

Enfield Carers Centre intends to continue raising its profile, promoting Carers' needs and helping Enfield residents to identify themselves with the term "Carer" if they are looking after someone who needs their help due to illness or disability. Our staff will continue to promote Carer awareness at GP practices and Patient Participation Group meetings to encourage and remind practice staff to refer patients who are Carers to the Centre and to promote the existence of services for family/unpaid Carers.

Enfield Carers Centre will be working in partnership with North Middlesex University Hospital to introduce the Carers & Hospital Discharge Toolkit which promotes the involvement of family Carers in discharge planning. This partnership project is funded by the North Central London (NCL) Integrated Care Board Equality Fund. Once a staff member is recruited the project will begin in earnest.

Our Homecare division continues to provide a growing source of unrestricted income. Cost-of-living pressures and our commitment to pay living wages to all our staff have necessitated an annual but reasonable price increase. Despite the increase in charges, our homecare services are still very competitive and affordable when compared with other local and national providers. In the new financial year, Enfield Carers Centre will continue its marketing strategy to boost the visibility of Enfield Carers Centre's professional homecare services.

As always, Enfield Carers Centre remains on the lookout for income generating projects and ideas that will help our charity build financial sustainability and enable us to keep supporting unpaid/family Carers for many decades to come.

Towards the end of 2024, Enfield Carers Centre intends to participate in the competitive tender process for Enfield Council's Caring Services Contract. We hope that our solid reputation for excellent service delivery and proven ability to meet and even exceed our contractual obligations and KPI's will stand us in good stead for retaining the new contract.

Trustees' responsibilities statement

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

Company law requires the charity Trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, 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 applicable Charities SORP;

Enfield Carers Centre

Company Limited by Guarantee

Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2024

- make judgments and accounting 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Letter of representation

We have fulfilled our responsibilities, as Trustees, as set out in the terms of the audit engagement dated 24 July 2024, for the preparation of the financial statements in accordance with the Companies Act 2006 and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) which give a true and fair view of the financial position of the Company as of {31 March 2024] and of the results of its operations and its cash flows for the year then ended and for making accurate representations to you.

The financial statements are free of material misstatements, including omissions. We believe that those uncorrected misstatements identified during the audit are immaterial both individually and in aggregate to the financial statements as a whole.

We consider, as directors, that having regard to the position of the company at the date of this letter and the circumstances which we consider likely to occur during the coming year, there is a reasonable expectation that the company has adequate resources to continue operations for the foreseeable future. For this reason, we believe that it is appropriate to adopt the going concern basis in preparing the financial statements.

Auditor

Each of the persons who is a Trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The Trustees' annual report and the strategic report were approved on and signed on behalf of the Board of Trustees by:

The auditors Brian Paul Limited, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

.....
Timothy Hellings - Chairman

Enfield Carers Centre

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Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2024

Opinion

We have audited the financial statements of Enfield Carers Centre (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as of 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially

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Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2024

misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

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Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2024

Auditor's responsibilities for the audit of the financial statements

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

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

Audit report irregularities

There is a presumed risk that revenue may be misstated due to the improper recognition of revenue. To address this risk, we obtained an understanding of the company's revenue recognition policies and compared these to the accounting standard, performed a walkthrough to confirm our understanding of the processes and controls through which the business initiates, records, processes and reports revenue transactions. We tested a sample of revenue transactions to supporting evidence and tested, on a sample basis, revenue related balances in the balance sheet.

The extent to which the audit was considered capable of detecting irregularities including fraud.

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

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Charities Act 2011, UK Taxes Acts, data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

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

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

Enfield Carers Centre

Company Limited by Guarantee

Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2024

regulations; and

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

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- investigated the rationale behind significant or unusual transactions; and

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

- agreeing financial statement disclosures to underlying supporting documentation;
- enquiring of management as to actual and potential litigation and claims;

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

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
 - Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
 - Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.
 - Conclude on the appropriateness of the Trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
 - Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
-

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Independent Auditor's Report to the Members of Enfield Carers Centre *(continued)*

Year ended 31 March 2024

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

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

Parvez Dalal (Senior Statutory Auditor)

**For and on behalf of
Brian Paul Limited
Chartered Accountants & Statutory Auditors
Chase Green House
42 Chase Side
Enfield
Middlesex
EN2 6NF**

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Enfield Carers Centre

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Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2024

			2024		2023
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations – Non exceptional	5	19,487	–	19,487	7,420
Charitable activities					
Home care services	6	622,110	–	622,110	576,542
Carers support	6	373,510	463,762	837,272	531,069
Investment income	7	18,007	–	18,007	4,435
Total income		<u>1,033,114</u>	<u>463,762</u>	<u>1,496,876</u>	<u>1,119,466</u>
Expenditure					
Raising funds	8	13,163	–	13,163	15,801
Expenditure on charitable activities					
Home care services	9,10	622,816	–	622,816	507,702
Carers support	9,10	439,929	380,673	820,602	805,042
Total expenditure		<u>1,075,908</u>	<u>380,673</u>	<u>1,456,581</u>	<u>1,328,545</u>
Net income/(expenditure) and net movement in funds		<u>(42,794)</u>	<u>83,089</u>	<u>40,295</u>	<u>(209,079)</u>
Reconciliation of funds					
Total funds brought forward as previously reported		716,347	299,476	1,015,823	1,224,902
Prior year adjustment	24	(53,000)	–	(53,000)	–
Total funds brought forward as restated		<u>663,347</u>	<u>299,476</u>	<u>962,823</u>	<u>1,224,902</u>
Total funds carried forward		<u>620,553</u>	<u>382,565</u>	<u>1,003,118</u>	<u>1,015,823</u>

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

The notes on pages 20 to 35 form part of these financial statements.

Enfield Carers Centre

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Statement of Financial Position

31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible fixed assets	15	5,640	6,749
Current assets			
Debtors	16	162,954	125,567
Cash at bank and in hand		1,034,212	1,331,389
		<u>1,197,166</u>	<u>1,456,956</u>
Creditors: amounts falling due within one year	17	<u>199,688</u>	<u>447,882</u>
Net current assets		<u>997,478</u>	<u>1,009,074</u>
Total assets less current liabilities		<u>1,003,118</u>	<u>1,015,823</u>
Net assets		<u>1,003,118</u>	<u>1,015,823</u>
Funds of the charity			
Restricted funds		382,565	299,476
Unrestricted funds		<u>620,553</u>	<u>716,347</u>
Total charity funds	20	<u>1,003,118</u>	<u>1,015,823</u>

These financial statements were approved by the board of trustees and authorised for issue on

....., and are signed on behalf of the board by:

Timothy Hellings
Chairman

Neil Yeomans
Treasurer

The notes on pages 20 to 35 form part of these financial statements.

Enfield Carers Centre

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2024

	2024 £	2023 £
Cash flows from operating activities		
Net income/(expenditure)	40,295	(209,079)
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	4,014	3,288
Other interest receivable and similar income	(18,007)	(4,435)
Accrued (income)/expenses	(54,594)	26,451
<i>Changes in:</i>		
Trade and other debtors	(37,387)	138,673
Trade and other creditors	(246,600)	347,539
Cash generated from operations	(312,279)	302,437
Interest received	18,007	4,435
Net cash (used in)/from operating activities	<u>(294,272)</u>	<u>306,872</u>
Cash flows from investing activities		
Purchase of tangible assets	(2,905)	—
Net cash used in investing activities	<u>(2,905)</u>	<u>—</u>
Net (decrease)/increase in cash and cash equivalents	(297,177)	306,872
Cash and cash equivalents at beginning of year	1,331,389	1,024,517
Cash and cash equivalents at end of year	<u>1,034,212</u>	<u>1,331,389</u>

The notes on pages 20 to 35 form part of these financial statements.

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

1. General information

The charity is a public benefit entity, and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Britannia House, 137 - 143 Baker Street, London, Enfield, Middlesex, EN1 3JL, UK.

2. Statement of compliance

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

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Judgements and key sources of estimation uncertainty

The Company makes estimates and assumptions concerning the future. Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical accounting estimates and assumptions:

Tangible assets are depreciated over their useful lives taking into account residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on the number of factors. In re-assessing asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as future market conditions, the remaining life of the asset and projected disposal values.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable, and its amount can be measured reliably.
- Contractual income and grants with performance conditions are recognised as performance conditions are met and have been classed as income from charitable activities in the Statement of Financial Activities (SOFA).
- Deferred income represents contractual income and grants received in relation to charitable activities provided in the following year.
- Donated professional services and facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the charity is not recognised in the main body of the financial statement, but details is contained in the Trustees' Report.

On receipt, donated professional services, donated facilities and goods are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain the services or facilities of equivalent economic benefit on the open market. A corresponding amount is then recognised in expenditure in the period of receipt

- Bank interest and other investment income is accounted for on an accrual basis

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back-office costs, finance and administration personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 8.

Governance costs are the costs associated with the governance arrangements of the charity which relate to the general running of the charity as opposed to those costs associated with fundraising or charitable activity. The costs include auditors' remuneration, legal advice for trustees and costs associated with constitutional and statutory requirements e.g. the cost of trustee's meetings and preparing statutory financial statements. Included within this category are any costs associated with the strategic as opposed to day-to-day management of the charity's activities.

Going concern

The charity meets its day to day working capital requirements through the utilisation of its own funds. The charity incurred a surplus in the year of £40,295 and as at the balance sheet date was showing a bank balance of £1,034,212 and the net current assets £997,478.

The trustees have prepared the accounts based on a number of potential scenarios mainly the renewal of its grant with London Borough of Enfield as well as its ongoing Home Care Services operations. These, together with reserves held and cost savings made indicate that the charity has adequate resources to continue in operational existence for the next 12 months. The trustees therefore consider it appropriate to continue to adopt the going concern basis in preparing the charity's financial statements.

Government grants

Government grants are recognised at the fair value of the asset received or receivable. Grants are not recognised until there is reasonable assurance that the charity will comply with the conditions attaching to them and the grants will be received.

Where the grant does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions on the recipient, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue criteria, they are recognised as a liability.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Fixtures and fittings	-	25% straight line
Equipment	-	25% straight line

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)* Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided.

4. Limited by guarantee

The company is registered as a company limited by guarantee, governed by its Memorandum and Articles of Association last updated on 26 April 2020, and is registered as a charity with the Charity Commission. In the event of being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Donations				
Donations- non exceptional	19,487	19,487	7,420	7,420

6. Charitable activities – Carers Support and Home Care Services

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
London Borough Enfield. Core Caring Contract	372,210	–	372,210
London Borough Enfield. Carers Assessment Project	–	218,436	218,436
London Borough Enfield. Carers Assessment Repayment	–	–	–
Home Care Services	622,110	–	622,110
Age UK -ICAN	–	40,394	40,394
Enfield Voluntary Action - Wellbeing Project	–	39,709	39,709
User contribution and other income	–	–	–
Jack Petchey Foundation - EyPIC Project	–	600	600
Alpha Care Specialists Limited	–	6,250	6,250
Enfield Voluntary action – Royal Free Long Covid	–	3,384	3,384
NHS	–	40,000	40,000
The Rotary Club of Enfield	–	–	–
Emergency Respite	1,300	–	1,300
Ex Pat Foundation – EyPIC Project	–	15,000	15,000
The Big Lottery – EyPIC Project	–	97,793	97,793
Sundry donations – EyPIC Project	–	1,596	1,596
London Youth – EyPIC Project	–	600	600
	995,620	463,762	1,459,382

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

6.Charitable activities – *(continued)*

	Unrestricted funds	Restricted funds	Total funds 2023
	£	£	£
London Borough Enfield. Core Caring Contract	341,967		341,967
London Borough Enfield. Carers Assessment Project	–	327,485	327,485
London Borough Enfield. Carers Assessment Repayment	–	(290,044)	(290,044)
Home Care Services	576,542	–	576,542
Age UK -ICAN	–	38,470	38,470
Enfield Voluntary Action - Wellbeing Project	–	40,746	40,746
User contribution and other income	5,656	–	5,656
Jack Petchey Foundation - EyPIC Project	–	900	900
Alpha Care Specialists Limited	–	6,250	6,250
Enfield Voluntary action – Royal Free Long Covid NHS	–	8,386	8,386
The Rotary Club of Enfield	–	–	–
Emergency Respite	2,294	2,000	2,000
Ex Pat Foundation – EyPIC Project	–	–	2,294
The Big Lottery – EyPIC Project	–	15,000	15,000
Sundry donations – EyPIC Project	–	24,448	24,448
London Youth – EyPIC Project	–	6,011	6,011
	–	1,500	1,500
	<u>926,459</u>	<u>181,152</u>	<u>1,107,611</u>

LB Enfield Carers Assessment Repayment represents an agreement made with the funder following their advice that the funds available for the counselling portion of the contract were much reduced from the original specification. The repayment was repurposed by Enfield Council to relieve pressure on their finances and ability to deliver Carers direct payments awarded following Carers assessment.

7. Investment income

	Unrestricted Funds	Total Funds 2024	Unrestricted Funds	Total Funds 2023
	£	£	£	£
Bank interest	<u>18,007</u>	<u>18,007</u>	<u>4,435</u>	<u>4,435</u>

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

8. Costs of raising donations

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Staff costs	12,664	12,664	15,202	15,202
Communication and IT costs	499	499	599	599
	<u>13,163</u>	<u>13,163</u>	<u>15,801</u>	<u>15,801</u>

9. Expenditure on charitable activities

Carers Support	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages	213,411	283,559	496,970
Social security	22,222	27,927	50,149
Pensions	4,644	5,871	10,515
Premises and equipment costs	65,739	1,202	66,941
Other direct costs	36,055	58,409	94,464
Communication and IT costs	4,613	3,705	8,318
	<u>346,684</u>	<u>380,673</u>	<u>727,357</u>

Home Care Services	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Wages	553,206	–	553,206
Social security	33,640	–	33,640
Pensions	8,402	–	8,402
Premises and equipment costs	133	–	133
Other direct costs	5,000	–	5,000
Communication and IT costs	22,435	–	22,435
	<u>622,816</u>	<u>–</u>	<u>622,816</u>

Carers Support	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Wages	288,292	209,458	497,750
Social security	32,040	23,278	55,318
Pensions	5,692	4,137	9,829
Premises and equipment costs	52,995	2,010	55,005
Other direct costs	44,349	41,342	85,691
Communication and IT costs	7,800	1,707	9,507
	<u>431,168</u>	<u>281,932</u>	<u>713,100</u>

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

Home Care Services	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Wages	457,047	–	457,047
Social security	15,603	–	15,603
Pensions	6,552	–	6,552
Premises and equipment costs	311	–	311
Other direct costs	12,568	–	12,568
Communication and IT costs	15,621	–	15,621
	<u>507,702</u>	<u>–</u>	<u>507,702</u>

10. Support Costs

	Management £	Governance £	Total activities 2024 £	Total activities 2023 £
Premises office costs	2,952	–	2,952	2,911
Insurance	7,911	–	7,911	8,424
Communication and IT costs	16,070	543	16,613	16,448
Professional Expenses	27,883	–	27,883	25,892
Sundries	2,283	–	2,283	3,081
Depreciation of tangible fixed assets	4,014	–	4,014	3,288
Printing and stationery	9,599	–	9,599	10,203
Staff costs	–	14,630	14,630	13,275
Auditors' remuneration	–	7,200	7,200	8,400
Training expense	–	160	160	20
	<u>70,712</u>	<u>22,533</u>	<u>93,245</u>	<u>91,942</u>

The charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the charity's key activities undertaken (see note 8 and 9) in the year. All the general support and governance costs have been apportioned to the various charitable activities based on staff time allocated to each activity.

11. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2024 £	2023 £
Depreciation of tangible fixed assets	4,014	3,288
Operating lease rentals	<u>34,800</u>	<u>34,800</u>

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

12. Auditors' remuneration

	2024	2023
	£	£
Fees payable for the audit of the financial statements	<u>7,200</u>	<u>8,400</u>

13. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024	2023
	£	£
Wages and salaries	1,077,470	983,274
Social security costs	83,789	70,921
Employer contributions to pension plans	<u>18,917</u>	<u>16,381</u>
	<u>1,180,176</u>	<u>1,070,576</u>

The average head count of employees during the year was 52 (2023: 52). The average number of full-time equivalent employees during the year is analysed as follows:

	2024	2023
	No.	No.
Direct charitable work	21	28
Support/Administration	<u>31</u>	<u>24</u>
	<u>52</u>	<u>52</u>

The number of employees whose remuneration for the year fell within the following bands, were:

	2024	2023
	No.	No.
£60,000 to £69,999	<u>1</u>	<u>1</u>

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £111,116 (2023: £121,130).

14. Trustee remuneration and expenses

During the year, no trustees received any remuneration or other benefits £Nil (2023 - £Nil). During the year ended 31st March 2024. Trustee expenses have been incurred of £21 (2023 - £Nil).

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

15. Tangible fixed assets

	Fixtures and fittings £	Equipment £	Total £
Cost			
At 1 April 2023	11,537	61,428	72,965
Additions	—	2,905	2,905
At 31 March 2024	11,537	64,333	75,870
Depreciation			
At 1 April 2023	11,537	54,679	66,216
Charge for the year	—	4,014	4,014
At 31 March 2024	11,537	58,693	70,230
Carrying amount			
At 31 March 2024	—	5,640	5,640
At 31 March 2023	—	6,749	6,749

16. Debtors

	2024 £	2023 £
Trade debtors	160,825	72,047
Prepayments and accrued income	2,129	53,520
	162,954	125,567

17. Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	7,729	3,491
Social security and other taxes	29,341	18,613
Other creditors	42,317	3,984
Grants repayable	—	290,004
Accruals and deferred income	120,301	131,790
	199,688	447,882

18. Deferred income

	2024 £	2023 £
Amount deferred in year	56,948	66,843

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

19. Pensions commitments

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £18,917 (2023: £16,381).

20. Analysis of charitable funds

Unrestricted funds

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	Prior year adjustment £	At 31 March 2024 £
General funds	537,347	1,033,114	(1,010,670)	(56,238)	(53,000)	450,553

Designated Fund

Development fund	80,000	–	(30,113)	30,113	–	80,000
EyPIC – Young Carers Project	15,000	–	–	–	–	15,000
Carers Benefit Advice	44,000	–	(29,330)	20,330	–	35,000
Carers GP Liaison	40,000	–	(5,795)	5,795	–	40,000
Transition Project Staff	–	–	–	–	–	–
	<u>716,347</u>	<u>1,033,114</u>	<u>(1,075,908)</u>	<u>–</u>	<u>(53,000)</u>	<u>620,553</u>

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	£	At 31 March 2023 £
General funds	440,307	938,314	(908,792)	67,518	–	537,347

Designated Fund

Development fund	80,000	–	(41,331)	41,331	–	80,000
EyPIC – Young Carers Project	60,000	–	(15,588)	(29,412)	–	15,000
Carers Benefit Advice	44,000	–	(35,148)	35,148	–	44,000
Carers GP Liaison	40,000	–	–	–	–	40,000
Transition Project Staff	35,500	–	(45,754)	10,254	–	–
	<u>699,807</u>	<u>938,314</u>	<u>(1,046,613)</u>	<u>124,839</u>	<u>–</u>	<u>716,347</u>

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

20. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Carers Assessment Project	200,933	218,436	(169,526)	–	249,843
CEPN Safer Discharge Project	54,179	–	(21,118)	–	33,061
Carers GP & Hospital Support	–	–	–	–	–
Replacement care for ambassadors	1,084	–	(45)	–	1,039
Age UK - ICAN	21,768	40,394	(38,142)	–	24,020
Hospital Discharge - ICB	–	40,000	(3,378)	–	36,622
Enfield Voluntary Action – Wellbeing Project	21,512	39,709	(38,407)	–	22,814
Alpha care specialists	–	6,250	(6,250)	–	–
Enfield Voluntary Action – Royal free Covid response	–	3,384	(3,384)	–	–
EyPIC – Young Carers Project	–	115,589	(100,423)	–	15,166
	<u>299,476</u>	<u>463,762</u>	<u>(380,673)</u>	<u>–</u>	<u>382,565</u>

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Carers Assessment Project	417,028	37,441	(127,536)	(126,000)	200,933
CEPN Safer Discharge Project	59,831	–	(5,652)	–	54,179
Carers GP & Hospital Support	14,764	–	(15,925)	1,161	–
Replacement care for ambassadors	1,385	–	(301)	–	1,084
Age UK - ICAN	20,805	38,470	(37,507)	–	21,768
Hospital Discharge - ICB	–	–	–	–	–
Enfield Voluntary Action – Wellbeing Project	11,282	40,746	(30,516)	–	21,512
Alpha care specialists	–	6,250	(6,250)	–	–
Enfield Voluntary Action – Royal free Covid response	–	8,386	(8,386)	–	–
EyPIC – Young Carers Project	–	49,859	(49,859)	–	–
	<u>525,095</u>	<u>181,152</u>	<u>(281,932)</u>	<u>(124,839)</u>	<u>299,476</u>

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

20. Analysis of charitable funds *(continued)*

Description, nature and purpose of restricted funds:

Carers Assessment Project – This funding is for the appointed trusted assessor of Enfield Council. It is for the provision of stand-alone (Carers only) assessments and processing of Carers direct payments where appropriate

EyPIC – Young Carers Project – Big Lottery “Reaching Communities” funded project was awarded in 22/23. The project involves working closely with local schools delivering assemblies and teacher training to raise awareness about YCs and YACs aimed at:

- a) Identifying hidden Carers and adopting a school ‘Young Carers’ Protocol
- b) referring them to Enfield Carers Centre for ongoing support
- c) reducing absenteeism
- d) improving educational attainment and their future prospects.

Community Education Providers Networks (CEPN) Safer Discharge Project – The balance of funds awarded in 20/21 relate to CEPN NHS England funding aimed at reducing acute and mental health hospital patient readmissions and promoting the involvement of Carers in smoother, faster, safer discharges from hospital. Basic nursing skills training program for Carers is also provided covering topics such as medication management, signs of infection, dehydration and pressure sores etc.

Hospital Discharge Carers Project – NCL ICB funding was received at the end of this financial year, but recruitment issues meant that the project did not begin until 24/25. The funding is £80,000 over two years and relates to improving Carer involvement in hospital discharge and introducing the London Hospital Community Discharge toolkit into North Middlesex University Hospital.

Replacement Care for Ambassadors – Enfield Carers Centre continues to support Enfield Council in recruiting and assisting Carers Ambassadors in the borough. The ambassadors are provided with direct payment from the council as reimbursement for expenses. The £1,084 (2023: £1,385) funding is restricted for replacement care and expenses.

Alpha Care Ltd “Home from Hospital Project” – Enfield Carers Centre is a formal partner on this project. Enfield Carers Centre provides a hospital discharge liaison officer working over three hospitals: Chase Farm; North Middlesex University and Barnet. The officer works closely with the multi-disciplinary discharge teams and supports Carers to be involved in discharge planning as well as promoting referrals to the Home from Hospital services.

Enfield Wellbeing Project: This project is led by the Enfield Voluntary Action. Enfield Carers Centre is one of the three main delivery partners alongside Mind in Enfield and Age UK Enfield. Enfield Carers Centre employs a full-time Wellbeing practitioner who coordinates volunteer Wellbeing Buddies and supports local people to boost their health and wellbeing and to improve the self-management of long-term conditions.

Age UK- iCAN – Enfield Carers Centre has partnered with Age UK Enfield as one of four delivery partners on their iCAN service project. The project aims to support vulnerable adults to remain living healthily and independently in the community, improving the self-management of their health conditions and reducing the need for access to primary and secondary care services. The project supports adults aged 18 and over.

Enfield Carers Centre employs an iCAN navigator to work with service users living within the Edmonton area in a holistic manner and identify their physical, emotional, psychological, social and practical needs.

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

20. Analysis of charitable funds *(continued)*

Development Fund – To evaluate and undertake the promotion and development of new services which will generate unrestricted income, build future sustainability and effectively meet service user needs through areas of work appropriate for the charity to undertake. The service development manager post has been created specifically to assist the charity in developing and promoting new income generating project ideas, manage the promotion, marketing and increase visibility of the charity and its services

Carers Benefits Advice – To allow the charity to continue supporting Carers of all ages to maximise their income by ensuring that they receive full financial and welfare benefit entitlements and do not experience financial hardship.

Carers GP Liaison Project – To ensure the charity's presence in GP practice settings, facilitate the GP Pilot Project which aims to identify, register and support Carers via GP practices at an earlier stage and thereby improve their caring journey. To support practice and hospital staff with Carer awareness training and increase signposting to Enfield Carers Centre.

EyPIC Young Carers Project – Designated funds of £15,000 are set aside from our unrestricted funds to ensure that the charity continues to operate and meet the needs of vulnerable Young Carers

General funds: General funds represent the balance of unrestricted funds available to be applied by the trustees in their discretion as they think fit toward attaining the objectives and purpose of the charity.

21. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	5,640	–	5,640
Current assets	940,195	256,971	1,197,166
Current liabilities	(199,688)	–	(199,688)
Net assets	<u>746,147</u>	<u>256,971</u>	<u>1,003,118</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	6,749	–	6,749
Current assets	1,157,480	299,476	1,456,956
Current liabilities	(447,882)	–	(447,882)
Net assets	<u>716,347</u>	<u>299,476</u>	<u>1,015,823</u>

Enfield Carers Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

22. Operating lease commitments

	2024	2023
	£	£
Within one year	34,800	34,800
Between one and five years	—	—
Greater than five years	—	—
	<u>34,800</u>	<u>34,800</u>

23. Related Party

Other than key management compensation disclosed in Note 13, there were no related party transactions for the year ended 31 March 2024 or the previous year ended 31 March 2023.

24. Prior period adjustments

The accounts have been restated to incorporate the impact of a misclassification of an accrued income in the Homecare services division. The change has resulted in a reduction of the brought forward unrestricted general fund balance by £53,000 from £716,347 to £663,347.

25. Analysis of changes in net debt

	At 1 Apr 2023	Cash flows	At 31 Mar 2024
	£	£	£
Cash at bank and in hand	<u>1,331,389</u>	<u>(297,177)</u>	<u>1,034,212</u>

Accounts



Enfield Carers Centre

Empowering Carers

2022 - 2023



Annual
Impact
Report

Our Vision

- Ensuring family/informal/unpaid carers are involved in the provision and development of services for the people they care for
- To ensure carers have access to a range of support, advice, training and other services which empower them to continue caring
- To support carers so that they can: enjoy a life of their own; avoid falling into financial hardship; stay mentally and physically well; have access to reliable, professional and quality homecare; enjoy life and achieve - especially if a young carer

Our Trustees

- TIM HELLINGS- CHAIR
- NEIL YEOMANS- TREASURER
- PAMELA LEARMONTH – COMPANY SECRETARY
 - HANNAH LISON
 - PAMELA ODUKOYA
 - AMANDA FLEXMAN
 - PATIENCE WILSON
 - ANN CAMPBELL
- CAROLINE BERNARD-MOXY

Our Team

MANAGEMENT TEAM

Pamela Burke - Chief Executive
Fiona Jones - Operations Director
Lia Fletcher - Service Development Manager
Carla Brain - Young Carers Project Manager
Danny Newland - Carers Advice & Support Manager
Alex Morgillo - Homecare Services Manager
Mark Warwick - Healthcare Manager

ADMIN TEAM

Marie Chery
Emine Guzelay
Nadine Watts
Shona Burke
Alessia Curto

CARERS SUPPORT, HEALTH & WELLBEING TEAM

Shammy Ahmed
Becky Pavlides
Corina Codrea
Veysel Erdemli
Helen Wilkinson

HEMOCARE SERVICES TEAM

Graham Addis	Debbie Crook
Vlatka Cesnik	Margaret Powell
Kerrienne Colling	Trupti Dubal
Chantel Naicken	Yasmine Mohedeen
Jillian Matthew	Sandra Blackwell
Teri Monteiro	Carly Addis
Eleni Karampali	Eunice Boadu
Monika Agyemang	Ikay Ayko
Ahlan Abukar	Prisca Kalua
Robertha Miller	Maureen Grant
Moyila Motibisa	Karen Malcolm

ASSESSMENT & BENEFITS TEAM

Marie-Anne Roy
Stephanie Williams
Amy Novi
Marion Cooke

FINANCE TEAM

Sharon Kent
Roby Dogwah

TRANSITIONS & YOUNG CARERS TEAM

Kevin Phillips
Lorraine Steward
Clarissa Pilgrim
Shelby Rolls

Katie Charalambous	Rita Ramdarshan
Josephine Kingstone	Florence Munthali
Evelyn Otchere-Arthur	Marcela Heglasova
Belal Mohedeen	Florence Kalokoh
Cynthia Aboagyewaa	Sonia Barbosa
Rosemary Baker	Emilia Afriyie
Benedicte Mavata	Charley Wade
Kiesse Baptista	Fatma Bujetti
Rosaline Nartey	Luisa Xyrizos
Marcela Marti	Nicole Nzenzi
Kelly Thurgood	Eisha Paisley

A WORD FROM THE CEO

Our charity's main aim is to improve the lives of family/informal carers in Enfield by providing a recognisable and easily accessible centre providing advice, information, training, support, breaks, counselling and reliable high-quality homecare services.

Enfield Carers Centre (ECC) was part of a team that won the highly prestigious HSJ Award in November 2022. The Community Advice Hub (CAH) Partnership received a High Commendation Award in the "Place-based Partnership Category".

The Advice Hub is based at North Middx. Hospital. Enfield Carers Centre staff and Carers Ambassadors provide a weekly presence at the Hub, shared with other community groups from Haringey and Enfield. ECC Staff can reach out directly to patients' friends and family from the Hub to offer support. The Hub was also a Runner Up in the North Middx. Hospital Staff Awards "Unsung Hero" category.

The Hub provides advice and support in many areas including: money management; debt and benefits; housing; carers' support with discharge and aftercare; council tax advice; accessing baby items and childcare advice; managing energy bills; and information about useful community groups and services.

**PEAK NUMBERS ON
ENFIELD CARERS CENTRE
CARERS REGISTER
APRIL '22-MARCH '23**

**6931 ADULT CARERS
538 YOUNG CARERS**

ECC continues to raise awareness of carers' needs via more strategic routes e.g. staff attendance and carer representation on local authority partnership boards and health authority stakeholder reference panels. We're also helping residents in our borough to understand and identify with the term "carer".

Our staff are always considering other ways of raising the visibility of adult and young carers as well as promoting ECC's carer support services to GPs.

I thank all my staff team and our dedicated volunteers for their hard work and commitment during the past year. We simply couldn't have achieved so much without them.

PAMELA BURKE CHIEF EXECUTIVE





MAKING A DIFFERENCE FOR CARERS

Mrs W attended an ECC Mental Health Support Group. She described her son as a gentle and intelligent man, who had a history of struggling with his mental health.

Mrs W was at an emotional loss as she explained that her son had been working as a tutor for an online service, however, wasn't being offered any work. He had also set his ambitions on becoming a teacher and was continually making job applications in his attempts to achieve this, all of which were being rejected.

Mrs W was feeling very stressed that her son's complete focus on becoming a teacher and getting constant rejections was starting to be detrimental to his mental health.

Challenge: She wanted to try and encourage her son to consider his skills as transferable to other roles, so that he had more scope in the types of work he was applying for and thus increase his chances of success.

Solution: ECC staff running the support group helped Mrs W understand that mental health services are moving away from the Care Plan Approach model of support. Instead they use Dialog+ assessments which allow service users to focus on key areas that they need support in, such as finding work, and then source community resources and support. Mrs W was advised to tell her son to ask his support team about getting this support. Mrs W was also given information on Working Well Trust and details of how her son could self-refer for specialist support to access work.

This case study demonstrates the value of ECC carer support groups which provide opportunities for carers to express concerns for their loved ones which affect their own health and wellbeing. Our groups also allow for open, supportive discussion where practical and tailored information from our staff can be provided to address carers' concerns.

ANNUAL ECC SURVEY RESULTS



86%

of carers feel ECC provides them with the support they need to help them better cope with their caring role

76%

of carers were satisfied that their needs were understood

86%

of carers satisfied with the quality of ECC services

82%

of carers read our "Carers Voice" Newsletter and found it useful and informative

ANNUAL ECC SURVEY COMMENTS

“Knowing someone is always listening is a big deal!”

“It’s good to know one can reach out when necessary. It is good to also know one is not alone with these problems. It therefore makes one more relaxed.”

“Being practically housebound, it is reassuring to know I can always call the Carers Centre if I need advice or anything.”

“Joining workshops has given me a sense of purpose and direction. They’ve helped with my motivation and I’ve been able to develop relationships with other carers.”

“If ECC services were not available, I would have been completely isolated and lost.”

“Eypic has been transformational in my daughters life, her personality and freedom, which has had a positive knock-on effect with the rest of the family.”

“ECC spoke to me in language I could understand and explained everything clearly. It made me appreciate that I am not alone and only a call away from a listening ear.”



APRIL 22-MARCH 23

677

New adult carers registered during the above period

1632

Carers who had a carers assessment or annual review

364

Carers received a benefits entitlement check, advice and/or form filling support from our Benefits Adviser

£5356

The average extra amount received per year by each carer who was helped by our Benefits Adviser to complete a benefits application form

TIME FOR A BREAK

"These workshops are therapeutic!"

"I was struggling at the beginning of the year, I had counselling sessions which really helped me to cope with my caring role."

"My life is like a prison, attending these workshops was a break from all that."

"ECC have empowered me to become more confident with social & lifestyle activities"

Carers' lives can often be stressful, so as well as providing one-to-one counselling sessions, ECC also provides a range of leisure and social activities as part of our "Time For a Break" programme.

During 2022/23 ECC ran a number of arts and crafts workshops in partnership with Create which allowed Carers to experiment with pottery and let their imaginations flow.

Other breaks included complementary therapy sessions, reflexology, Healthy Living Days, day trips, group meals at local pubs and restaurants, a choice of theatre shows: History of Soul, The Elvis Years, Rave On and a Rod Stewart Tribute show "Some Guys have all the Luck"

"I'm developing skills I didn't know I had."





APRIL 22-MARCH 23

695

Carers attended Peer
Support Groups

730

Carers received one-to-one
advice or information from
an ECC staff member

761

Carers enjoyed a social or
leisure break organised by
ECC

120

Carers received counselling
sessions at Enfield Carers
Centre

CARER SUPPORT CASE STUDY:

Mrs X is the main carer for her son who has a Learning Disability (A) and is completely dependent on his family. She also cares for her husband who is recovering from cancer and has severe lung damage due to the effects of chemotherapy. Mrs X also cares for her mother (M) who has rapidly progressive dementia.

Their 28-year-old daughter (B) is also helping with the caring role and the complex family dynamic. They are a close, supportive family who are being heavily impacted by many external factors.

Mrs X has a history of severe MH illness which also impacts on the family dynamic.



Challenge: M's increasingly challenging behaviour and the impact on Mr & Mrs X's relationship and the effect it has on A who does not understand what has happened to his Gran.

Solution: a) ECC put them in touch with a local LD organisation who advised on how to explain to A what is happening to M and who also arrange regular respite and some work experience for A. b) ECC also lent A a tablet from its Digital Lending Library so he can use this for online activities which he enjoys and to access online support. c) ECC staff are currently helping Mrs X to consider residential care for M in the near future.

Challenge: Poor physical and mental wellbeing,

Solution: a) Mrs X & B have received one to one counselling sessions at ECC to help with the stress of the situation. b) ECC used its emergency respite fund to help Mr & Mrs X have a short break from their caring roles.

Challenge: Financial hardship – Mr X has had to give up work due to his illness and Mrs X cannot work due to her caring role. The family lost their home and are living in M's house currently.

Solution: ECC's Benefits Adviser helped them to access their full benefits entitlements and provided supermarket food vouchers from its Hardship Fund.



