



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-MOXYEY

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
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Robertha Miller	Maureen Grant
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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	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

Enfield Carers Centre Thanks All Its Funders Donors and Volunteers

metaswitch

PALMERS GREEN UNITED
REFORMED CHURCH



AARON BLACK FUNERAL DIRECTORS



ENFIELD ART CIRCLE



ENFIELD DAMES WI

THE FORSTERS
CHARITABLE TRUST

ENFIELD CHASE ROTARY CLUB



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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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

C2FE9400922140E.....

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	406	-	406
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	948,281	242,664	1,190,945
NET INCOME / (EXPENDITURE)	(142,122)	173,077	30,955
Transfers Between Funds	8,867	(8,867)	-
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	699,807	525,095	1,224,902

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.

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
--	-----------------------	---------------------------

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)	-	-	-	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	406	-	406
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	948,281	242,664	1,190,945
NET INCOME / (EXPENDITURE)	(142,122)	173,077	30,955
Transfers Between Funds	8,867	(8,867)	-
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	699,807	525,095	1,224,902

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	35,500	(45,754)	10,254	-
	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	11,282	10,230	-	21,512
	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	8,386	(8,386)	-
	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><u>302,437</u></u>	<u><u>(96,986)</u></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><u>66,843</u></u>	<u><u>7,500</u></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.