

ACTION FOR CARERS (OXFORDSHIRE) LTD

England & Wales · Charity number 1149577

Details

Status	Registered
Legal form	Charitable company
Company number	08125002
Registered	2012-11-01
Register	View on the Charity Commission register

Contact

Address	10 Napier Court Barton Lane Abingdon Oxfordshire OX14 3YT
Phone	03454501276
Email	carersinfo@carersoxfordshire.org.uk
Website	www.carersoxfordshire.org.uk

Activities

Objects: TO PROMOTE THE RELIEF OF CARERS IN ANY MANNER WHICH NOW OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE IN AND AROUND OXFORDSHIRE (HEREINAFTER CALLED "THE AREA OF BENEFIT")THE CHARITY SHALL HAVE THE FOLLOWING POWERS EXERCISABLE IN FURTHERANCE OF ITS SAID OBJECT BUT NOT FURTHER OR OTHERWISE, NAMELY;(1) TO PROVIDE AND ASSIST IN THE PROVISION OF INFORMATION, ADVICE AND OFFER OTHER ASSISTANCE TO CARERS.(2) TO ENCOURAGE AND PROVIDE SERVICES FOR THOSE REQUIRING CARE WHICH TAKE ACCOUNT OF THE NEEDS OF CARERS AND IF THOUGHT FIT TO MAKE REASONABLE CHARGES FOR ANY SERVICES PROVIDED HEREUNDER.(3) TO RAISE PUBLIC AWARENESS, PRINCIPALLY IN THE COUNTY OF OXFORDSHIRE.(4) TO COMMUNICATE BETWEEN CARERS, POLICY MAKERS AND OTHER SERVICES SUPPORTING CARERS, ENABLING CARERS TO HAVE AN EFFECTIVE VOICE AND AN INFORMED REPRESENTATION IN POLICY MAKING AND SERVICE DEVELOPMENT.(5) TO ENCOURAGE THE EXCHANGE BY CARERS, POLICY MAKERS AND OTHER SERVICES OF USEFUL INFORMATION AND BEST PRACTICE IN CARERS' ISSUES AND PROMOTE AND ENCOURAGE CARERS' GROUPS AND SUPPORT SCHEMES PRINCIPALLY IN OXFORDSHIRE.(6) TO PURSUE ANY OTHER CHARITABLE PURPOSE.

Activities: THE PROVISION OF INFORMATION, SUPPORT AND TRAINING SERVICES FOR ADULT CARERS. WORKING WITH THOSE CARERS, GIVING THEM AN EFFECTIVE VOICE IN THE COUNTY OF OXFORDSHIRE.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Acts As An Umbrella Or Resource Body
- **What:** The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People, People With Disabilities, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** OXFORDSHIRE
- Oxfordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,006,688	£838,630	£619,343	21
2024-03-31	£1,001,087	£1,108,197	£469,590	22
2023-03-31	£1,030,993	£987,238	£539,228	23
2022-03-31	£870,002	£814,641	£513,555	21
2021-03-31	£770,083	£752,175	£438,123	18

Trustees

Name	Role	Appointed
Andrew Lane	Chair	2023-03-20
Hazel Scott		2024-09-09
Jodie Buckingham		2022-12-12
Maria Linda Margaret Crocker		2026-03-11
Marianna Lepetyukh		2026-03-11
Ruth Graham		2022-12-12
Sally Foulsham		2021-06-07
Stephen Glenn Elliott		2025-11-26

Accounts



ACTION FOR CARERS (OXFORDSHIRE) LTD
REPORT AND ACCOUNTS FOR THE YEAR ENDED
31 MARCH 2025

REGISTERED CHARITY NUMBER: 1149577
COMPANY NUMBER: 08125002

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LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr A Lane	
	Mr W Norton	
	Dr J Wardle	(Resigned 9 September 2024)
	Mrs S Foulsham	
	Ms J Buckingham	
	Ms R H Graham	
	Ms H Scott	(Appointed 9 September 2024)

Chief Executive	Mr P Ringer
Secretary	Ms J Elliott
Charity number	1149577
Company number	08125002
Registered office	Unit 10 Napier Court Barton Lane Abingdon OX14 3YT

Auditors	Wenn Townsend 30 St Giles Oxford OX1 3LE
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Bankers	Lloyds Bank Carfax branch 1 High St Oxford OX1 4AA
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ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

Objectives and activities

Charitable purpose

The objects of the charity to promote the relief of carers in any manner which now or hereafter may be deemed by law to be charitable in and around Oxfordshire (hereinafter called "the area of benefit") the charity shall have the following powers exercisable in furtherance of its said object but not further or otherwise, namely;

(1) to provide and assist in the provision of information, advice and offer other assistance to carers.

(2) to encourage and provide services for those requiring care which take account of the needs of carers and if thought fit to make reasonable charges for any services provided hereunder.

(3) to raise public awareness, principally in the county of Oxfordshire.

(4) to communicate between carers, policy makers and other services supporting carers, enabling carers to have an effective voice and an informed representation in policy making and service development.

(5) to encourage the exchange by carers, policy makers and other services of useful information and best practice in carers' issues and promote and encourage carers' groups and support schemes principally in Oxfordshire.

(6) to pursue any other charitable purpose.

The Oxfordshire wide All-Age Unpaid Carers Strategy for Oxfordshire has three priorities

Priority 1: To identify carers and effectively support them, improving their health and wellbeing and providing opportunities for a break from their caring role.

Priority 2: To safeguard adult and young carers at risk who need more support to look after themselves, particularly during times of change and transition.

Priority 3: To encourage and enable carers to have an active life outside their caring role, including fulfilling their education, employment, and training potential.

Our commitments

- Carers of all ages will shape and influence strategy, procedures, and support for carers through co-production
- Services and procedures will be kept up to-date and appropriate for carers through ongoing co-production

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

- Improved identification and support of unpaid carers by aligning workplans across health, education and social care will reduce the need to repeat information about carers and those they care for
- Carers and those supporting/advising them can easily find information, advice, and support when they need it
- Carers are valued and treated as the experts in their lives and what they need to support their health and wellbeing
- Carers can access breaks from their caring role to support their own wellbeing
- Development of joined systems between organisations
- Increase organisation / staff carer awareness and training to be able to explore and learn about ways that professionals can proactively engage with, increase identification, referrals and support of carers

CHAIR & CEO REPORT – Support. Sustain. Strengthen.

As we reflect on the past year at Action for Carers Oxfordshire, we do so with deep appreciation for the people and partnerships that make our work possible. At the heart of everything we do are the thousands of unpaid carers across Oxfordshire - people who give so much of themselves, often quietly and without recognition. It is their strength, insight, and resilience that continue to inspire and guide the support we provide.

Now well into our joint leadership, we remain energised by the opportunity to lead this organisation through a time of transformation both within the charity and in the wider challenging context in which we operate. This has been particularly evident as we navigate inflationary pressures, alongside changes to the National Living Wage and adjustments to Employer's National Insurance rates and thresholds.

We are proud of the progress made so far. This year, we've worked hard to strengthen our foundations - clarifying roles, improving communication, and fostering a culture of curiosity and collaboration. Across our staff, volunteers, and trustees, there is a renewed sense of shared purpose. We've asked better questions, listened more deeply, and made decisions grounded in evidence and empathy.

We also needed to make brave decisions. Leadership is more than direction - it's about listening, adapting, and staying true to our mission. We've remained focused on what matters most: delivering meaningful, lasting benefit for carers across the county.

To our funders and supporters - thank you. Your belief in our mission enables us to reach more carers, respond more flexibly, and plan more ambitiously. We are especially grateful to Oxfordshire County Council and the many individuals and organisations who offer not just financial support, but also time, expertise, and advocacy. Your partnership is vital.

To our campaigners and community champions—thank you for raising your voice and standing up for carers. You help ensure that carers' needs are not only heard but acted upon.

Looking ahead, we are optimistic. We are on a sound financial footing, and we are entering a new strategic phase with clarity and confidence. The needs of carers are evolving, and so must we. We are committed to adapting our services, strengthening our workforce, and building new partnerships that extend our reach and deepen our impact.

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TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

This is a pivotal moment for Action for Carers Oxfordshire. The conversation around caring is shifting, and we are determined to be at the forefront - amplifying carers' voices, challenging inequality, and championing change.

Everything we do is with the best interests of carers in mind. We are proud of what the team has achieved this year and are excited about what lies ahead. Thank you for being part of this journey.

The Age UK Oxfordshire (group) new Strategy to 2030, approved in March 2025, which will be publicly launched in September is summarised as follows:

- Our Vision: An Age Friendly Oxfordshire where every older person and unpaid carer is seen, heard, included, and valued; *every day matters for everyone*.
- Our Mission To provide *community-based support*, seeking to increase people's independence, and looking to drive change where it is needed most.
- Methods: By *tackling inequality*, focussing on reaching older people and unpaid carers, especially those affected by poverty, loneliness, and illness/disability.
- Values: Our Values are our 'North Star', how we want to feel and what shapes us as we deliver our mission. As chosen by our staff, our values are... *Listen, Compassion, Empower*.

Public Benefit

The Trustees take into account the Charity Commission's guidance on public benefit and are able to confirm that the activities of Action for Carers Oxfordshire, which are designed to promote the welfare of carers, are in line with that guidance, as set out in the Chair's report.

We work with all unpaid carers across the county but focus most resource on tackling inequality and reaching carers who face a struggle, whether through low income, poor health, the extent of their caring responsibilities and / or isolation and loneliness.

Achievements and performance

Looking back – Our achievements against our agreed objectives for 2024-25 were:

1. Ensure the Oxfordshire all age unpaid **Carer Strategy** is delivered and that carers are involved in monitoring its progress against measurable priorities. Fortnightly meetings alongside quarterly partnership reviews keep the strategy alive and on track. Our work with primary care to improve carer awareness and referrals from Primary Care services, has grown the number of GP surgery websites with a direct link to our website from 7 to 50.

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2. Expand the roll out of the **Carers Oxfordshire ID Card**. A further 774 cards have been issued this year. The expansion has been integrated into our new **Carer Friendly Oxfordshire Project**, creating opportunities to make carers more visible and valued in the local community, whilst reaching carers who have little or no contact with services for carers.

The ID card has given me peace of mind and I was able to accompany my partner to John Radcliffe Hospital for a day of tests a few weeks back and was well received in the day ward and allowed to continue caring for him.

3. Review the **Carer Assessment** process. A comprehensive review of the process has taken place involving carers, staff, and learning from other local authorities.

What was invaluable to me was your direct support, compassion and help, and knowing that I will be able to contact you in the future if/when needed, as a dedicated support person.

4. Review the current **wellbeing offer** and suggest improvements to the current statutory respite offer. A service review with 321 carers identified key areas for improvement, including more local social and creative activities for carers and their families, personalised support for complex caring situations, and expanded breaks options. Carers highlighted the need for better communication and increased information through GP's, schools, and community channels.

Who we are

- 28 people made up of 20 staff (15.2 FTE) and 6 volunteer Trustees.

What we did

Reaching Oxfordshire carers across our service provision,

- A total of 65,520 separate contacts with carers in Oxfordshire, including
 - o 3,548 Carers who received individual support
 - o Approximately 71% self-referred (approached us themselves directly for support) and 29% were referred to us by professionals for support
 - o 2,557 Carer assessments completed
 - o 2,837 Telephone calls to Carersline
 - o 1,875 Reviews
- We supported 1141 people to attend groups,
- 702 carers accessed short breaks or wellbeing offers,
- Issued 774 Carer ID cards, and
- 204 MAX cards (discount cards for SEND children)
- Supported carers to plan for emergencies with 1585 'Be Prepared' packs
- With marketing / communications reaching carers across all our work, including
 - o Over 7,000 carers received a copy of our Care Matters newsletter
 - o 19,766 Website hits and
 - o 15,270 Emails sent with information and updates

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You have offered support and advice at a difficult time previously and now that I am caring for my bedridden husband. It is so reassuring to be able to get support and advice in this new situation I find myself in.

How well we did it

- Whilst our work is countywide, and caring affects all socio-economic groups, we do give special attention to tackling inequality. Of the 10 LSOAs (Lower Layer Super Output Areas) where we supported the most carers, 5 of these are the most deprived. (Census 2021)
- Over 14% of carers supported were from the 10 most deprived wards, and 11% of people who called our Carersline.