APRIL 22-MARCH 23

661

Carers attended our training
workshops or information
forums

1019

Carers using the Emergency
Card Scheme

287

Carers newly identified via
GP Surgeries and supported
by our GP/Hospital Liaison
Project

538

Young Carers (aged 5-17) on
the ECC Carers Register

ENFIELD CARERS HOMECARE SERVICE:

Enfield Carers Centre has continued to grow sustainably and increase the volume of homecare services delivered. By the end of March 2023, ECC provided 2300 hours of homecare visits each month.

ECC's Homecare Service has grown by 130% since taking over business from Crossroads Lea Valley Carers Trust.

Building on our "GOOD" rating with the Care Quality Commission (CQC) ECC continues to provide professional homecare services including a range of personal care and other support at home services.



During 2022-23 approximately 28,500 hours were provided by 30 Care Support Workers.

The types of care we provide varies: short visits throughout the day, live-in services, 24 hours palliative care, sleep in care and emergency respite cover.

We also provide free replacement care for carers booked to attend training, counselling sessions or other activities provided by our Carers Centre. We understand that reliable, quality homecare from a trusted provider is crucial to family carers having a well-earned break.

During the year, with help from our Digital Volunteer Nicola Morgan and professional knowledge and guidance from David Hardy, an experienced Marketing Director recruited via Reach Volunteering, ECC revised its online presence and increased the virtual footfall to our dedicated homecare website: www.enfieldhomecare.org

We wait to see what new support the Government brings in for the care sector to provide greater stability for a sector and population with an ever-growing need.

Carer Feedback: "ECC's Homecare service has made a difference to me as I live a distance away from my son, so the service acts as my eyes and ears if there are any changes to my son's care needs."

PARTNERSHIP WORKING:



ECC is proud to work in partnership with other voluntary and community groups. We are a major delivery partner in the Age UK Enfield iCan service.

The iCan service supports adults who may be facing social or economic challenges, have a long-term health condition and are isolated. The aim is to improve their health and wellbeing, enabling them to remain independent, and connect with others and their community.

Four Navigators work across the borough of Enfield, supporting residents on a one-to-one basis, helping them to find solutions and make improvements to their lives. ECC employs an iCan Navigator to help Carers and residents in the Edmonton N9 and N18 area.

CASE STUDY

Male Carer (H), 57 years old, juggling working and newly providing care for his mother.

Challenge: H was struggling to find time to take his mother to activities or knowing how to occupy her. H was also worried about his own mental wellbeing because of growing pressure from his employer to prove he was a carer but being sure how he could do this.

Solution/Plan: A referral was made to ECC's homecare team to accompany his mum to and from local community activities and/or to take her out as required. H was informed about the ECC Carers ID/Emergency Card which he could use as proof of carer registration. Lastly, to help H deal with his feelings of distress and being overwhelmed by his new caring role, counselling services from Enfield Carers Centre were offered to help him adjust to his changed circumstances.

Outcome: H felt less stressed and overwhelmed by his caring role. He now understands his rights regarding carers' leave and flexible working requests and feels confident that his mum is supported to enjoy community activities whilst he's at work.



PARTNERSHIP WORKING CONTINUED:



ECC is one of five major delivery partners in the Enfield Wellbeing Network (EWN) project.

Our EWN Wellbeing Officer helps adults work towards better health by creating a support plan; learning how to self-manage their health conditions and allocating a volunteer health buddy to help them keep on track and cheer them on towards achieving their goals.

CASE STUDY

Mrs C is 80 years old and cares for her husband who has dementia.

- **Challenge:** Mrs C would like to have time for herself and to focus on her own health and wellbeing but due to her caring role finds it difficult.
- **Goal:** Mrs C, wanted to focus more on her own physical health and to accept support with her caring role, which would free up her time and help with finding time to focus on her own health and wellbeing.
- **Solution/Plan:** A support plan was developed and a health buddy allocated to help Mrs C reach her goals. A referral was made to ECC's homecare team for replacement care whilst Mrs C started attending the Dementia Carers Support Group at Enfield Carers Centre.

Mrs C was given information about activities in Enfield to support her physical health, such e.g. Age UK Enfield Fit for Life classes, ECC Healthy Living Day events. She was also issued with a Carers' ID card which gives Carers discounts at local Leisure Centres.

Outcome:

Mrs C felt that her goals were achieved as she now makes time to go for walks around her local park and attends Age UK Enfield fitness classes. Mrs C now feels that she can manage her own health and wellbeing.

She also attends ECC support groups and has met and developed friendships with other carers. Do so and having extra support from ECC homecare team has helped Mrs C feel supported and no longer alone.



EYPIC YOUNG CARERS:

ECC supports Young Carers aged 5-17 with its EyPIC (Enfield Young People in Caring) project.

Using unrestricted reserves and donated funds from supportive local businesses such as Metaswitch (now Microsoft), Enfield Chase Rotary Club and generous individual donors. ECC employed one full-time and two part-time Young Carers Workers during 2022.

At the end of 2022, ECC secured 4 years project funding from the Big Lottery Reaching Communities Fund. As a result ECC now has three full-time workers for the EyPIC project: One Project Manager, one In-School Support Worker and a Family Support Officer. We can now continue to help over 500 Enfield children in need of support as they look after a parent or other relative who needs help because of illness or disability.

As well as one-to-one support, ECC also provides homework clubs, day trips and lots of other fun activities.



Case Study: Young Carer T is one of 4 children in a family where Mum is seriously ill. Dad had to give up work to look after his wife and the children as they had no wider family support. The family struggled to afford food or petrol to take the children to school. They also had mould and rat infestation issues at home.

Challenge: T and siblings were frequently late for school, were bullied and isolated because they couldn't attend social activities due to transport and drop-off/pick up problems. No computer or IT access meant a struggle with homework.

Solution: ECC liaised with social services for assistance with the housing problems. We then: issued supermarket and Foodbank vouchers; supported them with benefits advice; awarded clothes and grants for beds and essential items; ECC's homework club provided a volunteer tutor who helped T move into a higher Maths' set; organised a laptop through school and raised the issue of bullying with the school which they dealt with; prioritised siblings for ECC social outings where they met and made new friends. T also received tailored support on a one-to-one basis for a period of time until they felt more confident.

Enfield Carers Centre

Audited Annual Accounts

For year 1 April 2022 - 31st March 2023

ENFIELD CARERS CENTRE

BALANCE SHEET 31 MARCH 2023

	Notes	31.3.23 £	31.3.22 £
FIXED ASSETS			
Tangible Assets	11	6,749	10,037
CURRENT ASSETS			
Debtors	12	125,567	264,240
Cash at Bank and in Hand		<u>1,331,389</u>	<u>1,024,517</u>
		1,456,956	1,288,757
CREDITORS			
Amounts Falling Due Within One Year	13	(447,882)	(73,892)
NET CURRENT ASSETS		<u>1,009,074</u>	<u>1,214,865</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>1,015,823</u>	<u>1,224,902</u>
NET ASSETS		<u><u>1,015,823</u></u>	<u><u>1,224,902</u></u>
FUNDS			
Unrestricted Funds	15	716,347	699,807
Restricted Funds	15	<u>299,476</u>	<u>525,095</u>
TOTAL FUNDS		<u><u>1,015,823</u></u>	<u><u>1,224,902</u></u>

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

23 October 2023

The financial statements were approved by the Board of Trustees and authorised for issue on and were signed on its behalf by:

DocuSigned by:

Tim Hellings

C2FE9493922148E.....

Tim Hellings - Chairman

DocuSigned by:

Neil Yeomans

BB9289DC8E85485.....

Neil Yeomans - Treasurer

Enfield Carers Centre

Audited Annual Accounts

For year ended 31st March 2023

ENFIELD CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING THE INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	31.3.23 Total Funds £	31.3.22 Total Funds £
INCOME AND EXPENDITURE					
Donations-Non-Exceptional	2	7,420	-	7,420	39,628
Donations-Exceptional	2	-	-	-	33,859
Charitable activities					
Home Care Services	3	576,542	-	576,542	365,279
Carers Support	4	349,917	181,152	531,069	782,728
Deposit Account interest		4,435	-	4,435	406
Total		938,314	181,152	1,119,466	1,221,900
EXPENDITURE ON					
Raising Funds	5	15,801	-	15,801	13,688
Charitable activities					
Home Care Services	5	507,702	-	507,702	376,125
Carers Support	5	523,110	281,932	805,042	801,132
Total		1,046,613	281,932	1,328,545	1,190,945
Net (expenditure)/income		(108,299)	(100,780)	(209,079)	30,955
Transfers Between Funds	15	<u>124,839</u>	<u>(124,839)</u>	<u>-</u>	<u>-</u>
Net Movement in Funds		16,540	(225,619)	(209,079)	30,955
RECONCILIATION OF FUNDS					
Total Funds Brought Forward		<u>699,807</u>	<u>525,095</u>	<u>1,224,902</u>	<u>1,193,947</u>
TOTAL FUNDS CARRIED FORWARD		<u>716,347</u>	<u>299,476</u>	<u>1,015,823</u>	<u>1,224,902</u>

Enfield Carers Centre Thanks All Its Funders Donors and Volunteers

metaswitch

**PALMERS GREEN UNITED
REFORMED CHURCH**

LY London
Youth

ENFIELD
Council

**COMMUNITY
FUND**

**METRO
BANK**

AARON BLACK FUNERAL DIRECTORS

CREATE
ARTS.ORG.UK

ENFIELD ART CIRCLE

**JackPetchey
Foundation**
Inspire • Motivate • Achieve

**JOHN
LEWIS
& PARTNERS**

**PLATINUM
PERFORMING ARTS**

ENFIELD DAMES WI

**THE FORSTERS
CHARITABLE TRUST**

ENFIELD CHASE ROTARY CLUB

**North Central London
Integrated Care System**

We, quite simply, couldn't do it without you!

VOLUNTEERS:

**Ros Sawyer
Margaret Leighton
Maureen Turner
Rosalind Brain
Maureen King
Graham Bray
Richard Sanderson
Veronica Barker**

**Nicola Morgan
David Hardy
Phyl Alderman
Xoe Walker
Arthur Hasler
Kathy Knight
Alison Heap
Alex Michael**

COUNSELLORS

**Helen Wilkinson
Mel Packer
Dorothy Arulaksman
Gail Gill
Coleen Bailey**

**Jane Coules
Florence Kalokoh
Nik Kempton
Joy Tingey**

**Nishy Khatia
Elisa O'Brien
Clare May
Remy Felix**

CARERS AMBASSADORS

**Laurentine Goulei
Nuray Kumbarji
Peter Saunders**

**Lilian Odiegwu
Alper Salih**

REGISTERED COMPANY NUMBER: 07149774 (England and Wales)
REGISTERED CHARITY NUMBER: 1140089 (England and Wales)

ENFIELD CARERS CENTRE
REPORT OF THE TRUSTEES AND
ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2023

Cox Costello & Horne
Chartered Accountants and Statutory Auditors
Batchworth Lock House
99 Church Street, Rickmansworth
WD3 1JJ

ENFIELD CARERS CENTRE

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FOR THE YEAR ENDED 31 MARCH 2023**

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ENFIELD CARERS CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

The Trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The Trustees' report also represents the Directors' report as required by Company Law. The financial statements have been prepared in accordance with the accounting policy set out in the note to the financial statements. The annual report complies with the charity's governing document, the requirements of the Companies Act 2006 and the Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statement in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) the Charity SORP (FRS 102).

ENFIELD CARERS CENTRE (ECC) OBJECTIVES

The charity's purpose as set out in its Memorandum and Article of Association are as follows:

The relief of persons in need by reason of age, physical or mental disability, ill health, financial hardship or other disadvantage by the provision of advice, support and information to such persons and to those caring for such persons, principally but not exclusively in the London Borough of Enfield.

The relief of sickness, the preservation of health and the promotion of well-being, principally but not exclusively among persons residing permanently or temporarily in the London Borough of Enfield.

The assistance of carers in need by raising awareness of issues affecting carers, principally but not exclusively in the London Borough of Enfield.

The charity's aim is to improve the lives of carers in Enfield by providing a recognisable and easily accessible resource providing advice, information, training, support, breaks, counselling and reliable high-quality homecare services which meet the needs of carers and their cared for persons.

REVIEW OF THE YEAR ENDED 31 MARCH 2023

Building Our Homecare Provision

Enfield Carers Centre (ECC) continues to grow sustainably and increase its volume of homecare services delivered. At the end of March 2023, ECC provided 2300 hours of homecare visits each month. This is a growth of 130% since taking over business from Crossroads Lea Valley Carers Trust.

Building on our "GOOD" rating with the Care Quality Commission (CQC) ECC continues to provide professional homecare services including a range of personal care and other support at home services. During the year 2022-23 covered by these audited accounts approximately 28,500 hours were provided by approximately 30 Care Support Workers. The types of care we provide varies: short visits throughout the day, live-in services, 24 hours palliative care, sleep in care and emergency respite cover.

We also provide free replacement care for carers booked to attend training or counselling sessions or other activities provided by our Carers Centre. We understand that reliable, quality homecare from a trusted provider is crucial to family carers having a well-earned break.

During the year, ECC recruited an expert Digital Marketing Volunteer, David Hardy, via Reach volunteering platform. David reviewed our homecare website and has increased the virtual footfall to the dedicated www.enfieldhomecare.org website.

ECC has attracted several new Care Support Workers to our Homecare team, but the challenge continues as existing staff reach retirement age or move into different areas of work because of the pressure of the cost of living. We wait to see what new support the Government brings for the care sector to provide greater stability for a sector and population with an ever-growing need.

ENFIELD CARERS CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

Carers Support

Enfield Carers Centre's (ECC) main council contract (delivering carers support services) has continued achieving its key performance targets in line with the terms of the council contract which is set to be renewed in November 2024. During 2022-23, 677 new adult carers joined the ECC Carers Register and 109 Young Carers aged 5-17 years.

The Caring Services contract includes support services, carers' breaks, counselling and wellbeing support and a training and information programme. ECC continue to offer and deliver replacement care and emergency respite cover via its own homecare service or its partner Alpha Care Specialists, subject to demand. There is a continuing commitment by ECC to also engage other home care agencies thereby allowing for personal preference by carers.

Forty-seven new carers joined the Council's Emergency Card Scheme for Carers, bringing to total number of Carers on the scheme to 906. This is an important contingency arrangement as the scheme, which is free to Carers, provides them with peace of mind whilst they're out and about, knowing that in the event that they are caught up in an emergency situation which prevents them from returning home to their loved one, the Council's Safe & Connected scheme will ensure their emergency contacts will be informed and the Carer's emergency plan will be put into action.

ECC hosts several support groups – specialist ones such as Dementia Carers, Learning Disability Carers and mental Health Carers and also generic groups such as the quarterly Carers Essentials groups and "Tea and Chat" sessions. During 2022-23, 695 carers attended support groups and 730 carers received a telephone, email or face-to-face service from ECC staff. In addition, 311 carers attended advice and information forums hosted by the Centre and 350 carers attended training workshops/sessions.

It's important that Carers are able to enjoy a break from caring, so ECC organise a variety of social and leisure breaks as part of its "Time For A Break" scheme. During 2022-23, 761 Carers enjoyed some respite from their caring responsibilities. These breaks included: a Royal Walking Tour; Capel Manor Flower & Garden Festival; Theatre trips; Seaside Coach Trips; Hertford Castle and Winter Market Trip; Over 65s Afternoon Tea; Online Yoga Sessions; Group Meals/Dining out Opportunities; Complementary Therapy sessions and Spa Breaks.

Carers Benefits Advice Service

Designated Funds continue to be set aside from ECC's unrestricted funds, for this key service. The funds cover the annual cost of one Benefits Adviser and ensures carers can access benefits advice and form filling assistance. As there are insufficient benefits advice services which also provide form-filling in the borough, ECC's service is constantly over-subscribed but continues to provide a valuable service for carers. In the financial year covered by this report 364 carers received assistance from our Benefits Adviser and direct support with form filling or advice on benefits entitlement.

Carers Ambassadors

Enfield Carers Centre is supported by five Carers Ambassadors, their main role being to help family carers identify themselves with the term "Carer" and understand what support is available for them in Enfield. The Ambassadors also help increase awareness of Carers' needs amongst our Primary Care and Health and Social Care colleagues.

In addition to this, they highlight Carers rights and the support that Enfield Carers Centre can offer as well as providing advice and information on other statutory and voluntary services.

During 2022-23 the Carers Ambassadors visited all Enfield GP practices on a regular basis, raising staff awareness and delivering The Carers Voice newsletter, ECC's service and referral leaflets and other key information. In this way, the Ambassadors supplement the Carers Centre's marketing and communications work by spreading our promotional literature throughout the community and ensuring GPs have our service literature to hand and can make referrals easily.

The Ambassadors have also facilitated several information and advice stands including our regular, weekly spots at Royal Free Chase Farm and North Middlesex University Hospitals.

The value of the Carer Ambassadors has increased during this period and has had a positive impact on the number of referrals received from Primary and Secondary care venues as well as promoting our presence and the awareness of carers' support services in these settings.

GP & Hospital Support

Designated funds have also been set aside by Trustees for this key service area. Carers continue to need assistance liaising with their GP practices and in hospital settings. During 2022-23, ECC has worked hard to re-establish its presence in both primary and secondary care venues for the benefit of carers with varying degrees of success.

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023****REVIEW OF THE YEAR ENDED 31 MARCH 2023****GP & Hospital Support ctd.**

Despite the reduction of footfall in Primary and Secondary Care settings since the pandemic, with many more patients receiving video or telephone consultations rather than face to face appointments, we continue to improve our on-site presence of our staff and Carers Ambassadors.

In addition, ECC continues to raise awareness via more strategic routes with staff attendance and representation on several strategic local authority boards and health authority panels.

Our staff are also considering other ways of raising the visibility of ECC's carer support services to encourage new carer referrals from GPs & Hospital staff. We are working hard to revive our working links with Enfield's local hospitals using the refreshed NHS England "Commitment to Carers" document which stresses the importance of including and involving carers in discharge planning. Enfield's health authority has become part of North Central London Integrated Care System (ICS) alongside Haringey, Barnet, Islington and Camden. Senior Managers from ECC attend several working groups and ICS Board meetings to ensure Carers are represented and involved in their service planning discussions.

During this financial period: A total of 524 new carers were referred via Enfield GP surgeries and the Local hospitals. This is broken down as follows;

92 new carers were referred via GP surgeries

237 new carers were referred via Enfield's four local hospitals

195 carers were assisted by ECC staff in our GP & Hospital Liaison Project with information, advice and direct support.

Health Service Journal (HSJ) Awards 2022

Enfield Carers Centre was part of a team that won the highly prestigious HSJ Award in November 2022. The Community Advice Hub (CAH) Partnership received a High Commendation Award in the "Place-based Partnership Category". The CAH team had worked hard establishing the Hub over the previous twelve months and the HUB was also a Runner Up in the North Middx. Hospital Staff Awards' "Unsung Hero" category.

The Hub is an integrated, person-centred partnership between North Middx. Hospital and both statutory and community organisations based in Enfield and Haringey. The Hub brings community services into the hospital setting, providing Enfield and Haringey patients, visitors and staff with easy access to essential community services at one convenient and busy location. The Hub provides advice and support in many areas including: money management; debt and benefits; housing; carers' support; council tax advice; accessing baby items and childcare advice; managing energy bills; and information about other useful community groups and services.

Enfield Carers Centre staff and Carers Ambassadors provide a weekly presence at the Hub, shared with other community groups from both Haringey and Enfield. In this way the Hub offers a "no wrong door" approach meaning all clients are welcome and signposted to the right service in each borough, regardless of which organisation is attending on that particular day.

CEPN Safer Discharge Project

Funds have been carried forward for this mental health carers discharge project which stalled during the pandemic. ECC staff are striving to reactivate and mobilise the project which focuses on improving the involvement of carers in safe and timely discharge of mental health in-patients. The project includes the production of a carers training video, regular staff training sessions and carer support sessions.

EyPIC (Enfield Young People In Caring) Young Carers Project

Using designated funds during 22-23, ECC employed a full-time Project Manager, a part-time Young Carers Worker and sessional staff for the fortnightly Young Carers Activity Hubs. Together with donated funds ECC was able to cover the cost of quarterly outings, venue hire and transport. This is a dedicated Young Carers service, where children and young people aged 5 to 18 years enjoy a break from caring, meet other children and young people in similar circumstances and receive support, training and information about services for their cared for persons. During the financial year covered by these accounts, ECC was successful in applying for funding from The Big Lottery's Community Fund. This funding has allowed us to expand our Young Carers service with 3 full-time members of staff: A Project Manager, one dedicated to Schools Liaison work and another focussing on supporting families.

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

During 2022-23 a total of 102 new Young Carers were registered, assessed and supported. This brought the total number of young carers on ECC's register to 534.

Activities for Young Carers included: Create Workshops (including music, photography, jewellery, and drama workshops – each lasting 3 days); Weekly Homework Club (in person); Weekly Homework Club (online); Weekly Kindness Club yoga sessions; Fortnightly Online Activities; Fortnightly Hubs; Seasonal Activities (such as the Easter Egg Hunt and Christmas Party); Craft and Poetry Sessions; First Aid workshops; Various Trips (to locations such as Epping Forest and Southend); and SATs revision sessions.

Outreach and networking for the project increased during this period. Relationships were formed with local and national individuals and organisations, including Felicity Reed (Head of Community Hubs in Enfield); the Young Carers Alliance; the Children's Commissioner for England; the Head of Young Carers at the Carers Trust (who also attended one of our events); and EVA (as we participated in Junior Apprentice Dragon's Den). Meetings were held with various local councillors, including those with responsibility for Children's Services, and the YC Manager arranged a visit from MP Feryal Clark for Young Carers Action Day 2023. The YC Manager is part of the YC Communities of Practice Steering Group with the Carers Trust.

ECC's YC Manager accompanied the Children's Commissioner for England on a visit to a local school that ECC works with to see what support is being offered to Young Carers. Young Carers and the YC Manager were involved in various Carers Trust focus groups on recommendations for supporting young carers following the Carers Trust YC survey.

Young Carers were also involved in a Carers Trust pilot project, recording their experiences as Young Carers through a spoken word workshop. Two of our Young Carers were interviewed as part of Carers UK's 'Getting Active' campaign to encourage more carers to be active. One of our Young Carers shared their experiences at the first ever APPG (All Party Parliamentary Group) for Young Carers and Young Adult Carers with the Children's Commissioner and EyPIC staff in attendance. You can read more about many of these activities on our website: <https://enfieldcarers.org/young-carers/eypic-in-the-media/>

Transitions Advocacy Project

This project was inherited by ECC when it merged with Crossroads in November 2020 and was previously funded by BBC Children in Need and Lloyds Bank. When both funding streams ended soon after the transfer, ECC agreed to continue the funding (whilst viable) using designated reserves for a fixed period of time i.e. until March 2023. ECC actively sought funds to prolong the life of this project but was unsuccessful, so this project was ceased on 31st March 2023.

During this financial year, the project provided support and advocacy for 36 parents of disabled children aged 16-25. Two part-time members of staff provided one-to-one advice as well as liaising with statutory services on their behalf. The service provided holistic and complex support. Individual carers with complex social care and educational issues required advocacy to navigate not only the complexities of obtaining an educational aim, but also arranging additional support from social services and SEN Teams as well as interim support whilst a resolution was sought. The ECC Advocates were often working with families that were completely overwhelmed by their caring responsibilities and efforts needed to navigate complex statutory services. The Advocates empowered them to do this, whilst providing emotional support and practical advice.

Alpha Care Ltd: Home from Hospital Project

ECC continues its partnership working arrangement with Alpha Care Specialists (trading arm of Greek & Greek Cypriot Community of Enfield) by providing a Carers Hospital Discharge Support Officer 7 hours each week.

During 2022-23 ECC has continued rebuilding its relationships with Hospital staff, particularly the Discharge Teams to encourage increased referrals for the Alpha Care Home From Hospital project and support patients and their families with a safer discharge.

With the exception of Barnet Hospital, virtually all restrictions have been lifted in the remaining three hospitals and most GP surgeries are open to receiving Home from Hospital referral and promotional information.

Along with visits to Enfield GP Practices, ECC's main activity is at North Middx University Hospital (NNUH) on a weekly basis primarily, operating from the Community Advice HUB (CAH) and by having a presence in the main entrance on a regular basis.

The Home from Hospital Service is also part of the presentations ECC regularly give to new hospital staff at the NNUH monthly induction programme which ECC regularly attends.

ENFIELD CARERS CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

ECC also host a weekly Information & Advice stand each Wednesday in the main foyer at Chase Farm Hospital which is a good platform for promoting the Home from Hospital service.

We have also formed strong 'partnerships' with colleagues from Macmillan Cancer Services at both hospital locations and they also promote the Home From Hospital service on our behalf.

It is impossible to ascertain how many referrals/self-referrals have been made to the service as a result of the promotional groundwork that ECC has done, as Alpha Care do not capture data in such a manner. However, a minimum of 256 people were contacted in the hospital setting and given information about this valuable service.

Carers Assessments/Improved Access to Psychological Therapies (IAPT) Accredited Counselling Service

Enfield Carers Centre continues to perform its role as Enfield Council's appointed Trusted Assessor for carers' assessments since winning a renewed tender contract in April 2020. Despite the challenges raised by the pandemic and staffing capacity issues, ECC still achieved its targets and conducted Carers Assessments and Reviews with 1586 adult carers.

Agreement was reached in December 2022 with funders Enfield Council & Enfield CCG/Integrated Care Partnership to amend the contract for counselling service provision from an IAPT accredited counselling service to a regular BACP registered counselling service. Following notification from funders in October 2022, that a much-reduced amount of £35,000 was available for this commissioned counselling service, ECC submitted a revised service model which was subsequently agreed by both the parties as was the introduction of small charging fee system for both the daytime and evening counselling provision.

In addition, Enfield Council advised ECC that their budget for Carers Direct Payments was over-subscribed. Following an agreed pause in assessments whilst discussions took place regarding the way forward and the future arrangements regarding eligibility criteria for assessment outcomes, Enfield Council requested that the funds previously assigned by ECC to the IAPT Counselling Service provision be repaid to the Council to offset the Carers Direct Payment budget. The agreed repayment amount is £290,044 which the Council will invoice ECC for in due course.

Age UK Enfield i-Can Project

Enfield Carers Centre is a delivery partner on the Age UK Enfield iCan Project which supports vulnerable adults in the community living with dementia, diabetes, stroke or at risk of falling.

Funding covers the costs related to project expenses and the salary for a full-time Navigator/Social Prescriber focussing on the Edmonton area. In this financial year, ECC employed one iCan Navigator supporting 209 clients with a range of different issues. The support provided by the ECC iCan Navigator included providing advice, information and hosting activities which reduced their social isolation such as: Tea & Chatter sessions; information and advice sessions; benefit claims applications; Blue Badge applications and organising social outings.

Enfield Wellbeing Network – Partnership with Enfield Voluntary Action, Age UK Enfield & Mind in Enfield

The Enfield Wellbeing Network (EWN) is a partnership of voluntary and community organisations including, Enfield Carers Centre, Age UK Enfield, Enfield Voluntary Action and Mind in Enfield. These partners have come together to help local people to boost their health and wellbeing and to improve the self-management of long-term conditions. Each partner employs a full-time Wellbeing Practitioner.

The aim of the Network is to give people the confidence, knowledge and skills to manage their own health and wellbeing effectively, both to prevent new health conditions and to manage existing ones.

Despite ECC being without a Wellbeing Practitioner for most of the last quarter of 2022-23, we still supported 87 clients to work towards and meet their desired goals during 22-23. This figure (87) contributed 30% of the 286 clients that the EWN partnership supported during this period.

All EWN activities are based in Enfield and support could include any of these (and more):

- Self-care management tools and techniques
- Health awareness including mental health
- Movement and exercise
- Diet and nutrition
- Wellbeing support for carers, and
- Mindfulness

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023****Public Benefit**

In shaping our objectives for the year and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance "Public Benefit: Running a Charity (PD2)". The achievements and activities above demonstrate the public benefit arising through the Charity's activities.

Volunteers

The Charity has been supported in its activities by an able and generous group of volunteers. The number of volunteers this year has been 20 to 25 (2022 :20). Our volunteer roles include: administration, IT & digital support, telephone support, Young Carers' Tutors, Mentors and Student Psychotherapy Counsellors.

FINANCIAL REVIEW**Financial Position**

The Statement of Financial Activities showed a net (deficit)/surplus of £ (209,079) (2022 - £30,955) for the year and reserves stand at £1,015,823 (2022 - £1,224,902). The financial position at the year revealed by the Balance Sheet on page 16 shows net current assets or working capital of £1,009,074 (2022 - £1,214,865). The net book value of fixed assets held, all of which are used directly for charitable purposes, amounted to £6,749 (2022 - £10,037).

Principal Funding Sources

The main funding sources for the Charity are listed on pages 20 and 210 in Note 2 to Note 4 of the financial statement. The London Borough of Enfield is the Funder of the Charity's two main contracts plus income arising from individual homecare contracts.

Reserves Policy

The Board of Trustees has assessed the Charity's requirements in the light of main risks to the organisation. As a result, the Board has approved a policy whereby, unrestricted funds not committed, should be held in reserve and maintained at a level which ensure that ECC's activity can continue during a period of unforeseen difficulty. The current reserve figure is £530,598. The target reserve is agreed by Trustees as six months' expenditure equivalent to £664,273 for the next financial year. The charity aims to increase the current reserve figure by generating unrestricted income via its Homecare Services and fundraising activities.

In addition, designated funds for the next financial year, as agreed by Trustees, are outlined as follows and based on actual expenditure in this financial year. For example, successful fundraising for Young Carers Services during 2022-23 significantly reduced the designated amount needed.

Designated Funds are agreed by Trustees for specific, priority operational services that support carers from falling into financial hardship, prevent carer breakdown, reduce isolation and assist the organisation in meeting its key KPI e.g. reaching the target of 7500 carers registered by the end of main caring contract, benefits advice, Young Carer support and GP & Hospital support.

The Development Fund has been set aside by Trustees for the specific purpose of raising the visibility and profile of the organisation as a whole and to support a marketing and communications exercise for the promotion of the income generating division of the charity: its professional Homecare Service. The costs covered by this fund include a Service Development Manager post, promotional and recruitment advertising, staff training and development costs and website enhancement/design costs.

	Actual 2022-23	Designated 2023-24
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Development Fund	50,000	80,000
EyPIC Young Carers	45,000	15,000
Carers Benefits Adviser	40,000	44,000
GP & Hospital Support	39,813	40,000

The charity has remained financially secure during this financial year, having secured new funding from The Big Lottery Community Fund for young carers. Tough decisions had to be made regarding closing the Transition project which did not attract external funding. ECC had subsidised the Transition Project since November 2020 when ECC took over the project from Crossroads but, unfortunately, several attempts at applying for external grant funding were unsuccessful. The demand for the charity's services continues to be high and the charity continues to be a viable organisation moving forward with an excellent reputation locally and with its main funder.

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023****FINANCIAL REVIEW ctd.****FUTURE PLANS**

ECC will continue raising the profile of the Centre and its services in all parts of the borough. As footfall at GP surgeries has reduced significantly, ECC will seek to gain regular access to Practice meetings and Patient Participation Group meetings to encourage and remind practice staff to refer patients who are carers to the Centre and to promote the existence of services for family/unpaid carers. During 2022-23 ECC has been assisted by Enfield's appointed Carers Ambassadors. Each Ambassador has lived experience of caring for someone with either a learning disability, mental ill health or looking after an elderly, frail person. The Ambassadors reach out to other carers in the community by attending carer support groups, hosting information stands in various libraries and other venues. They have also helped ECC host its weekly information stands at North Middx. and Chase Farm Hospitals. Together with ECC staff, the Ambassadors also help the Centre maintain its regular presence at the North Middlesex University Hospital's Community Action Hub which is shared with a range of voluntary and community sector organisations from both Enfield and Haringey.

ECC's new homecare division continues to provide a growing source of unrestricted income. Cost-of-living pressures necessitated incremental price increases, but Trustees have ensured that the increases are kept reasonable and affordable. In the new financial year, ECC will continue its marketing strategy aimed at boosting the visibility of Enfield Carers professional homecare services.

Structure, Governance and Management

Enfield Carers Centre (ECC) is a charitable company limited by guarantee, incorporated on 8 February 2010 and registered as a charity on 27 January 2011. The charitable company is governed by its Memorandum and Articles of Association last updated 26 April 2020. The Trustees are appointed or reappointed annually at the Annual General Meeting. Appointment and retirement of Trustees is in accordance with the Articles of Association. All Trustees give their time voluntarily and receive no benefits from the charity.

The Trustees are responsible for making the charity's strategic decisions, they meet every other month for general meetings and hold additional Finance and Marketing & Comms sub-group meetings as well as the Annual General Meeting. The day-to-day operations of the charity are managed by the Senior Management Team: CEO and the Operational Director/Deputy CEO. The middle management team: Homecare Manager, Carers Advice & Support Manager, Young Carers Project Manager, Healthcare Support Manager and Service Development Manager report to the Senior Managers and meet quarterly. Operational Reports are compiled and presented by the CEO, Operational Director and Homecare Manager at every board meeting. Occasionally, Trustees hear presentations directly from Middle Managers as part of the Board meeting which describe project activity and outcomes in greater detail. Such presentations include case studies, qualitative and quantitative data. The Treasurer receives detailed financial reports from the Finance team prior to each Board meeting. The reports detail the cash position of the organisation, the income and expenditure report of the organisation as a whole and a utilisation and forecast report for the Homecare division. Trustees also consider financial/management account reports at every Board meeting.

The organisation advertises for Trustees via Reach or appoints them on recommendation. Trustees with the appropriate skill sets are appointed and training is given to all incoming Trustees as part of their induction training. Training is sourced from NCVO or Enfield Voluntary Action. Trustees then receive a copy of the charity's governing document, last set of accounts, the latest Carer Voice Newsletter and Charity Commission Publications including: The Essential Trustee: what you need to know, what you need to do (CC3); Charity Trustee: what's involved (CC3a).

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023****STRUCTURE, GOVERNANCE AND MANAGEMENT**

The Trustees have given consideration to the major risks to which the charity is exposed and satisfied themselves that systems or procedures are established in order to manage those risks. The organisational risk register documents risks which specifically relate to funding uncertainty or withdrawal, regulated care provision, increased safeguarding risks and Coronavirus.