I think the Carers scheme provides really helpful support for people who have sometimes to deal with very difficult circumstances. I very much appreciate what you do.

After my carers assessment I better understand my individual situation and needs. I feel very much happy and satisfied with the support I have received from Carers Oxfordshire. I find you not only very professional also very helpful, kind, honest and approachable.

The difference it made in people's lives

At the end of our support, we ask carers for their feedback, from the 194 people who replied;

97% of carers felt our support helped them focus on their physical health and **99%** on their mental wellbeing.

88% felt it helped them find local services and support, and **88%** felt it helped them access information and advice.

94% felt their confidence to continue in their caring role had improved.

98% of carers said they received a responsive and timely service

99% of carers were satisfied or very satisfied with the support they received.

The most helpful aspect of the support I have received is

Speaking with someone who understands and doesn't judge but listens and wants to help.

Realising that there is help out there and I'm not the only one that feels this way.

Aside from the help with forms, the carer's assessment etc, it has been important to know that the service exists, and I can call for support when needed.

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Plans for future periods

Looking forwards (2025-26)

In the first year of our new five-year strategy, we're laying the groundwork for a stronger, more inclusive future for older people and unpaid carers across Oxfordshire. We're focusing on listening more deeply, building partnerships, and investing in the people who power our work - staff, volunteers, and communities. This year is about setting clear priorities, strengthening our foundations, and beginning bold new initiatives that reflect the changing needs of our population. With optimism and purpose, we're taking the first steps in a journey to grow our impact, reduce inequalities, and ensure everyone can age with dignity and connection.

Financial review

In the year to 31 March 2025 income of £1,007k (2024: £1,001k) was generated. This was principally from contract income, accounting for 96% of income in the year (2024: 94%).

Expenditure in the year was £839k (2024: £1,108k) leading to a surplus of £150k (2024: deficit of £70k).

Investments including policy

At the year end investments were valued at £334k (2024: £353k). An unrealised loss of £(18k) was recognised (2024: unrealised gain of £37k)

The listed investments are held on a long-term basis. There is a mixed objective of growth and income. Investment performance is measured on a total return basis.

All investments are held with CCLA. The charity invests in three different funds within CCLA to diversify risk. CCLA actively manage the funds in which the charity is invested.

The charity's ethical policy precludes direct or indirect investment in companies that generate more than 10% of revenue from alcohol, firearms, or tobacco. At the year end, 24% of the investments are held in ethical funds.

Short term reserves are kept on short-term deposit and in bank accounts and are treated as cash.

Investments are regularly reviewed by the Finance Review Group. Changes in investment strategy are approved by the Trustees.

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Fundraising

Grants and donations are sought for charitable activities not covered by contract income.

All Fundraising activity in the year was in-house, using the Fundraising Code as a guide and no third parties were involved. No fundraising complaints were received during the year.

The charity is aware that some donors or potential donors may be vulnerable. The charity has guidance for staff to identify vulnerable donors and how to work with them, ensuring that no undue pressure is placed on a person to donate.

The charity is not currently registered with the Fundraising Regulator due to the low level of Fundraising activity.

Reserves policy

The trustees have assessed the requirements for reserves. They have used a model that looks separately at the required reserves under the following headings:

- income losses;
- cessation costs;
- working capital requirements;
- reserves to fund new opportunities and
- reserves against unexpected adversity.

Calculations are based on assessments and experience, and will vary from year to year, but the latest version shows £311k. The calculated free reserves at 31 March 2025 were £582k.

At 31 March 2025, the total funds were £619k. These comprised:

£32k – designated funds

£587k – general funds

The designated fund balance relates to a) planned expenditure on a multi-year IT investment project. At the end of the year £8k remained in the fund, and b) planned expenditure for a pilot project in the coming year. At the end of the year £24k remained in the fund.

The trustees are satisfied that on this basis the charity has reserves within the desired range for the coming year.

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TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

Risk management

The Trustees of Action for Carers (Oxfordshire) Ltd have carried out a review of the risks which are present as we take forward our strategy and work programmes.

They will review risks twice a year as a full Board of Trustees and all members of Board will take equal responsibility for identifying significant risks and ensuring proper processes are in place manage them.

The following are identified as key risks to the organisation along with the mitigations and any future actions.

Risk	Mitigations and actions
Dependence on a small number of income streams	Income diversification with fundraising investment.
Dependence on and preoccupation with public service contract delivery	Strong funder relationships and contract term budgeting
Increases in income not matching inflation / cost of living rises	Annual requests for contract price rises. Being clear on who the charity most seeks to help.

Risks are also considered within an overall risk framework to ensure that the organisation can best bolster its lines of defence and manage risks appropriately.

Structure, governance and management

Action for Carers (Oxfordshire) Ltd is a registered Charity, Number 1149577 (registered 1 November 2012). It was incorporated as a company limited by guarantee on 29 June 2012, Company Number 08125002, under Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association.

Action for Carers (Oxfordshire) Ltd commenced charitable activities on 1 January 2013. A revised set of Articles was approved by the trustees on 10th July 2020

Members guarantee to contribute an amount not exceeding £10 to the assets of the charitable company in the event of winding up.

Connected charities

Action for Carers (Oxfordshire) Ltd is a member of the Age UK Oxfordshire Group of organisations. Age UK Oxfordshire has a controlling interest in Action for Carers (Oxfordshire) Ltd through majority membership of the Board. The accounts for Action for Carers (Oxfordshire) Ltd are reported in their own right and consolidated as part of the Age UK Oxfordshire group.

Age UK Oxfordshire is a Local Partner of the Age UK Network of organisations.

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TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

Organisation structure

The charity is governed by a board of not less than five trustees. Charity trustees are appointed by the existing board and hold office for an initial term of three years.

Currently full board meetings are held four times a year as required by the articles, and report to the bi-monthly trustee meetings held by the parent Age UK Oxfordshire.

The board believes that the finances of the Charity can be better monitored in a smaller group with a more focused financial background inviting other trustees as and when appropriate. This role has been delegated to Age UK Oxfordshire Finance Review Group by the Board, and reports to the Board through a Chairperson appointed by the Board.

The Board of Trustees is responsible for the appointment of the Chief Executive, who manages the organisation with the support of a senior management team.

Method of recruitment and appointment of trustees

Trustees are appointed to the Board of Action for Carers (Oxfordshire) Ltd under Article 5 of its Articles of Association. Trustees are appointed for an initial period of three years, and may be re-elected for two further terms of three years each. In exceptional circumstances a fourth and final three year term may be agreed to by the trustees.

Key management remuneration

The directors consider the board of directors, who are the Charity's trustees, and the senior management team comprise the key management personnel of the charity in charge of directing, running and operating Action for Carers (Oxfordshire) Ltd on a day-to-day basis. All directors give of their time freely and none received remuneration in the year. The pay of senior staff is reviewed annually with reference to similar organisations of a similar size.

Statement of trustees' responsibilities

The trustees, who are also the directors of Action for Carers (Oxfordshire) Ltd for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

This report has been prepared having taken advantage of the small companies' exemption in the Companies Act 2006.

The trustees' report was approved by the Board of Trustees.



Mr A Lane (Chair)

Trustee

Dated: 10 September 2025

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

Opinion

We have audited the financial statements of Action for Carers (Oxfordshire) Limited (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet and the 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, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

is to read the other information and, in doing so, consider whether the other information is materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine

whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

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 purpose 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

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INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

1. At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the company and how the management seek to comply with those laws regulations. This helps us to plan appropriate risk assessments.
2. During the audit we focused on relevant risk areas and review the compliance with the laws and regulations by making relevant enquiries and undertaking corroboration, for example by reviewing Board Minutes and other documentation.
3. We assessed the risk of material misstatement in the financial statements including as a result of fraud and undertook procedures including:
 - a. Reviewing the controls set in place by management
 - b. Making enquiries of management as to whether they consider fraud or other irregularity may have taken place, or where such opportunity might exist
 - c. Challenging management assumptions with regard to accounting estimates
 - d. Identifying and testing journal entries, particularly those which appear to be unusual by size or nature

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

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



Benjamin Hayes FCA (Senior Statutory Auditor)
For and on behalf of Wenn Townsend
Chartered Accountants
Statutory Auditor

10 September 2025

ACTION FOR CARERS (OXFORDSHIRE) LTD

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Total 2025 £	Total 2024 £
Income from:			
Voluntary income	3	2,973	10,700
Charitable activities	4	983,603	968,754
Investment income	5	20,112	21,633
Total income		1,006,688	1,001,087
Expenditure on:			
Raising funds		-	10,192
Costs of charitable activities		838,630	1,098,005
Other		-	-
Total resources expended	6	838,630	1,108,197
Net gains/(losses) on investments	10	(18,305)	37,472
Net movement in funds		149,753	(69,638)
Fund balance at 1 April 2024		469,590	539,228
Fund balances at 31 March 2025		619,343	469,590

The statement of financial activities also complies with the requirements for an income and expenditure accounts under the Companies Act 2006.

All of the above results are derived from continuing activities. There are no other gains and losses other than those stated above.

ACTION FOR CARERS (OXFORDSHIRE) LTD

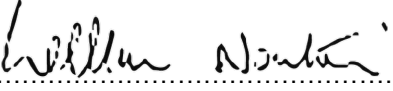
BALANCE SHEET AS AT 31 MARCH 2025

		2025		2024	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	9		5,328		4,872
Investments	10		334,482		352,787
			<u>339,810</u>		<u>357,659</u>
Current Assets					
Debtors	11	31,097		17,737	
Short Term Deposits		242,908		193,264	
Cash at bank and in hand		140,148		102,865	
		<u>414,153</u>		<u>313,866</u>	
Creditors: amounts falling due within one year	12	(134,620)		(201,935)	
Net current assets			<u>279,533</u>		<u>111,931</u>
Total assets less current liabilities			<u>619,343</u>		<u>469,590</u>
Income funds					
Unrestricted funds	14				
Designated funds			32,153		12,400
General funds			587,190		457,190
			<u>619,343</u>		<u>469,590</u>

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

The financial statements were approved by the board of directors and authorised for issue on 10 September 2025 and are signed on its behalf by:


.....
Mr A Lane (Chair) - Trustee


.....
Mr W Norton - Trustee

Company Registration no. 08125002

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

1.1 General information and basis of preparation

Action for Carers is a charitable company limited by guarantee in England / Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are detailed in the Trustees' Report.

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

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in pounds sterling which is the functional currency of the charity and rounded to the nearest pound sterling.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds are funds set aside, out of unrestricted funds by the Trustees and applied towards specific purposes, as identified by the Trustees.

Restricted funds are represented by income received for specific purposes as laid down by the Donors. Expenditure meeting the criteria of the specific purposes is charged against the funds, together with fair allocation of overheads and supports costs.

1.3 Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

1.3 Income recognition (continued)

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example, the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

No amount is included in the financial statements for volunteer time in line with the SORP. Further detail is given in the Trustees' Annual Report.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Income generated from the supply of goods and services is included in full in the Statement of Financial Activities in the period in which the supply is made.

1.4 Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds;
- Expenditure on charitable activities includes; and
- Other expenditure represents those items not falling into the categories above.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Staff costs are charged to activities on the basis of staff time spent on those activities.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

1.5 Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 6.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

- Leasehold improvements Over the term of the lease
- Equipment Over 3-5 years

1.7 Fixed asset investments

Investments are recognised initially at fair value which is normally the transaction price excluding transaction costs. Subsequently, they are measured at fair value with changes recognised in 'net gains / (losses) on investments' in the SoFA if the shares are publicly traded or their fair value can otherwise be measured reliably. Other investments are measured at cost less impairment.

1.8 Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

1.9 Retirement benefits

The charity participates in the Age UK Group Personal Pension Plan run by Scottish Widows, a defined contribution scheme.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

1.10 Leases

All leases of equipment are considered to be operating leases, and rentals are charged against revenue, when incurred. No assets are held under Hire Purchase Agreements.

1.11 Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

1.12 Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

1.13 Cash flow statement

As it is a 'qualifying entity' the charity has taken advantage of the exemption in sections 1.8 to 1.13 of FRS 102 from the requirement to prepare a cash flow statement.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, 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.

During the current and prior period, an estimate was required for lease-related charges, including back-dated rent, services charges, and dilapidations costs. The trustees considered information from ongoing negotiations with the landlord, professional advice, and carried out a desktop appraisal in making their estimate of probable costs. In total, the amount included in the accounts at 31 March 2025 for these provisions was £68,081 (2024: £135,521).

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

3 Voluntary income

	2025 £	2024 £
Donations	973	700
Legacies	2,000	-
Grants	-	10,000
	<u>2,973</u>	<u>10,700</u>

4 Charitable activities

	2025 £	2024 £
Contract income	967,302	937,302
Other income	16,301	31,452
	<u>983,603</u>	<u>968,754</u>

5 Investment income

	2025 £	2024 £
Interest receivable	<u>20,112</u>	<u>21,633</u>

6 Total resources expended

	Staff Costs £	Depreciation £	Other costs £	Total 2025 £	Total 2024 £
Costs of generating funds	-	-	-	-	10,192
Charitable activities					
Activities undertaken directly	382,098	2,416	315,742	700,256	933,940
Support costs	82,724	-	55,650	138,374	164,065
	<u>464,822</u>	<u>2,416</u>	<u>371,392</u>	<u>838,630</u>	<u>1,098,005</u>
For the year ended 31 March 2025	<u>464,822</u>	<u>2,416</u>	<u>371,392</u>	<u>838,630</u>	
For the year ended 31 March 2024	<u>477,748</u>	<u>1,843</u>	<u>628,606</u>		<u>1,108,197</u>

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

7 Net incoming resources

	2025 £	2024 £
These are stated after charging:		
Depreciation of owned assets	2,416	1,843
Auditor's remuneration – audit fee	4,500	4,305
Trustee/director indemnity	500	447
	<u> </u>	<u> </u>

8.1 Staff costs and employee benefits

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Direct charitable	19	19
Administration and support	2	3
	<u> </u>	<u> </u>
Total	<u>21</u>	<u>22</u>

	2025 £	2024 £
Wages and salaries	414,657	425,964
Social security costs	30,263	30,140
Pension contributions	12,967	12,897
Recruitment, retention and training	6,935	8,747
	<u> </u>	<u> </u>
Total	<u>464,822</u>	<u>477,748</u>

There were no employees whose annual remuneration was £60,000 or more (2024: £Nil).

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

8.2 Trustees' and key management personnel remuneration and expenses

The trustees neither received nor waived any remuneration during the year (2024: £Nil).

The total amount of employee benefits received by key management personnel is £Nil (2024: £Nil). The Trust considers its key management personnel comprise the Chief Executive and Director of Finance and Resources of the parent charity, who are employed by and receive remuneration from the parent charity.

No trustees are accruing pension arrangements.

The trustees did not have any expenses reimbursed during the year (2024: £Nil).

9 Tangible fixed assets

	Leasehold Improvements £	Equipment £	Total £
Cost			
At 1 April 2024	4,111	11,122	15,233
Additions for the year	-	2,872	2,872
Disposals in the year	(4,111)	(4,410)	(8,521)
	<u> </u>	<u> </u>	<u> </u>
At 31 March 2025	<u> </u> -	<u> </u> 9,584	<u> </u> 9,584
Depreciation			
At 1 April 2024	3,598	6,763	10,361
Charge for the year	513	1,903	2,416
Eliminated on disposal	(4,111)	(4,410)	(8,521)
	<u> </u>	<u> </u>	<u> </u>
At 31 March 2025	<u> </u> -	<u> </u> 4,256	<u> </u> 4,256
Carrying value			
At 31 March 2025	<u> </u> -	<u> </u> 5,328	<u> </u> 5,328
At 31 March 2024	<u> </u> 513	<u> </u> 4,359	<u> </u> 4,872

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

10. Fixed asset investments

	At 1 April 2024 £	Purchases at cost £	Revaluation £	At 31 March 2025 £
Listed investments at valuation	352,787	-	(18,305)	334,482

11 Debtors: amounts falling due within one year

	2025 £	2024 £
Due from group undertakings	9,603	17,467
Prepayments	21,494	270
	<u>31,097</u>	<u>17,737</u>

12 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	19,784	1,172
Taxation and social security	5,368	10,334
Amounts due to group undertakings	26,328	35,499
Other creditors	-	2,387
Accruals and deferred income	83,140	152,543
	<u>134,620</u>	<u>201,935</u>

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

12 Creditors: amounts falling due within one year (continued)

Reconciliation of deferred income

	2025	2024
	£	£
At 1 st April 2024	-	7,600
Additions during the year	-	-
Amounts released to income	-	(7,600)
	<u>-</u>	<u>-</u>
	<u>-</u>	<u>-</u>

No income has been deferred in the current year.

13 Group personal pension plan

Defined contribution

The charity operates a defined contributions pension scheme set up with Scottish Widows (Money4Life – scheme number 88647601).

The total pension cost for Action for Carers (Oxfordshire) Ltd for the year was £12,967 (2024: £12,897). No contributions were outstanding at the balance sheet date (2024: £2,388 outstanding).

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

14 Funds

A summary of the funds' movements for the year is disclosed below.

Unrestricted Funds

The unrestricted funds of the Charity consist of freely available General Reserves. The charity seeks to maintain adequate reserves to cover anticipated management infrastructure and administrative costs to enable the charity to operate through any sudden reduction in funding and negotiate, if possible, alternative funding or make other suitable arrangements for service users.

Restricted Funds

There are currently no restricted reserves on the balance sheet.

Designated Funds

The trustees set aside a sum of £25,000 of unrestricted reserves to cover the completion of IT investments planned for 2023 to 2025. At the beginning of the year £12,400 remained in this fund, of which £4,500 was used in 2024/25, leaving a balance of £7,900 carried forward for remaining anticipated costs for the IT investment project. A further sum of £24,253 has been set aside in the current year to cover the costs of a pilot programme in 2025/26.

Funds movement summary

	Balance at 1 April 2024 £	Income £	Expenditure £	Gains/Tfrs £	Balance at 31 March 2025 £
Unrestricted					
General	457,190	1,006,688	(834,130)	(42,558)	587,190
Designated	12,400	-	(4,500)	24,253	32,153
	<u>469,590</u>	<u>1,006,688</u>	<u>(838,630)</u>	<u>(18,305)</u>	<u>619,343</u>

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

15 Related party Transactions

No guarantees have been given or received (2024: none).

The company was a wholly owned subsidiary of Age UK Oxfordshire (registered company number: 04328143) throughout the current year. Age UK Oxfordshire is a registered charity incorporated in England.

In accordance with SORP (FRS 102), the charity company has taken advantage of the exemption from the requirement to disclose transactions with group companies on the grounds that consolidated financial statements are prepared by the ultimate parent company. These accounts are available at Companies House.

There were no other related party transactions and balances that require disclosure.

16 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	569	41,515
Between two and five years	-	3,460
	<u>569</u>	<u>44,975</u>

Operating lease payments recognised as an expense in the year amounted to £41,514 (2024: £41,514).

On 5th April 2025, the building lease ceased. The charity is not entering into a new lease.

ACTION FOR CARERS (OXFORDSHIRE) LTD

INCOME AND EXPENDITURE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

	2025 £	2024 £
Total income	1,006,688	1,001,087
Expenditure		
Salaries	457,887	469,001
Other staff costs	187,453	199,083
Volunteer costs	65	17
Premises	(7,968)	119,299
Office running costs	59,086	105,620
IT costs	9,645	17,012
Marketing costs	1,445	303
Legal and professional	4,845	10,718
Bank charges	784	1,218
Conferences	85	4,335
Depreciation	2,416	1,843
Management costs	138,374	164,065
Bad debts	(15,487)	15,683
Total expenditure	838,630	1,108,197
Unrealised gain/(loss) on investments	(18,305)	37,472
Net income	149,753	(69,638)

ACTION FOR CARERS (OXFORDSHIRE) LTD

England & Wales - Charity number 1149577

Accounts



ACTION FOR CARERS (OXFORDSHIRE) LTD
REPORT AND ACCOUNTS FOR THE YEAR ENDED
31 MARCH 2024

REGISTERED CHARITY NUMBER: 1149577
COMPANY NUMBER: 08125002

ACTION FOR CARERS (OXFORDSHIRE) LTD

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ACTION FOR CARERS (OXFORDSHIRE) LTD

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr A Lane	
	Mr W Norton	
	Dr J Wardle	(Resigned 9 September 2024)
	Mrs S Foulsham	
	Ms J Buckingham	
	Dr M J Watts	(Resigned 31 November 2023)
	Ms R H Graham	
	Ms H Scott	(Appointed 9 September 2024)
Chief Executive	Mr P Ringer	
Secretary	Ms J Elliott	
Charity number	1149577	
Company number	08125002	
Registered office	Unit 9 Napier Court Barton Lane Abingdon OX14 3YT	
Auditors	Wenn Townsend 30 St Giles Oxford OX1 3LE	
Bankers	Lloyds Bank Carfax branch 1 High St Oxford OX1 4AA	

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

Objectives and activities

Charitable purpose

The objects of the charity to promote the relief of carers in any manner which now or hereafter may be deemed by law to be charitable in and around Oxfordshire (hereinafter called "the area of benefit") the charity shall have the following powers exercisable in furtherance of its said object but not further or otherwise, namely;

- (1) to provide and assist in the provision of information, advice and offer other assistance to carers.
- (2) to encourage and provide services for those requiring care which take account of the needs of carers and if thought fit to make reasonable charges for any services provided hereunder.
- (3) to raise public awareness, principally in the county of Oxfordshire.
- (4) to communicate between carers, policy makers and other services supporting carers, enabling carers to have an effective voice and an informed representation in policy making and service development.
- (5) to encourage the exchange by carers, policy makers and other services of useful information and best practice in carers' issues and promote and encourage carers' groups and support schemes principally in Oxfordshire.
- (6) to pursue any other charitable purpose.

Our overall vision: unpaid carers of all ages in Oxfordshire are valued and supported in living their lives to the fullest. Our priorities are:

Priority 1: To identify carers and effectively support them, improving their health and wellbeing and providing opportunities for a break from their caring role.

Priority 2: To safeguard adult and young carers at risk who need more support to look after themselves, particularly during times of change and transition.

Priority 3: To encourage and enable carers to have an active life outside their caring role, including fulfilling their education, employment, and training potential.

Our commitments

- Carers of all ages will shape and influence strategy, procedures, and support for carers through co-production
- Services and procedures will be kept up to-date and appropriate for carers through ongoing co-production

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

- Improved identification and support of unpaid carers by aligning workplans across health, education and social care will reduce the need to repeat information about carers and those they care for
- Carers and those supporting/advising them can easily find information, advice, and support when they need it
- Carers are valued and treated as the experts in their lives and what they need to support their health and wellbeing
- Carers can access breaks from their caring role to support their own wellbeing
- Development of joined systems between organisations
- Increase organisation / staff carer awareness and training to be able to explore and learn about ways that professionals can proactively engage with, increase identification, referrals and support of carers

Our Values:

Caring

Listening and amplifying people's voices

Enabling and empowering, working alongside people to identify solutions

Passionate for better

Collaborative

The strategic objectives set out in our organisational strategy 2022-25 are available on our website.

CHAIR & HEAD OF SERVICE REPORT

At Action for Carers Oxfordshire we exist to make life better for unpaid carers. We do not do this alone. We have an amazing community who support us and work with us to thank.

Let us begin with the people at the heart of our work. The thousands of unpaid and informal carers we supported this year, who have in turn provided us inspiration, motivation, and insights from which we continue to learn from; and to our colleagues and volunteers, including our Board of Trustees, who put carers at the heart of their work, we couldn't have the impact we have had without your efforts, determination, and compassion.

Thank you to our individual funders and supporters who believe in us and back us all the way. Most notably Oxfordshire County Council, and the people who work for them. You enable us to do great work, scale our impact and offer your skills and expertise in kind to that end, thank you. We deeply appreciate your trust, your enthusiasm, and your support. To our campaigners who stand up, speak out, and are counted. Thank you. You are a powerful voice amplifying what matters most on the side of carers.