Area and Definition of Risk	Consequence(s) of Risk	Mitigation of Risk & Timetabling
<i>Financial Sustainability</i>	<i>Employee redundancies</i> <i>Carers lose valued services</i> <i>ECC's loses its reputation as key provider of services for carers</i> <i>Increase in/continuing deficit in Homecare income/clients</i> <i>Loss of core contract with Enfield Council</i>	<i>Ongoing consideration of partnership working/merger opportunities</i> <i>Submit further funding applications – ongoing</i> <i>Marketing Campaigns to attract new clients</i> <i>Registration with Enfield Marketplace/Children Services</i> <i>Quarterly monitoring of performance against KPIs, Annual Organisational Reviews by Trustees Regular Management Meetings to consider/review performance and actions needed</i>
<i>Succession Planning</i>	<i>Lack of clear staff/organisational leadership</i> <i>Problems with Banking</i> <i>Reduced staff confidence</i> <i>Trustees impelled to perform operational duties</i> <i>Delays in payments/representation</i>	<i>A CEO Deputy function has been included in the Operational Director role which will provide emergency and temporary cover until a permanent replacement is recruited.</i> <i>Middle Management Tier provides ongoing stability for project staff and target delivery</i> <i>Ongoing Management Training and Personal Development</i> <i>Annual Review of financial policy and procedure</i> <i>Finance Manager has been added to CAF Bank to raise payments, but not authorise.</i> <i>Three Trustee appointed as online signatories.</i> <i>Consideration will be given to adding the Operational Director as a signatory and/or being issued with a charity debit card</i>
<i>GDPR data Protection Breach</i>	<i>Loss of Reputation</i> <i>Possible Financial Penalty</i> <i>Reduced Carer confidence</i>	a) <i>Annual audit review</i> b) <i>Appointment of Service Development Manager who has responsibility to perform ongoing audit / ensure compliance.</i> c) <i>Staff Training/information Refresher Sessions</i>

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023****STRUCTURE, GOVERNANCE AND MANAGEMENT ctd.**

Area and Definition	Consequence(s) of Risk	Mitigation of Risk & Timetabling
<i>Safeguarding Alerts</i>	<i>Loss of reputation Reduced Carer confidence</i>	<i>Safeguarding Policies & Procedures reviewed annually. Ongoing Staff Training Maintaining close relationships with Councils MASH Safeguarding Team ECC membership of Enfield Council Adults & Children Safeguarding Board</i>
<i>Reduced CQC Rating</i>	<i>Reduced Carer/client confidence Loss of Reputation Loss of income Removal from Council's approved provider list</i>	<i>Homecare Manager employed with responsibility for ensuring compliance Regular policy reviews and updates via Carers Trust Regular audit/spot checks and training of Care Support Staff</i>
<i>Contract Revocation</i>	<i>Failure to meet terms/KPIs of contract Funding awards cancelled Possible redundancies Loss of Reputation</i>	<i>Quarterly monitoring against KPIs Middle Management overseeing front line delivery Project Team Meetings Management Team Meetings</i>

ENFIELD CARERS CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

The pay and remuneration of the charity's key management personnel (KMP) is set by the board of Trustees following initial discussion of benchmarks, parameters and criteria at the Finance Sub-Group level and reports and recommendations provided by the Chief Executive officer.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company Number: 07149774 (England and Wales)

Registered Charity Number: 1140089 (England and Wales)

Registered Office:

Britannia House 137-143 Baker Street
London
Enfield
Middlesex
EN1 3JL

Trustees:

The following served as Trustees on the date that this report is signed or during the reporting period.

Amanda Flexman
Ann Campbell
Caroline Bernard - Moxey
Hannah Victoria Lison
Neil Yeomans - Treasurer
Pamela Learmonth Graham
Pamela Odukoya
Patience Anne Wilson
Timothy Hellings - Chairperson

Chief Executive Officer: Pamela Burke

Operational Director/Deputy CEO: Fiona Jones

Auditors

Cox Costello & Horne
Chartered Accountants and Statutory Auditors
26 Main Avenue
Moor Park
HA6 2HJ

Bankers

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

Website: www.enfieldcarers.org

ENFIELD CARERS CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also the directors of Enfield Carers Centre for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

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 those financial statements, the Trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Cox Costello & Horne, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

23 October 2023

Approved by order of the board of Trustees on and signed on its behalf by:

DocuSigned by:

C2FE9480922148E.....
Tim Hellings - Chairman

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF ENFIELD CARERS CENTRE

Opinion

We have audited the financial statements of Enfield Carers Centre (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its result, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF ENFIELD CARERS CENTRE

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of Trustees

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

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

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

We considered the nature of the charity's industry and its control environment and reviewed the charity's documentation of their policies and procedures relating to fraud and compliance with laws and regulations. We also enquired of management, and others within the entity about their own identification and assessment of the risks of irregularities.

We obtained an understanding of the legal and regulatory frameworks that the charity operates in, and identified the key laws and regulations that:

- had a direct effect on the determination of material amounts and disclosures in the financial statements. These included the Charity's constitution, tax legislation and Companies Act 2006; and
- do not have a direct effect on the financial statements but compliance with which may be fundamental to the charity's ability to operate or to avoid a material penalty. These included the Charity Commission for England and Wales (Charity Commission) regulations, Health and Safety Act, employment law, pensions legislation, Charities Act, fundraising regulations and Child safeguarding.

We discussed among the audit engagement team regarding the opportunities and incentives that may exist within the charity for fraud and how and where fraud might occur in the financial statements.

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

- Recognition of grant income: this involves judgement around whether grants have performance conditions attached to them which have to be met before income can be recognised, as well as judgement over whether or not those conditions have been satisfied. On a sample basis, we have assessed the judgements and estimates made by management in the recognition of this income.
- Appropriate allocation of restricted income: there is a risk that restricted income may not have been identified and allocated as such. We reviewed the allocation of income to restricted or unrestricted funds on initial recognition to ensure restrictions were appropriately identified and applied, and we reviewed fund transfers from restricted to unrestricted funds to assess the rationale for those movements.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF ENFIELD CARERS CENTRE

Our responsibilities for the audit of the financial statements

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments; assessed whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluated the operations rationale of any significant transactions that are unusual or outside the normal course of operations.

In addition to the above, our procedures to respond to the risks identified included the following:

- reviewing financial statement disclosures by testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- enquiring of management concerning actual and potential litigation and claims, and instances of non-compliance with laws and regulations; and
- reading minutes of meetings of those charged with governance, reviewing correspondence with HMRC and with the Charity Commission.
- Ensuring that testing undertaken on both the Statement of Financial Activity (SoFA) and the Balance Sheet includes a number of items selected on a random basis.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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

DocuSigned by:



Michael F Cox FCA (Senior Statutory Auditor)
for and on behalf of Cox Costello & Horne
Chartered Accountants and Statutory Auditors
Batchworth Lock House
99 Church Street, Rickmansworth
WD3 1JJ

23 October 2023

Date:

ENFIELD CARERS CENTRE**STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING THE INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	Unrestricted Funds £	Restricted Funds £	31.3.23 Total Funds £	31.3.22 Total Funds £
INCOME AND EXPENDITURE					
Donations-Non-Exceptional	2	7,420	-	7,420	39,628
Donations-Exceptional	2	-	-	-	33,859
Charitable activities					
Home Care Services	3	576,542	-	576,542	365,279
Carers Support	4	349,917	181,152	531,069	782,728
Deposit Account interest		4,435	-	4,435	406
Total		938,314	181,152	1,119,466	1,221,900
EXPENDITURE ON					
Raising Funds	5	15,801	-	15,801	13,688
Charitable activities					
Home Care Services	5	507,702	-	507,702	376,125
Carers Support	5	523,110	281,932	805,042	801,132
Total		1,046,613	281,932	1,328,545	1,190,945
Net (expenditure)/income		(108,299)	(100,780)	(209,079)	30,955
Transfers Between Funds	15	124,839	(124,839)	-	-
Net Movement in Funds		16,540	(225,619)	(209,079)	30,955
RECONCILIATION OF FUNDS					
Total Funds Brought Forward		699,807	525,095	1,224,902	1,193,947
TOTAL FUNDS CARRIED FORWARD		716,347	299,476	1,015,823	1,224,902

The notes form part of these financial statements

ENFIELD CARERS CENTRE**BALANCE SHEET
31 MARCH 2023**

	Notes	31.3.23 £	31.3.22 £
FIXED ASSETS			
Tangible Assets	11	6,749	10,037
CURRENT ASSETS			
Debtors	12	125,567	264,240
Cash at Bank and in Hand		<u>1,331,389</u>	<u>1,024,517</u>
		1,456,956	1,288,757
CREDITORS			
Amounts Falling Due Within One Year	13	(447,882)	(73,892)
NET CURRENT ASSETS		<u>1,009,074</u>	<u>1,214,865</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		1,015,823	1,224,902
NET ASSETS		<u>1,015,823</u>	<u>1,224,902</u>
FUNDS			
Unrestricted Funds	15	716,347	699,807
Restricted Funds	15	<u>299,476</u>	<u>525,095</u>
TOTAL FUNDS		<u>1,015,823</u>	<u>1,224,902</u>

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

23 October 2023

The financial statements were approved by the Board of Trustees and authorised for issue on and were signed on its behalf by:

DocuSigned by:

Tim Hellings

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Tim Hellings - Chairman

DocuSigned by:

Neil Yeomans

BB0209DCBED54B5.....

Neil Yeomans - Treasurer

The notes form part of these financial statements

ENFIELD CARERS CENTRE**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	31.3.23 £	31.3.22 £
Cash Flows from Operating Activities			
Cash Generated from operations	18	<u>302,437</u>	<u>(96,986)</u>
Cash Flows from Investing Activities			
Purchase of Tangible Fixed Assets		-	(6,925)
Interest Received		<u>4,435</u>	<u>406</u>
Net Cash Used in Investing Activities		<u>4,435</u>	<u>(6,519)</u>
Change in Cash in the Year		306,872	(103,505)
Cash at the Beginning of the Year		<u>1,024,517</u>	<u>1,128,022</u>
Cash at the End of the Year		<u><u>1,331,389</u></u>	<u><u>1,024,517</u></u>

The notes form part of these financial statements

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023****1. ACCOUNTING POLICIES****Basis of Preparing the Financial Statements**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statement in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charity SORP (FRS 102)), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Enfield Carers Centre meets the definition of a public benefit entity under FRS 102.

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

Preparation of Financial Statement on a Going Concern Basis

The Charity's Financial Statements show net deficit of £209,079 for the year and free reserves of £530,598. The Trustees have prepared the financial statements on a going concern basis. In making their assessment they have considered a period of at least 12 months from the date of the signing of the balance sheet. This assessment has been made as part of the Trustees' wider risk assessment of risks and has considered amongst other things: "the fact that the three large council contracts provide ongoing security for the charity; forecasts; modest budgets; a new 4-year contract with BBC Children in Need secured in October 2022 for our EyPIC Young Carers Project, which removes the need for such a large subsidy from core unrestricted funds and the positive trend in income generated by the Homecare Services division."

Having made their assessment the Trustees consider that there is no material uncertainty regarding the going concern status of the charity.

Income**Income Recognition**

All income is included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to it, receipt is probable, and the amount can be measured with sufficient reliability.

Donations and Grants

Donation and grants which have the characteristics of a gift are recognised immediately on receipt. This is unless there are time constraints imposed by the donor or conditions or terms are imposed which must be met prior to entitlement passing which are not wholly within the control of the charity.

Grants which have the characteristics of a gift which have restrictions on their usage to certain activities or purposes within the charity are treated as restricted income.

These incoming resources are recognised as donations.

Contractual Income and Grants with Performance Conditions

Contractual Income and Grants with performance related conditions are recognised as performance conditions are met (i.e., as related goods and services are provided).

These income resources are recognised as income from charitable activities.

Investment Income

Investment income is included when receivable.

Volunteers and Donated Services, Facilities and Goods

Donated professional services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Charity is not recognised in the main body of the financial statement, but detail is contained in the Trustees' Report.

On receipt, donated professional services, donated facilities and goods are recognised on the basis of the value of the gift to the Charity which is the amount the Charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS – continued
FOR THE YEAR ENDED 31 MARCH 2023****1. ACCOUNTING POLICIES – continued****Expenditure****Expenditure Recognition and Irrecoverable VAT**

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:

- (a) Costs of raising funds comprise the costs of seeking grants and donations and other trading activities that raise funds and their associated support costs.
- (b) Expenditure on charitable activities include expenditure associated with the main objectives of the Charity and include both direct costs and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Allocation of Support Costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back-office costs, finance and administration personnel, payroll and governance costs which support the Charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 5.

Governance costs as 'the costs associated with the governance arrangements of the charity which relate to the general running of the charity as opposed to those costs associated with fundraising or charitable activity. The costs include auditors' remuneration, legal advice for trustees and costs associated with constitutional and statutory requirements eg the cost of trustee meetings and preparing statutory financial statements. Included within this category are any costs associated with the strategic as opposed to day-to-day management of the charity's activities.

Leasing Commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the lease term.

Tangible Fixed Assets

Tangible fixed assets are stated at cost less depreciation.

Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

Fixtures and Fittings	25% on cost
Computer Equipment	25% on cost

Fund Structure

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.

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS – continued
FOR THE YEAR ENDED 31 MARCH 2023****1. ACCOUNTING POLICIES – continued****Cash and Cash Equivalents**

Cash and cash equivalents includes cash and short-term cash deposits.

Provisions

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.

Financial Instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments including Trade debtors and Trade and other creditors. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Pension Costs

Contributions are charged to the Statement of Financial Activities in the period in which they are payable. The charity contributes towards personal pension schemes. The contributions payable by the charity and staff are deposited in the respective pension funds within 30 days following the deduction. The pension cost charge (note 9) represents contributions payable by the charity to the fund and amounted to £16,381 (2022 - £16,899). Contributions totalling £1,230 (2022 - £2,194) were payable to the fund at the year end and are included in creditors.

Taxation

The Charity is a registered Charity and, therefore, is not liable to Income Tax or Corporation Tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

Exceptional Item

Exceptional items are material or significant irregular items of income and expense which the Foundation believes should be disclosed in the Statement of Financial Activities to assist in understanding the underlying performance achieved by the Foundation by virtue of their nature or size.

Judgement and Key Sources of Estimation Uncertainty

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

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

2. DONATIONS

	Unrestricted Funds	Restricted Funds	31.3.23 Total Funds	31.3.22 Total Funds
	£	£	£	£
Donations-Non-Exceptional	7,420	-	7,420	39,628
Donations-Exceptional (Crossroads)	-	-	-	33,859

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS – continued
FOR THE YEAR ENDED 31 MARCH 2023****3. CHARITABLE ACTIVITIES - HOME CARE SERVICES**

	Unrestricted Funds £	31.3.23 Total Funds £	31.3.22 Total Funds £
Home Care Services	576,542	576,542	329,533
London Borough of Enfield (Adults)	-	-	2,038
London Borough of Enfield (Child)	-	-	28,359
CJRS Funding	-	-	5,349
	<u>576,542</u>	<u>576,542</u>	<u>365,279</u>

Income from Home care services is earned by providing home care hours, live in care services and emergency care services.

4. CHARITABLE ACTIVITIES – CARERS SUPPORT

	31.3.23 £	31.3.22 £
Contractual Income	<u>531,069</u>	<u>782,728</u>

Contractual income received, included in the above, are as follows:

	Unrestricted Funds £	Restricted Funds £	31.3.23 Total Funds £	31.3.22 Total Funds £
L.B.Enfield - Core Caring Contract	341,967	-	341,967	324,959
L.B.Enfield - Carers Assessment Project	-	327,485	327,485	310,707
L.B.Enfield - Carers Assessment Repayment	-	(290,044)	(290,044)	-
Carers Hospital Discharge Project	-	-	-	25,000
Age UK -ICAN	-	38,470	38,470	34,438
Enfield Voluntary Action – Wellbeing Project	-	40,746	40,746	17,933
User Contribution and Other Income	5,656	-	5,656	12,259
Enfield Voluntary Action - TPI Grant	-	-	-	2,942
Jack Petchey Foundation- EyPIC project	-	900	900	2,100
Alpha Care Specialists Ltd	-	6,250	6,250	15,625
London Borough of Enfield (Adults)	-	-	-	2,500
London Borough of Enfield (Child)	-	-	-	2,500
Enfield Voluntary Action - Royal Free- Long Covid	-	8,386	8,386	1,765
NHS: NCL CCG Comms: Enfield Winter Outreach	-	-	-	30,000
The Rotary Club of Enfield	-	2,000	2,000	-
Emergency Respite	2,294	-	2,294	-
Ex Pat Foundation - EyPIC Project	-	15,000	15,000	-
The Big Lottery - EyPIC Project	-	24,448	24,448	-
Sundry Donations - EyPIC Project	-	6,011	6,011	-
London Youth - EyPIC Project	-	1,500	1,500	-
	<u>349,917</u>	<u>181,152</u>	<u>531,069</u>	<u>782,728</u>

LB Enfield Carers Assessment Repayment represents an agreement made with the funder following their advice that the funds available for the counselling portion of the contract were much reduced from the original specification. The repayment was repurposed by Enfield Council to relieve pressure on their finances and ability to deliver carers direct payments awarded following carers assessments.

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****5. CHARITABLE COSTS****Raising Funds**

	31.3.23	31.3.22
	£	£
Staff Costs	15,202	13,140
Communication and IT Costs	<u>599</u>	<u>548</u>
	<u>15,801</u>	<u>13,688</u>

	Direct Costs £	Support Costs (see note 6) £	Totals £
Charitable Activities	<u>1,220,802</u>	<u>91,942</u>	<u>1,312,744</u>

	Home Care Services £	Carers Support £	31.03.23 Total £	31.03.22 Total £
Wages	457,047	497,750	954,797	832,318
Social Security	15,603	55,318	70,921	64,627
Pensions	6,552	9,829	16,381	16,899
Premises and Equipment Cost	311	55,005	55,316	57,445
Other Direct Costs	12,568	85,691	98,259	114,125
Communication and IT Costs	<u>15,621</u>	<u>9,507</u>	<u>25,128</u>	<u>23,553</u>
	<u>507,702</u>	<u>713,100</u>	<u>1,220,802</u>	<u>1,108,967</u>

6. SUPPORT COSTS

	Management £	Governance Costs £	Totals £
Carers Support	<u>69,724</u>	<u>22,218</u>	<u>91,942</u>

The Charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the Charity's key activities undertaken (see note 5) in the year. All the general support and governance costs have been apportioned to the various charitable activities on the basis of staff time allocated to each activity.

Support costs, included in the above, are as follows:

Management

	31.3.23 Carers Support £	31.3.22 Total Activities £
Premises Office Costs	2,911	3,023
Insurance	8,424	8,635
Communication and IT Costs	15,925	14,580
Professional Expenses	25,892	19,862
Sundries	3,081	4,103
Depreciation of Tangible Fixed Assets	3,288	4,859
Printing and Stationery	<u>10,203</u>	<u>8,825</u>
	<u>69,724</u>	<u>63,887</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****Governance Costs**

	31.3.23 Carers Support £	31.3.22 Total Activities £
Staff Costs	13,275	11,474
Auditors' Remuneration (Audit and Non-Audit Services)	8,400	6,000
Communication and IT Costs	523	479
Training Expense	20	138
	<u>22,218</u>	<u>18,091</u>

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging:

	31.3.23 £	31.3.22 £
Auditors' Remuneration	6,000	5,000
Auditors' Remuneration – Other Services	1,200	1,000
Auditors' Remuneration – Adjustment regarding prior year fees	1,200	-
Depreciation - Owned Assets	3,288	4,859
Other Operating Leases	<u>34,800</u>	<u>35,067</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no Trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no Trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

9. STAFF COSTS

	31.3.23 £	31.3.22 £
Wages and Salaries	983,274	843,793
Social Security Costs	70,921	64,627
Other Pension Costs	<u>16,381</u>	<u>16,899</u>
	<u>1,070,576</u>	<u>925,319</u>

The average monthly number of employees during the year was as follows:

	31.3.23	31.3.22
Direct Charitable Work	28	28
Support/Administration	<u>24</u>	<u>20</u>
	<u>52</u>	<u>48</u>

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

	31.3.23	31.3.22
£60,000 - £70,000	<u>1</u>	<u>1</u>

Key Management Remuneration

The key management personnel of the charity comprise of two employees including the Chief Executive Officer. The total wages of the key management personnel of the charity were £121,130 (2022: £114,714).

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted Funds £	Restricted Funds £	Total Funds £
INCOME AND EXPENDITURE			
Donations-Non exceptional	6,455	33,173	39,628
Donations-Exceptional	33,859	-	33,859
Charitable activities			
Home Care Services	365,279	-	365,279
Carers Support	400,160	382,568	782,728
Investment Income	<u>406</u>	<u>-</u>	<u>406</u>
Total	806,159	415,741	1,221,900
EXPENDITURE ON			
Raising Funds	13,688	-	13,688
Charitable activities			
Home Care Services	376,125	-	376,125
Carers Support	558,468	242,664	801,132
Total	<u>948,281</u>	<u>242,664</u>	<u>1,190,945</u>
NET INCOME / (EXPENDITURE)	(142,122)	173,077	30,955
Transfers Between Funds	<u>8,867</u>	<u>(8,867)</u>	<u>-</u>
Net Movement in Funds	(133,255)	164,210	30,955
RECONCILIATION OF FUNDS			
Total Funds Brought Forward	833,062	360,885	1,193,947
TOTAL FUNDS CARRIED FORWARD	<u>699,807</u>	<u>525,095</u>	<u>1,224,902</u>

ENFIELD CARERS CENTRE

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

11. TANGIBLE FIXED ASSETS

	Fixtures and Fittings £	Computer Equipment £	Totals £
COST			
At 1 April 2022	11,537	61,428	72,965
Additions	-	-	-
At 31 March 2023	<u>11,537</u>	<u>61,428</u>	<u>72,965</u>
DEPRECIATION			
At 1 April 2022	11,537	51,391	62,928
Charge for Year	-	3,288	3,288
At 31 March 2023	<u>11,537</u>	<u>54,679</u>	<u>66,216</u>
NET BOOK VALUE			
At 31 March 2023	<u>-</u>	<u>6,749</u>	<u>6,749</u>
At 31 March 2022	<u>-</u>	<u>10,037</u>	<u>10,037</u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Trade Debtors	72,047	213,834
Prepayments and Accrued Income	<u>53,520</u>	<u>50,406</u>
	<u>125,567</u>	<u>264,240</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Trade Creditors	3,491	9,129
Social Security and Other Taxes	18,613	16,573
Other Creditors	3,984	2,194
Other Creditors – Grants Repayable	290,004	-
Deferred Income	66,843	7,500
Accrued Expenses	<u>64,947</u>	<u>38,496</u>
	<u>447,882</u>	<u>73,892</u>

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	31.3.23 Total Funds £	31.3.22 Total Funds £
Fixed Assets	6,749	-	6,749	10,037
Current Assets	1,157,480	299,476	1,456,956	1,288,757
Current Liabilities	<u>(447,882)</u>	<u>-</u>	<u>(447,882)</u>	<u>(73,892)</u>
	<u>716,347</u>	<u>299,476</u>	<u>1,015,823</u>	<u>1,224,902</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****15. MOVEMENT IN FUNDS**

	At 1.4.22 £	Net Movement in Funds £	Transfers Between Funds £	At 31.3.23 £
Unrestricted Funds				
General Fund	440,307	29,522	67,518	537,347
Designated funds				
Development Fund	80,000	(41,331)	41,331	80,000
EyPIC - Young Carers Project	60,000	(15,588)	(29,412)	15,000
Carers Benefits Advice	44,000	(35,148)	35,148	44,000
Carers GP & Hospital Support	40,000	-	-	40,000
Transition Project Staff	<u>35,500</u>	<u>(45,754)</u>	<u>10,254</u>	<u>-</u>
	699,807	(108,299)	124,839	716,347
Restricted funds				
Carers Assessment Project	417,028	(90,095)	(126,000)	200,933
CEPN Safer Discharge Project	59,831	(5,652)	-	54,179
Carers GP & Hospital Support	14,764	(15,925)	1,161	-
Replacement Care for Ambassadors	1,385	(301)	-	1,084
Age UK - ICAN	20,805	963	-	21,768
Enfield Voluntary Action – Wellbeing Project	<u>11,282</u>	<u>10,230</u>	<u>-</u>	<u>21,512</u>
	525,095	(100,780)	124,839	299,476
TOTAL FUNDS	<u>1,224,902</u>	<u>(209,079)</u>	<u>-</u>	<u>1,015,823</u>

Net movement in funds, included in the above are as follows:

	Incoming Resources £	Resources Expended £	Movement in Funds £
Unrestricted Funds			
General Fund	938,314	(908,792)	29,522
Designated funds			
EyPIC - Young Carers Project	-	(15,588)	(15,588)
Development fund	-	(41,331)	(41,331)
Transition Project Staff	-	(45,754)	(45,754)
Carers Benefits Advice	-	(35,148)	(35,148)
	938,314	(1,046,613)	(108,299)
Restricted funds			
Carers Assessment Project	37,441	(127,536)	(90,095)
EyPIC - Young Carers Project	49,859	(49,859)	-
CEPN Safer Discharge Project	-	(5,652)	(5,652)
Enfield Voluntary Action – Wellbeing Project	40,746	(30,516)	10,230
Replacement Care for Ambassadors	-	(301)	(301)
Age UK - ICAN	38,470	(37,507)	963
Alpha Care Specialists Ltd	6,250	(6,250)	-
Carers GP & Hospital Support	-	(15,925)	(15,925)
Enfield Voluntary Action - Royal Free- Long Covid	<u>8,386</u>	<u>(8,386)</u>	<u>-</u>
	181,152	(281,932)	(100,780)
TOTAL FUNDS	<u>1,119,466</u>	<u>(1,328,545)</u>	<u>(209,079)</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****15. MOVEMENT IN FUNDS - continued****Comparatives for Movement in Funds**

	At 1.4.21 £	Net Movement in Funds £	Transfers Between Funds £	At 31.3.22 £
Unrestricted Funds				
General Fund	380,632	143,243	(83,568)	440,307
Development Fund	260,120	(180,120)	-	80,000
EyPIC - Young Carers Project	72,000	(38,113)	26,113	60,000
Carers Benefits Advice	44,810	(34,403)	33,593	44,000
Carers GP & Hospital Support	40,000	-	-	40,000
Transition Project Staff	35,500	(32,729)	32,729	35,500
	833,062	142,122	8,867	699,807
Restricted Funds				
Carers Assessment Project	242,475	174,553	-	417,028
EyPIC - Young Carers Project	-	-	-	-
Carers Fire Prevention Project	8,867	-	(8,867)	-
CEPN Safer Discharge Project	59,831	-	-	59,831
Carers GP & Hospital Support	38,952	(24,188)	-	14,764
Replacement Care for Ambassadors	1,385	-	-	1,385
Global Make Some Noise	301	301	-	-
Age UK - ICAN	9,074	11,731	-	20,805
Enfield Voluntary Action – Wellbeing Project	-	11,282	-	11,282
	360,885	173,077	(8,867)	525,095
TOTAL FUNDS	<u>1,193,947</u>	<u>30,955</u>	<u>-</u>	<u>1,224,902</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming Resources £	Resources Expended £	Movement in Funds £
Unrestricted Funds			
General Fund	806,159	(662,916)	143,243
Designated funds			
EyPIC - Young Carers Project	-	(38,113)	(38,113)
Development fund	-	(180,120)	(180,120)
Transition Project Staff	-	(32,729)	(32,729)
Carers Benefits Advice	-	(34,403)	(34,403)
	806,159	(948,281)	(142,122)
Restricted funds			
Carers Assessment Project	310,707	(136,154)	174,553
EyPIC - Young Carers Project	35,273	(35,273)	-
Enfield Voluntary Action – Wellbeing Project	17,933	(6,651)	11,282
Global Make Some Noise	-	(301)	(301)
Age UK - ICAN	34,438	(22,707)	11,731
Alpha Care Specialists Ltd	15,625	(15,625)	-
Carers GP & Hospital Support	-	(24,188)	(24,188)
Enfield Voluntary Action - Royal Free- Long Covid	1,765	(1,765)	-
	415,741	(242,664)	173,077
TOTAL FUNDS	<u>1,221,900</u>	<u>(1,190,945)</u>	<u>30,955</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****15. MOVEMENT IN FUNDS - continued****Description, Nature and Purpose of Restricted Funds:**

Carers Assessment Project - This funding is for the Appointed Trusted Assessor for Enfield Council. It is for the provision of stand-alone (Carers only) assessments and processing of carers direct payments where appropriate.

EyPIC - Young Carers Project - During 2022-23, Big Lottery Community Funding was awarded for this project. This project is funded by both grants and donations. The project involves working closely with local schools delivering assemblies and teacher training to raise awareness about YCs and YACs aimed at:

- a) identifying hidden carers and adopting a Schools 'Young Carers' Protocol.
- b) referring them to ECC for ongoing support.
- c) reducing absenteeism.
- d) improving educational attainment and their future prospects.

Community Education Providers Networks (CEPN) Safer Discharge Project - This funding from CEPN NHS England aimed at reducing hospital readmissions and promoting the involvement of carers in smoother, faster, safer discharges from hospital. Also, the production of 2 videos: one aimed at hospital staff - improving carer awareness and promoting the advantages of including carers in discharge planning. The second video is aimed at family / unpaid carers and explains the discharge process; the need for carer involvement and the importance of planning for the discharge date. The project also provides a post-discharge training program for carers covering topics such as medication management, signs of infection, dehydration and pressure sores, etc.

Replacement Care for Ambassadors - ECC has assisted Enfield Council in recruiting Carers Ambassadors who will represent carers of specific disability areas at Carers Partnership Board and other meetings. The Ambassadors are provided with direct payment from the Council as reimbursement for expenses. The £1,385 funding allocated to ECC is restricted for the purpose of reimbursing Ambassadors for replacement care and expenses.

Alpha Care Ltd "Home from Hospital Project" - ECC is a formal partner on this project. ECC provides a Hospital Discharge Liaison Officer working over three hospitals: Chase Farm; North Middlesex University (North Mid). and Barnet. The Officer works closely with the multi-disciplinary discharge teams and supports Carers to be involved in discharge planning as well as promoting referrals to the Home from Hospital services.

Enfield Wellbeing Project: This project is led by Enfield Voluntary Action. ECC is one of three main delivery partners alongside Mind in Enfield and Age UK Enfield. ECC employs a full-time Wellbeing Practitioner who coordinates volunteer Wellbeing Buddies and supports local people to boost their health and wellbeing and to improve the self-management of long-term conditions.

Age UK- iCAN - ECC has partnered with Age UK Enfield as one of four delivery partners on their iCan Service project. The project aims to support vulnerable adults to remain living healthily and independently in the community, improving the self-management of their health conditions and reducing the need for access to primary and secondary care services. The project supports adults aged 18 and over.

ECC employs a Navigator to work with service users living in the Edmonton area in a holistic manner and identify their physical, emotional, psychological, social and practical needs.

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****15. MOVEMENT IN FUNDS - continued****Description, Nature and Purpose of Unrestricted Funds:**

Development Fund - To evaluate and undertake the promotion and development of new services which will generate unrestricted income, build future sustainability and effectively meet service user needs through areas of work appropriate for the charity to undertake.

Carers Benefits Advice - To allow the Charity to continue supporting carers of all ages to maximise their income by ensuring that they receive full financial and welfare benefit entitlements and do not experience financial hardship.

Carers GP & Hospital Support - To ensure the Charity's presence in healthcare settings and meet its aim of identifying and supporting carers at GP practices and hospitals at an earlier stage and establish improved support for Carers. To support practice and hospital staff with carer awareness training and increase signposting to Enfield Carers Centre.

Transition Project Staff - Our experienced staff support parents and carers of young people and adults aged 14 to 25 who have learning, physical or other additional needs with the transition from children to adult services. We also support parents and carers with other transition issues such as moving into independent living or making further education/career choices.

EyPIC Young Carers Project – Designated funds are set aside from our unrestricted funds to ensure that the charity continues to operate and meet the needs of vulnerable young carers.

General Funds: General funds represent the balance of the unrestricted funds available to be applied as the Trustees in their discretion think fit towards attaining the charitable objects and purposes of the charity.

Transfers Between Funds

During the year one restricted fund with the permission of the original donors was dissolved into the general fund.

16. RELATED PARTY DISCLOSURES

Other than Key Management Compensation disclosed in Note 9, there were no related party transactions for the year ended 31 March 2023 nor for the year ended 31 March 2022.

17. LEASING COMMITMENTS IN RELATION TO PROPERTY

	31.3.23	31.3.22
	£	£
Within One year	<u>34,800</u>	<u>35,067</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****18. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	31.3.23	31.3.22
	£	£
Net Income for the year (as per the Statement of Financial Activities)	(209,079)	30,955
Adjustments for:		
Depreciation Charges	3,288	4,859
Interest Received	(4,435)	(406)
(Increase)/Decrease in Debtors	138,673	(126,940)
Increase/(Decrease) in Creditors	<u>373,990</u>	<u>(5,454)</u>
Net Cash Provided by Operations	<u>302,437</u>	<u>(96,986)</u>

19. DEFERRED INCOME

	31.3.23	31.3.22
	£	£
Balance as at 1 st April	7,500	7,500
Amount Released to Income during the Year	(7,500)	(7,500)
Amount deferred in the Year	<u>66,843</u>	<u>7,500</u>
Balance as at 31 st March	<u>66,843</u>	<u>7,500</u>

Deferred income represents funding received from London Borough of Enfield £7,500 (2022: £7,500), Ex Pat Foundation £30,000 (2022: £nil), Big Lottery £24,448 (2021: £nil), Global Make Some Noise £4,895 (2022: nil) towards cost of carers assessments to be carried out in future years.

20. SHARE CAPITAL

The company is limited by guarantee and does not have a share capital divided by shares.

REGISTERED COMPANY NUMBER: 07149774 (England and Wales)
REGISTERED CHARITY NUMBER: 1140089 (England and Wales)

ENFIELD CARERS CENTRE
REPORT OF THE TRUSTEES AND
ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2023

Cox Costello & Horne
Chartered Accountants and Statutory Auditors
Batchworth Lock House
99 Church Street, Rickmansworth
WD3 1JJ

ENFIELD CARERS CENTRE

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ENFIELD CARERS CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

The Trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The Trustees' report also represents the Directors' report as required by Company Law. The financial statements have been prepared in accordance with the accounting policy set out in the note to the financial statements. The annual report complies with the charity's governing document, the requirements of the Companies Act 2006 and the Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statement in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) the Charity SORP (FRS 102).

ENFIELD CARERS CENTRE (ECC) OBJECTIVES

The charity's purpose as set out in its Memorandum and Article of Association are as follows:

The relief of persons in need by reason of age, physical or mental disability, ill health, financial hardship or other disadvantage by the provision of advice, support and information to such persons and to those caring for such persons, principally but not exclusively in the London Borough of Enfield.

The relief of sickness, the preservation of health and the promotion of well-being, principally but not exclusively among persons residing permanently or temporarily in the London Borough of Enfield.

The assistance of carers in need by raising awareness of issues affecting carers, principally but not exclusively in the London Borough of Enfield.

The charity's aim is to improve the lives of carers in Enfield by providing a recognisable and easily accessible resource providing advice, information, training, support, breaks, counselling and reliable high-quality homecare services which meet the needs of carers and their cared for persons.

REVIEW OF THE YEAR ENDED 31 MARCH 2023

Building Our Homecare Provision

Enfield Carers Centre (ECC) continues to grow sustainably and increase its volume of homecare services delivered. At the end of March 2023, ECC provided 2300 hours of homecare visits each month. This is a growth of 130% since taking over business from Crossroads Lea Valley Carers Trust.

Building on our "GOOD" rating with the Care Quality Commission (CQC) ECC continues to provide professional homecare services including a range of personal care and other support at home services. During the year 2022-23 covered by these audited accounts approximately 28,500 hours were provided by approximately 30 Care Support Workers. The types of care we provide varies: short visits throughout the day, live-in services, 24 hours palliative care, sleep in care and emergency respite cover.

We also provide free replacement care for carers booked to attend training or counselling sessions or other activities provided by our Carers Centre. We understand that reliable, quality homecare from a trusted provider is crucial to family carers having a well-earned break.

During the year, ECC recruited an expert Digital Marketing Volunteer, David Hardy, via Reach volunteering platform. David reviewed our homecare website and has increased the virtual footfall to the dedicated www.enfieldhomecare.org website.

ECC has attracted several new Care Support Workers to our Homecare team, but the challenge continues as existing staff reach retirement age or move into different areas of work because of the pressure of the cost of living. We wait to see what new support the Government brings for the care sector to provide greater stability for a sector and population with an ever-growing need.

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

Carers Support

Enfield Carers Centre's (ECC) main council contract (delivering carers support services) has continued achieving its key performance targets in line with the terms of the council contract which is set to be renewed in November 2024. During 2022-23, 677 new adult carers joined the ECC Carers Register and 109 Young Carers aged 5-17 years.