2023-24 was a year of both change and challenges. We thank the outgoing CEO, Penny Thewlis, who after a considerable tenure of 23 years, including 7 years as CEO, stepped down in September with a plan to put the charities mission of living life to the full into practice herself, and to Kay Francis (Head of Service) who left during 2023. While this report talks about our work last year, we cannot but reflect on these challenging times – the crisis in health and social care, the relentless impact of the cost-of-living increases, the lingering aftereffects of the coronavirus pandemic has had on people cared for and their carers lives, and the consequences of that for us at Action for Carers Oxfordshire.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

This is our first joint Annual Report as Chair and new Head of Service. We have both taken on our roles with a very clear recognition of the impact that Action for Carers Oxfordshire can have through changing and challenging times. Delivering positive impact for people is what drives us, as does the exciting potential we see ahead. Our support for carers and our workforce must adapt to weather the seasons. It is an important and exciting time to be leading this charity.

We are optimistic about our future, and on a good financial footing to be able to plan wisely yet ambitiously. We take that responsibility seriously and always with the knowledge that every penny matters in terms of the support that we can offer to each carer across the county.

Public Benefit

The Trustees take into account the Charity Commission's guidance on public benefit and are able to confirm that the activities of Action for Carers Oxfordshire, which are designed to promote the welfare of carers, are in line with that guidance, as set out in the Chair's report below.

We work with all unpaid carers across the county but focus most resource on tackling inequality and reaching carers who face a struggle, whether through low income, poor health, the extent of their caring responsibilities and / or isolation and loneliness.

Achievements and performance

Looking back – Our achievements against our agreed objectives for 2023-24 were:

1. Focus on ensuring that the new **Carer Strategy** is delivered and that carers are involved in monitoring its progress against measurable priorities.

The All-age Unpaid Carers Strategy for Oxfordshire was launched in August 2023, following consultation and co-production with carers and professionals. Our clearly defined objectives are regularly monitored through an action plan overseen by a panel co-chaired by an unpaid carer and attended by professionals and carers.

2. Develop our own **organisational strategy**, closely aligned to the Oxfordshire strategy, to set out a clear direction of travel for Action for Carers.

The All-age Unpaid Carers Strategy for Oxfordshire is the basis of the charity's direction of travel, mirroring the priorities for unpaid carers across the County.

3. Launch the new **Carers Oxfordshire ID Card**, to increase the identification of carers and registration with GPs.

The Carers ID card has been launched, with 360 cards issued to carers empowering them to be identified as carers. The card supports carers to request inclusion in discharge planning from hospital, to show to employers or emergency workers and gives links to useful tools and advice.

"Receiving support has made a great deal of difference to me already, knowing that there is recognition is probably the most powerful way to support unpaid carers. And knowing that you are not alone."

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

4. Further develop the **wellbeing and short breaks** offers for Carers, to improve carers' resilience and health and wellbeing.

Our wellbeing offers have expanded to include discounted membership for physical activities with Better Sports and Leisure (GLL), in addition to offers from 'Carefree' providing carers much needed respite breaks, a laundry service, spa breaks and 'spa at home' packs, bespoke carer courses with Abingdon and Witney College alongside financial support with funding for general courses, counselling and 'Feet up Fridays' a pre-cooked food offer.

"I was able to have time away with my partner for the first time in 8 years since our daughter was born. This was a welcomed break being able to rest, relax and recharge myself."

5. Foster partnerships with other organisations supporting carers, to build on the **peer support systems** for carers in Oxfordshire.

The team work alongside organisations across the County, delivering training, running stalls at information events and supporting carer champions. This has included Oxford Health, Banbury medical centre, SEND children groups, Oxfordshire Parent Carer Forum, Dementia Oxfordshire and Age UK Community Links. We have supported carers groups including in Wallingford, Banbury and Benson, attended schools and surgery wellbeing events and ensured the team are embedded in their communities.

6. Use the **storytelling** methodology to raise awareness of carers and to value their too-often invisible contribution.

Our carer voices work included a storytelling project, jointly funded by NHS England, creating a platform for carers to share their experiences and celebrate their journeys, culminating in a showcase event in November attended by carers, social care and health professionals. The stories are being used to shape our services.

7. Further improve our **CRM system (database)**, to reduce the need for carers to re-tell their stories and to improve our service data.

The CRM has been further improved to meet the needs of the service and is firmly embedded into our work.

Looking back – the year in numbers (2023-24)

Who we are

- 30 people made up of 22 staff (16 FTE) and 8 volunteers contributing 140 hours of their time (inc. 7 trustees).

What we did

- Reaching Oxfordshire carers across our service provision,
- A total of 60,429 separate contacts with carers in Oxfordshire, including
 - **3,210 Carers who received individual support**, a 25% increase on the previous year

Approximately 72% self-referred (approached us themselves directly for support) and 28% were referred to us by professionals for support.

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TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

- 2,957 Carer assessments completed
 - 2,955 Telephone calls to Carersline
 - 1,773 Reviews
- We supported 658 people to attend groups,
- 776 carers accessed short breaks or wellbeing offers,
- Issued 360 Carer ID cards, and
- 561 MAX cards (discount cards for SEND children)
- Supported carers to plan for emergencies with 1,615 'Be Prepared' packs
- With marketing / communications reaching carers across all our work, including
 - Over 10,000 carers receiving a copy of our Care Matters newsletter
 - 22,288 Website hits
 - 12,260 Emails sent with information and updates

Caring saps your energy & confidence - The support from the team puts into perspective how much you are doing & how valuable it is, allowing you to socialise more confidently.

How well we did it

- Whilst our work is countywide, and caring affects all socio-economic groups, we do give special attention to tackling inequality. To that end we worked with higher proportions of carers resident in Oxfordshire's 10 most deprived wards, using the General Deprivation Index measure.
- Of the 10 LSOAs (Lower Layer Super Output Areas) where we supported the most carers, 6 of these are the most deprived. (Census 2021)
- Northfield Brook ward (Oxford) held the highest number of carers who received our support.

I have appreciated being able to talk through and think about my situation with a professional who listened, was sensitive and understood.

The difference it made in people's lives

At the end of our support, we ask carers for their feedback, from the 225 people who replied;

95% carers felt our support helped them focus on their physical health and **96%** on their mental wellbeing.

95% felt it helped them find local services and support, and **98%** felt it helped them access information and advice.

95% felt their confidence to continue in their caring role had improved.

96% of carers were satisfied or very satisfied with the support they received.

It has meant so much feeling understood, and feeling someone genuinely cares about me as a carer. I am thankful for the support I have been given.

Knowing that there are people who genuinely care and want to find ways to support me in my caring role, has really helped me not feel so isolated.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

Plans for future periods

Looking forwards (2024-25)

In the context of this being the last year of our current strategy ('Our Plan 2022-25') the emphasis for the year ahead will be on: compliance and quality improvement, baselining our impact in terms of the public benefit we achieve, developing our next strategy, and working towards financial sustainability. The underpinning principles of how we want to go about that work together are: to work as one team (with shared purpose), with clarity over assigned responsibilities, using data & evidence to make and then take informed decisions, and encouraging professional curiosity. The programmes, projects, and initiatives we have agreed are grouped under four performance areas with overarching objectives, put simply, as:

Impact	To apply what works, demonstrate impact, keep learning.
People	To have safe, skilled, and supported staff & volunteers.
Enablers	To be responsive, adaptable, and be fit for the future.
Finance	To work towards financial sustainability, plan investment to 'grow'.

Financial review

In the year to 31 March 2024 income of £1,001k (2023: £1,031k) was generated. This was principally from contract income, accounting for 94% of income in the year (2023: 98%).

Expenditure in the year was £1,108k (2023: £987k) leading to a deficit of £(70k) (2023: surplus £26k). The deficit was planned and a designated fund set up in 2023 was utilised.

Investments including policy

At the year end investments were valued at £353k (2023: £315k). An unrealised gain of £37k was recognised (2023: unrealised loss £(18k)).

The listed investments are held on a long-term basis. There is a mixed objective of growth and income. Investment performance is measured on a total return basis.

All investments are held with CCLA. The charity invests in three different funds within CCLA to diversify risk. CCLA actively manage the funds in which the charity is invested.

The charity's ethical policy precludes direct or indirect investment in companies that generate more than 10% of revenue from alcohol, firearms, or tobacco. At the year end, 24% of the investments are held in ethical funds.

Short term reserves are kept on short-term deposit and in bank accounts and are treated as cash.

Investments are regularly reviewed by the Finance Review Group. Changes in investment strategy are approved by the Trustees.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

Fundraising

Grants and donations are sought for charitable activities not covered by contract income.

All Fundraising activity in the year was in-house, using the Fundraising Code as a guide and no third parties were involved. No fundraising complaints were received during the year.

The charity is aware that some donors or potential donors may be vulnerable. The charity has guidance for staff to identify vulnerable donors and how to work with them, ensuring that no undue pressure is placed on a person to donate.

The charity is not currently registered with the Fundraising Regulator due to the low level of Fundraising activity.

Reserves policy

The trustees have assessed the requirements for reserves. They have used a model that looks separately at the required reserves under the following headings:

- income losses;
- cessation costs;
- working capital requirements;
- reserves to fund new opportunities and
- reserves against unexpected adversity.

Calculations are based on assessments and experience, and will vary from year to year, but the latest version shows £385k. The calculated free reserves at 31 March 2024 were £452k.

At 31 March 2024, the total funds were £469,590. These comprised:

£ 12,400 – designated funds

£ 457,190 – general funds

The designated fund balance relates to planned expenditure on a multi-year IT investment project. At the end of the year £12,400 remained in the fund anticipated to be used in the coming year.

Trustees are satisfied that on this basis the charity has reserves within the desired range for the coming year.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

Risk management

The Trustees of Action for Carers (Oxfordshire) Ltd have carried out a review of the risks which are present as we take forward our strategy and work programmes.

Risk	Mitigations and actions
System failure or cyber attack, involving breakdown of computers and finance systems causing loss of records and management data	Antivirus protection, daily back ups and cyber insurance
Dependence on a small number of income streams / public service contracts	Strong funder relationships, looking to assess fundraising potential and income diversification.
Reputational damage, caused by actions of staff, volunteers or trustees.	Staff and volunteer handbooks combined with regular training.
Failure to meet contracted client service levels	Quality spot checks, staff training

Risks are also considered within an overall risk framework to ensure that the organisation can best bolster its lines of defence and manage risks appropriately.

Structure, governance and management

Action for Carers (Oxfordshire) Ltd is a registered Charity, Number 1149577 (registered 1 November 2012). It was incorporated as a company limited by guarantee on 29 June 2012, Company Number 08125002, under Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association.

Action for Carers (Oxfordshire) Ltd commenced charitable activities on 1 January 2013. A revised set of Articles was approved by the trustees on 10th July 2020

Members guarantee to contribute an amount not exceeding £10 to the assets of the charitable company in the event of winding up.

Connected charities

Action for Carers (Oxfordshire) Ltd is a member of the Age UK Oxfordshire Group of organisations. Age UK Oxfordshire has a controlling interest in Action for Carers (Oxfordshire) Ltd through majority membership of the Board. The accounts for Action for Carers (Oxfordshire) Ltd are reported in their own right and consolidated as part of the Age UK Oxfordshire group.

Age UK Oxfordshire is a Brand Partner of Age UK and a member of the Age England Association.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

Organisation structure

The charity is governed by a board of not less than five trustees. Charity trustees are appointed by the existing board and hold office for an initial term of three years.

Currently full board meetings are held four times a year as required by the articles, and report to the bi-monthly trustee meetings held by the parent Age UK Oxfordshire.

The board believes that the finances of the Charity can be better monitored in a smaller group with a more focused financial background inviting other trustees as and when appropriate. This role has been delegated to Age UK Oxfordshire Finance Review Group by the Board, and reports to the Board through a Chairperson appointed by the Board.

The Board of Trustees is responsible for the appointment of the Chief Executive, who manages the organisation with the support of a senior management team.

Method of recruitment and appointment of trustees

Trustees are appointed to the Board of Action for Carers (Oxfordshire) Ltd under Article 5 of its Articles of Association. Trustees are appointed for an initial period of three years, and may be re-elected for two further terms of three years each. In exceptional circumstances a fourth and final three year term may be agreed to by the trustees.

Key management remuneration

The directors consider the board of directors, who are the Charity's trustees, and the senior management team comprise the key management personnel of the charity in charge of directing, running and operating Action for Carers (Oxfordshire) Ltd on a day to day basis. All directors give of their time freely and none received remuneration in the year. The pay of senior staff is reviewed annually with reference to similar organisations of a similar size.

Statement of trustees' responsibilities

The trustees, who are also the directors of Action for Carers (Oxfordshire) Ltd for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.



Mr A Lane (Chair)

Trustee

Dated: 9 September 2024

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

Opinion

We have audited the financial statements of Action for Carers (Oxfordshire) Limited (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet and the 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, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

is to read the other information and, in doing so, consider whether the other information is materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine

whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

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 purpose 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

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

1. At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the company and how the management seek to comply with those laws regulations. This helps us to plan appropriate risk assessments.
2. During the audit we focused on relevant risk areas and review the compliance with the laws and regulations by making relevant enquiries and undertaking corroboration, for example by reviewing Board Minutes and other documentation.
3. We assessed the risk of material misstatement in the financial statements including as a result of fraud and undertook procedures including:
 - a. Reviewing the controls set in place by management
 - b. Making enquiries of management as to whether they consider fraud or other irregularity may have taken place, or where such opportunity might exist
 - c. Challenging management assumptions with regard to accounting estimates
 - d. Identifying and testing journal entries, particularly those which appear to be unusual by size or nature

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

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



Benjamin Hayes FCA (Senior Statutory Auditor)
For and on behalf of Wenn Townsend
Chartered Accountants
Statutory Auditor

9th September 2024

ACTION FOR CARERS (OXFORDSHIRE) LTD

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

	Notes	Total 2024 £	Total 2023 £
Income from:			
Voluntary income	3	10,700	2,619
Charitable activities	4	968,754	1,018,819
Investment income	5	21,633	9,556
Total income		1,001,087	1,030,994
Expenditure on:			
Raising funds		10,192	25,362
Costs of charitable activities		1,098,005	961,483
Other		-	393
Total resources expended	6	1,108,197	987,238
Net gains/(losses) on investments	10	37,472	(18,083)
Net movement in funds		(69,638)	25,673
Fund balance at 1 April 2023		539,228	513,555
Fund balances at 31 March 2024		469,590	539,228

The statement of financial activities also complies with the requirements for an income and expenditure accounts under the Companies Act 2006.

All of the above results are derived from continuing activities. There are no other gains and losses other than those stated above.

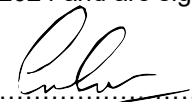
ACTION FOR CARERS (OXFORDSHIRE) LTD

BALANCE SHEET AS AT 31 MARCH 2024

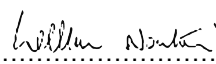
		2024	2023
	Notes	£	£
Fixed assets			
Tangible assets	9	4,872	1,028
Investments	10	352,787	315,315
		<u>357,659</u>	<u>316,343</u>
Current Assets			
Debtors	11	17,737	29,389
Cash at bank and in hand		296,129	295,311
		<u>313,866</u>	<u>324,700</u>
Creditors: amounts falling due within one year	12	(201,935)	(101,815)
Net current assets		<u>111,931</u>	<u>222,885</u>
Total assets less current liabilities		<u>469,590</u>	<u>539,228</u>
Income funds			
Unrestricted funds	14		
Designated funds		12,400	75,000
General funds		457,190	464,228
		<u>469,590</u>	<u>539,228</u>

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

The financial statements were approved by the board of directors and authorised for issue on 9th September 2024 and are signed on its behalf by:



Mr A Lane (Chair) - Trustee



Mr W Norton - Trustee

Company Registration no. 08125002

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

1.1 General information and basis of preparation

Action for Carers is a charitable company limited by guarantee in England / Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are detailed in the Trustees' Report.

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

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds are funds set aside, out of unrestricted funds by the Trustees and applied towards specific purposes, as identified by the Trustees.

Restricted funds are represented by income received for specific purposes as laid down by the Donors. Expenditure meeting the criteria of the specific purposes is charged against the funds, together with fair allocation of overheads and supports costs.

1.3 Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1.3 Income recognition (continued)

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example, the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

No amount is included in the financial statements for volunteer time in line with the SORP. Further detail is given in the Trustees' Annual Report.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Income generated from the supply of goods and services is included in full in the Statement of Financial Activities in the period in which the supply is made.

1.4 Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds;
- Expenditure on charitable activities includes; and
- Other expenditure represents those items not falling into the categories above.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Staff costs are charged to activities on the basis of staff time spent on those activities.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1.5 Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

The analysis of these costs is included in note 5.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

- Leasehold improvements Over the term of the lease
- Equipment Over 3-5 years

1.7 Fixed asset investments

Investments are recognised initially at fair value which is normally the transaction price excluding transaction costs. Subsequently, they are measured at fair value with changes recognised in 'net gains / (losses) on investments' in the SoFA if the shares are publicly traded or their fair value can otherwise be measured reliably. Other investments are measured at cost less impairment.

1.8 Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

1.9 Retirement benefits

The charity participates in the Age UK Group Personal Pension Plan run by Scottish Widows, a defined contribution scheme.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1.10 Leases

All leases of equipment are considered to be operating leases, and rentals are charged against revenue, when incurred. No assets are held under Hire Purchase Agreements.

1.11 Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

1.12 Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

1.13 Cash flow statement

As it is a 'qualifying entity' the charity has taken advantage of the exemption in sections 1.8 to 1.13 of FRS 102 from the requirement to prepare a cash flow statement.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, 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.

3 Voluntary income

	2024 £	2023 £
Donations	700	2,119
Grants	10,000	500
	<u>10,700</u>	<u>2,619</u>

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

4 Charitable activities

	2024	2023
	£	£
Contract income	937,302	1,013,334
Other income	31,452	5,485
	<u>968,754</u>	<u>1,018,819</u>

5 Investment income

	2024	2023
	£	£
Interest receivable	<u>21,633</u>	<u>9,556</u>

6 Total resources expended

	Staff Costs £	Depreciation £	Other costs £	Total 2024 £	Total 2023 £
Costs of generating funds	10,192	-	-	10,192	25,362
Charitable activities					
Activities undertaken directly	383,411	1,843	548,686	933,940	792,325
Support costs	84,145	-	79,920	164,065	169,551
	<u>467,556</u>	<u>1,843</u>	<u>628,606</u>	<u>1,098,005</u>	<u>987,238</u>
For the year ended 31 March 2024	<u>477,748</u>	<u>1,843</u>	<u>628,606</u>	<u>1,108,197</u>	
For the year ended 31 March 2023	<u>481,214</u>	<u>514</u>	<u>505,510</u>		<u>987,238</u>

7 Net incoming resources

	2024	2023
	£	£
These are stated after charging:		
Depreciation of owned assets	1,843	514
Auditor's remuneration – audit fee	<u>4,305</u>	<u>2,786</u>

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

8.1 Staff costs and employee benefits

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Direct charitable	19	21
Administration and support	3	2
Total	22	23

	2024 £	2023 £
Wages and salaries	425,964	431,268
Social security costs	30,140	30,334
Pension contributions	12,897	13,360
Recruitment, retention and training	8,747	6,252
Total	477,748	481,214

There were no employees whose annual remuneration was £60,000 or more (2023: £Nil).

8.2 Trustees' and key management personnel remuneration and expenses

The trustees neither received nor waived any remuneration during the year (2023: £Nil).

The total amount of employee benefits received by key management personnel is £Nil (2023: £Nil).
The Trust considers its key management personnel comprise the Chief Executive and Director of Finance and Resources of the parent charity, who are employed by and receive remuneration from the parent charity.

No trustees are accruing pension arrangements.

The trustees did not have any expenses reimbursed during the year (2023: £Nil).

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

9 Tangible fixed assets

	Leasehold Improvements £	Equipment £	Total £
Cost			
At 1 April 2023	4,111	5,435	9,546
Additions for the year	-	5,687	5,687
	<u>4,111</u>	<u>11,122</u>	<u>15,233</u>
At 31 March 2024	<u>4,111</u>	<u>11,122</u>	<u>15,233</u>
Depreciation			
At 1 April 2023	3,083	5,435	8,518
Charge for the year	515	1,328	1,843
	<u>3,598</u>	<u>6,763</u>	<u>10,361</u>
At 31 March 2024	<u>3,598</u>	<u>6,763</u>	<u>10,361</u>
Carrying value			
At 31 March 2024	<u>513</u>	<u>4,359</u>	<u>4,872</u>
At 31 March 2023	<u>1,028</u>	<u>-</u>	<u>1,028</u>

10. Fixed asset investments

	At 1 April 2023 £	Purchases at cost £	Revaluation £	At 31 March 2024 £
Listed investments at valuation	<u>315,315</u>	<u>-</u>	<u>37,472</u>	<u>352,787</u>

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

11 Debtors: amounts falling due within one year

	2024 £	2023 £
Trade debtors	-	4,554
Due from group undertakings	17,467	21,674
VAT	-	3,138
Other debtors	-	23
Prepayments	270	-
	<u>17,737</u>	<u>29,389</u>

12 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	1,172	17,569
Taxation and social security	10,334	5,755
Amounts due to group undertakings	35,499	12,078
Other creditors	2,387	9,167
Accruals and deferred income	152,543	57,246
	<u>201,935</u>	<u>101,815</u>

13 Group personal pension plan

Defined contribution

The charity operates a defined contributions pension scheme set up with Scottish Widows (Money4Life – scheme number 88647601).

The total pension cost for Action for Carers (Oxfordshire) Ltd for the year was £12,897 (2023: £13,359). £2,388 of contributions (2023: £2,399) were outstanding at the balance sheet date.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

14 Funds

A summary of the funds' movements for the year is disclosed below.

Unrestricted Funds

The unrestricted funds of the Charity consist of freely available General Reserves. The charity seeks to maintain adequate reserves to cover anticipated management infrastructure and administrative costs to enable the charity to operate through any sudden reduction in funding and negotiate, if possible, alternative funding or make other suitable arrangements for service users.

Restricted Funds

There are currently no restricted reserves on the balance sheet.

Designated Funds

The trustees have set aside a sum of £25,000 of unrestricted reserves to cover the completion of IT investments planned for 2023 to 2025, and £50,000 to cover the planned deficit for 2023/24. £62,400 were used in 2023/24, leaving a balance of £12,400 carried forward for remaining anticipated costs for the IT investment project.

Funds movement summary

	Balance at 1 April 2023 £	Income £	Expenditure £	Gains/Tfrs £	Balance at 31 March 2024 £
Unrestricted					
General	464,228	1,001,087	(1,095,597)	87,472	457,190
Designated	75,000	-	(12,600)	(50,000)	12,400
	<u>539,228</u>	<u>1,001,087</u>	<u>(1,108,197)</u>	<u>37,472</u>	<u>469,590</u>

15 Related party Transactions

No guarantees have been given or received (2023: none).

The company was a wholly owned subsidiary of Age UK Oxfordshire (registered company number: 04328143) throughout the current year. Age UK Oxfordshire is a registered charity incorporated in England.

In accordance with SORP (FRS 102), the charity company has taken advantage of the exemption from the requirement to disclose transactions with group companies on the grounds that consolidated financial statements are prepared by the ultimate parent company. These accounts are available at Companies House.