The Caring Services contract includes support services, carers' breaks, counselling and wellbeing support and a training and information programme. ECC continue to offer and deliver replacement care and emergency respite cover via its own homecare service or its partner Alpha Care Specialists, subject to demand. There is a continuing commitment by ECC to also engage other home care agencies thereby allowing for personal preference by carers.

Forty-seven new carers joined the Council's Emergency Card Scheme for Carers, bringing to total number of Carers on the scheme to 906. This is an important contingency arrangement as the scheme, which is free to Carers, provides them with peace of mind whilst they're out and about, knowing that in the event that they are caught up in an emergency situation which prevents them from returning home to their loved one, the Council's Safe & Connected scheme will ensure their emergency contacts will be informed and the Carer's emergency plan will be put into action.

ECC hosts several support groups – specialist ones such as Dementia Carers, Learning Disability Carers and mental Health Carers and also generic groups such as the quarterly Carers Essentials groups and "Tea and Chat" sessions. During 2022-23, 695 carers attended support groups and 730 carers received a telephone, email or face-to-face service from ECC staff. In addition, 311 carers attended advice and information forums hosted by the Centre and 350 carers attended training workshops/sessions.

It's important that Carers are able to enjoy a break from caring, so ECC organise a variety of social and leisure breaks as part of its "Time For A Break" scheme. During 2022-23, 761 Carers enjoyed some respite from their caring responsibilities. These breaks included: a Royal Walking Tour; Capel Manor Flower & Garden Festival; Theatre trips; Seaside Coach Trips; Hertford Castle and Winter Market Trip; Over 65s Afternoon Tea; Online Yoga Sessions; Group Meals/Dining out Opportunities; Complementary Therapy sessions and Spa Breaks.

Carers Benefits Advice Service

Designated Funds continue to be set aside from ECC's unrestricted funds, for this key service. The funds cover the annual cost of one Benefits Adviser and ensures carers can access benefits advice and form filling assistance. As there are insufficient benefits advice services which also provide form-filling in the borough, ECC's service is constantly over-subscribed but continues to provide a valuable service for carers. In the financial year covered by this report 364 carers received assistance from our Benefits Adviser and direct support with form filling or advice on benefits entitlement.

Carers Ambassadors

Enfield Carers Centre is supported by five Carers Ambassadors, their main role being to help family carers identify themselves with the term "Carer" and understand what support is available for them in Enfield. The Ambassadors also help increase awareness of Carers' needs amongst our Primary Care and Health and Social Care colleagues.

In addition to this, they highlight Carers rights and the support that Enfield Carers Centre can offer as well as providing advice and information on other statutory and voluntary services.

During 2022-23 the Carers Ambassadors visited all Enfield GP practices on a regular basis, raising staff awareness and delivering The Carers Voice newsletter, ECC's service and referral leaflets and other key information. In this way, the Ambassadors supplement the Carers Centre's marketing and communications work by spreading our promotional literature throughout the community and ensuring GPs have our service literature to hand and can make referrals easily.

The Ambassadors have also facilitated several information and advice stands including our regular, weekly spots at Royal Free Chase Farm and North Middlesex University Hospitals.

The value of the Carer Ambassadors has increased during this period and has had a positive impact on the number of referrals received from Primary and Secondary care venues as well as promoting our presence and the awareness of carers' support services in these settings.

GP & Hospital Support

Designated funds have also been set aside by Trustees for this key service area. Carers continue to need assistance liaising with their GP practices and in hospital settings. During 2022-23, ECC has worked hard to re-establish its presence in both primary and secondary care venues for the benefit of carers with varying degrees of success.

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023****REVIEW OF THE YEAR ENDED 31 MARCH 2023****GP & Hospital Support ctd.**

Despite the reduction of footfall in Primary and Secondary Care settings since the pandemic, with many more patients receiving video or telephone consultations rather than face to face appointments, we continue to improve our on-site presence of our staff and Carers Ambassadors.

In addition, ECC continues to raise awareness via more strategic routes with staff attendance and representation on several strategic local authority boards and health authority panels.

Our staff are also considering other ways of raising the visibility of ECC's carer support services to encourage new carer referrals from GPs & Hospital staff. We are working hard to revive our working links with Enfield's local hospitals using the refreshed NHS England "Commitment to Carers" document which stresses the importance of including and involving carers in discharge planning. Enfield's health authority has become part of North Central London Integrated Care System (ICS) alongside Haringey, Barnet, Islington and Camden. Senior Managers from ECC attend several working groups and ICS Board meetings to ensure Carers are represented and involved in their service planning discussions.

During this financial period: A total of 524 new carers were referred via Enfield GP surgeries and the Local hospitals. This is broken down as follows;

92 new carers were referred via GP surgeries

237 new carers were referred via Enfield's four local hospitals

195 carers were assisted by ECC staff in our GP & Hospital Liaison Project with information, advice and direct support.

Health Service Journal (HSJ) Awards 2022

Enfield Carers Centre was part of a team that won the highly prestigious HSJ Award in November 2022. The Community Advice Hub (CAH) Partnership received a High Commendation Award in the "Place-based Partnership Category". The CAH team had worked hard establishing the Hub over the previous twelve months and the HUB was also a Runner Up in the North Middx. Hospital Staff Awards' "Unsung Hero" category.

The Hub is an integrated, person-centred partnership between North Middx. Hospital and both statutory and community organisations based in Enfield and Haringey. The Hub brings community services into the hospital setting, providing Enfield and Haringey patients, visitors and staff with easy access to essential community services at one convenient and busy location. The Hub provides advice and support in many areas including: money management; debt and benefits; housing; carers' support; council tax advice; accessing baby items and childcare advice; managing energy bills; and information about other useful community groups and services.

Enfield Carers Centre staff and Carers Ambassadors provide a weekly presence at the Hub, shared with other community groups from both Haringey and Enfield. In this way the Hub offers a "no wrong door" approach meaning all clients are welcome and signposted to the right service in each borough, regardless of which organisation is attending on that particular day.

CEPN Safer Discharge Project

Funds have been carried forward for this mental health carers discharge project which stalled during the pandemic. ECC staff are striving to reactivate and mobilise the project which focuses on improving the involvement of carers in safe and timely discharge of mental health in-patients. The project includes the production of a carers training video, regular staff training sessions and carer support sessions.

EyPIC (Enfield Young People In Caring) Young Carers Project

Using designated funds during 22-23, ECC employed a full-time Project Manager, a part-time Young Carers Worker and sessional staff for the fortnightly Young Carers Activity Hubs. Together with donated funds ECC was able to cover the cost of quarterly outings, venue hire and transport. This is a dedicated Young Carers service, where children and young people aged 5 to 18 years enjoy a break from caring, meet other children and young people in similar circumstances and receive support, training and information about services for their cared for persons. During the financial year covered by these accounts, ECC was successful in applying for funding from The Big Lottery's Community Fund. This funding has allowed us to expand our Young Carers service with 3 full-time members of staff: A Project Manager, one dedicated to Schools Liaison work and another focussing on supporting families.

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

During 2022-23 a total of 102 new Young Carers were registered, assessed and supported. This brought the total number of young carers on ECC's register to 534.

Activities for Young Carers included: Create Workshops (including music, photography, jewellery, and drama workshops – each lasting 3 days); Weekly Homework Club (in person); Weekly Homework Club (online); Weekly Kindness Club yoga sessions; Fortnightly Online Activities; Fortnightly Hubs; Seasonal Activities (such as the Easter Egg Hunt and Christmas Party); Craft and Poetry Sessions; First Aid workshops; Various Trips (to locations such as Epping Forest and Southend); and SATs revision sessions.

Outreach and networking for the project increased during this period. Relationships were formed with local and national individuals and organisations, including Felicity Reed (Head of Community Hubs in Enfield); the Young Carers Alliance; the Children's Commissioner for England; the Head of Young Carers at the Carers Trust (who also attended one of our events); and EVA (as we participated in Junior Apprentice Dragon's Den). Meetings were held with various local councillors, including those with responsibility for Children's Services, and the YC Manager arranged a visit from MP Feryal Clark for Young Carers Action Day 2023. The YC Manager is part of the YC Communities of Practice Steering Group with the Carers Trust.

ECC's YC Manager accompanied the Children's Commissioner for England on a visit to a local school that ECC works with to see what support is being offered to Young Carers. Young Carers and the YC Manager were involved in various Carers Trust focus groups on recommendations for supporting young carers following the Carers Trust YC survey.

Young Carers were also involved in a Carers Trust pilot project, recording their experiences as Young Carers through a spoken word workshop. Two of our Young Carers were interviewed as part of Carers UK's 'Getting Active' campaign to encourage more carers to be active. One of our Young Carers shared their experiences at the first ever APPG (All Party Parliamentary Group) for Young Carers and Young Adult Carers with the Children's Commissioner and EyPIC staff in attendance. You can read more about many of these activities on our website: <https://enfieldcarers.org/young-carers/eypic-in-the-media/>

Transitions Advocacy Project

This project was inherited by ECC when it merged with Crossroads in November 2020 and was previously funded by BBC Children in Need and Lloyds Bank. When both funding streams ended soon after the transfer, ECC agreed to continue the funding (whilst viable) using designated reserves for a fixed period of time i.e. until March 2023. ECC actively sought funds to prolong the life of this project but was unsuccessful, so this project was ceased on 31st March 2023.

During this financial year, the project provided support and advocacy for 36 parents of disabled children aged 16-25. Two part-time members of staff provided one-to-one advice as well as liaising with statutory services on their behalf. The service provided holistic and complex support. Individual carers with complex social care and educational issues required advocacy to navigate not only the complexities of obtaining an educational aim, but also arranging additional support from social services and SEN Teams as well as interim support whilst a resolution was sought. The ECC Advocates were often working with families that were completely overwhelmed by their caring responsibilities and efforts needed to navigate complex statutory services. The Advocates empowered them to do this, whilst providing emotional support and practical advice.

Alpha Care Ltd: Home from Hospital Project

ECC continues its partnership working arrangement with Alpha Care Specialists (trading arm of Greek & Greek Cypriot Community of Enfield) by providing a Carers Hospital Discharge Support Officer 7 hours each week.

During 2022-23 ECC has continued rebuilding its relationships with Hospital staff, particularly the Discharge Teams to encourage increased referrals for the Alpha Care Home From Hospital project and support patients and their families with a safer discharge.

With the exception of Barnet Hospital, virtually all restrictions have been lifted in the remaining three hospitals and most GP surgeries are open to receiving Home from Hospital referral and promotional information.

Along with visits to Enfield GP Practices, ECC's main activity is at North Middx University Hospital (NNUH) on a weekly basis primarily, operating from the Community Advice HUB (CAH) and by having a presence in the main entrance on a regular basis.

The Home from Hospital Service is also part of the presentations ECC regularly give to new hospital staff at the NNUH monthly induction programme which ECC regularly attends.

ENFIELD CARERS CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

ECC also host a weekly Information & Advice stand each Wednesday in the main foyer at Chase Farm Hospital which is a good platform for promoting the Home from Hospital service.

We have also formed strong 'partnerships' with colleagues from Macmillan Cancer Services at both hospital locations and they also promote the Home From Hospital service on our behalf.

It is impossible to ascertain how many referrals/self-referrals have been made to the service as a result of the promotional groundwork that ECC has done, as Alpha Care do not capture data in such a manner. However, a minimum of 256 people were contacted in the hospital setting and given information about this valuable service.

Carers Assessments/Improved Access to Psychological Therapies (IAPT) Accredited Counselling Service

Enfield Carers Centre continues to perform its role as Enfield Council's appointed Trusted Assessor for carers' assessments since winning a renewed tender contract in April 2020. Despite the challenges raised by the pandemic and staffing capacity issues, ECC still achieved its targets and conducted Carers Assessments and Reviews with 1586 adult carers.

Agreement was reached in December 2022 with funders Enfield Council & Enfield CCG/Integrated Care Partnership to amend the contract for counselling service provision from an IAPT accredited counselling service to a regular BACP registered counselling service. Following notification from funders in October 2022, that a much-reduced amount of £35,000 was available for this commissioned counselling service, ECC submitted a revised service model which was subsequently agreed by both the parties as was the introduction of small charging fee system for both the daytime and evening counselling provision.

In addition, Enfield Council advised ECC that their budget for Carers Direct Payments was over-subscribed. Following an agreed pause in assessments whilst discussions took place regarding the way forward and the future arrangements regarding eligibility criteria for assessment outcomes, Enfield Council requested that the funds previously assigned by ECC to the IAPT Counselling Service provision be repaid to the Council to offset the Carers Direct Payment budget. The agreed repayment amount is £290,044 which the Council will invoice ECC for in due course.

Age UK Enfield i-Can Project

Enfield Carers Centre is a delivery partner on the Age UK Enfield iCan Project which supports vulnerable adults in the community living with dementia, diabetes, stroke or at risk of falling.

Funding covers the costs related to project expenses and the salary for a full-time Navigator/Social Prescriber focussing on the Edmonton area. In this financial year, ECC employed one iCan Navigator supporting 209 clients with a range of different issues. The support provided by the ECC iCan Navigator included providing advice, information and hosting activities which reduced their social isolation such as: Tea & Chatter sessions; information and advice sessions; benefit claims applications; Blue Badge applications and organising social outings.

Enfield Wellbeing Network – Partnership with Enfield Voluntary Action, Age UK Enfield & Mind in Enfield

The Enfield Wellbeing Network (EWN) is a partnership of voluntary and community organisations including, Enfield Carers Centre, Age UK Enfield, Enfield Voluntary Action and Mind in Enfield. These partners have come together to help local people to boost their health and wellbeing and to improve the self-management of long-term conditions. Each partner employs a full-time Wellbeing Practitioner.

The aim of the Network is to give people the confidence, knowledge and skills to manage their own health and wellbeing effectively, both to prevent new health conditions and to manage existing ones.

Despite ECC being without a Wellbeing Practitioner for most of the last quarter of 2022-23, we still supported 87 clients to work towards and meet their desired goals during 22-23, This figure (87) contributed 30% of the 286 clients that the EWN partnership supported during this period.

All EWN activities are based in Enfield and support could include any of these (and more):

- Self-care management tools and techniques
- Health awareness including mental health
- Movement and exercise
- Diet and nutrition
- Wellbeing support for carers, and
- Mindfulness

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023****Public Benefit**

In shaping our objectives for the year and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance "Public Benefit: Running a Charity (PD2)". The achievements and activities above demonstrate the public benefit arising through the Charity's activities.

Volunteers

The Charity has been supported in its activities by an able and generous group of volunteers. The number of volunteers this year has been 20 to 25 (2022 :20). Our volunteer roles include: administration, IT & digital support, telephone support, Young Carers' Tutors, Mentors and Student Psychotherapy Counsellors.

FINANCIAL REVIEW**Financial Position**

The Statement of Financial Activities showed a net (deficit)/surplus of £ (209,079) (2022 - £30,955) for the year and reserves stand at £1,015,823 (2022 - £1,224,902). The financial position at the year revealed by the Balance Sheet on page 16 shows net current assets or working capital of £1,009,074 (2022 - £1,214,865). The net book value of fixed assets held, all of which are used directly for charitable purposes, amounted to £6,749 (2022 - £10,037).

Principal Funding Sources

The main funding sources for the Charity are listed on pages 20 and 210 in Note 2 to Note 4 of the financial statement. The London Borough of Enfield is the Funder of the Charity's two main contracts plus income arising from individual homecare contracts.

Reserves Policy

The Board of Trustees has assessed the Charity's requirements in the light of main risks to the organisation. As a result, the Board has approved a policy whereby, unrestricted funds not committed, should be held in reserve and maintained at a level which ensure that ECC's activity can continue during a period of unforeseen difficulty. The current reserve figure is £530,598. The target reserve is agreed by Trustees as six months' expenditure equivalent to £664,273 for the next financial year. The charity aims to increase the current reserve figure by generating unrestricted income via its Homecare Services and fundraising activities.

In addition, designated funds for the next financial year, as agreed by Trustees, are outlined as follows and based on actual expenditure in this financial year. For example, successful fundraising for Young Carers Services during 2022-23 significantly reduced the designated amount needed.

Designated Funds are agreed by Trustees for specific, priority operational services that support carers from falling into financial hardship, prevent carer breakdown, reduce isolation and assist the organisation in meeting its key KPI e.g. reaching the target of 7500 carers registered by the end of main caring contract, benefits advice, Young Carer support and GP & Hospital support.

The Development Fund has been set aside by Trustees for the specific purpose of raising the visibility and profile of the organisation as a whole and to support a marketing and communications exercise for the promotion of the income generating division of the charity: its professional Homecare Service. The costs covered by this fund include a Service Development Manager post, promotional and recruitment advertising, staff training and development costs and website enhancement/design costs.

	Actual 2022-23	Designated 2023-24
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Development Fund	50,000	80,000
EyPIC Young Carers	45,000	15,000
Carers Benefits Adviser	40,000	44,000
GP & Hospital Support	39,813	40,000

The charity has remained financially secure during this financial year, having secured new funding from The Big Lottery Community Fund for young carers. Tough decisions had to be made regarding closing the Transition project which did not attract external funding. ECC had subsidised the Transition Project since November 2020 when ECC took over the project from Crossroads but, unfortunately, several attempts at applying for external grant funding were unsuccessful. The demand for the charity's services continues to be high and the charity continues to be a viable organisation moving forward with an excellent reputation locally and with its main funder.

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023****FINANCIAL REVIEW ctd.****FUTURE PLANS**

ECC will continue raising the profile of the Centre and its services in all parts of the borough. As footfall at GP surgeries has reduced significantly, ECC will seek to gain regular access to Practice meetings and Patient Participation Group meetings to encourage and remind practice staff to refer patients who are carers to the Centre and to promote the existence of services for family/unpaid carers. During 2022-23 ECC has been assisted by Enfield's appointed Carers Ambassadors. Each Ambassador has lived experience of caring for someone with either a learning disability, mental ill health or looking after an elderly, frail person. The Ambassadors reach out to other carers in the community by attending carer support groups, hosting information stands in various libraries and other venues. They have also helped ECC host its weekly information stands at North Middx. and Chase Farm Hospitals. Together with ECC staff, the Ambassadors also help the Centre maintain its regular presence at the North Middlesex University Hospital's Community Action Hub which is shared with a range of voluntary and community sector organisations from both Enfield and Haringey.

ECC's new homecare division continues to provide a growing source of unrestricted income. Cost-of-living pressures necessitated incremental price increases, but Trustees have ensured that the increases are kept reasonable and affordable. In the new financial year, ECC will continue its marketing strategy aimed at boosting the visibility of Enfield Carers professional homecare services.

Structure, Governance and Management

Enfield Carers Centre (ECC) is a charitable company limited by guarantee, incorporated on 8 February 2010 and registered as a charity on 27 January 2011. The charitable company is governed by its Memorandum and Articles of Association last updated 26 April 2020. The Trustees are appointed or reappointed annually at the Annual General Meeting. Appointment and retirement of Trustees is in accordance with the Articles of Association. All Trustees give their time voluntarily and receive no benefits from the charity.

The Trustees are responsible for making the charity's strategic decisions, they meet every other month for general meetings and hold additional Finance and Marketing & Comms sub-group meetings as well as the Annual General Meeting. The day-to-day operations of the charity are managed by the Senior Management Team: CEO and the Operational Director/Deputy CEO. The middle management team: Homecare Manager, Carers Advice & Support Manager, Young Carers Project Manager, Healthcare Support Manager and Service Development Manager report to the Senior Managers and meet quarterly. Operational Reports are compiled and presented by the CEO, Operational Director and Homecare Manager at every board meeting. Occasionally, Trustees hear presentations directly from Middle Managers as part of the Board meeting which describe project activity and outcomes in greater detail. Such presentations include case studies, qualitative and quantitative data. The Treasurer receives detailed financial reports from the Finance team prior to each Board meeting. The reports detail the cash position of the organisation, the income and expenditure report of the organisation as a whole and a utilisation and forecast report for the Homecare division. Trustees also consider financial/management account reports at every Board meeting.

The organisation advertises for Trustees via Reach or appoints them on recommendation. Trustees with the appropriate skill sets are appointed and training is given to all incoming Trustees as part of their induction training. Training is sourced from NCVO or Enfield Voluntary Action. Trustees then receive a copy of the charity's governing document, last set of accounts, the latest Carer Voice Newsletter and Charity Commission Publications including: The Essential Trustee: what you need to know, what you need to do (CC3); Charity Trustee: what's involved (CC3a).

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023****STRUCTURE, GOVERNANCE AND MANAGEMENT**

The Trustees have given consideration to the major risks to which the charity is exposed and satisfied themselves that systems or procedures are established in order to manage those risks. The organisational risk register documents risks which specifically relate to funding uncertainty or withdrawal, regulated care provision, increased safeguarding risks and Coronavirus.

Area and Definition of Risk	Consequence(s) of Risk	Mitigation of Risk & Timetabling
<i>Financial Sustainability</i>	<i>Employee redundancies</i> <i>Carers lose valued services</i> <i>ECC's loses its reputation as key provider of services for carers</i> <i>Increase in/continuing deficit in Homecare income/clients</i> <i>Loss of core contract with Enfield Council</i>	<i>Ongoing consideration of partnership working/merger opportunities</i> <i>Submit further funding applications – ongoing</i> <i>Marketing Campaigns to attract new clients</i> <i>Registration with Enfield Marketplace/Children Services</i> <i>Quarterly monitoring of performance against KPIs, Annual Organisational Reviews by Trustees Regular Management Meetings to consider/review performance and actions needed</i>
<i>Succession Planning</i>	<i>Lack of clear staff/organisational leadership</i> <i>Problems with Banking</i> <i>Reduced staff confidence</i> <i>Trustees impelled to perform operational duties</i> <i>Delays in payments/representation</i>	<i>A CEO Deputy function has been included in the Operational Director role which will provide emergency and temporary cover until a permanent replacement is recruited.</i> <i>Middle Management Tier provides ongoing stability for project staff and target delivery</i> <i>Ongoing Management Training and Personal Development</i> <i>Annual Review of financial policy and procedure</i> <i>Finance Manager has been added to CAF Bank to raise payments, but not authorise.</i> <i>Three Trustee appointed as online signatories.</i> <i>Consideration will be given to adding the Operational Director as a signatory and/or being issued with a charity debit card</i>
<i>GDPR data Protection Breach</i>	<i>Loss of Reputation</i> <i>Possible Financial Penalty</i> <i>Reduced Carer confidence</i>	a) <i>Annual audit review</i> b) <i>Appointment of Service Development Manager who has responsibility to perform ongoing audit / ensure compliance.</i> c) <i>Staff Training/information Refresher Sessions</i>

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023****STRUCTURE, GOVERNANCE AND MANAGEMENT ctd.**

Area and Definition	Consequence(s) of Risk	Mitigation of Risk & Timetabling
<i>Safeguarding Alerts</i>	<i>Loss of reputation Reduced Carer confidence</i>	<i>Safeguarding Policies & Procedures reviewed annually. Ongoing Staff Training Maintaining close relationships with Councils MASH Safeguarding Team ECC membership of Enfield Council Adults & Children Safeguarding Board</i>
<i>Reduced CQC Rating</i>	<i>Reduced Carer/client confidence Loss of Reputation Loss of income Removal from Council's approved provider list</i>	<i>Homecare Manager employed with responsibility for ensuring compliance Regular policy reviews and updates via Carers Trust Regular audit/spot checks and training of Care Support Staff</i>
<i>Contract Revocation</i>	<i>Failure to meet terms/KPIs of contract Funding awards cancelled Possible redundancies Loss of Reputation</i>	<i>Quarterly monitoring against KPIs Middle Management overseeing front line delivery Project Team Meetings Management Team Meetings</i>

ENFIELD CARERS CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

The pay and remuneration of the charity's key management personnel (KMP) is set by the board of Trustees following initial discussion of benchmarks, parameters and criteria at the Finance Sub-Group level and reports and recommendations provided by the Chief Executive officer.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company Number: 07149774 (England and Wales)

Registered Charity Number: 1140089 (England and Wales)

Registered Office:

Britannia House 137-143 Baker Street
London
Enfield
Middlesex
EN1 3JL

Trustees:

The following served as Trustees on the date that this report is signed or during the reporting period.

Amanda Flexman
Ann Campbell
Caroline Bernard - Moxey
Hannah Victoria Lison
Neil Yeomans - Treasurer
Pamela Learmonth Graham
Pamela Odukoya
Patience Anne Wilson
Timothy Hellings - Chairperson

Chief Executive Officer: Pamela Burke

Operational Director/Deputy CEO: Fiona Jones

Auditors

Cox Costello & Horne
Chartered Accountants and Statutory Auditors
26 Main Avenue
Moor Park
HA6 2HJ

Bankers

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

Website: www.enfieldcarers.org

ENFIELD CARERS CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also the directors of Enfield Carers Centre for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

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 those financial statements, the Trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Cox Costello & Horne, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

23 October 2023

Approved by order of the board of Trustees on and signed on its behalf by:

DocuSigned by:

C2FE9480922148E.....
Tim Hellings - Chairman

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF ENFIELD CARERS CENTRE

Opinion

We have audited the financial statements of Enfield Carers Centre (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its result, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF ENFIELD CARERS CENTRE

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of Trustees

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

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

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

We considered the nature of the charity's industry and its control environment and reviewed the charity's documentation of their policies and procedures relating to fraud and compliance with laws and regulations. We also enquired of management, and others within the entity about their own identification and assessment of the risks of irregularities.

We obtained an understanding of the legal and regulatory frameworks that the charity operates in, and identified the key laws and regulations that:

- had a direct effect on the determination of material amounts and disclosures in the financial statements. These included the Charity's constitution, tax legislation and Companies Act 2006; and
- do not have a direct effect on the financial statements but compliance with which may be fundamental to the charity's ability to operate or to avoid a material penalty. These included the Charity Commission for England and Wales (Charity Commission) regulations, Health and Safety Act, employment law, pensions legislation, Charities Act, fundraising regulations and Child safeguarding.

We discussed among the audit engagement team regarding the opportunities and incentives that may exist within the charity for fraud and how and where fraud might occur in the financial statements.

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

- Recognition of grant income: this involves judgement around whether grants have performance conditions attached to them which have to be met before income can be recognised, as well as judgement over whether or not those conditions have been satisfied. On a sample basis, we have assessed the judgements and estimates made by management in the recognition of this income.
- Appropriate allocation of restricted income: there is a risk that restricted income may not have been identified and allocated as such. We reviewed the allocation of income to restricted or unrestricted funds on initial recognition to ensure restrictions were appropriately identified and applied, and we reviewed fund transfers from restricted to unrestricted funds to assess the rationale for those movements.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF ENFIELD CARERS CENTRE

Our responsibilities for the audit of the financial statements

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments; assessed whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluated the operations rationale of any significant transactions that are unusual or outside the normal course of operations.

In addition to the above, our procedures to respond to the risks identified included the following:

- reviewing financial statement disclosures by testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- enquiring of management concerning actual and potential litigation and claims, and instances of non-compliance with laws and regulations; and
- reading minutes of meetings of those charged with governance, reviewing correspondence with HMRC and with the Charity Commission.
- Ensuring that testing undertaken on both the Statement of Financial Activity (SoFA) and the Balance Sheet includes a number of items selected on a random basis.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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

DocuSigned by:



Michael F Cox FCA (Senior Statutory Auditor)
for and on behalf of Cox Costello & Horne
Chartered Accountants and Statutory Auditors
Batchworth Lock House
99 Church Street, Rickmansworth
WD3 1JJ

23 October 2023

Date:

ENFIELD CARERS CENTRE**STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING THE INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	Unrestricted Funds £	Restricted Funds £	31.3.23 Total Funds £	31.3.22 Total Funds £
INCOME AND EXPENDITURE					
Donations-Non-Exceptional	2	7,420	-	7,420	39,628
Donations-Exceptional	2	-	-	-	33,859
Charitable activities					
Home Care Services	3	576,542	-	576,542	365,279
Carers Support	4	349,917	181,152	531,069	782,728
Deposit Account interest		4,435	-	4,435	406
Total		938,314	181,152	1,119,466	1,221,900
EXPENDITURE ON					
Raising Funds	5	15,801	-	15,801	13,688
Charitable activities					
Home Care Services	5	507,702	-	507,702	376,125
Carers Support	5	523,110	281,932	805,042	801,132
Total		1,046,613	281,932	1,328,545	1,190,945
Net (expenditure)/income		(108,299)	(100,780)	(209,079)	30,955
Transfers Between Funds	15	124,839	(124,839)	-	-
Net Movement in Funds		16,540	(225,619)	(209,079)	30,955
RECONCILIATION OF FUNDS					
Total Funds Brought Forward		699,807	525,095	1,224,902	1,193,947
TOTAL FUNDS CARRIED FORWARD		716,347	299,476	1,015,823	1,224,902

The notes form part of these financial statements

ENFIELD CARERS CENTRE**BALANCE SHEET
31 MARCH 2023**

	Notes	31.3.23 £	31.3.22 £
FIXED ASSETS			
Tangible Assets	11	6,749	10,037
CURRENT ASSETS			
Debtors	12	125,567	264,240
Cash at Bank and in Hand		<u>1,331,389</u>	<u>1,024,517</u>
		1,456,956	1,288,757
CREDITORS			
Amounts Falling Due Within One Year	13	(447,882)	(73,892)
NET CURRENT ASSETS		<u>1,009,074</u>	<u>1,214,865</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		1,015,823	1,224,902
NET ASSETS		<u>1,015,823</u>	<u>1,224,902</u>
FUNDS			
Unrestricted Funds	15	716,347	699,807
Restricted Funds	15	<u>299,476</u>	<u>525,095</u>
TOTAL FUNDS		<u>1,015,823</u>	<u>1,224,902</u>

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

23 October 2023

The financial statements were approved by the Board of Trustees and authorised for issue on and were signed on its behalf by:

DocuSigned by:

Tim Hellings

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Tim Hellings - Chairman

DocuSigned by:

Neil Yeomans

BB0209DCBED54B5.....

Neil Yeomans - Treasurer

The notes form part of these financial statements

ENFIELD CARERS CENTRE**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	31.3.23 £	31.3.22 £
Cash Flows from Operating Activities			
Cash Generated from operations	18	<u>302,437</u>	<u>(96,986)</u>
Cash Flows from Investing Activities			
Purchase of Tangible Fixed Assets		-	(6,925)
Interest Received		<u>4,435</u>	<u>406</u>
Net Cash Used in Investing Activities		<u>4,435</u>	<u>(6,519)</u>
Change in Cash in the Year		306,872	(103,505)
Cash at the Beginning of the Year		<u>1,024,517</u>	<u>1,128,022</u>
Cash at the End of the Year		<u>1,331,389</u>	<u>1,024,517</u>

The notes form part of these financial statements

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023****1. ACCOUNTING POLICIES****Basis of Preparing the Financial Statements**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statement in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charity SORP (FRS 102)), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Enfield Carers Centre meets the definition of a public benefit entity under FRS 102.

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

Preparation of Financial Statement on a Going Concern Basis

The Charity's Financial Statements show net deficit of £209,079 for the year and free reserves of £530,598. The Trustees have prepared the financial statements on a going concern basis. In making their assessment they have considered a period of at least 12 months from the date of the signing of the balance sheet. This assessment has been made as part of the Trustees' wider risk assessment of risks and has considered amongst other things: "the fact that the three large council contracts provide ongoing security for the charity; forecasts; modest budgets; a new 4-year contract with BBC Children in Need secured in October 2022 for our EyPIC Young Carers Project, which removes the need for such a large subsidy from core unrestricted funds and the positive trend in income generated by the Homecare Services division."

Having made their assessment the Trustees consider that there is no material uncertainty regarding the going concern status of the charity.

Income**Income Recognition**

All income is included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to it, receipt is probable, and the amount can be measured with sufficient reliability.

Donations and Grants

Donation and grants which have the characteristics of a gift are recognised immediately on receipt. This is unless there are time constraints imposed by the donor or conditions or terms are imposed which must be met prior to entitlement passing which are not wholly within the control of the charity.

Grants which have the characteristics of a gift which have restrictions on their usage to certain activities or purposes within the charity are treated as restricted income.

These incoming resources are recognised as donations.

Contractual Income and Grants with Performance Conditions

Contractual Income and Grants with performance related conditions are recognised as performance conditions are met (i.e., as related goods and services are provided).

These income resources are recognised as income from charitable activities.

Investment Income

Investment income is included when receivable.

Volunteers and Donated Services, Facilities and Goods

Donated professional services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Charity is not recognised in the main body of the financial statement, but detail is contained in the Trustees' Report.

On receipt, donated professional services, donated facilities and goods are recognised on the basis of the value of the gift to the Charity which is the amount the Charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS – continued
FOR THE YEAR ENDED 31 MARCH 2023****1. ACCOUNTING POLICIES – continued****Expenditure****Expenditure Recognition and Irrecoverable VAT**

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:

- (a) Costs of raising funds comprise the costs of seeking grants and donations and other trading activities that raise funds and their associated support costs.
- (b) Expenditure on charitable activities include expenditure associated with the main objectives of the Charity and include both direct costs and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Allocation of Support Costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back-office costs, finance and administration personnel, payroll and governance costs which support the Charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 5.

Governance costs as 'the costs associated with the governance arrangements of the charity which relate to the general running of the charity as opposed to those costs associated with fundraising or charitable activity. The costs include auditors' remuneration, legal advice for trustees and costs associated with constitutional and statutory requirements eg the cost of trustee meetings and preparing statutory financial statements. Included within this category are any costs associated with the strategic as opposed to day-to-day management of the charity's activities.

Leasing Commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the lease term.

Tangible Fixed Assets

Tangible fixed assets are stated at cost less depreciation.

Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

Fixtures and Fittings	25% on cost
Computer Equipment	25% on cost

Fund Structure

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.

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS – continued
FOR THE YEAR ENDED 31 MARCH 2023****1. ACCOUNTING POLICIES – continued****Cash and Cash Equivalents**

Cash and cash equivalents includes cash and short-term cash deposits.

Provisions

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.

Financial Instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments including Trade debtors and Trade and other creditors. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Pension Costs

Contributions are charged to the Statement of Financial Activities in the period in which they are payable. The charity contributes towards personal pension schemes. The contributions payable by the charity and staff are deposited in the respective pension funds within 30 days following the deduction. The pension cost charge (note 9) represents contributions payable by the charity to the fund and amounted to £16,381 (2022 - £16,899). Contributions totalling £1,230 (2022 - £2,194) were payable to the fund at the year end and are included in creditors.

Taxation

The Charity is a registered Charity and, therefore, is not liable to Income Tax or Corporation Tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

Exceptional Item

Exceptional items are material or significant irregular items of income and expense which the Foundation believes should be disclosed in the Statement of Financial Activities to assist in understanding the underlying performance achieved by the Foundation by virtue of their nature or size.

Judgement and Key Sources of Estimation Uncertainty

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

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

2. DONATIONS

	Unrestricted Funds	Restricted Funds	31.3.23 Total Funds	31.3.22 Total Funds
	£	£	£	£
Donations-Non-Exceptional	7,420	-	7,420	39,628
Donations-Exceptional (Crossroads)	<u>-</u>	<u>-</u>	<u>-</u>	<u>33,859</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS – continued
FOR THE YEAR ENDED 31 MARCH 2023****3. CHARITABLE ACTIVITIES - HOME CARE SERVICES**

	Unrestricted Funds £	31.3.23 Total Funds £	31.3.22 Total Funds £
Home Care Services	576,542	576,542	329,533
London Borough of Enfield (Adults)	-	-	2,038
London Borough of Enfield (Child)	-	-	28,359
CJRS Funding	-	-	5,349
	<u>576,542</u>	<u>576,542</u>	<u>365,279</u>

Income from Home care services is earned by providing home care hours, live in care services and emergency care services.