There were no other related party transactions and balances that require disclosure.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

16 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024	2023
	£	£
Within one year	41,515	41,515
Between two and five years	3,460	41,515
	<u>44,975</u>	<u>83,030</u>

ACTION FOR CARERS (OXFORDSHIRE) LTD

INCOME AND EXPENDITURE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

	2024 £	2023 £
Total income	1,001,087	1,030,994
Expenditure		
Salaries	469,001	474,962
Other staff costs	199,083	185,887
Volunteer costs	17	42
Premises	119,299	35,691
Office running costs	105,620	66,040
IT costs	17,012	46,531
Marketing costs	303	332
Legal and professional	10,718	2,896
Bank charges	1,218	393
Conferences	4,335	5,184
Depreciation	1,843	514
Management costs	164,065	168,766
Bad debts	15,683	-
Total expenditure	1,108,197	987,238
Unrealised gain/(loss) on investments	37,472	(18,083)
Net income	(69,638)	25,673

Accounts



ACTION FOR CARERS (OXFORDSHIRE) LTD
REPORT AND ACCOUNTS FOR THE YEAR ENDED
31 MARCH 2023

REGISTERED CHARITY NUMBER: 1149577
COMPANY NUMBER: 08125002

ACTION FOR CARERS (OXFORDSHIRE) LTD
TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

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ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs D J Logan	(Resigned 4 th November 2022)
	Mr A Lane	(Appointed 20 th March 2023)
	Mr W Norton	
	Dr J Wardle	
	Mr N C Greenhalf	(Resigned 31 March 2023)
	Mr H Wu	(Resigned 13 th June 2022)
	Mrs S A Foulsham	
	Ms T S Livadeas	(Resigned 4 th October 2022)
	Ms J Buckingham	(Appointed 12 th December 2022)
	Dr M J Watts	(Appointed 12 th December 2022)
	Ms R H Graham	(Appointed 12 th December 2022)

Secretary	Mr N P Gowing
Charity number	1149577
Company number	08125002
Registered office	Unit 9 Napier Court Barton Lane Abingdon OX14 3YT

Auditors	Shaw Gibbs (Audit) Limited 264 Banbury Road Oxford OX2 7DY
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Bankers	Lloyds Bank Carfax branch 1 High St Oxford OX1 4AA
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ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

Report of the trustees for the year ending 31 March 2023

The trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ending 31 March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

Connected Charities

Action for Carers (Oxfordshire) Ltd is an independent charity, established in 2012 to reach and provide support to adults who are caring for a friend or relative. Action for Carers (Oxfordshire) Ltd is a member of the Age UK Oxfordshire Group of organisations. Age UK Oxfordshire has a controlling interest in Action for Carers (Oxfordshire) Ltd through majority membership of the Board. The accounts for Action for Carers (Oxfordshire) Ltd are reported in their own right and consolidated as part of the Age UK Oxfordshire group.

Charitable purpose

The charitable purpose of Action for Carers Oxfordshire is to promote the relief of carers in any manner which now or hereafter may be deemed by law to be charitable in and around Oxfordshire.

We achieve our charitable purpose through **influencing & campaigning** and by delivering **information, advice, and support services**.

Public Benefit

The Trustees take into account the Charity Commission's guidance on public benefit and are able to confirm that the activities of Action for Carers Oxfordshire, which are designed to promote the welfare of carers, are in line with that guidance, as set out in the Chair's report below.

We work with all unpaid carers across the county but focus most resource on tackling inequality and reaching carers who face a struggle, whether through low income, poor health, the extent of their caring responsibilities and / or isolation and loneliness.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

CHAIR'S REPORT 2022 – 23

The year was very much dominated by the impact of the cost-of-living crisis on unpaid carers, coming hard on the heels of the pandemic. 77% of carers responding to Carers UK annual State of Caring survey said that the rising cost of living is one of the main challenges they will face over the coming year and 63% of carers said they were extremely worried about managing their monthly costs. These concerns resonate very strongly with our experience locally and will recur throughout this report on the year's activity.

Our core service, the Carers Oxfordshire Carer Support Service, is jointly funded by Oxfordshire County Council (OCC) and the NHS and delivered in a partnership between Action for Carers Oxfordshire and Rethink Mental Illness.

The Carers Oxfordshire service provides high quality **information, advice, and support** for unpaid carers aged eighteen and over caring for a person living in Oxfordshire.

In addition to the core service, we also deliver **wellbeing and short break opportunities** for carers. With the support of a grant from OCC in 2022 – 23, we were able to pilot a range of new opportunities, which strengthened our offer to carers very considerably.

About the Carers Oxfordshire information, advice, and support service

'A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. Caring for someone can take up a few hours each week, or a carer may be caring for 24 hours a day, seven days a week.'

2022 – 23 was the second year of the Carer Support Service contract. The service is provided by a skilled team of Outreach workers and Advisers working in six Carers' Hubs, closely aligned to social and health care teams.

Over the past twelve months, the Carers Oxfordshire service has focused on increasing the reach of the service for all carers.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

The service model

The underlying principle of the Carers Oxfordshire service model is that carers have access to support at every stage of the carers' journey. The model is illustrated by the triangular figure below (Fig 1), which outlines the support the service provides in response to different levels of need – a universal offer for all carers, outreach support for carers with more needs and support from an adviser for carers with more complex needs.

Carers' needs often change over time, and carers may experience needs across the whole of the triangle at different times. We can respond by increasing or decreasing the support as needed. Support can escalate from a short-term intervention, through to a case management approach for carers with more complex needs, such as the carer having or developing health needs of their own or the complexity of their caring role. We recognise that carers will often journey up and down the triangle of need as their circumstances change.

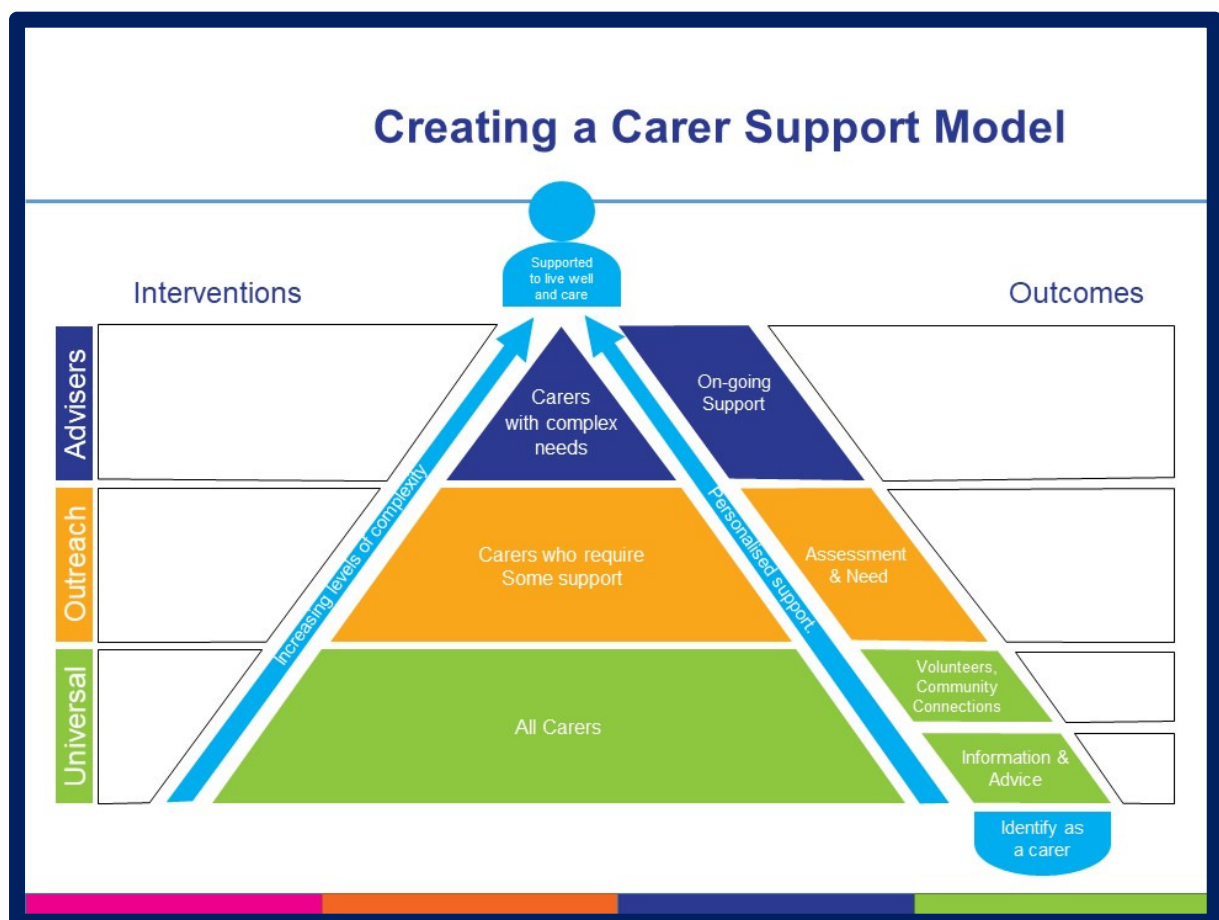


Figure 1: the Carer Support model

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

The Carers Oxfordshire team

The core team continues to revolve around a locality hub model, working within six Carers' Hubs to enable carers support services to operate in close alignment with Social Care Locality Teams, Primary Care Networks and with other service providers across Oxfordshire. The Outreach team provides short term intervention for carers, while also supporting carers in the community and in the workplace, supporting carer groups and community events. Carers Advisers manage a case load, offering intense support when needed, and a longer-term focus for vulnerable carers or those with complex needs.

Carers Oxfordshire promotes partnership and works closely with organisations to identify and support carers in our communities, including:

- Home to Assess Teams
- Social Prescribing Teams (GP Practices)
- Oxfordshire Family Support Network
- Children, Education & Families Directorate
- Social Care Locality Teams
- Dementia Oxfordshire
- Oxfordshire Specialist Advice Service
- Oxfordshire Community Links Service.

The Universal Offer

All carers in Oxfordshire have access to advice, information and support provided through the Carersline telephone support service, Carers Oxfordshire Website, the Services Handbook, and the Care Matters Newsletter.

Carersline

"Speaking on the phone to the support worker gave me lots of useful advice and signposting which I will follow up."

During 2022-23, the team have taken 2,873 calls from carers and professionals needing information, advice and support, illustrated in Figure 2 below.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

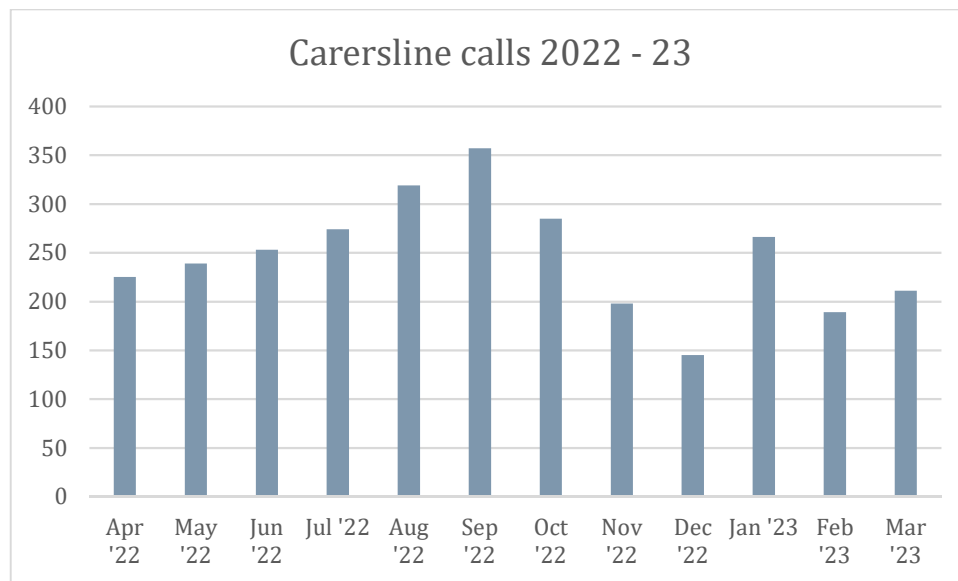


Fig 2: Carersline calls 2022 – 23

The Carersline provides an important front door into carers' services, and we aim to provide people with an immediate response. We answer 99% of calls the first time. If needed, carers can also leave a message and we call them back within 1 working day.

Most calls are from carers seeking advice and information, and we are able to sign post and refer from the call. If the carer would prefer, we refer into the outreach or adviser team for a more in-depth conversation/support.

Communication and marketing

In the year 2022-23, a part-time Marketing Manager was recruited to the team. This reinstates a post from the original Carers Oxfordshire contract, though this post is now funded outside of the core contract. This post has proved critically important in identifying carers and our reach is increasing as we employ a multimedia approach to communicating with carers.