4. CHARITABLE ACTIVITIES – CARERS SUPPORT

	31.3.23 £	31.3.22 £
Contractual Income	<u>531,069</u>	<u>782,728</u>

Contractual income received, included in the above, are as follows:

	Unrestricted Funds £	Restricted Funds £	31.3.23 Total Funds £	31.3.22 Total Funds £
L.B.Enfield - Core Caring Contract	341,967	-	341,967	324,959
L.B.Enfield - Carers Assessment Project	-	327,485	327,485	310,707
L.B.Enfield - Carers Assessment Repayment	-	(290,044)	(290,044)	-
Carers Hospital Discharge Project	-	-	-	25,000
Age UK -ICAN	-	38,470	38,470	34,438
Enfield Voluntary Action – Wellbeing Project	-	40,746	40,746	17,933
User Contribution and Other Income	5,656	-	5,656	12,259
Enfield Voluntary Action - TPI Grant	-	-	-	2,942
Jack Petchey Foundation- EyPIC project	-	900	900	2,100
Alpha Care Specialists Ltd	-	6,250	6,250	15,625
London Borough of Enfield (Adults)	-	-	-	2,500
London Borough of Enfield (Child)	-	-	-	2,500
Enfield Voluntary Action - Royal Free- Long Covid	-	8,386	8,386	1,765
NHS: NCL CCG Comms: Enfield Winter Outreach	-	-	-	30,000
The Rotary Club of Enfield	-	2,000	2,000	-
Emergency Respite	2,294	-	2,294	-
Ex Pat Foundation - EyPIC Project	-	15,000	15,000	-
The Big Lottery - EyPIC Project	-	24,448	24,448	-
Sundry Donations - EyPIC Project	-	6,011	6,011	-
London Youth - EyPIC Project	-	1,500	1,500	-
	<u>349,917</u>	<u>181,152</u>	<u>531,069</u>	<u>782,728</u>

LB Enfield Carers Assessment Repayment represents an agreement made with the funder following their advice that the funds available for the counselling portion of the contract were much reduced from the original specification. The repayment was repurposed by Enfield Council to relieve pressure on their finances and ability to deliver carers direct payments awarded following carers assessments.

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****5. CHARITABLE COSTS****Raising Funds**

	31.3.23	31.3.22
	£	£
Staff Costs	15,202	13,140
Communication and IT Costs	<u>599</u>	<u>548</u>
	<u>15,801</u>	<u>13,688</u>

	Direct Costs £	Support Costs (see note 6) £	Totals £
Charitable Activities	<u>1,220,802</u>	<u>91,942</u>	<u>1,312,744</u>

	Home Care Services £	Carers Support £	31.03.23 Total £	31.03.22 Total £
Wages	457,047	497,750	954,797	832,318
Social Security	15,603	55,318	70,921	64,627
Pensions	6,552	9,829	16,381	16,899
Premises and Equipment Cost	311	55,005	55,316	57,445
Other Direct Costs	12,568	85,691	98,259	114,125
Communication and IT Costs	<u>15,621</u>	<u>9,507</u>	<u>25,128</u>	<u>23,553</u>
	<u>507,702</u>	<u>713,100</u>	<u>1,220,802</u>	<u>1,108,967</u>

6. SUPPORT COSTS

	Management £	Governance Costs £	Totals £
Carers Support	<u>69,724</u>	<u>22,218</u>	<u>91,942</u>

The Charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the Charity's key activities undertaken (see note 5) in the year. All the general support and governance costs have been apportioned to the various charitable activities on the basis of staff time allocated to each activity.

Support costs, included in the above, are as follows:

Management

	31.3.23 Carers Support £	31.3.22 Total Activities £
Premises Office Costs	2,911	3,023
Insurance	8,424	8,635
Communication and IT Costs	15,925	14,580
Professional Expenses	25,892	19,862
Sundries	3,081	4,103
Depreciation of Tangible Fixed Assets	3,288	4,859
Printing and Stationery	<u>10,203</u>	<u>8,825</u>
	<u>69,724</u>	<u>63,887</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****Governance Costs**

	31.3.23 Carers Support £	31.3.22 Total Activities £
Staff Costs	13,275	11,474
Auditors' Remuneration (Audit and Non-Audit Services)	8,400	6,000
Communication and IT Costs	523	479
Training Expense	20	138
	<u>22,218</u>	<u>18,091</u>

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging:

	31.3.23 £	31.3.22 £
Auditors' Remuneration	6,000	5,000
Auditors' Remuneration – Other Services	1,200	1,000
Auditors' Remuneration – Adjustment regarding prior year fees	1,200	-
Depreciation - Owned Assets	3,288	4,859
Other Operating Leases	<u>34,800</u>	<u>35,067</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no Trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no Trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

9. STAFF COSTS

	31.3.23 £	31.3.22 £
Wages and Salaries	983,274	843,793
Social Security Costs	70,921	64,627
Other Pension Costs	<u>16,381</u>	<u>16,899</u>
	<u>1,070,576</u>	<u>925,319</u>

The average monthly number of employees during the year was as follows:

	31.3.23	31.3.22
Direct Charitable Work	28	28
Support/Administration	<u>24</u>	<u>20</u>
	<u>52</u>	<u>48</u>

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

	31.3.23	31.3.22
£60,000 - £70,000	<u>1</u>	<u>1</u>

Key Management Remuneration

The key management personnel of the charity comprise of two employees including the Chief Executive Officer. The total wages of the key management personnel of the charity were £121,130 (2022: £114,714).

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted Funds £	Restricted Funds £	Total Funds £
INCOME AND EXPENDITURE			
Donations-Non exceptional	6,455	33,173	39,628
Donations-Exceptional	33,859	-	33,859
Charitable activities			
Home Care Services	365,279	-	365,279
Carers Support	400,160	382,568	782,728
Investment Income	<u>406</u>	<u>-</u>	<u>406</u>
Total	806,159	415,741	1,221,900
EXPENDITURE ON			
Raising Funds	13,688	-	13,688
Charitable activities			
Home Care Services	376,125	-	376,125
Carers Support	558,468	242,664	801,132
Total	<u>948,281</u>	<u>242,664</u>	<u>1,190,945</u>
NET INCOME / (EXPENDITURE)	(142,122)	173,077	30,955
Transfers Between Funds	<u>8,867</u>	<u>(8,867)</u>	<u>-</u>
Net Movement in Funds	(133,255)	164,210	30,955
RECONCILIATION OF FUNDS			
Total Funds Brought Forward	833,062	360,885	1,193,947
TOTAL FUNDS CARRIED FORWARD	<u>699,807</u>	<u>525,095</u>	<u>1,224,902</u>

ENFIELD CARERS CENTRE

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

11. TANGIBLE FIXED ASSETS

	Fixtures and Fittings £	Computer Equipment £	Totals £
COST			
At 1 April 2022	11,537	61,428	72,965
Additions	-	-	-
At 31 March 2023	<u>11,537</u>	<u>61,428</u>	<u>72,965</u>
DEPRECIATION			
At 1 April 2022	11,537	51,391	62,928
Charge for Year	-	3,288	3,288
At 31 March 2023	<u>11,537</u>	<u>54,679</u>	<u>66,216</u>
NET BOOK VALUE			
At 31 March 2023	<u>-</u>	<u>6,749</u>	<u>6,749</u>
At 31 March 2022	<u>-</u>	<u>10,037</u>	<u>10,037</u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Trade Debtors	72,047	213,834
Prepayments and Accrued Income	<u>53,520</u>	<u>50,406</u>
	<u>125,567</u>	<u>264,240</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Trade Creditors	3,491	9,129
Social Security and Other Taxes	18,613	16,573
Other Creditors	3,984	2,194
Other Creditors – Grants Repayable	290,004	-
Deferred Income	66,843	7,500
Accrued Expenses	<u>64,947</u>	<u>38,496</u>
	<u>447,882</u>	<u>73,892</u>

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	31.3.23 Total Funds £	31.3.22 Total Funds £
Fixed Assets	6,749	-	6,749	10,037
Current Assets	1,157,480	299,476	1,456,956	1,288,757
Current Liabilities	<u>(447,882)</u>	<u>-</u>	<u>(447,882)</u>	<u>(73,892)</u>
	<u>716,347</u>	<u>299,476</u>	<u>1,015,823</u>	<u>1,224,902</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****15. MOVEMENT IN FUNDS**

	At 1.4.22 £	Net Movement in Funds £	Transfers Between Funds £	At 31.3.23 £
Unrestricted Funds				
General Fund	440,307	29,522	67,518	537,347
Designated funds				
Development Fund	80,000	(41,331)	41,331	80,000
EyPIC - Young Carers Project	60,000	(15,588)	(29,412)	15,000
Carers Benefits Advice	44,000	(35,148)	35,148	44,000
Carers GP & Hospital Support	40,000	-	-	40,000
Transition Project Staff	<u>35,500</u>	<u>(45,754)</u>	<u>10,254</u>	<u>-</u>
	699,807	(108,299)	124,839	716,347
Restricted funds				
Carers Assessment Project	417,028	(90,095)	(126,000)	200,933
CEPN Safer Discharge Project	59,831	(5,652)	-	54,179
Carers GP & Hospital Support	14,764	(15,925)	1,161	-
Replacement Care for Ambassadors	1,385	(301)	-	1,084
Age UK - ICAN	20,805	963	-	21,768
Enfield Voluntary Action – Wellbeing Project	<u>11,282</u>	<u>10,230</u>	<u>-</u>	<u>21,512</u>
	525,095	(100,780)	124,839	299,476
TOTAL FUNDS	<u>1,224,902</u>	<u>(209,079)</u>	<u>-</u>	<u>1,015,823</u>

Net movement in funds, included in the above are as follows:

	Incoming Resources £	Resources Expended £	Movement in Funds £
Unrestricted Funds			
General Fund	938,314	(908,792)	29,522
Designated funds			
EyPIC - Young Carers Project	-	(15,588)	(15,588)
Development fund	-	(41,331)	(41,331)
Transition Project Staff	-	(45,754)	(45,754)
Carers Benefits Advice	-	(35,148)	(35,148)
	938,314	(1,046,613)	(108,299)
Restricted funds			
Carers Assessment Project	37,441	(127,536)	(90,095)
EyPIC - Young Carers Project	49,859	(49,859)	-
CEPN Safer Discharge Project	-	(5,652)	(5,652)
Enfield Voluntary Action – Wellbeing Project	40,746	(30,516)	10,230
Replacement Care for Ambassadors	-	(301)	(301)
Age UK - ICAN	38,470	(37,507)	963
Alpha Care Specialists Ltd	6,250	(6,250)	-
Carers GP & Hospital Support	-	(15,925)	(15,925)
Enfield Voluntary Action - Royal Free- Long Covid	<u>8,386</u>	<u>(8,386)</u>	<u>-</u>
	181,152	(281,932)	(100,780)
TOTAL FUNDS	<u>1,119,466</u>	<u>(1,328,545)</u>	<u>(209,079)</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****15. MOVEMENT IN FUNDS - continued****Comparatives for Movement in Funds**

	At 1.4.21 £	Net Movement in Funds £	Transfers Between Funds £	At 31.3.22 £
Unrestricted Funds				
General Fund	380,632	143,243	(83,568)	440,307
Development Fund	260,120	(180,120)	-	80,000
EyPIC - Young Carers Project	72,000	(38,113)	26,113	60,000
Carers Benefits Advice	44,810	(34,403)	33,593	44,000
Carers GP & Hospital Support	40,000	-	-	40,000
Transition Project Staff	<u>35,500</u>	<u>(32,729)</u>	<u>32,729</u>	<u>35,500</u>
	833,062	142,122	8,867	699,807
Restricted Funds				
Carers Assessment Project	242,475	174,553	-	417,028
EyPIC - Young Carers Project	-	-	-	-
Carers Fire Prevention Project	8,867	-	(8,867)	-
CEPN Safer Discharge Project	59,831	-	-	59,831
Carers GP & Hospital Support	38,952	(24,188)	-	14,764
Replacement Care for Ambassadors	1,385	-	-	1,385
Global Make Some Noise	301	301	-	-
Age UK - ICAN	9,074	11,731	-	20,805
Enfield Voluntary Action – Wellbeing Project	<u>-</u>	<u>11,282</u>	<u>-</u>	<u>11,282</u>
	<u>360,885</u>	<u>173,077</u>	<u>(8,867)</u>	<u>525,095</u>
TOTAL FUNDS	<u>1,193,947</u>	<u>30,955</u>	<u>-</u>	<u>1,224,902</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming Resources £	Resources Expended £	Movement in Funds £
Unrestricted Funds			
General Fund	806,159	(662,916)	143,243
Designated funds			
EyPIC - Young Carers Project	-	(38,113)	(38,113)
Development fund	-	(180,120)	(180,120)
Transition Project Staff	-	(32,729)	(32,729)
Carers Benefits Advice	<u>-</u>	<u>(34,403)</u>	<u>(34,403)</u>
	806,159	(948,281)	(142,122)
Restricted funds			
Carers Assessment Project	310,707	(136,154)	174,553
EyPIC - Young Carers Project	35,273	(35,273)	-
Enfield Voluntary Action – Wellbeing Project	17,933	(6,651)	11,282
Global Make Some Noise	-	(301)	(301)
Age UK - ICAN	34,438	(22,707)	11,731
Alpha Care Specialists Ltd	15,625	(15,625)	-
Carers GP & Hospital Support	-	(24,188)	(24,188)
Enfield Voluntary Action - Royal Free- Long Covid	<u>1,765</u>	<u>(1,765)</u>	<u>-</u>
	<u>415,741</u>	<u>(242,664)</u>	<u>173,077</u>
TOTAL FUNDS	<u>1,221,900</u>	<u>(1,190,945)</u>	<u>30,955</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****15. MOVEMENT IN FUNDS - continued****Description, Nature and Purpose of Restricted Funds:**

Carers Assessment Project - This funding is for the Appointed Trusted Assessor for Enfield Council. It is for the provision of stand-alone (Carers only) assessments and processing of carers direct payments where appropriate.

EyPIC - Young Carers Project - During 2022-23, Big Lottery Community Funding was awarded for this project. This project is funded by both grants and donations. The project involves working closely with local schools delivering assemblies and teacher training to raise awareness about YCs and YACs aimed at:

- a) identifying hidden carers and adopting a Schools 'Young Carers' Protocol.
- b) referring them to ECC for ongoing support.
- c) reducing absenteeism.
- d) improving educational attainment and their future prospects.

Community Education Providers Networks (CEPN) Safer Discharge Project - This funding from CEPN NHS England aimed at reducing hospital readmissions and promoting the involvement of carers in smoother, faster, safer discharges from hospital. Also, the production of 2 videos: one aimed at hospital staff - improving carer awareness and promoting the advantages of including carers in discharge planning. The second video is aimed at family / unpaid carers and explains the discharge process; the need for carer involvement and the importance of planning for the discharge date. The project also provides a post-discharge training program for carers covering topics such as medication management, signs of infection, dehydration and pressure sores, etc.

Replacement Care for Ambassadors - ECC has assisted Enfield Council in recruiting Carers Ambassadors who will represent carers of specific disability areas at Carers Partnership Board and other meetings. The Ambassadors are provided with direct payment from the Council as reimbursement for expenses. The £1,385 funding allocated to ECC is restricted for the purpose of reimbursing Ambassadors for replacement care and expenses.

Alpha Care Ltd "Home from Hospital Project" - ECC is a formal partner on this project. ECC provides a Hospital Discharge Liaison Officer working over three hospitals: Chase Farm; North Middlesex University (North Mid). and Barnet. The Officer works closely with the multi-disciplinary discharge teams and supports Carers to be involved in discharge planning as well as promoting referrals to the Home from Hospital services.

Enfield Wellbeing Project: This project is led by Enfield Voluntary Action. ECC is one of three main delivery partners alongside Mind in Enfield and Age UK Enfield. ECC employs a full-time Wellbeing Practitioner who coordinates volunteer Wellbeing Buddies and supports local people to boost their health and wellbeing and to improve the self-management of long-term conditions.

Age UK- iCAN - ECC has partnered with Age UK Enfield as one of four delivery partners on their iCan Service project. The project aims to support vulnerable adults to remain living healthily and independently in the community, improving the self-management of their health conditions and reducing the need for access to primary and secondary care services. The project supports adults aged 18 and over.

ECC employs a Navigator to work with service users living in the Edmonton area in a holistic manner and identify their physical, emotional, psychological, social and practical needs.

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****15. MOVEMENT IN FUNDS - continued****Description, Nature and Purpose of Unrestricted Funds:**

Development Fund - To evaluate and undertake the promotion and development of new services which will generate unrestricted income, build future sustainability and effectively meet service user needs through areas of work appropriate for the charity to undertake.

Carers Benefits Advice - To allow the Charity to continue supporting carers of all ages to maximise their income by ensuring that they receive full financial and welfare benefit entitlements and do not experience financial hardship.

Carers GP & Hospital Support - To ensure the Charity's presence in healthcare settings and meet its aim of identifying and supporting carers at GP practices and hospitals at an earlier stage and establish improved support for Carers. To support practice and hospital staff with carer awareness training and increase signposting to Enfield Carers Centre.

Transition Project Staff - Our experienced staff support parents and carers of young people and adults aged 14 to 25 who have learning, physical or other additional needs with the transition from children to adult services. We also support parents and carers with other transition issues such as moving into independent living or making further education/career choices.

EyPIC Young Carers Project – Designated funds are set aside from our unrestricted funds to ensure that the charity continues to operate and meet the needs of vulnerable young carers.

General Funds: General funds represent the balance of the unrestricted funds available to be applied as the Trustees in their discretion think fit towards attaining the charitable objects and purposes of the charity.

Transfers Between Funds

During the year one restricted fund with the permission of the original donors was dissolved into the general fund.

16. RELATED PARTY DISCLOSURES

Other than Key Management Compensation disclosed in Note 9, there were no related party transactions for the year ended 31 March 2023 nor for the year ended 31 March 2022.

17. LEASING COMMITMENTS IN RELATION TO PROPERTY

	31.3.23	31.3.22
	£	£
Within One year	<u>34,800</u>	<u>35,067</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****18. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	31.3.23	31.3.22
	£	£
Net Income for the year (as per the Statement of Financial Activities)	(209,079)	30,955
Adjustments for:		
Depreciation Charges	3,288	4,859
Interest Received	(4,435)	(406)
(Increase)/Decrease in Debtors	138,673	(126,940)
Increase/(Decrease) in Creditors	<u>373,990</u>	<u>(5,454)</u>
Net Cash Provided by Operations	<u>302,437</u>	<u>(96,986)</u>

19. DEFERRED INCOME

	31.3.23	31.3.22
	£	£
Balance as at 1 st April	7,500	7,500
Amount Released to Income during the Year	(7,500)	(7,500)
Amount deferred in the Year	<u>66,843</u>	<u>7,500</u>
Balance as at 31 st March	<u>66,843</u>	<u>7,500</u>

Deferred income represents funding received from London Borough of Enfield £7,500 (2022: £7,500), Ex Pat Foundation £30,000 (2022: £nil), Big Lottery £24,448 (2021: £nil), Global Make Some Noise £4,895 (2022: nil) towards cost of carers assessments to be carried out in future years.

20. SHARE CAPITAL

The company is limited by guarantee and does not have a share capital divided by shares.

Accounts

ENFIELD CARERS CENTRE ANNUAL IMPACT REPORT 2021-2022



OUR VISION – OUR TRUSTEES

- To ensure family/informal Carers are involved in the provision and development of services for the people they care for.
- To ensure Carers have access to a range of support, advice, training and other services that empower them to continue caring.

We support Carers so that they:

- ❖ Are able to have a life of their own
- ❖ Do not fall into financial hardship
- ❖ Stay mentally and physically well
- ❖ Have access to reliable, professional and quality homecare
- ❖ Can enjoy and achieve, especially if under 18 years old

- Tim Hellings – Chair
- Neil Yeomans – Treasurer
- Pamela Learmonth – Company Secretary
- Hannah Lison
- Pamela Odukoya
- Amanda Flexman
- Patience Wilson
- Ann Campbell
- Caroline Bernard-Moxey

Resigned: Laura Brady 29-07-21

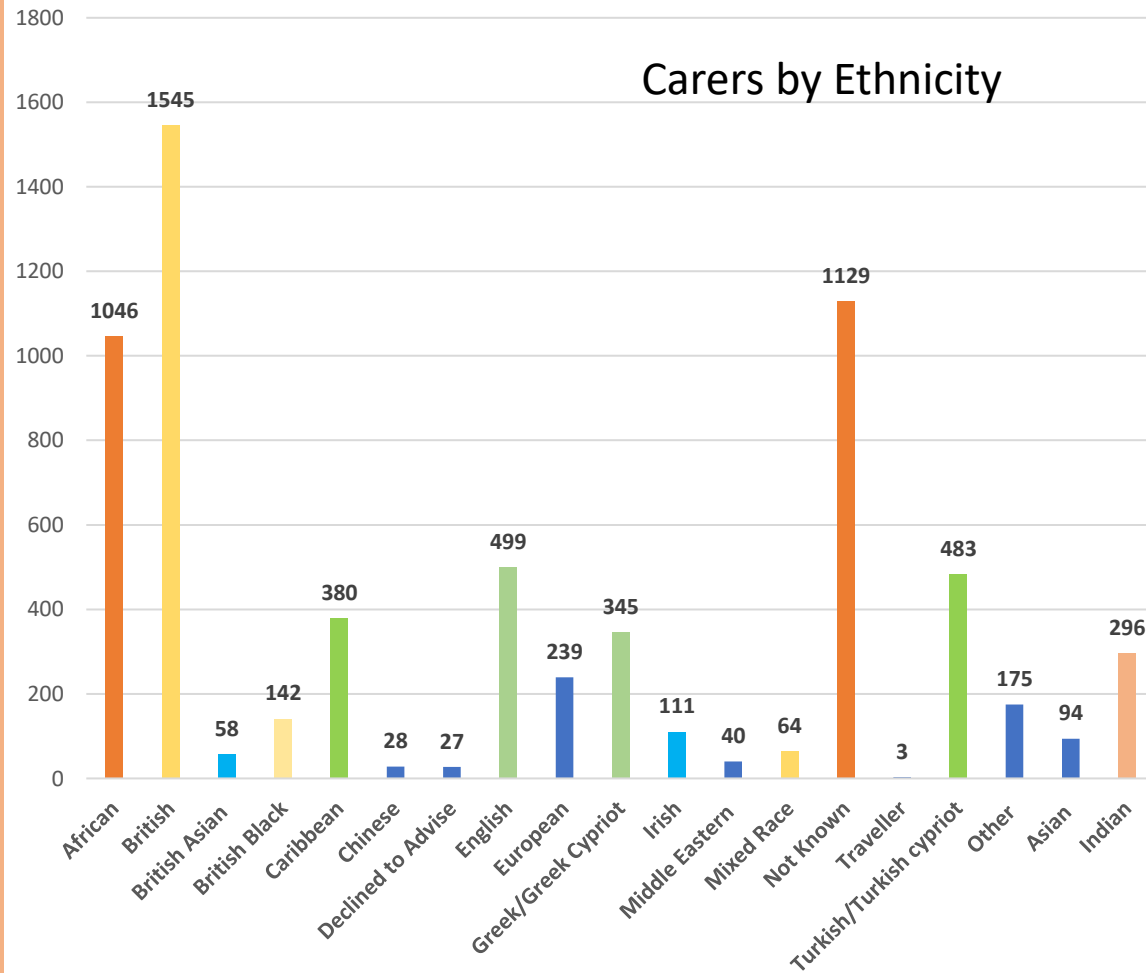
Support for Carers & Cared For



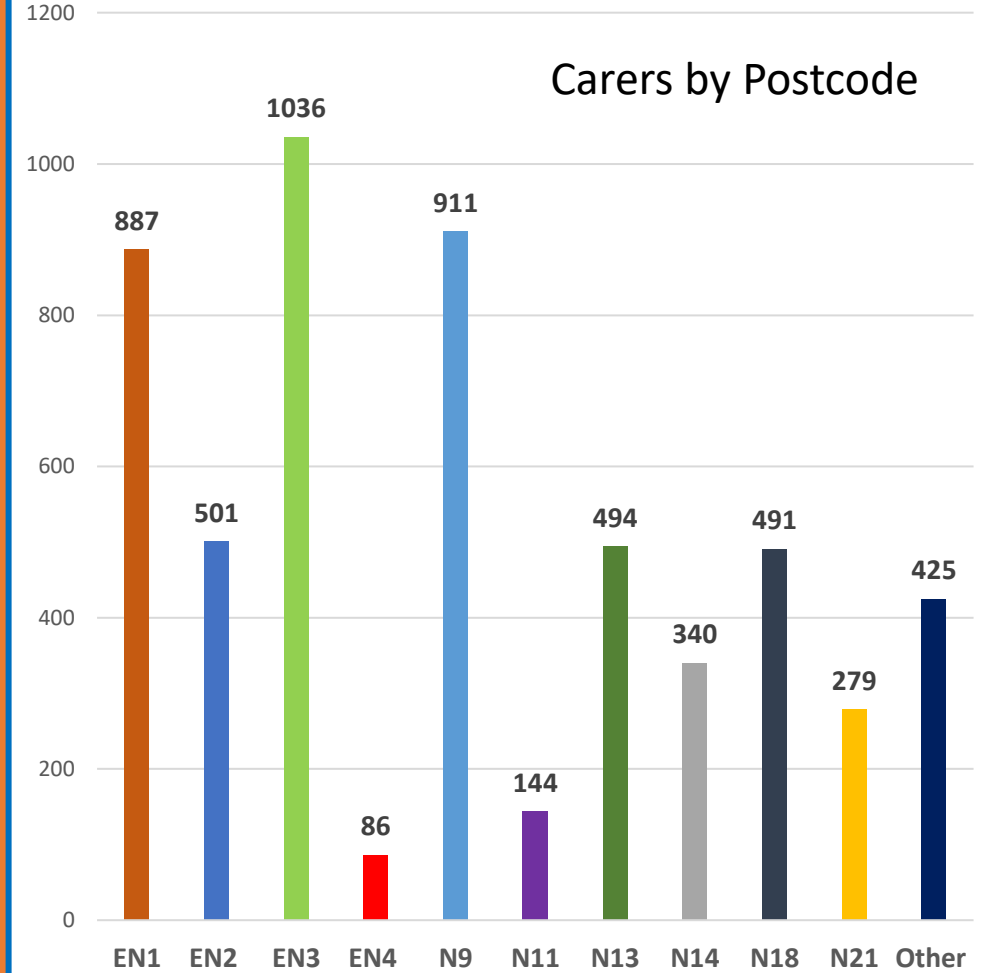
Carers Support	Care At Home Services
Peer Support Groups & Carers Social & Leisure Breaks	Dementia Care
Counselling & Wellbeing Support	Learning Disability/Autism Care
Training & Information Workshops	Companionship / Assisting with Appointments
Legal Information & Benefits Advice	Medication Management
Carers Assessments & Social Care Referrals	Live-in Care / 24-hour Care
Information, Advice & Signposting	Overnight Care (Sleeping/Waking Nights)
Young Carers Support & Activities (5-18yrs)	Respite & Replacement Care

Adult Carers by Ethnicity & Postcode

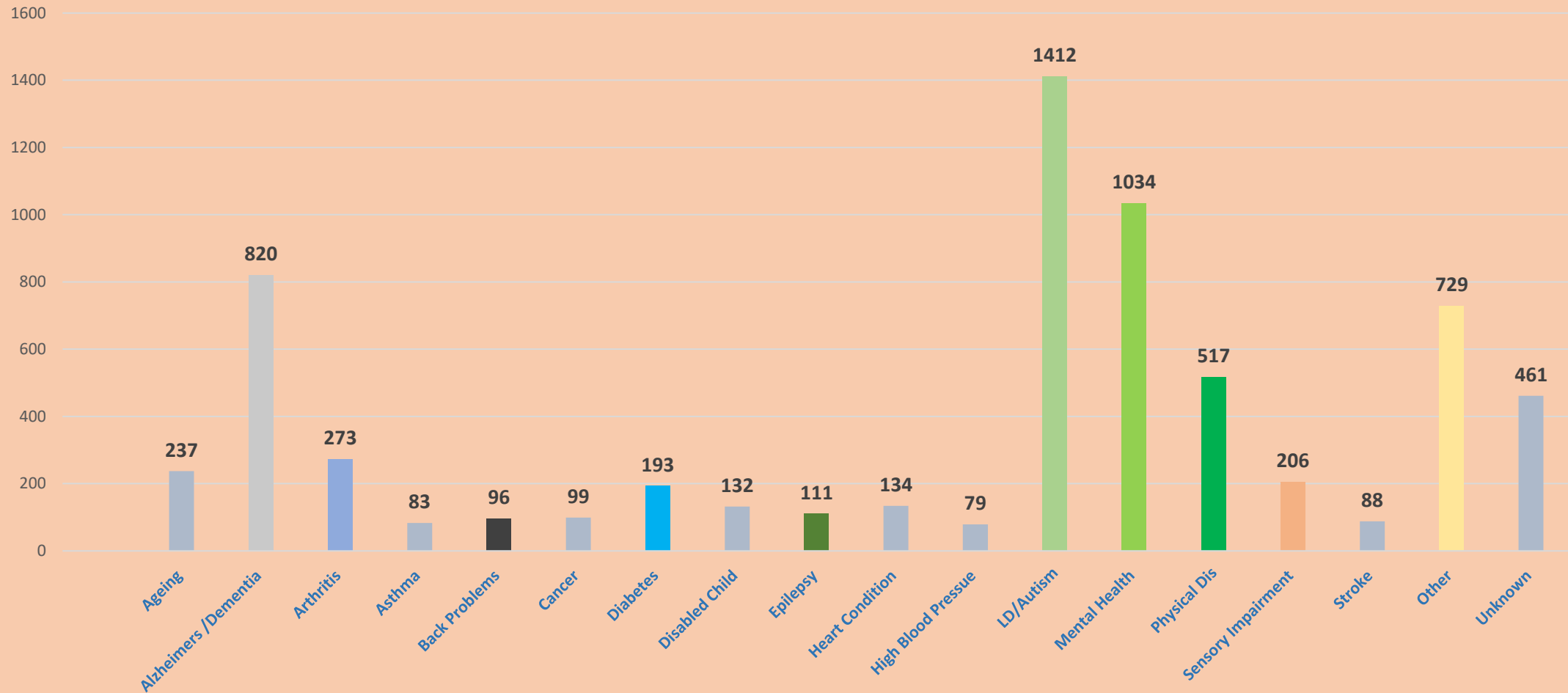
Carers by Ethnicity



Carers by Postcode

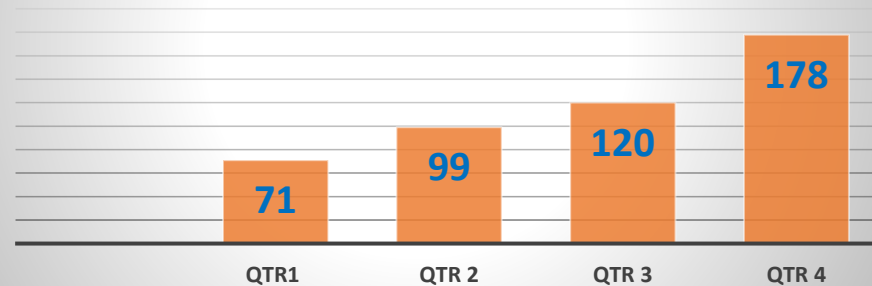


Conditions of Cared For Persons

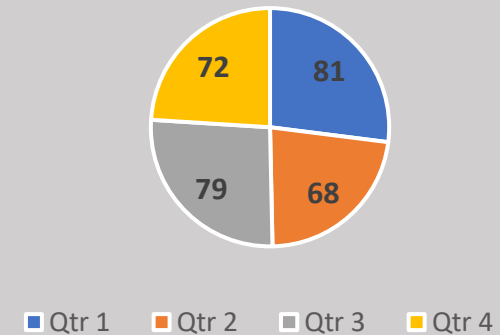


A Snapshot of Services Delivered to Adult Carers in 21-22

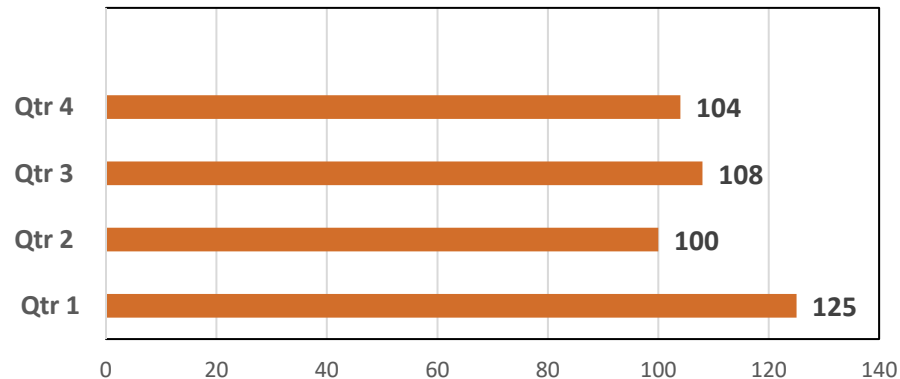
Carers Attending Respite Activities



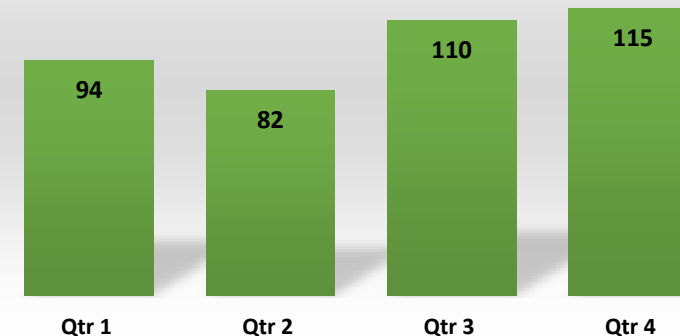
Carers Attending Training and Information Sessions



Carers Receiving Benefits and Money Advice



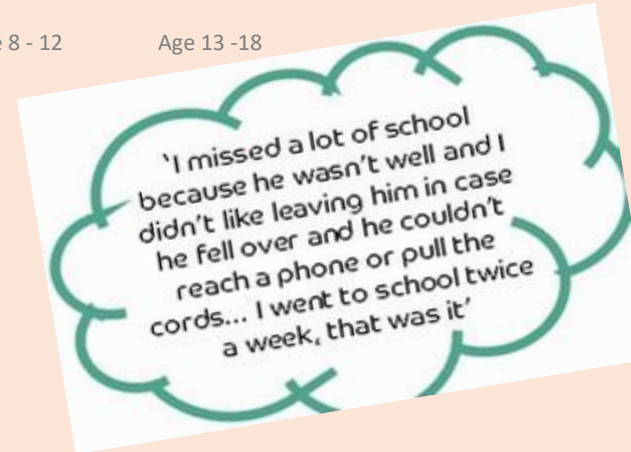
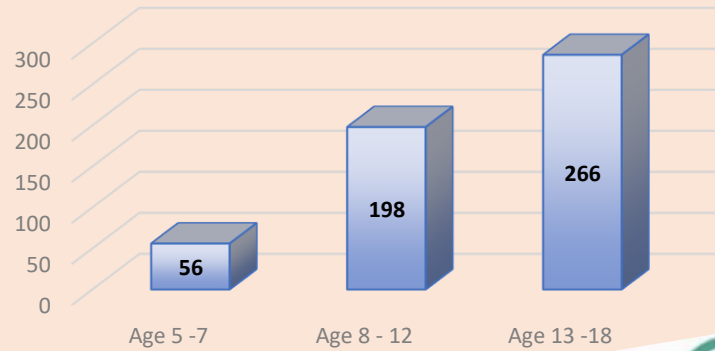
Counselling Sessions Delivered



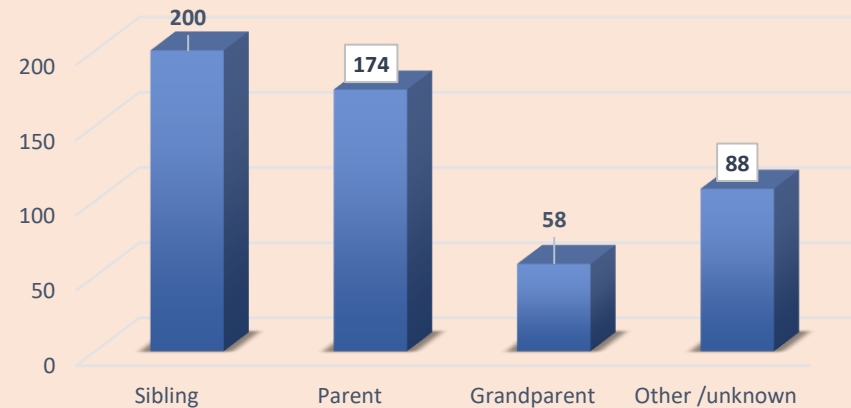
134 New
Young Carers
identified
during 21-22

1073 young
carers accessed
2538 support
services

EyPIC Young Carers' Ages

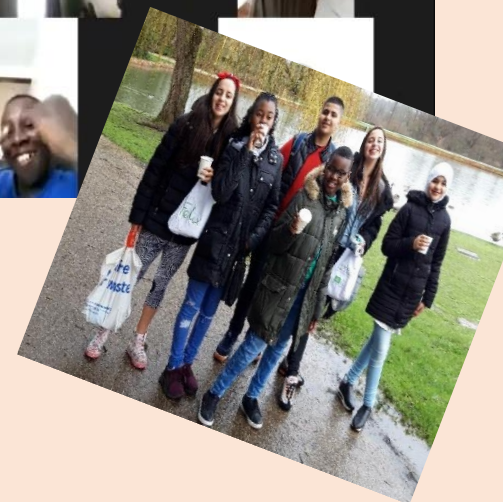


Who are the EyPIC Young Carers Caring For?



'It has helped me to accept my role as a carer and help understand and realise that my role can be supported and has helped me be assured my parents can be cared for when I move on'. Jack aged 15





21-22 Activities

- Weekly Yoga Sessions
- Arts & Crafts
- Create Workshops
- Weekly Homework Club
- Epping Forest Nature Outings
- Escape Rooms
- Adventure Golf
- Summer Picnics
- Therapy Dog Session
- Games Hub
- Halloween Arts & Crafts
- Pottery Workshop
- Theatre Workshop
- Kindness Club/ Mental Health Support
- Xmas Party
- Music Workshop
- Reading Group

Impact of Covid

- Many Carers still reluctant to attend in person sessions or appointments
- People struggling to adapt to and access online and hybrid services
- The impact of Covid and Long Covid on the health of both the Carer and the cared for person has inevitably made Carers' lives even more difficult
- Ongoing issues around access to GPs and long waiting times for hospital appointments and delayed or postponed procedures
- Post-pandemic mental health crisis now results in long waiting lists across all MH services
- Increased financial hardship as many people were furloughed, lost income or jobs due to Lockdown
- Long term effects of loss and grief: many Carers lost loved ones and couldn't be with them due to Covid Restrictions
- Re-building ECC's relationships across all sectors particularly in primary and secondary healthcare settings
- Adapting to new ways of working and change in demand for services for example, we have seen less demand for respite activities and an increase in need for information and training
- Cost of living crisis and lack of Benefits form-filling services in borough to support the demand

Winter Wellbeing & Carers' Hospital Discharge Projects 21-22

ECC's Winter Wellbeing Project was commissioned to help deliver NCL's integrated communications and engagement programme to support residents to stay well during the Winter months, avoid covid and to help them access care in the right place at the right time.

Outcomes/Benefits included:

- NCL Winter Wellbeing messages and documentation widely distributed in English and in over 10 local community languages
- Residents reported increased confidence after receiving this health advice information, particularly in relation to breathing difficulties and child health issues
- Residents reported increased understanding of how to access services

ECC's Hospital Discharge Project was funded to extend its reach to Family/Unpaid Carers and NHS Staff at North Middx. Hospital. ECC's Nurse-led "Basic Nursing Skills" training for Carers helped keep patients well, safe and at home following their discharge from hospital.

Benefits included:

- Carers reported increased confidence caring for loved ones after discharge from hospital
- Lower failed discharge numbers
- Less re-admissions to hospital
- Increased Carer recognition and involvement in discharge planning

Tackling Poverty & The Cost-of-Living Crisis



- Fortnightly "Money Management" Sessions delivered online
- Benefits and income maximization services delivered to 437 Carers
- ECC 'Hardship Fund' for clothes, household goods etc.
- LBE's 'Emergency Fund' for help with household bills, domestic emergencies, replacement of white goods etc.
- Referrals made to Debt Management, Citizens Advice Bureau, Enfield Council Finance team etc. For welfare support and advice
- £2500 awarded to Carers via Carers Trust Grants for respite, white goods etc.
- Foodbank vouchers

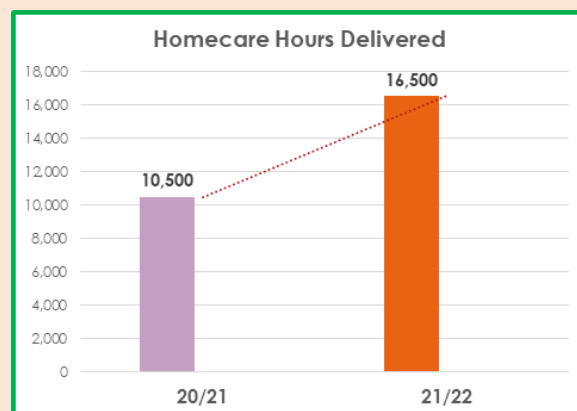
CARE AT HOME FROM A CHARITY YOU CAN TRUST



"I can confidently go out knowing that dad is in capable hands and that mum can get on with whatever it is she wants to do without worrying about the dad"

Inspected and rated

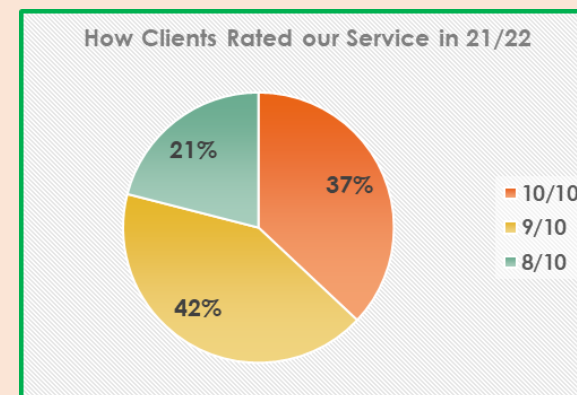
Good



" although we initially booked a few hours care we soon increased this as the care provided put a smile back on Emma's face"



"The Service has made a massive difference to 'E' as she has never been able to go out before."



www.enfieldhomecare.org

ECC Homecare Rated Good by CQC



'It allows me to go out shopping and to hospital appointments and have social interaction with someone other than family. '

100% said they always feel listened to and respected by our staff.

Our oldest service user will reach 100 in January 2023. He previously had a negative experience in a care home where he spent some time, following a fall. Despite his complex needs, we managed to keep him safe at home during the pandemic. He gained weight and more confidence in his mobility as we supported him with daily exercises and walks in the local park.

Inspected and rated

Good



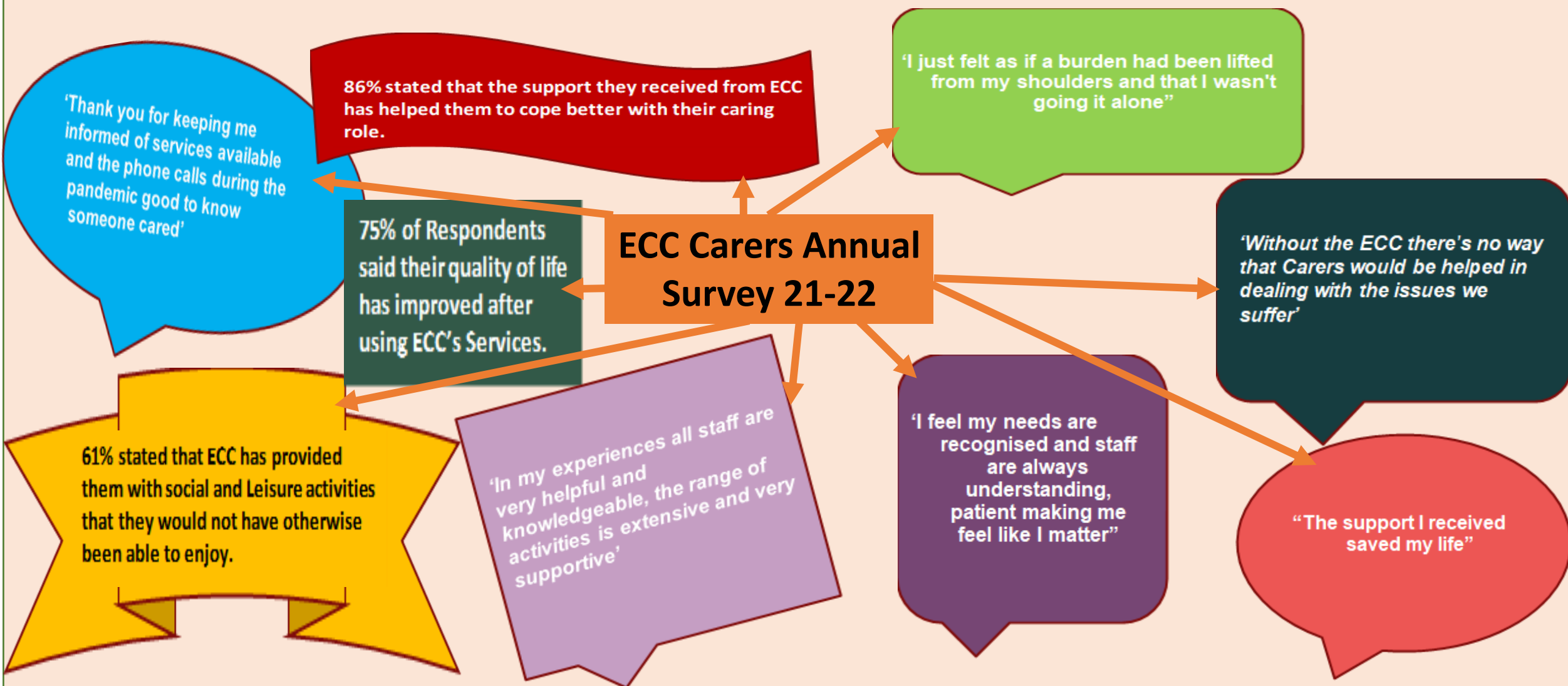
'The Service has made a huge difference to me, as a Carer, having somebody come to visit my husband and do his personal care relieves some of the stress for me and I know he is well looked after. '



'ECC Provides a very good service and staff always attend and leave at the scheduled times.'

One of our service users, in her late 80s, has been living with the impact of mixed dementia for some time. We support her daily in getting ready for the day centre where she can mix with other people and feel less isolated and part of the community. This arrangement keeps her socially engaged and boosts her emotional well-being. It also helps to keep her stimulated and active.

Carers' Voices on ECC Support



Looking to the Future

Carers said	Our Response
'I wish I'd known about you sooner'	We are increasing our community work and promotions across all sectors to encourage more referrals
'The services feel as though they are aimed at Carers of older people'	ECC Services are targeted at all ages, and we systematically review the demographic of attendance at events to enable us to plan inclusively
'I think you could make your reputation better with clearer communications that express your voice'	We are always looking to improve our online presence and do distribute a quarterly newsletter across the borough
'Events like art, comedy, films, music nights get more people involved and talking together'	We are working with 'Create' and are running a series of creative workshops including ceramics and creative writing. We regularly provide theatre trips and music evenings. Thanks - we're always open to suggestions and ideas
'Since COVID Enfield Carers activities have reduced more activities for young Carers.'	YC activities are now back to pre-Covid levels with regular clubs, outings, and activities, both face to face and online
'If possible, please do occasionally visit Carers'	We do undertake occasional home visits for people who are housebound or cannot leave their cared for

Looking to the Future

Carers said	Our Response
Separate news and information. target better young Carers, provide home care for old people	Young Carers receive regular what's app and text information about services, and we now provide homecare for older people
More information for people that need care as well as being a carer yourself	Our team, although focused on Carers are always willing to help you to find information and support for your cared for person
Out of hours support	We always offer at least one evening Carer group where working carers can meet a staff member
I would like to have someone available in the office whenever needed thank you, I always need guidance	There are advertised regular drop-in times and always somebody in the office Mon – Friday 9-5 pm.
A bit more working with Parent Carers of children below 25yrs age	We have a group for Parent Carers of children with a Learning Disability and we are looking to expand this area of support.
More practical advice on local services such as handymen electricians etc. would be useful so we have confidence in using trustworthy trades, information on practical help in a crisis would be useful	We cannot recommend trades people as we do not have expertise in this field but can suggest using 'Trust a Trader' or Check-A-Trader.com

And Finally...

Many thanks to our funders, private donors and
local businesses

and

A **huge** thanks to all our staff & volunteers
without whose commitment, hard work
and flexibility during the pandemic
we wouldn't have functioned!

REGISTERED COMPANY NUMBER: 07149774 (England and Wales)
REGISTERED CHARITY NUMBER: 1140089 (England and Wales)

**ENFIELD CARERS CENTRE
(A COMPANY LIMITED BY GUARANTEE)**

REPORT OF THE TRUSTEES AND

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

Cox Costello & Horne
Chartered Accountants and Statutory Auditors
26 Main Avenue
Moor Park
HA6 2HJ

ENFIELD CARERS CENTRE

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FOR THE YEAR ENDED 31 MARCH 2022

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Statement of Cash Flows	15
Notes to the Financial Statements	16 to 28

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

The Trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The Trustees' report also represents the Directors' report as required by Company Law. The financial statements have been prepared in accordance with the accounting policy set out in the note to the financial statements. The annual report complies with the charity's governing document, the requirements of the Companies Act 2006 and the Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statement in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) the Charity SORP (FRS 102)'.

ENFIELD CARERS CENTRE (ECC) OBJECTIVES

The charity's purpose as set out in its Memorandum and Article of Association are as follows:

The relief of persons in need by reason of age, physical or mental disability, ill health, financial hardship or other disadvantage by the provision of advice, support and information to such persons and to those caring for such persons, principally but not exclusively in the London Borough of Enfield.

The relief of sickness, the preservation of health and the promotion of well-being, principally but not exclusively among persons residing permanently or temporarily in the London Borough of Enfield.

The assistance of carers in need by raising awareness of issues affecting carers, principally but not exclusively in the London Borough of Enfield.

The charity's aim is to improve the lives of carers in Enfield by providing a recognisable and easily accessible resource providing advice, information, training, support, breaks, counselling and reliable high-quality homecare services which meet the needs of carers and their cared for persons.

REVIEW OF THE YEAR ENDED 31 MARCH 2022**Building Our Homecare Provision**

Following the initial transfer between ECC and Carers Trust Lea Valley Crossroad Care Services Limited (Crossroads) in November 2020 ECC continues to increase its volume of homecare services delivered. The final transfer of assets in the form of a donated £33,859 payment occurred during the year, represents the final transaction following the transfer. Crossroads has now been dissolved under the oversight of its remaining Trustees and no longer exists as a separate charity. This payment gave rise to an exceptional donation in the current year and adds to the donation made in the previous year (2020/21) of £192,552. The transfer of assets allows (ECC) to provide a "one-stop-shop" for carers offering support for family/unpaid carers and homecare services for cared for people. In July 2021, we said goodbye to Jill Raines, the retiring CEO of Crossroads, celebrated the end of an era and welcomed in the new era of change for our Homecare Team.

ECC is committed to building on and continuing the excellent reputation of Crossroads which had in excess of 35 years' experience in the regulated care sector. We kept in regular contact with the Crossroads' clients as they moved over to ECC during the transfer and assured them that their services would continue without changes to staff wherever possible. We also assured them that as a charitable organisation our emphasis is on quality not profit.

Covid 19 presented significant challenges for our Homecare Team and they rose to the challenge admirably. Times are tough in the care sector anyway and the pandemic stretched the capacity and tenacity of our Homecare Team. However, thanks to the dedication and commitment of our Homecare Office Team and our excellent Care Support Workers out there on the front line, they rose to the challenge, put their clients first and deserved the applause they received throughout the lockdown period and thereafter. They were the true Heroes of the pandemic and we've also done our best to acknowledge and thank them for their flexibility, patience and sheer hard work during the most difficult time anyone has ever faced in the past few decades.

In December 2021 we achieved a "GOOD" rating in our first Care Quality Commission (CQC) inspection as an Enfield Carers Centre regulated service. This achievement is once again due to our staff who were determined that ECC got the recognition it deserved for all the work everyone had put into bringing two organisations together successfully under difficult circumstances and to our staff for continuing to operate safely and responsively. Our new Registered Homecare Manager, who joined us in October 2020 and our two Homecare Coordinators were instrumental in guiding and supporting our Care Support Workers as they transferred to new ways of working that brought them into the modern age. Our office-based Homecare Team worked hard to ensure that our systems and procedures were updated as we moved from a paper-based system to electronic record-keeping.

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

In their inspection report, the CQC confirmed that "ECC homecare staff arrived at the time stipulated in the care plan and were involved in a meaningful way with the people they worked with. Cared-for people were supported so that they have maximum choice and control of their lives." Their report went on to say that "Enfield Carers Centre's homecare staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice". Our homecare staff were described as, "Tremendous", "A life saver", "Dedicated" and "Lovely".

Staff that the CQC spoke with were passionate about the care they provided and knew people well. The CQC report also noted that:

- ECC clients usually had the same care staff visiting them and that they were treated with dignity and respect and recognised as individuals with their own likes and dislikes.
- Cared-for clients had detailed care plans which reflected how they wanted to receive their care.
- Care plans were reviewed regularly.
- They and their relatives were fully involved in all aspects of planning care.
- Cared-for clients were encouraged to take part in activities that were meaningful to them.

ECC's Professional Homecare Service provides a range of personal care and other support at home services. During the year covered by these financial statements approximately 19,000 care hours were provided by approximately 23-25 Care Support Workers. The types of care we provide varies: short visits throughout the day; live-in services; and emergency respite cover. We also provide free replacement care for carers booked to attend training or counselling sessions or other activities provided by our Carers Centre. We understand that reliable, quality homecare from a trusted provider is crucial to family carers having a well-earned break.

Carer Feedback on our homecare service included the following comments, noted by CQC:

"I like my carers. They are kind and caring. I like being with them."

"[Named] likes to have cuddles and the carers do this well. He likes his carers very much and knows when they are due. Both carers are kind, calm and sweet natured. They are also very patient" and "the carers are kind and caring and know what they are doing. The children really like them."

Relatives were also positive around the support they and their loved ones received and felt their needs were fully understood and respected: Feedback included the following comments:

- "My carer is lovely, and she understands my needs and works with me accordingly."
- "The support we get from this organisation is just what we wanted and really needed. Without them, I don't know what I would have done. Sometimes it really gets on top of me, and they help me through it."
- "Carers are great with the kids. They know exactly what each of them need and it is going well."
- "My daughter's care plan is reviewed every six months and changes recorded and updated".

ECC has attracted some new Care Support staff, but the challenge continues as existing staff reach retirement age or move into different areas of work. We wait to see what support the Government brings for the care sector to provide greater stability for a sector a population with an ever-growing need.

Carers Support

ECC main council contract (delivering carers support services) has continued achieving its key performance targets in line with the terms of the council contract which is set to be renewed in November 2024.

The Caring Services contract includes support services, carers' breaks, counselling and wellbeing support and a training and information programme. ECC continue to offer and deliver replacement care and emergency respite cover via its own homecare service or its partner Alpha Care Specialists, subject to demand. There is a continuing commitment by ECC to also engage other home care agencies thereby allowing for personal preference by carers.

ECC's Carers Advice and Support staff team has been reconfigured to allow it to focus on carers' health and wellbeing. This is especially important for carers following Covid 19 – a difficult time for family carers and especially for Young Carers. A new triage system has been introduced as part of the carer registration process which asks specific questions to determine which ECC services will benefit the carer and help improve or reach their health and wellbeing goals.

Carers Benefits Advice Service

Designated Funds continue to be set aside from ECC's unrestricted funds, for this key service. The funds cover the annual cost of one Benefits Adviser and ensures carers can access benefits advice and form filling assistance. As there are insufficient benefits advice services which also provide form filling in the borough, ECC's service is constantly over-subscribed but continues to provide a valuable service for carers. In the financial year covered by this report 437 carers received assistance from our Benefits Adviser and support with form filling or advice on benefit entitlement.

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022****REVIEW OF THE YEAR ENDED 31 MARCH 2022****GP & Hospital Support Project**

Designated funds have also been set aside by Trustees for this key service area. Carers continue to need assistance liaising with their GP practices and in hospital settings. During 2021-22, ECC has worked hard to re-establish its presence in both primary and secondary care venues for the benefit of carers with varying degrees of success.

Following the onset of Covid-19, the NHS has refreshed its "Commitment to Carers" document which stresses the importance of including and involving carers in discharge planning. The Enfield Clinical Commissioning Group (CCG) is going through a period of change and (in July 2022) evolved into an Integrated Care System (ICS). ECC hopes to establish the carers' voice through representation on the various boards and steering groups related to the Enfield Integrated Care Partnership which will form part of the North Central London ICS.

During this financial period 67 new carers were referred via GP surgeries and/or helped with primary care related issues. As Hospital staff began to "get back to the new normal" 130 new carers were supported by staff in our GP & Hospital Liaison Project or after being referred by local hospital staff and social workers.

CEPN Safer Discharge Project

Funds have been carried forward for this mental health carers discharge project which stalled during the pandemic. ECC staff are currently striving to reactivate and mobilise the project which focuses on improving the involvement of carers in safe and timely discharge of mental health in-patients. The project includes the production of a carers training video, regular staff training sessions and carer support sessions.

EyPIC (Enfield Young People In Caring) Young Carers Project

Using designated funds, ECC employs a full-time Project Manager, a part-time Young Carers Worker and sessional staff for the fortnightly Young Carers Activity Hubs. The funds also cover the cost of quarterly outings, venue hire and transport. This is a dedicated Young Carers service, where children and young people aged 5 to 18 years enjoy a break from caring, meet other children and young people in similar circumstances and receive support, training and information about services for their cared for persons. ECC's fundraising activities take place during the year and all donations and funds raised are set aside specifically for Young Carers support. ECC is also actively applying for funding from Trusts and Grants to prolong and expand our Young Carers service.

During 2021-22 a total of 134 new Young Carers were registered, assessed and supported. This brought the total peak number of Young Carers on ECC's register to 583.

Activities for Young Carers included: Create Workshops; Weekly Homework Club; Epping Forest Nature Outings; Escape Rooms; Adventure Golf; Summer picnics; Therapy Dog Session; Games Hub; Halloween; Arts & Crafts; Pottery Workshop; Theatre Workshop; Kindness club/MH support; Xmas Party.

Transitions Advocacy Project

This project was inherited by ECC when it merged with Crossroads in November 2020 and was previously funded by BBC Children in Need and Lloyds Bank. When both funding streams ended soon after the transfer, ECC agreed to continue the funding (whilst viable) using designated reserves for a fixed period of time i.e., until March 2023. ECC is actively seeking funds to prolong the life of this project, but if no funds are secured, this project will unfortunately be ceased.

During this financial year, the project provides support and advocacy for 36 parents of disabled children aged 16-25. Two part-time members of staff provide one-to-one advice as well as liaising with statutory services on their behalf. The service provides holistic and complex support. Individual carers may have complex social care and educational issues and require advocacy to navigate not only the complexities of obtaining an educational aim, but also arranging additional support from social services and SEN Teams as well as interim support whilst a resolution is sought. The advocates are often working with families that are completely overwhelmed by their caring responsibilities and efforts needed to navigate complex statutory services; the advocates empower them to do this, whilst providing emotional support and practical advice.

Alpha Care Ltd: Home from Hospital Project

ECC continues its partnership working arrangement with Alpha Care Specialists (the trading arm of Greek & Greek Cypriot Community of Enfield) by providing a Carers Hospital Discharge Support Officer. The contract arrangement was varied in the light of difficulties accessing secondary healthcare sites during the pandemic and the worker's hours (and contribution from Alpha Care) has been reduced in Quarters 2 & 3 from 30 hours to 7 hours each week.

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022****REVIEW OF THE YEAR ENDED 31 MARCH 2022****Alpha Care Ltd: Home from Hospital Project cont'd**

ECC looks forward to rebuilding its relationships with Hospital staff and particularly the Discharge Team to encourage increased referrals for the Alpha Care Home From Hospital project and support patients and their families.

Carers Assessments/Improved Access to Psychological Therapies (IAPT) Accredited Counselling Service

Enfield Carers Centre continues to perform its role as Enfield Council's appointed Trusted Assessor for carers' assessments since winning a renewed tender contract in April 2020. Despite the challenges raised by the pandemic and staffing capacity issues, ECC still achieved its targets and delivered Carers Assessments and Reviews to 1586 adult carers.

The IAPT Service has yet to fully mobilise due to difficulties recruiting the specialist psychotherapy posts during Covid 19. Enfield Council has approved ECC's proposed service model redesign and have agreed that the funds can be held in restricted reserve until approval from Enfield CCG is received and the service is fully staffed and operational.

Age UK Enfield I-Can Project

Enfield Carers Centre is a delivery partner on Age UK Enfield's I-Can Project which supports vulnerable people in the community living with dementia, diabetes, stroke or at risk of falling. Funding covers costs related to project expenses and the salary for a full-time Navigator/Social Prescriber focussing on the Edmonton area. In this financial year, ECC had a change of postholder, but despite the change and a small hiatus whilst recruitment was completed, 72 people have been supported by the ECC Ican Navigator. Support included helping with a variety of issues, providing advice, information and hosting activities which reduced their social isolation such as Tea & Chatter sessions, group dining-out and other get togethers.

Enfield Wellbeing Network – Partnership with Enfield Voluntary Action, Age UK Enfield & Mind in Enfield

The Enfield Wellbeing Network (EWN) is a partnership of voluntary and community organisations including: Enfield Carers Centre, Age UK Enfield, Enfield Voluntary Action and Mind in Enfield. These partners have come together to help local people to boost their health and wellbeing and to improve the self-management of long-term conditions. Each partner employs a Wellbeing Officer. The aim of the Network is to give people the confidence, knowledge and skills to manage their own health and wellbeing effectively, both to prevent new health conditions and to manage existing ones. Enfield Carers Centre recruited a full-time Wellbeing Officer in February 2022 with funding from this contract which began in January 2022. In the period February to March 2022, 20 individuals have been actively supported by the ECC Wellbeing Officer.

All EWN activities are based in Enfield and support could include any of these (and more):

- Self-care management tools and techniques
- Health awareness including mental health
- Movement and exercise
- Diet and nutrition
- Wellbeing support for carers, and
- Mindfulness

Public Benefit

In shaping our objectives for the year and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance "Public Benefit: Running a Charity (PD2)". The achievements and activities above demonstrate the public benefit arising through the Charity's activities.

Volunteers

The Charity has been supported in its activities by an able and generous group of volunteers. Number of volunteers this year has been 20 to 25 (2021:20). Our volunteer roles include: administration, IT & digital support, telephone support, Young Carers' Tutors, Mentors and Student Psychotherapy Counsellors.

FINANCIAL REVIEW**Financial Position**

The Statement of Financial Activities showed a net surplus of £30,955 (2021 - £256,764) for the year and funds stand at £1,224,902 (2021 - £1,193,947). The financial position at the year revealed by the Balance Sheet on page 14 shows net current assets or working capital of £1,214,865 (2021 - £1,185,976). The net book value of tangible fixed assets held, all of which are used directly for charitable purposes, amounted to £10,037 (2021 - £7,971).

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022****FINANCIAL REVIEW****Principal Funding Sources**

The main funding sources for the Charity are listed on pages 18 and 19 in Note 2 to Note 4 of the financial statement. The London Borough of Enfield is the Funder of the Charity's two main contracts plus income arising from individual homecare contracts.

Reserves Policy

The Board of Trustees has assessed the Charity's requirements in the light of main risks to the organisation. As a result, the Board has approved a policy whereby, unrestricted funds not committed or represented by tangible fixed assets, should be held in reserve and maintained at a level which ensure that ECC's activity can continue during a period of unforeseen difficulty. The current reserve figure is approximately £430k. The target reserve is agreed by Trustees as six months' expenditure equivalent to £440,729 for the new financial year. The charity aims to increase the current reserve figure by generating unrestricted income via its Homecare Services and fundraising activities.

In addition, designated funds for the new financial year, as agreed by Trustees, are outlined as follows and based on actual expenditure in this financial year. For example, successful fundraising for Young Carers Services during 2021-22 significantly reduced the designated amount needed.

Designated Funds are agreed by Trustees for specific, priority operational services that support carers from falling into financial hardship, prevent carer breakdown, reduce isolation and assist the organisation in meeting its Key Performance Indicators (KPIs) e.g., reaching the target of 8,000 carers registered by the end of main caring contract, benefits advice, Young Carer support and GP & hospital support.

The Development Fund has been set aside by Trustees for the specific purpose of raising the visibility and profile of the organisation as a whole and to support a marketing and communications exercise for the promotion of the income generating division of the charity: its professional Homecare Service. The costs covered by this fund include a Service Development Manager post, promotional and recruitment advertising, staff training and development costs and website enhancement/design costs.

	Actual 2021-22	Designated 2022-23
Development Fund	50,000	80,000
EyPIC Young Carers	45,000	60,000
Carers Benefits Adviser	40,000	44,000
GP & Hospital Support	39,813	40,000
Transition Project Staff	32,729	35,500

Adapting To Change

2021-22 presented another challenging working environment for the charity, as the pandemic continued and carers continued to face difficulties managing their caring situations. ECC staff demonstrated their ongoing commitment in the face of changing times and growing pressure and the organisation experienced very low staff turnover.

ECC continued to operate a rotational staff office cover system and gradually expanded its service-user offer by re-introducing cautious and limited face-to-face support groups and training events. Covid safety guidelines were adhered to and risk assessments were updated to incorporate pre-booked face-to-face places and ongoing distancing arrangements etc.

All carers received contact from the charity via a variety of methods: emails; texts; letters and quarterly newsletters explaining the charity's cautious return to face-to-face activities, off-site and open-air events.

The charity has remained financially secure during this financial year, having secured contracts prior to lockdown and attracted several additional, small covid 19 related grants and Government assistance which resulted in a much more positive end position than originally forecasted. The demand for the charity's services continues to be high and the charity continues to be a viable organisation moving forward with an excellent reputation locally and with its main funder.

ECC's new Homecare Service division presented a new challenge for the charity in terms of change management, adapting to new working cultures and nationally recognised Care Support Worker staff recruitment and retention issues. Trustees established a Marketing & Communications Sub-Group to focus on how best to establish a greater local, visible presence and promote ECC as the new professional homecare provider of choice in the borough. An ECC Dementia Carers campaign was launched in January 2021 aimed at encouraging known carers to take a break after the difficult lockdown period and consider trialling a few hours respite with ECC Homecare staff. Although there was limited interest

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022****FINANCIAL REVIEW****Adapting To Change cont'd**

and take up, one benefit was that the campaign highlighted some internal gaps in monitoring and handling new enquiries which have since addressed, as well as showing that many current carers were not yet able or ready to accept the true cost of care services. The CEO, Homecare Manager and Service Development Manager together with the able assistance of our Digital Volunteer, have been working together to address the changes needed within the office as well as within the Care Support Worker team to prepare for further expansion of ECC's homecare customer base.

FUTURE PLANS

ECC intends to continue raising the profile of the Centre and its services in all parts of the borough. We also continue to rebuild our presence at GP surgeries and hospitals as these have historically been the highest source of new carer registrations and referrals.

ECC will be focussing on helping carers improve and protect their health and wellbeing. After all, if carers are not well, they cannot continue to look after their loved ones either. To help carers in this area, ECC offers Healthy Living Days where carers can have a free health check and receive advice on healthy eating and preventing long-term conditions.

The Charity aims to build up its homecare customer base, establish itself firmly in the homecare market and focus on securing additional funding for Young Carers services. Our focus is on raising funds in order to minimise total dependence on Council and NHS contracts. The transfer of assets from Crossroads as specifically completed to move the organisation into a stronger financial position.

It is evident that ECC's new homecare division presents a viable source of income generation, but that growth and associated income will be slow and internal changes in ways of working, review of pricing structure and increased staffing were also necessary to reach this goal. Trustees have agreed a Homecare Breakeven Strategy which includes incremental price increases, special rates for half-hour and 45-minute visits and Council-only rates. In the next financial year, ECC will be developing a robust marketing strategy and using the designated Development Fund to generate income from and boost the visibility of our homecare services.

Following the CQC inspection in December 2021 and January 2022 – ECC achieved a GOOD status from the regulator. This is an excellent achievement for a first inspection and will stand ECC in good stead as it promotes and publicises its homecare services.

STRUCTURE, GOVERNANCE AND MANAGEMENT

ECC is a charitable company limited by guarantee, incorporated on 8 February 2010 and registered as a charity with the Charity Commission on 27 January 2011. The charitable company is governed by its Memorandum and Articles of Association last updated 26 April 2020. The Trustees are appointed or reappointed annually at the Annual General Meeting. Appointment and retirement of Trustees is in accordance with the Articles of Association. All Trustees give their time voluntarily and receive no benefits from the charity.

The Trustees are responsible for making the charity's strategic decisions, they meet every other month for general meetings and hold additional Finance and Marketing & Comms sub-group meetings as well as the Annual General Meeting. The day-to-day operations of the charity are managed by the Senior Management Team: CEO and the Operational Director/Deputy CEO. The middle management team: Homecare Manager, Carers Advice & Support Manager, Young Carers Project Manager, Healthcare Support Manager and Service Development Manager report to the Senior Managers and meet quarterly. Operational Reports are compiled and presented by the CEO, Operational Director and Homecare Manager at every board meeting. Occasionally, Trustees hear presentations directly from Middle Managers as part of the Board meeting which describe project activity and outcomes in greater detail. Such presentations include case studies, qualitative and quantitative data. The Treasurer receives detailed financial reports from the Finance team prior to each Board meeting. The reports detail the cash position of the organisation, the income and expenditure report of the organisation as a whole and a utilisation and forecast report for the Homecare division. Trustees also consider financial/management account reports at every Board meeting.

The organisation advertises for Trustees via Reach or appoints them on recommendation. Trustees with the appropriate skill sets are appointed and training is given to all incoming Trustees as part of their induction training. Training is sourced from National Council of Voluntary Organisation (NCVO) or Enfield Voluntary Action. Trustees then receive a copy of the charity's governing document, last annual report, the latest Carer Voice Newsletter and Charity Commission Publications including: The essential trustee: what you need to know, what you need to do (CC3); Charity trustee: what's involved (CC3a).

ENFIELD CARERS CENTRE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022****STRUCTURE, GOVERNANCE AND MANAGEMENT**

The Trustees have given consideration to the major risks to which the charity is exposed and satisfied themselves that systems or procedures are established in order to manage those risks. The organisational risk register documents risks which specifically relate to funding uncertainty or withdrawal, regulated care provision, increased safeguarding risks and Coronavirus.