Website

The role has also enabled the continued development of the Carers Oxfordshire website, keeping it interesting, informative, and up to date. The success of the approach is shown in the rising number of carers who use the site and return to it as a source of information.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

The numbers of people accessing information from the Carers Oxfordshire website has risen 100% from April 22 – March 2023, as the following chart, Figure 3, shows:

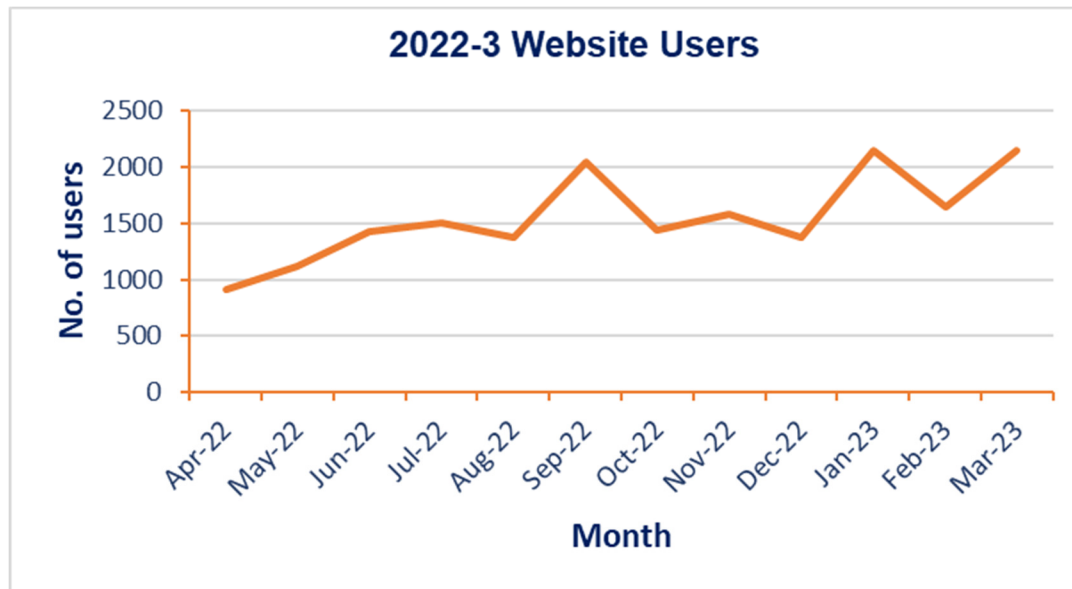


Fig 3: website users 2022 – 23

Carers can use the website to self-refer for support, to complete a Carers Assessment and to download useful documents such as *Be Prepared* support packs and Carers ID applications. Professionals also use the website to access information or to refer and they can also email the team directly with any questions.

Email and social media

EMAIL LIST		
	2021 - 22	2022 - 23
Adult carers	555	1,253
Parent carers	398	1,180
Professionals	N/A	167
Care Matters only	N/A	216

Our emailing lists have grown significantly over the last year. We have sent out emails promoting events, offers, jobs, news, Care Matters and our new Services Handbook. Emails noticeably drive traffic to the website.

Every month, content promoted in emails and social media appears in the top ten most viewed webpages.

Fig 5: social media activity in 2022 - 23

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

Annual Marketing Report: Social Media

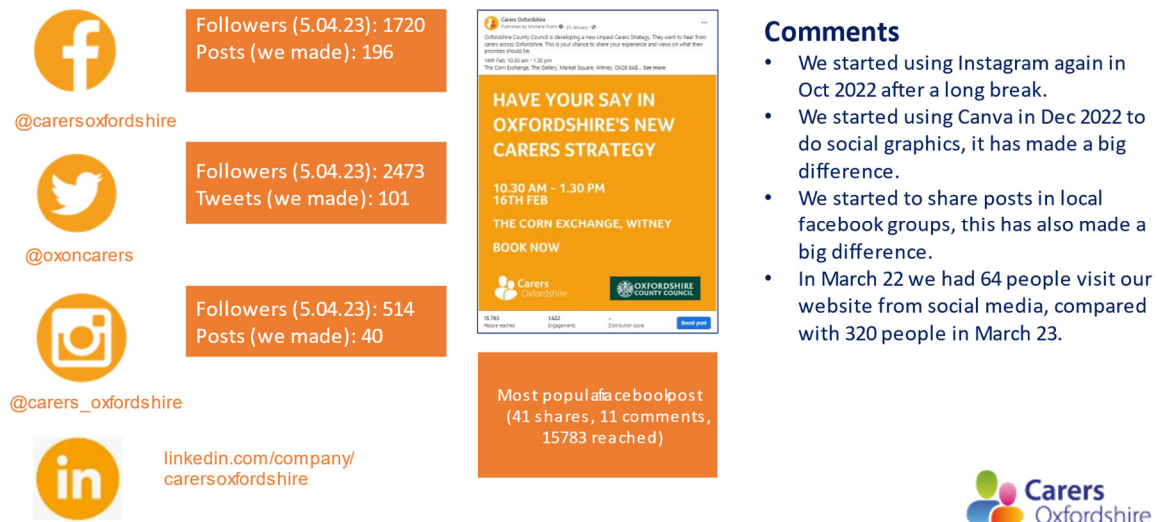


Fig 5a: social media activity by channel

Care Matters Newsletter

Over 9,000 carers regularly receive a copy of Care Matters Newsletters. Carers have the choice to receive the newsletter online or as a magazine posted to their home.

Over the year we talked to carers about what they would like to see and what they felt is important to them in the newsletter. The overwhelming answer was practical information and advice. We therefore have taken a new approach and themed the different additions of the Newsletter. Themes included Carers Wellbeing in the Summer 2022 edition and Carers Rights in the Autumn 2022 edition.

We have seen a direct correlation between the Care Matters delivery and the uptake of services e.g., following the Summer 22 edition of Care Matters, we experienced a 40% increase in calls to the Carersline. As a result of this, we are increasing Carersline cover to coincide with Care Matters publication dates.

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TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

Carers Services Booklet

Listening to carers, they have highlighted the need to improve access for all carers to the information available. The website has a key role to play in information sharing, but we know that not all carers have access to digital devices.

The development of the Carers Services booklet means we can deliver a substantial amount of the information that is available through the website in hard copies, posted to carers, delivered to GP Practices and Adult Social and Health Care Teams.

Referrals and Assessments

CARERS ASSESSMENTS COMPLETED	2,644	During 2022-23, we saw a 24% rise in carers assessments from the previous year, and an 88% rise in portal assessments supported.
Portal assessments supported	719	Every carer completing a carers assessment has a one-to-one strength-based conversation to identify any needs and support their wellbeing. This can include access to a direct payment to help meet an identified need.
Support plans completed	1,835	
Reviews completed	964	

Fig 6: assessments 2022 - 23

"Prior to having this assessment and support my focus was on my son who I care for. After having this assessment and support, it has opened up many opportunities for me to start focusing on myself. Pointed into directions of additional support that I wasn't aware of, given me a more positive outlook."

The number of carers identifying financial hardship during their carers assessment unsurprisingly increased last year. This has a significant impact on stress levels and on mental wellbeing. Carers tell us they have no money for holidays and short breaks and see friends and family less frequently. Using the carers assessment to help identify their needs has led to a 62% increase in the number of Direct Carers Payment in the last year.

We have also seen a significant rise in requests for support with contingency planning. Our 'Be Prepared' support packs have undergone a re-design following carer feedback and now

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

include advice on how to plan, using a strengths-based approach, as well as providing a format for the carer to use.

Requests for **Carer Photo Identification** have also increased, as the following table shows, helping carers to feel more confident in their role especially when they are talking to social and health care professionals. Carers can carry the ID to inform others in an emergency there is someone who will be relying on them.

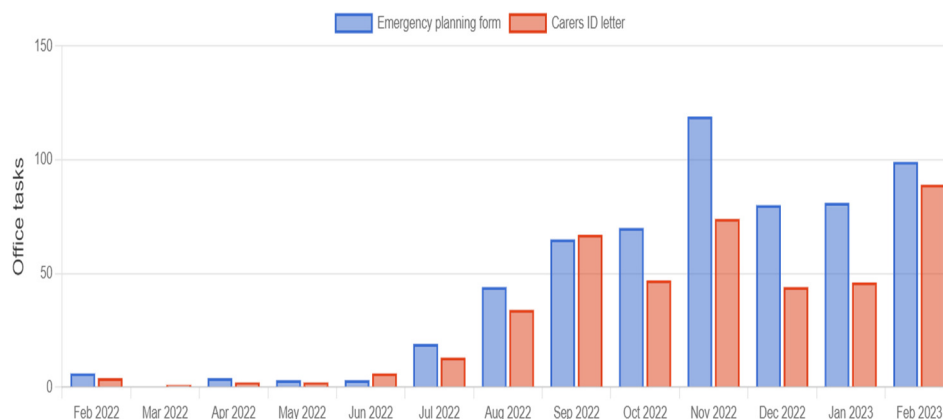


Fig 7: Be Prepared packs and Carers ID supplied

Impact of Support from Carers Oxfordshire

Through listening to carers, and the National Carers Survey 2021, we continue to develop the service. Carers said that they felt accessing information and support was key to enabling them to feel less stressed and helping them to manage their caring role. Following contact with the Carers Oxfordshire Service, **93%** of carers felt they received the advice and information they needed and found it helpful:

13. To what extent do you think the support you received from us helped you access the information and advice you may need? This might be things like how to get a social care assessment or welfare benefits and housing information.

Not at all	4
A little	64
A lot	224
I did not need help with this	16



ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

Fig 8: impact of Carers Oxfordshire information and advice

Carers continue to report that their caring role has a significant impact on their own health and wellbeing - both physical and mental health are affected by the responsibility of caring. Half of the carers responding to our survey said their physical health was not good or not good at all, and that they were struggling to maintain or had poor mental health.

Finding support from a specialist worker who understands carers' needs is key to carer support. Help to manage day to day, as well as actively listening and providing emotional support is at the core of the Carers Oxfordshire Service.

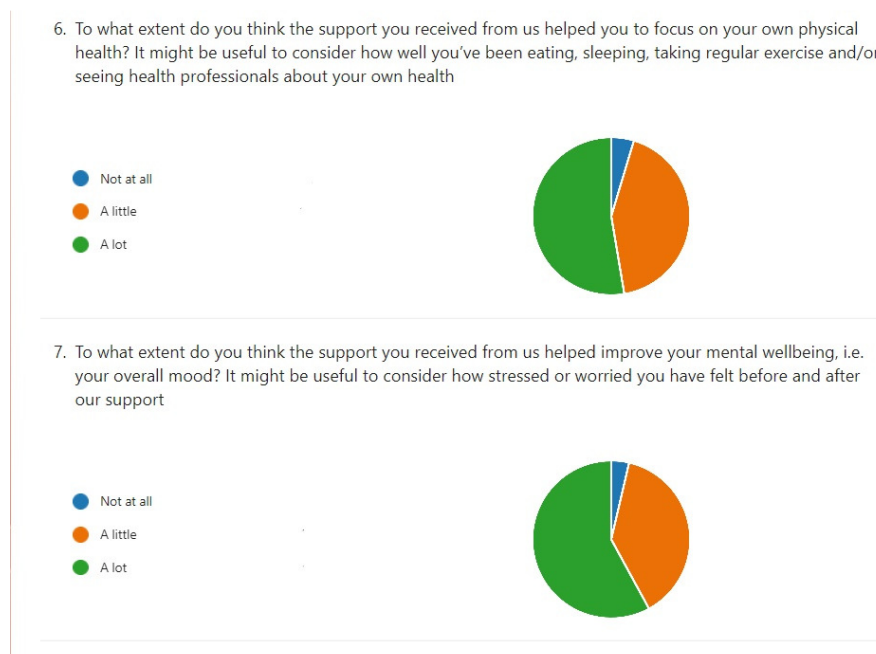


Fig 9: impact of Carers Oxfordshire support on physical and mental health

“The telephone calls and the face-to-face meeting I had with my Outreach Worker were a life saver for me. She spoke with clarity and compassion, understanding my situation and with lots of suggestions to make my life fulfilling and more bearable. I now volunteer locally which has vastly increased my social circle and I’m exercising and venturing out for social events. I am very grateful.”

“Just knowing someone was there to support me. At one stage the only support seemed to be for my husband with nobody giving any consideration to my mental health or needs.”