Area and Definition of Risk	Consequence(s) of Risk	Mitigation of Risk & Timetabling
<i>Financial Sustainability</i>	<i>Employee redundancies</i> <i>Carers lose valued services</i> <i>ECC's loses its reputation as key provider of services for carers</i> <i>Increase in/continuing deficit in Homecare income/clients</i>	<i>Ongoing consideration of partnership working/merger opportunities</i> <i>Submit further funding applications – ongoing</i> <i>Marketing Campaigns to attract new clients</i> <i>Registration with Enfield Marketplace/Children Services</i>
<i>Succession Planning</i>	<i>Lack of clear staff/organisational leadership</i> <i>Problems with Banking</i> <i>Reduced staff confidence</i> <i>Trustees impelled to perform operational duties</i> <i>Delays in payments/representation</i>	<i>Restructure and introduction of Middle Management Tier</i> <i>Annual review of financial policy and procedure</i> <i>Operational Director and Finance Manager have been added to CAF Bank</i> <i>Consideration will be given to adding the Operational Director as a signatory and issued with a debit card</i>
<i>Data Protection Breach</i>	<i>Loss of Reputation</i> <i>Possible Financial Penalty</i> <i>Reduced Carer confidence</i>	<i>a) Annual audit review</i> <i>b) Appointment of Service Development Manager who has responsibility to perform ongoing audit / ensure compliance.</i> <i>c) Staff Training/information Refresher Sessions</i>
<i>Safeguarding Alerts</i>	<i>Loss of reputation</i> <i>Reduced Carer confidence</i>	<i>Safeguarding Policies & Procedures reviewed annually.</i> <i>Ongoing Staff Training</i> <i>Maintaining close relationships with Councils MASH Safeguarding Team</i> <i>ECC membership of Enfield Council Adults & Children Safeguarding Board</i>
<i>Reduced CQC Rating</i>	<i>Reduced Carer/client confidence</i> <i>Loss of Reputation</i> <i>Loss of income</i> <i>Removal from Council's approved provider list</i>	<i>Homecare Manager employed with responsibility for ensuring compliance</i> <i>Regular policy reviews and updates via Carers Trust</i> <i>Regular audit/spot checks and training of Care Support Staff</i>
<i>Contract Revocation</i>	<i>Failure to meet terms/KPIs of contract</i> <i>Funding awards cancelled</i> <i>Possible redundancies</i> <i>Loss of Reputation</i>	<i>Quarterly monitoring against KPIs</i> <i>Middle Management overseeing front line delivery</i> <i>Project Team Meetings</i> <i>Management Team Meetings</i>

ENFIELD CARERS CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

The pay and remuneration of the charity's key management personnel (KMP) is set by the board of Trustees following initial discussion of benchmarks, parameters and criteria at the Finance Sub-Group level and reports and recommendations provided by the Chief Executive officer.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company Number: 07149774 (England and Wales)

Registered Charity Number: 1140089 (England and Wales)

Registered Office:

Britannia House 137-143 Baker Street
London
Enfield
Middlesex
EN1 3JL

Trustees:

The following served as Trustees on the date that this report is signed or during the reporting period.

Amanda Flexman
Ann Campbell - (appointed 17.5.21)
Caroline Bernard - Moxey - (appointed 7.2.22)
Hannah Victoria Lison
Laura Brady – (retired 19.7.21)
Neil Yeomans - Treasurer
Pamela Learmonth Graham
Pamela Odukoya
Patience Anne Wilson
Timothy Hellings - Chairperson

Chief Executive Officer: Pamela Burke

Operational Director/Deputy CEO: Fiona Jones

Auditors

Cox Costello & Horne
Chartered Accountants and Statutory Auditors
26 Main Avenue
Moor Park
HA6 2HJ

Bankers

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

Website: www.enfieldcarers.org

ENFIELD CARERS CENTRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also the directors of Enfield Carers Centre for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

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 those financial statements, the Trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

AUDITORS

The auditors, Cox Costello & Horne, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of Trustees on 31 October 2022 and signed on its behalf by:

DocuSigned by:

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Tim Hellings - Chairman

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF ENFIELD CARERS CENTRE

Opinion

We have audited the financial statements of Enfield Carers Centre (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its result, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF ENFIELD CARERS CENTRE

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of Trustees

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

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

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

We considered the nature of the charity's industry and its control environment and reviewed the charity's documentation of their policies and procedures relating to fraud and compliance with laws and regulations. We also enquired of management, and others within the entity about their own identification and assessment of the risks of irregularities.

We obtained an understanding of the legal and regulatory frameworks that the charity operates in, and identified the key laws and regulations that:

- had a direct effect on the determination of material amounts and disclosures in the financial statements. These included the Charity's constitution, tax legislation and Companies Act 2006; and
- do not have a direct effect on the financial statements but compliance with which may be fundamental to the charity's ability to operate or to avoid a material penalty. These included the Charity Commission for England and Wales (Charity Commission) regulations, Health and Safety Act, employment law, pensions legislation, Charities Act, fundraising regulations and Child safeguarding.

We discussed among the audit engagement team regarding the opportunities and incentives that may exist within the charity for fraud and how and where fraud might occur in the financial statements.

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

- Recognition of grant income: this involves judgement around whether grants have performance conditions attached to them which have to be met before income can be recognised, as well as judgement over whether or not those conditions have been satisfied. On a sample basis, we have assessed the judgements and estimates made by management in the recognition of this income.
- Appropriate allocation of restricted income: there is a risk that restricted income may not have been identified and allocated as such. We reviewed the allocation of income to restricted or unrestricted funds on initial recognition to ensure restrictions were appropriately identified and applied, and we reviewed fund transfers from restricted to unrestricted funds to assess the rationale for those movements.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF ENFIELD CARERS CENTRE

Our responsibilities for the audit of the financial statements

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments; assessed whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluated the operations rationale of any significant transactions that are unusual or outside the normal course of operations.

In addition to the above, our procedures to respond to the risks identified included the following:

- reviewing financial statement disclosures by testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- enquiring of management concerning actual and potential litigation and claims, and instances of non-compliance with laws and regulations; and
- reading minutes of meetings of those charged with governance, reviewing correspondence with HMRC and with the Charity Commission.
- Ensuring that testing undertaken on both the Statement of Financial Activity (SoFA) and the Balance Sheet includes a number of items selected on a random basis.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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

DocuSigned by:



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Michael F Cox FCA (Senior Statutory Auditor)
for and on behalf of Cox Costello & Horne
Chartered Accountants and Statutory Auditors
26 Main Avenue
Moor Park
HA6 2HJ

Date: 31 October 2022

ENFIELD CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING THE INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022

				31.3.22	31.3.21
		Unrestricted	Restricted	Total	Restated
	Notes	Funds	Funds	Funds	Total
		£	£	£	Funds
					£
INCOME AND EXPENDITURE					
Donations-Non-Exceptional	2	6,455	33,173	39,628	9,053
Donations-Exceptional	2	33,859	-	33,859	192,552
Charitable activities					
Home Care Services	3	365,279	-	365,279	108,863
Carers Support	4	400,160	382,568	782,728	827,193
Deposit Account interest		406	-	406	560
Total		806,159	415,741	1,221,900	1,138,221
EXPENDITURE ON					
Raising Funds	5	13,688	-	13,688	12,845
Charitable activities					
Home Care Services	5	376,125	-	376,125	12,845
Carers Support	5	558,468	242,664	801,132	868,612
Total		948,281	242,664	1,190,945	881,457
NET INCOME		(104,009)	242,664	30,955	256,764
Transfers Between Funds	15	(8,867)	(8,867)	-	-
Net Movement in Funds		(133,255)	164,210	30,955	256,764
RECONCILIATION OF FUNDS					
Total Funds Brought Forward		833,062	360,885	1,193,947	937,183
TOTAL FUNDS CARRIED FORWARD		699,807	525,095	1,224,902	1,193,947

The notes form part of these financial statements

ENFIELD CARERS CENTRE**BALANCE SHEET
31 MARCH 2022**

	Notes	31.3.22 £	31.3.21 £
FIXED ASSETS			
Tangible Assets	11	10,037	7,971
CURRENT ASSETS			
Debtors	12	264,240	137,300
Cash at Bank and in Hand		<u>1,024,517</u>	<u>1,128,022</u>
		1,288,757	1,265,322
CREDITORS			
Amounts Falling Due Within One Year	13	(73,892)	(79,346)
NET CURRENT ASSETS		<u>1,214,865</u>	<u>1,185,976</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		1,224,902	1,193,947
NET ASSETS		<u>1,224,902</u>	<u>1,193,947</u>
FUNDS			
Unrestricted Funds	15	699,807	833,062
Restricted Funds	15	<u>525,095</u>	<u>360,885</u>
TOTAL FUNDS		<u>1,224,902</u>	<u>1,193,947</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 31 October 2022 and were signed on its behalf by:

DocuSigned by:

Tim Hellings

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Tim Hellings – Chairman

DocuSigned by:

Neil Yeomans

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Neil Yeomans -Treasurer

The notes form part of these financial statements

ENFIELD CARERS CENTRE**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	31.3.22 £	31.3.21 £
Cash Flows from Operating Activities			
Cash Generated from operations	18	<u>(96,986)</u>	<u>228,915</u>
Cash Flows from Investing Activities			
Purchase of Tangible Fixed Assets		(6,925)	(6,226)
Interest Received		<u>406</u>	<u>560</u>
Net Cash Used in Investing Activities		(6,519)	(5,666)
Change in Cash in the Year		(103,505)	223,249
Cash at the Beginning of the Year		1,128,022	904,773
Cash at the End of the Year		<u><u>1,024,517</u></u>	<u><u>1,128,022</u></u>

The notes form part of these financial statements

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022****1. ACCOUNTING POLICIES****Basis of Preparing the Financial Statements**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statement in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charity SORP (FRS 102)), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Enfield Carers Centre meets the definition of a public benefit entity under FRS 102.

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

Preparation of Financial Statement on a Going Concern Basis

The Charity's Financial Statements show net income of £30,955 for the year and free reserves of £439,497. The Trustees have prepared the financial statements on a going concern basis. In making their assessment they have considered a period of at least 12 months from the date of the signing of the balance sheet. This assessment has been made as part of the Trustees' wider risk assessment of risks and has considered amongst other things: "the fact that the three large council contracts provide ongoing security for the charity; forecasts; modest budgets; a new 4-year contract with BBC Children in Need secured in October 2022 for our EyPIC Young Carers Project, which removes the need for such a large subsidy from core unrestricted funds and the positive trend in income generated by the Homecare Services division."

Having made their assessment the Trustees consider that there is no material uncertainty regarding the going concern status of the charity.

Income**Income Recognition**

All income is included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to it, receipt is probable, and the amount can be measured with sufficient reliability.

Donations and Grants

Donation and grants which have the characteristics of a gift are recognised immediately on receipt. This is unless there are time constraints imposed by the donor or conditions or terms are imposed which must be met prior to entitlement passing which are not wholly within the control of the charity.

Grants which have the characteristics of a gift which have restrictions on their usage to certain activities or purposes within the charity are treated as restricted income.

These incoming resources are recognised as donations.

Contractual Income and Grants with Performance Conditions

Contractual Income and Grants with performance related conditions are recognised as performance conditions are met (i.e., as related goods and services are provided).

These income resources are recognised as income from charitable activities.

Investment Income

Investment income is included when receivable.

Volunteers and Donated Services, Facilities and Goods

Donated professional services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Charity is not recognised in the main body of the financial statement, but detail is contained in the Trustees' Report.

On receipt, donated professional services, donated facilities and goods are recognised on the basis of the value of the gift to the Charity which is the amount the Charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS – continued
FOR THE YEAR ENDED 31 MARCH 2022****1. ACCOUNTING POLICIES – continued****Expenditure****Expenditure Recognition and Irrecoverable VAT**

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:

- (a) Costs of raising funds comprise the costs of seeking grants and donations and other trading activities that raise funds and their associated support costs.
- (b) Expenditure on charitable activities include expenditure associated with the main objectives of the Charity and include both direct costs and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Allocation of Support Costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back-office costs, finance and administration personnel, payroll and governance costs which support the Charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 5.

Leasing Commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the lease term.

Tangible Fixed Assets

Tangible fixed assets are stated at cost less depreciation.

Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

Fixtures and Fittings	25% on cost
Computer Equipment	25% on cost

Fund Structure

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.

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS – continued
FOR THE YEAR ENDED 31 MARCH 2022****1. ACCOUNTING POLICIES – continued****Cash and Cash Equivalents**

Cash and cash equivalents includes cash and short-term cash deposits.

Provisions

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.

Financial Instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments including trade and other debtors and trade creditors. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Pension Costs

Contributions are charged to the Statement of Financial Activities in the period in which they are payable. The charity contributes towards personal pension schemes. The contributions payable by the charity and staff are deposited in the respective pension funds within 30 days following the deduction. The pension cost charge (note 9) represents contributions payable by the charity to the fund and amounted to £16,899 (2021 - £13,647). Contributions totalling £2,194 (2021 - £2,722) were payable to the fund at the year end and are included in creditors.

Taxation

The Charity is a registered Charity and, therefore, is not liable to Income Tax or Corporation Tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

Exceptional Item

Exceptional items are material or significant irregular items of income and expense which the Foundation believes should be disclosed in the Statement of Financial Activities to assist in understanding the underlying performance achieved by the Foundation by virtue of their nature or size.

Judgement and Key Sources of Estimation Uncertainty

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

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

2. DONATIONS

	Unrestricted Funds	Restricted Funds	31.3.22 Total Funds	31.3.21
	£	£	£	£
Donations-Non-Exceptional	6,455	33,173	39,628	9,053
Donations-Exceptional (Crossroads)	<u>33,859</u>	<u>-</u>	<u>33,859</u>	<u>192,552</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS – continued
FOR THE YEAR ENDED 31 MARCH 2022****3. CHARITABLE ACTIVITIES - HOME CARE SERVICES**

		31.3.22	31.3.21 Restated
	Unrestricted Funds	Total Funds	Total Funds
	£	£	£
Home Care Services	329,533	329,533	108,863
London Borough of Enfield (Adults)	2,038	2,038	-
London Borough of Enfield (Child)	28,359	28,359	-
CJRS Funding	5,349	5,349	-
	<u>365,279</u>	<u>365,279</u>	<u>108,863</u>

Income from Home care services is earned by providing home care hours, live in care services and emergency care services.

4. CHARITABLE ACTIVITIES – CARERS SUPPORT

	31.3.22	31.3.21 Restated
	£	£
Contractual Income	<u>782,728</u>	<u>827,193</u>

The income from Carers support received in 2021 totalling £827,193 was attributed to: £374,759 unrestricted funds and £452,434 restricted funds.

Contractual income received, included in the above, are as follows:

			31.3.22	31.3.21 Restated
	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
	£	£	£	£
Strategic Support Funding	324,959	-	324,959	324,959
Carers Assessment Project	-	310,707	310,707	310,707
EyPIC - Young Carers Project	-	-	-	50,435
Carers Hospital Discharge Project	25,000	-	25,000	25,000
Global Make Some Noise	-	-	-	45,000
Age UK -ICAN	-	34,438	34,438	21,292
Enfield Voluntary Action – Wellbeing Project	-	17,933	17,933	6,865
London Borough of Enfield - Vaccination Grant	-	-	-	880
User Contribution and Other Income	12,259	-	12,259	13,927
L.B. Enfield -Workforce Capacity Grant	-	-	-	10,000
L.B. Enfield -IPC Payment	-	-	-	12,372
L.B.Enfield -Covid 19 PPE Payment	-	-	-	5,756
Enfield Voluntary Action - TPI Grant	2,942	-	2,942	-
Jack Petchey Foundation	-	2,100	2,100	-
Alpha Care Specialists Ltd	-	15,625	15,625	-
London Borough of Enfield (Adults)	2,500	-	2,500	-
London Borough of Enfield (Child)	2,500	-	2,500	-
Enfield Voluntary Action - Royal Free- Long Covid	-	1,765	1,765	-
NHS: NCL CCG Comms: Enfield Winter Outreach	30,000	-	30,000	-
	<u>400,160</u>	<u>382,568</u>	<u>782,728</u>	<u>827,193</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022****5. CHARITABLE COSTS**

	Direct Costs £	Support Costs (see note 6) £	Totals £
Charitable Activities	<u>1,108,967</u>	<u>81,978</u>	<u>1,190,945</u>
Raising Funds			
		31.3.22 £	31.3.21 £
Staff Costs		13,140	12,262
Communication and IT Costs		548	467
Postage and Stationery		-	116
		<u>13,688</u>	<u>12,845</u>
		31.03.22	31.03.21 Restated
	Home Care Services £	Carers Support £	Total £
Wages	332,313	500,005	832,318
Social Security	14,174	50,453	64,627
Pensions	6,656	10,243	16,899
Premises and Equipment Cost	-	57,445	57,445
Other Direct Costs	11,170	102,955	114,125
Communication and IT Costs	11,812	11,741	23,553
Postage and Stationery	-	-	-
	<u>376,125</u>	<u>732,842</u>	<u>1,108,967</u>
			<u>823,725</u>

6. SUPPORT COSTS

	Management £	Governance Costs £	Totals £
Carers Support	<u>63,887</u>	<u>18,091</u>	<u>81,978</u>

The Charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the Charity's key activities undertaken (see note 6) in the year. All the general support and governance costs have been apportioned to the various charitable activities on the basis of staff time allocated to each activity.

Support costs, included in the above, are as follows:

Management

	31.3.22 Carers Support £	31.3.21 Total Activities £
Premises Office Costs	3,023	3,201
Insurance	8,635	48
Communication and IT Costs	14,580	24,655
Professional Expenses	19,862	11,668
Sundries	4,103	2,109
Depreciation of Tangible Fixed Assets	4,859	4,528
Printing and Stationery	<u>8,825</u>	-
	<u>63,887</u>	<u>46,209</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022****Governance Costs**

	31.3.22 Carers Support £	31.3.21 Total Activities £
Staff Costs	11,474	4,445
Auditors' Remuneration	6,000	6,000
Communication and IT Costs	479	518
Training Expense	<u>138</u>	<u>560</u>
	<u>18,091</u>	<u>11,523</u>

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging:

	31.3.22 £	31.3.21 £
Auditors' Remuneration	5,000	5,000
Auditors' Remuneration – Other Services	1,000	1,000
Depreciation - Owned Assets	4,859	4,528
Other Operating Leases	<u>35,067</u>	<u>34,800</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no Trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no Trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

9. STAFF COSTS

	31.3.22 £	31.3.21 £
Wages and Salaries	843,793	558,492
Social Security Costs	64,627	40,985
Other Pension Costs	<u>16,899</u>	<u>13,647</u>
	<u>925,319</u>	<u>613,124</u>

The average monthly number of employees during the year was as follows:

	31.3.22	31.3.21
Direct Charitable Work	28	23
Support/Administration	<u>20</u>	<u>25</u>
	<u>48</u>	<u>48</u>

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

	31.3.21	31.3.20
£60,000 - £70,000	<u>1</u>	<u>1</u>

Key Management Remuneration

The key management personnel of the charity comprise of two employees including the Chief Executive Officer. The total wages of the key management personnel of the charity were £114,714 (2021: £156,226).

ENFIELD CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Restated Total Funds £
INCOME AND EXPENDITURE			
Donations-Non exceptional	9,053	-	9,053
Donations-Exceptional	192,552	-	192,552
Charitable activities			
Home Care Services	108,863	-	108,863
Carers Support	374,759	452,434	827,193
Investment Income	<u>560</u>	<u>-</u>	<u>560</u>
Total	685,787	452,434	1,138,221
EXPENDITURE ON			
Raising Funds	12,845	-	12,845
Charitable activities			
Carers Support	<u>590,331</u>	<u>278,281</u>	<u>868,612</u>
Total	<u>603,176</u>	<u>278,281</u>	<u>881,457</u>
NET INCOME	82,611	174,153	256,764
Transfers Between Funds	<u>(18,207)</u>	<u>18,207</u>	<u>-</u>
Net Movement in Funds	64,404	192,360	256,764
RECONCILIATION OF FUNDS			
Total Funds Brought Forward	<u>768,658</u>	<u>168,525</u>	<u>937,183</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>833,062</u></u>	<u><u>360,885</u></u>	<u><u>1,193,947</u></u>

ENFIELD CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

11. TANGIBLE FIXED ASSETS

	Fixtures and Fittings £	Computer Equipment £	Totals £
COST			
At 1 April 2021	11,537	54,503	66,040
Additions	-	6,925	6,925
At 31 March 2022	<u>11,537</u>	<u>61,428</u>	<u>72,965</u>
DEPRECIATION			
At 1 April 2021	11,537	46,532	58,069
Charge for Year	-	4,859	4,859
At 31 March 2022	<u>11,537</u>	<u>51,391</u>	<u>62,928</u>
NET BOOK VALUE			
At 31 March 2022	<u>-</u>	<u>10,037</u>	<u>10,037</u>
At 31 March 2021	<u>-</u>	<u>7,971</u>	<u>7,971</u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22 £	31.3.21 £
Trade Debtors	213,834	124,656
Other Debtors	-	2,204
Prepayments and Accrued Income	<u>50,406</u>	<u>10,440</u>
	<u>264,240</u>	<u>137,300</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22 £	31.3.21 £
Trade Creditors	9,129	13,208
Social Security and Other Taxes	16,573	16,078
Other Creditors	2,194	2,469
Deferred Income	7,500	7,500
Accrued Expenses	<u>38,496</u>	<u>40,091</u>
	<u>73,892</u>	<u>79,346</u>

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	31.3.22 Total Funds £	31.3.21 Total Funds £
Fixed Assets	10,037	-	10,037	7,971
Current Assets	763,662	525,095	1,288,757	1,265,322
Current Liabilities	<u>(73,892)</u>	<u>-</u>	<u>(73,892)</u>	<u>(79,346)</u>
	<u>699,807</u>	<u>525,095</u>	<u>1,224,902</u>	<u>1,193,947</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022****15. MOVEMENT IN FUNDS**

	At 1.4.21 £	Net Movement in Funds £	Transfers Between Funds £	At 31.3.22 £
Unrestricted Funds				
General Fund	380,632	143,243	(83,568)	440,307
Designated funds				
Development Fund	260,120	(180,120)	-	80,000
Services for Young Carers	72,000	(38,113)	26,113	60,000
Carers Benefits Advice	44,810	(34,403)	33,593	44,000
Carers GP & Hospital Support	40,000	-	-	40,000
Transition Project Staff	35,500	(32,729)	32,729	35,500
	833,062	(142,122)	8,867	699,807
Restricted funds				
Carers Assessment Project	242,475	174,553	-	417,028
EyPIC - Young Carers Project	-	-	-	-
Carers Fire Prevention Project	8,867	-	(8,867)	-
CEPN Safer Discharge Project	59,831	-	-	59,831
Carers GP & Hospital Support Project	38,952	(24,188)	-	14,764
Replacement Care for Ambassadors	1,385	-	-	1,385
Global Make Some Noise	301	(301)	-	-
Age UK - ICAN	9,074	11,731	-	20,805
Enfield Voluntary Action – Wellbeing Project	-	11,282	-	11,282
	360,885	173,077	(8,867)	525,095
TOTAL FUNDS	<u>1,193,947</u>	<u>30,955</u>	<u>-</u>	<u>1,224,902</u>

Net movement in funds, included in the above are as follows:

	Incoming Resources £	Resources Expended £	Movement in Funds £
Unrestricted Funds			
General Fund	806,159	(662,916)	143,243
Designated funds			
Services for Young Carers	-	(38,113)	(38,113)
Development fund	-	(180,120)	(180,120)
Transition Project Staff	-	(32,729)	(32,729)
Carers Benefits Advice	-	(34,403)	(34,403)
	806,159	(948,281)	(142,122)
Restricted funds			
Carers Assessment Project	310,707	(136,154)	174,553
EyPIC - Young Carers Project	35,273	(35,273)	-
Enfield Voluntary Action – Wellbeing Project	17,933	(6,651)	11,282
Global Make Some Noise	-	(301)	(301)
Age UK - ICAN	34,438	(22,707)	11,731
Alpha Care Specialists Ltd	15,625	(15,625)	-
Carers GP & Hospital Support Project	-	(24,188)	(24,188)
Enfield Voluntary Action - Royal Free- Long Covid	1,765	(1,765)	-
	415,741	(242,664)	173,077
TOTAL FUNDS	<u>1,221,900</u>	<u>(1,190,945)</u>	<u>30,955</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022****15. MOVEMENT IN FUNDS - continued****Comparatives for Movement in Funds**

	At 1.4.20 £	Net Movement in Funds £	Transfers Between Funds £	At 31.3.21 £
Unrestricted Funds				
General Fund	351,728	82,611	(53,707)	380,632
Development Fund	260,120	-	-	260,120
Services for young Carers	72,000	-	-	72,000
Carers Benefits Advice	44,810	-	-	44,810
Carers GP & Hospital Support	40,000	-	-	40,000
Transition Project Staff	-	-	35,500	35,500
	768,658	82,611	(18,207)	833,062
Restricted Funds				
Carers Assessment Project	35,750	206,725	-	242,475
EyPIC - Young Carers Project	1,801	(20,008)	18,207	-
Carers Fire Prevention Project	8,867	-	-	8,867
CEPN Safer Discharge Project	72,244	(12,413)	-	59,831
Carers GP & Hospital Support Project	38,952	-	-	38,952
Older Carers Benefits & Advice Project	9,526	(9,526)	-	-
Replacement Care for Ambassadors	1,385	-	-	1,385
Global Make Some Noise	-	301	-	301
Age UK - ICAN	-	9,074	-	9,074
	168,525	174,153	18,207	360,885
TOTAL FUNDS	<u>937,183</u>	<u>256,764</u>	<u>-</u>	<u>1,193,947</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming Resources £	Resources Expended £	Movement in Funds £
Unrestricted Funds			
General Fund	685,787	(603,176)	82,611
Restricted funds			
Carers Assessment Project	310,707	(103,982)	206,725
EyPIC - Young Carers Project	50,435	(70,443)	(20,008)
CEPN Safer Discharge Project	-	(12,413)	(12,413)
Older Carers Benefits & Advice Project	-	(9,526)	(9,526)
Home From Hospital Project	25,000	(25,000)	-
Global Make Some Noise	45,000	(44,699)	301
Age UK - ICAN	21,292	(12,218)	9,074
	452,434	(278,281)	174,153
TOTAL FUNDS	<u>1,138,221</u>	<u>(881,457)</u>	<u>256,764</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022****15. MOVEMENT IN FUNDS - continued****Description, Nature and Purpose of Restricted Funds:**

Carers Assessment Project - This funding is for the Appointed Trusted Assessor for Enfield Council. It is for the provision of stand-alone (Carers only) assessments and processing of carers direct payments where appropriate.

EyPIC - Young Carers Project - This project is funded by both grants and donations. The project involves working closely with local schools delivering assemblies and teacher training to raise awareness about YCs and YACs aimed at:

- a) identifying hidden carers and adopting a Schools 'Young Carers' Protocol.
- b) referring them to ECC for ongoing support.
- c) reducing absenteeism.
- d) improving educational attainment and their future prospects.

Carers Fire Prevention Project - This funding is from London Fire Brigade for identifying carers and cared for persons with mobility or sensory impairment in need of fire prevention equipment or services (e.g., smoke alarms, flame retardant bedding, etc.)

Community Education Providers Networks (CEPN) Safer Discharge Project - This funding from CEPN NHS England aimed at reducing hospital readmissions and promoting the involvement of carers in smoother, faster, safer discharges from hospital. Also, the production of 2 videos: one aimed at hospital staff - improving carer awareness and promoting the advantages of including carers in discharge planning. The second video is aimed at family / unpaid carers and explains the discharge process; the need for carer involvement and the importance of planning for the discharge date. The project also provides a post-discharge training program for carers covering topics such as medication management, signs of infection, dehydration and pressure sores, etc.

Carers GP & Hospital Support Project - This funding from The Henry Smith Charity to identify and support carers at GP practices and hospitals at an earlier stage and establish improved support for Carers. To support practice and hospital staff with carer awareness training and increase signposting to Enfield Carers Centre.

Older Carers Benefits & Advice Project - This funding from City Bridge Trust is for the support of carers aged 65+ to maximise their income by ensuring that they receive full financial and welfare benefit entitlements and do not experience financial hardships.

Replacement Care for Ambassadors - ECC has assisted Enfield Council in recruiting Carers Ambassadors who will represent carers of specific disability areas at Carers Partnership Board and other meetings. The Ambassadors are provided with direct payment from the Council as reimbursement for expenses. The £1,385 funding allocated to ECC is restricted for the purpose of reimbursing Ambassadors for replacement care and expenses.

Alpha Care Ltd "Home from Hospital Project" - ECC is a formal partner on this project. ECC provides a Hospital Discharge Liaison Officer working over three hospitals: Chase Farm; North Middlesex University (North Mid). and Barnet. The Officer works closely with the multi-disciplinary discharge teams and supports Carers to be involved in discharge planning as well as promoting referrals to the Home from Hospital services.

Global Make Some Noise - Funding for a transport fund helping vulnerable people avoid public transport or the expense of taxis, plus continuation of a sessional worker to continue making support and befriending calls to the most vulnerable carers. In addition, a contribution towards a new project element, a Carers and Young Carers Hardship Fund, to provide support in areas such as food emergencies, replacement of essential equipment, winter clothing and respite, plus overhead costs to manage the fund.

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022****15. MOVEMENT IN FUNDS - continued****Description, Nature and Purpose of Unrestricted Funds:**

Age UK- ICAN - ECC has partnered with Age UK Enfield as one of four delivery partners on their iCan Service project. The project aims to support vulnerable adults to remain living healthily and independently in the community, improving the self-management of their health conditions and reducing the need for access to primary and secondary care services. The project supports adults aged 18 and over.

ECC employs a Navigator to work with service users living in the Edmonton area in a holistic manner and identify their physical, emotional, psychological, social and practical needs.

Development Fund - To support the charity's merger proposals and subsequent expansion of services in the home care field. To evaluate and undertake the promotion and development of new services which will generate unrestricted income, build future sustainability and effectively meet service user needs through areas of work appropriate for the charity to undertake.

Services for Young Carers - To ensure that the charity continues to operate and meet the needs of vulnerable young carers.

Carers Benefits Advise - To allow the Charity to continue supporting carers of all ages to maximise their income by ensuring that they receive full financial and welfare benefit entitlements and do not experience financial hardship.

Carers GP & Hospital Support - To ensure the Charity's presence in healthcare settings and meet its aim of identifying and supporting carers at GP practices and hospitals at an earlier stage and establish improved support for Carers. To support practice and hospital staff with carer awareness training and increase signposting to Enfield Carers Centre.

Transition Project Staff - Our experienced staff support parents and carers of young people and adults aged 14 to 25 who have learning, physical or other additional needs with the transition from children to adult services. We also support parents and carers with other transition issues such as moving into independent living or making further education/career choices.

General Funds: General funds represent the balance of the unrestricted funds available to be applied as the Trustees in their discretion think fit towards attaining the charitable objects and purposes of the charity.

Transfers Between Funds

During the year one restricted fund with the permission of the original donors was dissolved into the general fund.

16. RELATED PARTY DISCLOSURES

Other than Key Management Compensation disclosed in Note 9, there were no related party transactions for the year ended 31 March 2022 nor for the year ended 31 March 2021.

17. LEASING COMMITMENTS IN RELATION TO PROPERTY

	31.3.22	31.3.21
	£	£
Within One year	<u>35,067</u>	<u>34,800</u>

ENFIELD CARERS CENTRE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022****18. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	31.3.22	31.3.21
	£	£
Net Income for the year (as per the Statement of Financial Activities)	30,955	256,764
Adjustments for:		
Depreciation Charges	4,859	4,528
Interest Received	(406)	(560)
Increase in Debtors	(126,940)	(84,385)
Increase/(Decrease) in Creditors	<u>(5,454)</u>	<u>52,568</u>
Net Cash Provided by Operations	(96,986)	228,915

19. RECLASSIFICATIONS AND COMPARATIVE FIGURES

Charitable income and expenditure reclassifications have been made to the comparative figures to enhance comparability with the current year's financial statements.

20. DEFERRED INCOME

	31.3.22	31.3.21
	£	£
Balance as at 1 st April	7,500	7,500
Amount Released to Income during the Year	(7,500)	-
Amount deferred in the Year	<u>7,500</u>	<u>-</u>
Balance as at 31 st March	<u>7,500</u>	<u>7,500</u>

Deferred income represents funding received from London Borough of England towards cost of carers assessments to be carried out in future years.

21. SHARE CAPITAL

The company is limited by guarantee and does not have a share capital divided by shares.

Accounts

REGISTERED COMPANY NUMBER: 07149774 (England and Wales)
REGISTERED CHARITY NUMBER: 1140089

Report of the Trustees and
Financial Statements
for the Year Ended 31 March 2021
for
Enfield Carers Centre
(A company limited by guarantee)

Enfield Carers Centre
(A company limited by guarantee)

Contents of the Financial Statements
for the Year Ended 31 March 2021

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Statement of Financial Activities	9
Balance Sheet	10
Cash Flow Statement	11
Notes to the Cash Flow Statement	12
Notes to the Financial Statements	13 to 25

Enfield Carers Centre
(A company limited by guarantee)

Report of the Trustees
for the Year Ended 31 March 2021

The Trustees present their report and financial statements for the year ended 31 March 2021. The Trustees, who are also directors for the purposes of company law and who served during the year and up to the date of this report are set out on page 5. Enfield Carers Centre operates as both a registered charity and a company limited by guarantee.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statements 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).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Enfield Carers Centre (ECC) is a charitable company limited by guarantee, incorporated on 8 February 2010 and registered as a charity on 27 January 2011. The charitable company is governed by its Memorandum and Articles of Association. The Trustees are appointed or reappointed annually at the Annual General Meeting. Appointment and retirement of Trustees is in accordance with the Articles of Association. All Trustees give their time voluntarily and receive no benefits from the charity.

The overall management of finance is the responsibility of all the Trustees, acting on the recommendation of the Chairman, Treasurer and the Chief Executive. The Trustees form the management committee and meet regularly to oversee the running of the organisation.

The organisation advertises for Trustees or appoints them on recommendation. Trustees with the appropriate skill sets are appointed and training is given to the incoming Trustees.

Aims and Objectives

The charity's purpose as set out in the objects contained in the Articles of Association is as follows:

To provide benefits to persons suffering from disability arising from age or physical or mental disability by the provision of advice, support and information for those persons caring for persons with such disabilities in the London Borough of Enfield.

At Extraordinary General Meeting of the charity in February and April 2020 a resolution was approved to complete the Merger with Carers Trust Lea Valley Crossroads Care Service Ltd (CTLVC) and incorporate the following additional objects to the charity's Articles of Association so that it reads:

"4. The Charity's objects ("Objects") are specifically restricted to the following:

4.1 The relief of persons in need by reason of age, physical or mental disability, ill health, financial hardship or other disadvantage by the provision of advice, support and information to such persons and to those caring for such persons, principally but not exclusively in the London Borough of Enfield.

4.2 The relief of sickness, the preservation of health and the promotion of well-being, principally but not exclusively among persons residing permanently or temporarily in the London Borough of Enfield.

4.3 The assistance of carers in need by raising awareness of issues affecting carers, principally but not exclusively in the London Borough of Enfield."

During the period April 2020-March 2021

Main Activities and Achievements

Transfer of Assets between CTLVC & Enfield Carers Centre

Under the terms of a Transfer of Assets Agreement, on 30th October 2020 the employees and certain assets of CTLVC were transferred to Enfield Carers Centre (ECC). There were no formal redundancies and all staff have been transferred in accordance with TUPE legislation. The CEO of CTLVC is intending to retire once the CQC registration for the new Registered Homecare Manager is complete. None of CTLVC Board Members transferred to ECC's Board of Trustees.

Enfield Carers Centre
(A company limited by guarantee)

Report of the Trustees
for the Year Ended 31 March 2021

Voluntary & Community Sector Re-commissioning

Enfield Carers Centre's main council contract (delivering carers support services) has been extended for two years in line with the terms of the council contract. The contract term still has two additional years to run, subject to delivery and performance.

The Caring Services contract includes counselling, support services, carers' breaks and a training and information programme. ECC's partners (Carers Trust Lea Valley Crossroads until the transfer of assets on October 30th, 2021) and Alpha Care Specialists continue to offer and deliver replacement care and emergency respite cover, subject to demand. There is a continuing commitment by ECC to engage other home care agencies thereby allowing for personal preference by carers.

Carers Benefits Advice Project

Financial Support from City Bridge Trust's Older Londoners Fund ended during this financial year for ECC's Older Carers Benefits Advice Officer. The project aims included improving the financial position of carers over 65 by helping them maximise their income, reducing isolation and support them to access relevant information and services which aid their caring circumstance.

GP & Hospital Support Project

Henry Smith Trust funding for a combined GP and Hospital Liaison Project also ended during this financial year. The fund supported the full-time equivalent of staff who liaised with GP Practices within Enfield and the three local hospitals which support Enfield Residents: North Middlesex Hospital; Chase Farm Royal Free Hospital and Barnet Hospital. This project experienced understandable difficulties operating during the Covid-19 pandemic when all primary and secondary healthcare sites were closed to the public.

Home From Hospital Project

ECC continues its partnership working arrangement with Alpha Care Specialists (trading arm of Greek & Greek Cypriot Community of Enfield) by providing a Carers Hospital Discharge Support Officer, working 30 hours each week across the three hospitals mentioned above.

The Alpha Care Home From Hospital project provides a home care service for patients being discharged from hospital who need assistance but whose needs do not require personal care. The ECC Discharge Support Officer role is to liaise with staff from the hospital discharge teams to promote the service and encourage referrals. The Officer also visits various hospital wards where they are able to speak directly to patients and carers about the project and the wider services on offer at the Carers Centre. This project also experienced understandable difficulties operating during the Covid-19 pandemic when all primary and secondary healthcare sites were closed to the public.

Carers Assessments

Enfield Carers Centre continues to perform its role as Enfield Council's appointed Trusted Assessor for carers' assessments since winning a renewed tender contract in April 2020. The new tender specification combines a Carers Assessments service with provision of an IAPT Accredited Counselling Service. The IAPT Service has yet to fully mobilise due to difficulties recruiting the specialist psychotherapy posts during Covid-19 and hence the funds are held in restricted reserve until the service is fully staffed and operational.

Young Carers Project

BBC Children In Need (CiN) Funding for the ECC's Young Carers Project called EyPIC (Enfield Young People In Caring) ended in this financial year. ECC employs a full-time Project Manager (from designated reserves), a part-time Young Carers Worker (CiN funding) and sessional staff for the fortnightly Young Carers Activity Hubs. The CiN funding also contributed to the cost of quarterly outings and newsletters. This is a dedicated young carers service, where children and young people aged 5 to 18 years enjoy a break from caring, meet other children and young people in similar circumstances and receive support, training and information about services for their cared for persons.

Enfield Carers Centre
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Report of the Trustees
for the Year Ended 31 March 2021

Our thanks go to local, community-minded business Metaswitch whose staff continue to support and take a keen interest in supporting the future and career development prospects of Enfield's young carers. The Metaswitch Young Carers Fund provides financial support for disadvantaged young carers to assist them with educational or career-related expenses such as: computers, interview clothes, travel costs, textbooks etc.

I-Can Project

Enfield Carers Centre replaced Crossroads as delivery partner on their I-Can Project which supports vulnerable people in the community living with dementia, diabetes, stroke or at risk of falling. Funding covers costs related to project expenses and the salary for a full-time Navigator/Social Prescriber focussing on the Edmonton area.

Volunteers

The Charity has been supported in its activities by an able and generous group of volunteers. Number of volunteers this year has been 20. During the pandemic, our volunteer roles expanded from the usual: admin, IT & digital support, telephone support, young carers' Mentors and Student Psychotherapy Counsellors. ECC was fortunate to attract many community-minded people who helped with deliveries of food and emergency equipment (e.g., PPE, incontinence pads etc) to carers and their families. As our services moved online, furloughed people also came forward and volunteered to assist with young carers' homework club and tuition classes.

Public Benefit Statement

In shaping our objectives for the year and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance "Public Benefit: Running a Charity (PD2)". The achievements and activities above demonstrate the public benefit arising through the Charity's activities.

FINANCIAL REVIEW

The Statement of Financial Activities showed a net surplus of £256,764 (2020 - £248,110) for the year and reserves stand at £1,193,947 (2020 - £937,183). The financial position at the year revealed by the Balance Sheet on page 10 shows net current assets or working capital of £1,185,976 (2020 - £930,910). The net book value of fixed assets held, all of which are used directly for charitable purposes, amounted to £7,971 (2020 - £6,273).

Principal Funding Sources

The main funding sources for the Charity are listed on pages 16 and 17 in Note 2 to Note 5 of the Accounts. The London Borough of Enfield is the Funder of the Charity's two main contracts and the transfer of assets between Carers Trust Lea Valley Crossroads and ECC has resulted in a large donation of funds to ECC.

Impact of COVID-19

2020-21 has been a year like no other for everyone and the pandemic's effects on charities was significant. Enfield Carers Centre was in the fortunate, financial position of having already secured ongoing contracts which ensured its funding was continuous and uninterrupted during the pandemic.

Whilst the award and start date of the Carers Assessment & IAPT Support Contract was somewhat delayed, it allowed ECC to expand its workforce and ensure continuity of support to carers who were experienced extremely difficult and challenging circumstances. ECC was one of the few charities who employed several new workers during the pandemic e.g. the I-can Navigator (Partnership with Age UK Enfield) and a third Young Carers Worker for our EYPiC team.

Enfield Carers Centre
(A company limited by guarantee)

Report of the Trustees
for the Year Ended 31 March 2021

Two weeks before the official lockdown, ECC prepared to move its staff and activities to remote operation. A trial of remote working was successfully conducted, and carers, funders and other stakeholders were notified of the change in operations. Fortunately, the charity's phone system, Ring Central, which had been brought into operation one year before the pandemic, possessed full functionality which allowed conference calling, video conferencing and apps which allowed staff to continue receiving and making calls as if they were still in the office. As lockdown restrictions lifted gradually, ECC operated a rotational staff office cover system to ensure the building was protected and occupied at a low level.

Special governance arrangements were put in place during the pandemic to ensure Trustees were kept abreast of operational issues and challenges during lockdown. Board members met regularly and were provided with local updates via the ECC CEO who participated in the Borough's Covid-19 Resilience Panel and other local funding initiatives.

Beneficiaries who could be contacted by email, received a monthly bulletin during the first lockdown. All carers received a variety of emails, texts or letters and quarterly newsletters explaining the charity's move to online activities and necessary office closure. ECC purchased a large number of tablets and laptops with emergency funds awarded and set up an IT Lending Library with the assistance of a Digital Volunteer. Carers without access to IT equipment or who are not IT-literate are encouraged to join the lending library, pay a small £30 deposit for the equipment and attend at least one monthly ECC activity with the assistance provided by ECC.

Because the charity was financially secure during this financial year and demand for its services experienced a high level of demand, no ECC staff were furloughed during the pandemic, meaning that our beneficiaries received continuous, if slightly altered, services. Early on in the lockdown, a decision was made to make urgent contact with the most vulnerable and complex beneficiaries by phone to conduct welfare calls. With the help of volunteers, we continued these calls and over 4000 welfare calls were made during this financial year. Follow-up support was also provided in the shape of one-to-one support from our Carers Support Team, emergency package deliveries, signposting to other services and support to join our online activities.

The transfer between Crossroads and ECC meant another, immediate expansion of workforce numbers. Sadly, the pandemic prevented the organising of any in-person integration events to help build staff cohesion, though there were some online activities. Several Crossroads' Care Support Workers were furloughed prior to the transfer date, and many continued on flexi-furlough until the end of this financial year.

ECC was able to attract several grants of Covid-19 emergency funds which were crucial to helping the charity transition to remote working and cope with the rise in demand for our services as well as supporting unpaid/family carers during this most difficult of times. Notably, Global Radio supplied vital emergency funds for adult and young carers and, in addition, provided unprecedented public support for the charity through its national COVID-19 campaign. The campaign highlighted small, community-based charities whom they felt provided sterling support during the pandemic. One of ECC's young carers family was chosen to receive surprise gifts, presents and televised support from Global - memories of which won't easily be forgotten.

Future Activities

ECC intends to continue raising the profile of the Centre and its services in all parts of the borough. A major piece of work, post-covid, will be to rebuild our presence at GP surgeries and hospitals once our staff are permitted to return there. Covid-19 has proved to be an extremely difficult time for carers, many of whom lost relatives to the virus and others who contracted the virus themselves and are now dealing with their own or a relative's long-covid symptoms. ECC is committed to hearing from carers what worked well and not so well for them when practically "all doors shut" during the pandemic and they were, to a large extent, left to care alone.

ECC has reshaped its internal management structure to ensure frontline staff are adequately supported and senior management has space and capacity to address strategic issues, build up the homecare services side of the expanded business and focus on securing additional funding for Young Carers services.

Enfield Carers Centre
(A company limited by guarantee)

Report of the Trustees
for the Year Ended 31 March 2021

Our organisational risk register contains new risks which specifically relate to regulated care provision, increased safeguarding risks and Coronavirus.

Now that ECC is a regulated care provider, emphasis will be given to retaining our good rating with CQC and working towards Excellent status. We also intend to build on Crossroads' 30 years' excellent reputation by developing and expanding a safe, quality, professional and reliable homecare service under the ECC banner. Our commitment to all our staff includes ensuring they are safe, receive adequate and timely training and continue to be supported as key workers in our organisation.

Reserves Policy

The Board has assessed the Charity's requirements in the light of main risks to the organisation. As a result, the Board has approved a policy whereby, unrestricted funds not committed, should be held in reserve and maintained at a level which ensure that ECC's activity can continue during a period of unforeseen difficulty. The target reserve is agreed by Trustees as six months' expenditure equivalent to £440,729 for the next financial year. The Trustees are aware the six months' reserve figure is subject to review given that operating expenses for the merged organisation will be significantly higher.

In addition, designated funds for the next financial year, as agreed by Trustees, are outlined as follows:

Development Fund	260,120
EyPIC young carers project staff	72,000
Carers Benefits Adviser	44,810
GP & Hospital Liaison	40,000
Transition Project Staff	35,500

REFERENCE AND ADMINISTRATIVE DETAILS

Company Number: 7149774

Charity Number: 1140089

Trustees / directors

Tim Hellings - Chairman

Neil Yeomans – Treasurer

Jill Raines – resigned on 08/06/2020

James Whyte – resigned on 26/11/2020

Pamela Learmonth Graham – appointed on 20/07/2020

Amanda Flexman – appointed on 20/07/2020

Hannah Lison

Pamela Odukoya

Patience Ann Wilson – appointed on 20/07/2020

Laura Brady – appointed on 20/07/2020 and resigned on 19/07/2021

Senior Management: Pamela Burke - Chief Executive

Registered Office: Britannia House, 137-143 Baker Street, Enfield EN1 3JL

Auditors: James Foscett, SKS Audit LLP, 3 Sheen Road, Richmond, TW9 1AD

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

Enfield Carers Centre
(A company limited by guarantee)

Report of the Trustees
for the Year Ended 31 March 2021

Trustees' responsibilities in relation to the financial statements

The trustees (who are also directors of Enfield Carers Centre for the purposes of company law) are responsible for preparing the trustees' Annual Report and the financial statements in accordance with applicable law and 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 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.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

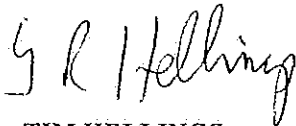
The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding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

Preparation of the report

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

APPROVAL

This report was approved by the Board of Trustees and signed on its behalf by:



TIM HELLINGS
Chairman

20th SEPTEMBER 2021

Report of the Independent Auditors to the Members of
Enfield Carers Centre
(A company limited by guarantee)

Opinion

We have audited the financial statements of Enfield Carers Centre (A company limited by guarantee) (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Report of the Independent Auditors to the Members of
Enfield Carers Centre
(A company limited by guarantee)

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

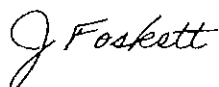
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance but is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

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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



James Foskett (Senior Statutory Auditor)
For and on behalf of SKS Audit LLP
3 Sheen Road, Richmond
TW9 1AD

Date: 28th OCTOBER 2021

Enfield Carers Centre
(A company limited by guarantee)

Statement of Financial Activities
for the Year Ended 31 March 2021

	Notes	Unrestricted funds £	Restricted fund £	2021 Total funds £	2020 Total funds £
INCOME					
Grants & Donations	2	201,606	-	201,606	211,595
Charitable activities	5				
Charitable Activities		446,082	452,434	898,516	659,936
Other Income	3	37,539	-	37,539	-
Investment Income	4	560	-	560	1,403
Total		685,787	452,434	1,138,221	872,934
EXPENDITURE					
Raising funds	6	12,846	-	12,846	8,593
Charitable activities	6				
Carers Support		590,330	278,281	868,611	616,231
Total		603,176	278,281	881,457	624,824
Net income/(expenditure) and net movement in funds for the year		82,611	174,153	256,764	248,110
RECONCILIATION OF FUNDS					
Transfer of funds		(18,207)	18,207	-	-
Total funds brought forward		768,658	168,525	937,183	689,073
TOTAL FUNDS CARRIED FORWARD		<u>833,062</u>	<u>360,885</u>	<u>1,193,947</u>	<u>937,183</u>

CONTINUING OPERATIONS

None of the company's activities were acquired or discontinued during the above two financial years.

TOTAL RECOGNISED GAINS AND LOSSES

The company has no recognised gains or losses other than the above movement in funds for the above two financial years.

Enfield Carers Centre
(A company limited by guarantee)

Balance Sheet
31 March 2021

	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	11	7,971	6,273
CURRENT ASSETS			
Debtors	12	137,300	52,915
Cash at bank and in hand		<u>1,128,022</u>	<u>904,773</u>
		1,265,322	957,688
CREDITORS			
Amounts falling due within one year	13	(79,346)	(26,778)
NET CURRENT ASSETS		<u>1,185,976</u>	<u>930,910</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		1,193,947	937,183
NET ASSETS		<u>1,193,947</u>	<u>937,183</u>
FUNDS	15		
Unrestricted funds:			
General		380,632	351,728
Designated		452,430	416,930
Restricted funds		<u>360,885</u>	<u>168,525</u>
TOTAL FUNDS		<u>1,193,947</u>	<u>937,183</u>

The directors acknowledged their responsibilities for ensuring that the company keeps accounting records which comply with Section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial period and of its profit or loss for the financial period in accordance with the requirements of Section 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as is applicable to the company.

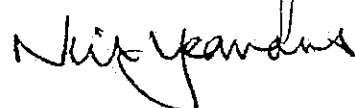
These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

These financial statements were approved by the Board of Directors and Trustees on 20th September 2021 and were signed on its behalf by:

TIM HELLINGS (Chairman)



NEIL YEOMANS (Treasurer)



The notes on pages 13 to 25 form part of these financial statements

Enfield Carers Centre
(A company limited by guarantee)

Cash Flow Statement
for the Year Ended 31 March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	<u>228,915</u>	<u>167,512</u>
Net cash provided by operating activities		<u>228,915</u>	<u>167,512</u>
Cash flows from investing activities			
Interest Income		560	1,403
Purchase of tangible fixed assets		<u>(6,226)</u>	<u>-</u>
Net cash (used in)/provided by investing activities		(5,666)	1,403
Change in cash and cash equivalents in the reporting period		223,249	168,915
Cash and cash equivalents at the beginning of the reporting period		<u>904,773</u>	<u>735,858</u>
Cash and cash equivalents at the end of the reporting period		<u><u>1,128,022</u></u>	<u><u>904,773</u></u>

The notes form part of these financial statements

Enfield Carers Centre
(A company limited by guarantee)

Notes to the Cash Flow Statement
for the Year Ended 31 March 2021

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net income for the reporting period (as per the Statement of Financial Activities)	256,764	248,110
Adjustments for:		
Depreciation	4,528	3,634
Interest Income	(560)	(1,403)
Decrease / (increase) in debtors	(84,385)	(43,245)
Decrease / (increase) in creditors	<u>52,568</u>	<u>(39,584)</u>
Net cash provided by operations	<u>228,915</u>	<u>167,512</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Net cash			
Cash at bank and in hand	<u>904,773</u>	<u>223,249</u>	<u>1,128,022</u>

The notes form part of these financial statements

Enfield Carers Centre
(A company limited by guarantee)

Notes to the Financial Statements
for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES

1.1 Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

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 2019) - (Charity SORP (FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Enfield Carers Centre meets the definition of a public benefit entity under FRS 102.

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

The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

1.2 Preparation of accounts on a going concern basis

The Charity's Financial Statements show net income of £256,764 for the year and free reserves of £372,661. The trustees are of the view that these results have secured the immediate future of the Charity for the next 12 to 18 months and on this basis the Charity is a going concern.

1.3 Income Recognition

All income is included in the consolidated SOFA when the charity is legally entitled to it, receipt is probable, and the amount can be measured with sufficient reliability.

Grant income

Grants are credited to the SOFA when the charity is entitled to the funds. Income is only deferred where there are time constraints imposed by the donor or if the funding is performance related.

Where entitlement to grants receivable is dependent upon fulfilment of conditions within the charity's control, the income is recognised when there is sufficient evidence that conditions will be met.

Grants supporting the core activities of the charity and with no specific restrictions placed upon their use are included within donations and legacies. Grants that have specific restrictions placed upon their use are included within income from charitable activities.

Donations and legacies

Donations are recognised in the period in which they are received. Legacy income is recognised when the charity's entitlement is judged to be probable and where the amount can be reliably measured.

Contract income

Income from charitable activities include income recognised as earned (as the related goods and services are provided) under contract.

Room hire

Room hire and service charge income are credited to income in the year in which they are receivable.

Enfield Carers Centre
(A company limited by guarantee)

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES - continued

Investment Income

Investment income is included when receivable.

1.4 Volunteers and donated services, facilities and goods

Donated professional services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Charity is not recognised in the main body of the financial accounts, but detail is contained in the trustees' report.

On receipt, donated professional services, donated facilities and goods are recognised on the basis of the value of the gift to the Charity which is the amount the Charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

1.5 Expenditure recognition and irrecoverable VAT

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:

- (a) Costs of raising funds comprise the costs of seeking grants and donations and other trading activities that raise funds and their associated support costs.
- (b) Expenditure on charitable activities include expenditure associated with the main objectives of the Charity and include both direct costs and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

1.6 Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back-office costs, finance and administration personnel, payroll and governance costs which support the Charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 6.

1.7 Funds structure

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.

1.8 Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Individual fixed assets costing £500 or more are capitalised at cost.

Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

Fixtures, fittings & equipment 25% on cost

Enfield Carers Centre
(A company limited by guarantee)

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES - continued

1.9 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.

1.10 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term cash deposits.

1.11 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.

1.12 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.

1.13 Judgement and key sources of estimation uncertainty

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

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

1.14 Pension costs

Contributions are charged to the Statement of Financial Activities in the period in which they are payable. The assets of the defined contribution schemes are held separately from those of the company in independently administered funds. The pension cost charge (note 9) represents contributions payable by the charity to the fund and amounted to £13,647 (2020 - £7,133). Contributions totalling £2,722 (2020 - £3,669) were payable to the fund at the year end and are included in creditors.

1.15 Taxation

The Charity is a registered Charity and, therefore, is not liable to Income Tax or Corporation Tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

Enfield Carers Centre
(A company limited by guarantee)

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

2. GRANTS AND DONATIONS

	Unrestricted Fund £	2021 £	2020 £
L.B. Enfield - Core Carers Grant	-	-	175,000
L.B. Enfield - CCG Section 75	-	-	35,000
Donation- Carers Trust Lea Valley Crossroads	192,552	192,552	-
Donations	<u>9,053</u>	<u>9,053</u>	<u>1,595</u>
Total	<u>201,606</u>	<u>201,606</u>	<u>211,595</u>

The grants and donations income in 2020 totalling £211,595 was attributed to unrestricted funds.

3. OTHER INCOME

	2021 £	2020 £
L.B. Enfield - Workforce Capacity Grant	10,000	-
L.B. Enfield - IPC Payment	12,372	-
L.B. Enfield - Covid 19 PPE Payment	5,756	-
HMRC - JRS Grant	7,149	-
Furlough Grant	2,204	-
Miscellaneous Income	<u>58</u>	<u>-</u>
	<u>37,539</u>	<u>-</u>

4. INVESTMENT INCOME

	2021 £	2020 £
Bank Deposit Income	<u>560</u>	<u>1,403</u>

Enfield Carers Centre
(A company limited by guarantee)

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

5. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Fund £	Restricted Fund £	2021 £	2020 £
Grant and contract income:				
Strategic Support Funding	324,959	-	324,959	341,536
Carers Assessment Project	-	310,707	310,707	110,000
EyPIC - Young Carers Project	-	50,435	50,435	68,028
Home From Hospital Project	-	25,000	25,000	25,000
Global Make Some Noise	-	45,000	45,000	-
Age UK - ICAN	-	21,292	21,292	
Older Carers Benefits & Advice Project	-	-	-	37,000
Carers GP & Hospital Support Project	-	-	-	31,500
CEPN Safer Discharge Project	-	-	-	40,000
Enfield Voluntary Action	6,865	-	6,865	-
London Borough of Enfield - Vaccination Grant	880	-	880	-
Home Care Services	108,863	-	108,863	-
User contributions and other income	<u>4,515</u>	<u>-</u>	<u>4,515</u>	<u>6,872</u>
Total	<u>446,082</u>	<u>452,434</u>	<u>898,516</u>	<u>659,936</u>

The income from charitable activities received in 2020 totalling £659,936 was attributed to £348,408 unrestricted funds and £311,528 restricted funds.

Income from Home care services is earned by providing home care hours, live in care services and emergency care services.

Enfield Carers Centre
(A company limited by guarantee)

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

6. CHARITABLE ACTIVITIES COSTS

	Raising Funds £	Carers Support £	2021 £	2020 £
Staff costs	12,262	596,417	608,679	407,510
Communication and IT costs	-	39,654	39,654	47,653
Premises and equipment cost	-	60,828	60,828	61,342
Other direct costs	-	113,981	113,981	72,139
Support costs (Note 7)	467	46,210	46,677	28,908
Governance costs (Note 7)	<u>116</u>	<u>11,523</u>	<u>11,639</u>	<u>7,272</u>
Total	<u>12,846</u>	<u>868,611</u>	<u>881,457</u>	<u>624,824</u>

Of the £881,457 expenditure in 2021 (2020 - £624,824), £603,176 was charged to unrestricted funds (2020 - £357,937) and £278,281 to restricted funds (2020 - £266,887).

7. SUPPORT COSTS

The Charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the Charity's key activities undertaken (see note 6) in the year. All the general support and governance costs have been apportioned to the various charitable activities on the basis of staff time allocated to each activity.

	General Support £	Governance Function £	2021 £	2020 £
General office staff costs	-	4,445	4,445	2,977
Premises office costs	3,201	-	3,201	2,872
Communication and IT costs	29,183	634	29,183	12,608
Professional expenses	11,668	-	11,668	10,906
Insurance	48	-	48	1,145
Miscellaneous expenses	2,576	-	2,576	1,772
Training Expense	-	560	560	300
Auditor's remuneration	<u>-</u>	<u>6,000</u>	<u>6,000</u>	<u>3,600</u>
Total	<u>46,677</u>	<u>11,639</u>	<u>58,316</u>	<u>36,180</u>

Enfield Carers Centre
(A company limited by guarantee)

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021	2020
	£	£
Auditor's remuneration	6,000	3,600
Depreciation	<u>4,528</u>	<u>3,634</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

TRUSTEES' EXPENSES

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

10. STAFF COSTS

	2021	2020
	£	£
Salaries	558,492	367,719
National Insurance	40,985	29,445
Pension	<u>13,647</u>	<u>7,133</u>
	<u>613,124</u>	<u>404,297</u>

There was 1 employee whose annual emoluments were £60,000 or more.

The key management personnel of the charity comprise of three employees including the Chief Executive Officer. The total wages of the key management personnel of the charity were £156,226 (2020 - £59,545)

The average monthly number of employees during the year was as follows:

	2021	2020
	<u>23</u>	<u>14</u>
Direct charitable work		

The average monthly number of persons employed by the charity during the year was 25 (2020 - 16).

Enfield Carers Centre
(A company limited by guarantee)

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

11. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2020	11,537	48,277	59,814
Additions	<u>-</u>	<u>6,226</u>	<u>6,226</u>
At 31 March 2021	<u>11,537</u>	<u>54,503</u>	<u>66,040</u>
DEPRECIATION			
At 1 April 2020	11,537	42,004	53,541
Charge for year	<u>-</u>	<u>4,528</u>	<u>4,528</u>
At 31 March 2021	<u>11,537</u>	<u>46,532</u>	<u>58,069</u>
NET BOOK VALUE			
At 31 March 2021	<u>-</u>	<u>7,971</u>	<u>7,971</u>
At 31 March 2020	<u>-</u>	<u>6,273</u>	<u>6,273</u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade debtors	124,656	40,708
Other debtors	2,204	2,419
Prepayments and accrued income	<u>10,440</u>	<u>9,788</u>
	<u>137,300</u>	<u>52,915</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	13,208	2,406
Social security and other taxes	18,547	-
Other creditors	-	3,669
Accruals	40,091	13,203
Deferred income (Note 17)	<u>7,500</u>	<u>7,500</u>
	<u>79,346</u>	<u>26,778</u>

Enfield Carers Centre
(A company limited by guarantee)

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2021 £
Tangible Fixed Assets	7,971	-	-	7,971
Net Current Assets	<u>372,661</u>	<u>452,430</u>	<u>360,885</u>	<u>1,185,976</u>
	<u>380,632</u>	<u>452,430</u>	<u>360,885</u>	<u>1,193,947</u>

Analysis of net assets between funds - previous year

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2020 £
Tangible Fixed Assets	6,273	-	-	6,273
Net Current Assets	<u>345,455</u>	<u>416,930</u>	<u>168,525</u>	<u>930,910</u>
	<u>351,728</u>	<u>416,930</u>	<u>168,525</u>	<u>937,183</u>

Enfield Carers Centre
(A company limited by guarantee)

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

15. MOVEMENT IN FUNDS

	Balance as at 01.04.20 £	Income £	Expenditure £	Transfers £	Balance as at 31.03.21 £
Restricted funds:					
Carers Assessment Project	35,750	310,707	103,982	-	242,475
EyPIC - Young Carers Project	1,801	50,435	70,443	18,207	-
Carers Fire Prevention Project	8,867	-	-	-	8,867
CEPN Safer Discharge Project	72,244	-	12,413	-	59,831
Carers GP & Hospital Support Project	38,952	-	-	-	38,952
Older Carers Benefits & Advice Project	9,526	-	9,526	-	-
Replacement Care for Ambassadors	1,385	-	-	-	1,385
Home From Hospital Project	-	25,000	25,000	-	-
Global Make Some Noise	-	45,000	44,699	-	301
Age UK - ICAN	-	21,292	12,218	-	9,074
Total restricted funds	<u>168,525</u>	<u>452,434</u>	<u>278,281</u>	<u>18,207</u>	<u>360,885</u>
Unrestricted funds:					
Designated funds:					
Development Fund	260,120	-	-	-	260,120
Services for Young Carers	72,000	-	-	-	72,000
Carers Benefits Advice	44,810	-	-	-	44,810
Carers GP & Hospital Support	40,000	-	-	-	40,000
Transition Project Staff	-	-	-	35,500	35,500
	<u>416,930</u>	-	-	<u>35,500</u>	<u>452,430</u>
General funds	<u>351,728</u>	<u>685,787</u>	<u>603,176</u>	<u>(53,707)</u>	<u>380,632</u>
Total unrestricted funds	<u>768,658</u>	<u>685,787</u>	<u>603,176</u>	<u>(18,207)</u>	<u>833,062</u>
Total funds	<u>937,183</u>	<u>1,138,221</u>	<u>881,457</u>	<u>-</u>	<u>1,193,947</u>

Enfield Carers Centre
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Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

15. MOVEMENT IN FUNDS - continued

Analysis of movement in funds - previous year

	Balance as at 01.04.19 £	Income £	Expenditure £	Transfers £	Balance as at 31.03.20 £
Restricted funds:					
Carers Assessment Project	26,237	110,000	100,487	-	35,750
EyPIC - Young Carers Project	-	68,028	66,227	-	1,801
Carers Fire Prevention Project	8,867	-	-	-	8,867
CEPN Safer Discharge Project	46,252	40,000	14,008	-	72,244
Carers GP & Hospital Support Project	32,830	31,500	25,378	-	38,952
Older Carers Benefits & Advice Project	8,198	37,000	35,672	-	9,526
Replacement care for Ambassadors	1,500	-	115	-	1,385
Home From Hospital Project	-	25,000	25,000	-	-
Total restricted funds	<u>123,884</u>	<u>311,528</u>	<u>266,887</u>	-	<u>168,525</u>
Unrestricted funds:					
Designated funds:					
Development Fund	60,120	-	-	200,000	260,120
Services for Young Carers	57,293	-	57,293	72,000	72,000
Carers Benefits Advice	-	-	-	44,810	44,810
Carers GP & Hospital Support	-	-	-	40,000	40,000
	<u>117,413</u>	-	<u>57,293</u>	<u>356,810</u>	<u>416,930</u>
General funds	<u>447,776</u>	<u>561,406</u>	<u>300,644</u>	<u>(356,810)</u>	<u>351,728</u>
Total unrestricted funds	<u>565,189</u>	<u>561,406</u>	<u>357,937</u>	-	<u>768,658</u>
Total funds	<u>689,073</u>	<u>872,934</u>	<u>624,824</u>	-	<u>937,183</u>

Description, nature and purpose of restricted funds:

Carers Assessment Project - This funding is for the Appointed Trusted Assessor for Enfield Council. It is for the provision of stand-alone (Carers only) assessments and processing of carers direct payments where appropriate.

EyPIC - Young Carers Project - This project is funded by both grants and donations. The project involves working closely with local schools delivering assemblies and teacher training to raise awareness about YCs and YACs aimed at:

- a) identifying hidden carers and adopting a Schools 'Young Carers' Protocol.
- b) referring them to ECC for ongoing support.
- c) reducing absenteeism.
- d) improving educational attainment and their future prospects.

Enfield Carers Centre
(A company limited by guarantee)

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

15. MOVEMENT IN FUNDS - continued

Carers Fire Prevention Project - This funding is from London Fire Brigade for identifying carers and cared for persons with mobility or sensory impairment in need of fire prevention equipment or services (e.g., smoke alarms, flame retardant bedding, etc)

CEPN Safer Discharge Project - This funding from CEPN NHS England aimed at reducing hospital readmissions and promoting the involvement of carers in smoother, faster, safer discharges from hospital. Also, the production of 2 videos: one aimed at hospital staff - improving carer awareness and promoting the advantages of including carers in discharge planning. The second video is aimed at family / unpaid carers and explains the discharge process; the need for carer involvement and the importance of planning for the discharge date. The project also provides a post-discharge training programme for carers covering topics such as medication management, signs of infection, dehydration and pressure sores, etc.

Carers GP & Hospital Support Project - This funding from The Henry Smith Charity to identify and support carers at GP practices and hospitals at an earlier stage and establish improved support for Carers. To support practice and hospital staff with carer awareness training and increase signposting to Enfield Carers Centre.

Older Carers Benefits & Advice Project - This funding from City Bridge Trust is for the support of carers aged 65+ to maximise their income by ensuring that they receive full financial and welfare benefit entitlements and do not experience financial hardships.

Replacement Care for Ambassadors - ECC has assisted Enfield Council in recruiting Carers Ambassadors who will represent carers of specific disability areas at Carers Partnership Board and other meetings. The Ambassadors are provided with direct payment from the Council as reimbursement for expenses. The £1,385 funding allocated to ECC is restricted for the purpose of reimbursing Ambassadors for replacement care and expenses.

Alpha Care Ltd "Home from Hospital Project" - ECC is a formal partner on this project. ECC provides a Hospital Discharge Liaison Officer working over three hospitals: Chase Farm; North Middx. and Barnet. The Officer works closely with the multi-disciplinary discharge teams and supports Carers to be involved in discharge planning as well as promoting referrals to the Home from Hospital services.

Global Make Some Noise - Funding for a transport fund helping vulnerable people avoid public transport or the expense of taxis, plus continuation of a sessional worker to continue making support and befriending calls to the most vulnerable carers. In addition, a contribution towards a new project element, a Carers and Young Carers Hardship Fund, to provide support in areas such as food emergencies, replacement of essential equipment, winter clothing and respite, plus overhead costs to manage the fund.

Age UK – ICAN - ECC has partnered with Age UK Enfield as one of four delivery partners on their iCan Service project. The project aims to support vulnerable adults to remain living healthily and independently in the community, improving the self-management of their health conditions and reducing the need for access to primary and secondary care services. The project supports adults aged 18 and over.

ECC employs a Navigator to work with service users living in the Edmonton area in a holistic manner and identify their physical, emotional, psychological, social and practical needs.

Description, nature and purpose of unrestricted funds:

Development Fund - to support the charity's merger proposals and subsequent expansion of services in the home care field. To evaluate and undertake the promotion and development of new services which will generate unrestricted income, build future sustainability and effectively meet service user needs through areas of work appropriate for the charity to undertake.

Enfield Carers Centre
(A company limited by guarantee)

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

15. MOVEMENT IN FUNDS - continued

Services for Young Carers - to ensure that the charity continues to operate and meet the needs of vulnerable young carers.

Carers Benefits Advise - To allow the Charity to continue supporting carers of all ages to maximise their income by ensuring that they receive full financial and welfare benefit entitlements and do not experience financial hardship.

Carers GP & Hospital Support - To ensure the Charity's presence in healthcare settings and meet its aim of identifying and supporting carers at GP practices and hospitals at an earlier stage and establish improved support for Carers. To support practice and hospital staff with carer awareness training and increase signposting to Enfield Carers Centre.

Transition Project Staff - Our experienced staff support parents and carers of young people and adults aged 14 to 25 who have learning, physical or other additional needs with the transition from children's to adult services. We also support parents and carers with other transition issues such as moving into independent living or making further education/career choices.

General Funds: General Funds represents the balance of the unrestricted funds available to be applied as the trustees in their discretion think fit towards attaining the charitable objects and purposes of the charity.

16. RELATED PARTY DISCLOSURES

No related party transactions took place in the year.

17. DEFERRED INCOME

	2021 £	2020 £
Balance as at 1st April	7,500	7,500
Amount released to income in the year	-	-
Amount deferred in the year	-	-
Balance as at 31st March	<u>7,500</u>	<u>7,500</u>

Deferred income represents funding received from London Borough of Enfield towards cost of carers assessments for carer assistants, to be carried out in future years.

18. SHARE CAPITAL

The company is limited by guarantee and does not have a share capital divided by shares.

19. POST BALANCE SHEET EVENTS

The remainder of the assets of CTLVC are expected to be transferred to Enfield Carers Centre by 31st October 2021.