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

Providing proactive and preventative support to carers is at the heart of the Carers Oxfordshire service. Improving resilience to enable carers to stay well, but to also continue to care, supports not only the individual, but also the Health and Social Care system, reducing impact on limited resources and finances.

95% of the carers we supported felt more confident in continuing to care.

16. And to what extent do you think the support you received from us helped improve how confident you feel about continuing with your caring role?



Fig 10: impact of Carers Oxfordshire support on confidence to care

“The telephone call I had with my Outreach worker has helped me so much. I had no idea there was so much help out there and so many places I could phone for support. It has really given me such a boost. I can’t thank her enough.”

“Meeting Carers Oxfordshire Support Worker at a Local Carers Group - I’m not alone now, the ability to support & encourage carers makes them feel that they are being heard. They have enabled me to feel ‘safer’ and that I am valued too”.

Wellbeing opportunities and short breaks

With the support of a grant from Oxfordshire County Council, we were able to pilot some new approaches to helping carers take time for themselves to renew and recharge both their health and energy.

During the year we strengthened existing partnerships and developed **new partnerships**, which extended the range of the opportunities we were able to offer carers, with:

1. Jo and the Angels
2. Westinghouse Laundry

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

3. Counselling Carers
4. www.SpaBreaks.com

52 carers were able to take **Carefree Breaks** (short holidays for carers, which are free of charge apart from travel costs and a small booking fee:

“I went away with a friend who is also a carer. We had fun and relaxation together. I came home happier more relaxed and rested ready to commence my work”.

The partnership with Westinghouse Laundry proved to be hugely successful. **95** carers benefitted from a **free laundry collection service**, and because of the positive feedback from carers, Westinghouse won the *Inspiration Award* at the 2023 Oxfordshire Care Awards.

“Thanks to this I was able to have time. More time with my gran and dad and instead of running around cleaning and doing things I actually got to talk with them and sit and have a cup of tea. I got a free hour to take my children to the park. So many little things that some people take for granted that I wish I had more time to do”.

30 carers experienced a spa break, with flexibility to choose their own experience at their local spa.

“It was my first ever spa day and it was invaluable. We don’t really go on holiday and just this one day off to relax made me feel as if I’d been away for a week! I cannot put into words how much of a boost it has been towards my mental health”.

The new partnership with Jo and the Angels allowed **52** carers to have a house cleaning service.

“I have a disability myself which greatly impacts my ability to do anything. I find keeping a home clean is very physically exhausting so much of it gets neglected so as to conserve energy and not crash so that I am bed bound”.

We were also able to scale-up the **very popular** Feet Up Friday initiative with **140** carers benefitting from **452** meals being delivered to them at home:

“I would go sometimes 4 days without a proper meal but the scheme has given me a no fuss solution to cooking”.

“I get so exhausted I don’t want to think about what to cook so it’s amazing to have this provision and help take a load off.”

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

“It’s a huge financial help, I was struggling with working so much therefore reduced my hours recently for my mental and physical health. This of course has had a financial impact”.

In addition, **276** parent carers received Max Cards for free or subsidised family access to activities and holidays in the UK, greatly benefiting families of children with special educational needs and disabilities through providing more opportunities to interact with the outside world.

A new all-age unpaid carer strategy for Oxfordshire

During the second half of the year, Oxfordshire County Council (OCC) have been leading the development of the new carer strategy and a system-wide action group has been meeting weekly to facilitate this.

We have had a major role in enabling the strategy team to listen, hear and analyse carers’ voices, so that the new strategy and action plan would be responsive to their needs and wishes.

We facilitated fourteen Listening Events across the county to hear carers’ voices, talking to carers of adults and carers of children, via email, surveys, individual zoom interviews and one to one interviews at carer groups. This has resulted in over 260 carers having a voice to shape the new strategy.

Alongside the listening events, we have used our skills and knowledge to analyse the information and data collected from carers and to identify five key themes:

- **Quality of life** should not be lost because you are a carer
- **Improved quality** of service provision / support
- Easily available **information and advice**
- Carers should be **valued**
- Strategy priorities must be **measurable and reported** on.

The new strategy will be subject to consultation in June 2023.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

Our funding – where it comes from and how we spend it

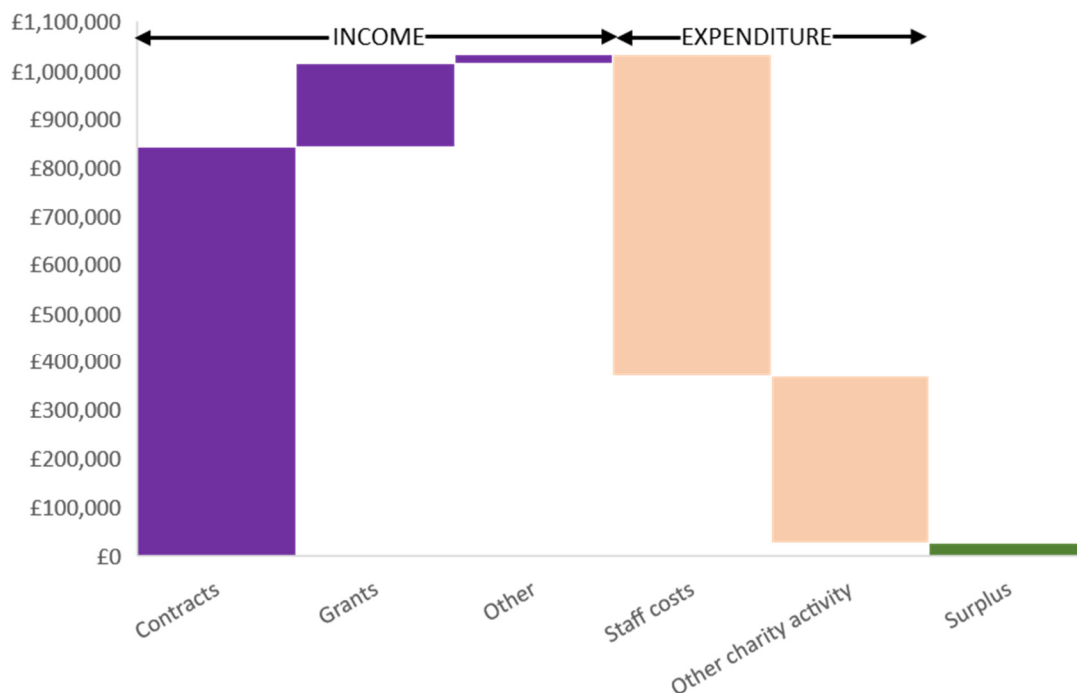


Fig 11 – Waterfall chart of income and expenditure 2022-23

Looking ahead

We have identified seven priorities for the year ahead:

1. Focus on ensuring that the new **Carer Strategy** is delivered and that carers are involved in monitoring its progress against measurable priorities.
2. Develop our own **organisational strategy**, closely aligned to the Oxfordshire strategy, to set out a clear direction of travel for Action for Carers.
3. Launch the new **Carers Oxfordshire ID Card**, to increase the identification of carers and registration with GPs.
4. Further develop the **wellbeing and short breaks** offers for Carers, to improve carers' resilience and health and wellbeing.
5. Foster partnerships with other organisations supporting carers, to build on the **peer support systems** for carers in Oxfordshire.
6. Use the **storytelling** methodology to raise awareness of carers and to value their too-often invisible contribution.
7. Further improve our **CRM system**, to reduce the need for carers to re-tell their stories and to improve our service data.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

In conclusion

We are grateful to our many partners, including Oxfordshire County Council and the Integrated care System, who jointly fund the Carer Support Service; to our delivery partner, Rethink Mental Illness, with whom we share responsibility for delivering on our main contract and the myriad statutory, voluntary and community sector organisations and agencies with whom we work to ensure better outcomes for carers. We are very much stronger together and this year the ties between us have continued to grow stronger, reinforcing that our future lies in collaboration and not competition. I would like to take this opportunity to thank all the partners with whom we work - both formally and informally - for their willingness to share and their creativity in the face of the challenges we face together.

I would like to pay tribute to our amazing team of staff and volunteers, led by our excellent senior leaders. We have a very small team of dedicated staff who go above and beyond to help the carers they are in contact with. Over the past year, the complexity and intensity of the cases that the team have dealt with has increased and this has an impact on the staff supporting them. They have continued to give their all to maintain support to carers over an extended period of significant challenge and uncertainty. Most have faced personal as well as work pressures for a third year and their energy, commitment and creativity have been a real inspiration to us all.

The Board of Trustees is very proud of them, their achievements, and the positive difference they are making to carers' lives. I also extend my thanks to my fellow Trustees, who have generously given time during the year to ensure the organisation continues to be well-governed, resilient and focused on providing that much needed support to unpaid carers in Oxfordshire.

Above all, we are grateful to the carers who balance their caring responsibilities with working alongside us to improve our services – without their input, we could not function. As always, we are humbled by the contribution they make.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)

Trustees

The Trustees, who are also the directors for the purpose of company law, and who served during the year were:

Mrs D J Logan	(Resigned 4 th November 2022)
Mr A Lane	(Appointed 20 th March 2023)
Mr W Norton	
Dr J Wardle	
Mr N C Greenhalf	(Resigned 31 March 2023)
Mr H Wu	(Resigned 13 th June 2022)
Mrs S A Foulsham	
Ms T S Livadeas	(Resigned 4 th October 2022)
Ms J Buckingham	(Appointed 12 th December 2022)
Dr M J Watts	(Appointed 12 th December 2022)
Ms R H Graham	(Appointed 12 th December 2022)

Structure, governance and management

Action for Carers (Oxfordshire) Ltd is a registered Charity, Number 1149577 (registered 1 November 2012). It was incorporated as a company limited by guarantee on 29 June 2012, Company Number 08125002, under Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association.

Action for Carers (Oxfordshire) Ltd commenced charitable activities on 1 January 2013. A revised set of Articles was approved by the trustees on 10th July 2020

Members guarantee to contribute an amount not exceeding £10 to the assets of the charitable company in the event of winding up.

Organisation structure

The charity is governed by a board of not less than five trustees. Charity trustees are appointed by the existing board and hold office for an initial term of three years.

Currently full board meetings are held four times a year as required by the articles, and report to the bi-monthly trustee meetings held by the parent Age UK Oxfordshire.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)

The board believes that the finances of the Charity can be better monitored in a smaller group with a more focused financial background inviting other trustees as and when appropriate. This role has been delegated to Age UK Oxfordshire Finance Review Group by the Board, and reports to the Board through a Chairperson appointed by the Board.

The Board of Trustees is responsible for the appointment of the Chief Executive, who manages the organisation with the support of a senior management team.

Method of recruitment and appointment of trustees

Trustees are appointed to the Board of Action for Carers (Oxfordshire) Ltd under Article 5 of its Articles of Association. Trustees are appointed for an initial period of three years, and may be re-elected for two further terms of three years each. In exceptional circumstances a fourth and final three year term may be agreed to by the trustees

Risk management

The Trustees of Action for Carers (Oxfordshire) Ltd have carried out a review of the risks which are present as we take forward our strategy and work programmes.

They will review risks twice a year as a full Board of Trustees and all members of Board will take equal responsibility for identifying significant risks and ensuring proper processes are in place manage them.

The review has identified the following major risks to the organisation;

- System failure or cyber attack, involving breakdown of computers and finance systems causing loss of records and management data
- Major fraud or error
- Reputational damage, caused by actions of staff, volunteers or trustees.
- Failure to meet contracted client service levels
- Health and safety incident, caused by significant accident or other action

Risks are also considered within an overall risk framework to ensure that the organisation can best bolster its lines of defence, and manage risks appropriately.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)

Connected charities

Action for Carers (Oxfordshire) Ltd is a member of the Age UK Oxfordshire Group of organisations. Age UK Oxfordshire has a controlling interest in Action for Carers (Oxfordshire) Ltd through majority membership of the Board. The accounts for Action for Carers (Oxfordshire) Ltd are reported in their own right and consolidated as part of the Age UK Oxfordshire group.

Age UK Oxfordshire is a Brand Partner of Age UK and a member of the Age England Association.

Financial Review

The Charity has achieved a surplus for the year ended 31 March 2023 of £25,673 (2022: £75,432) with total income reaching £1,030,993 (2022: £870,002), giving a total fund balance at the year end of £539,228 (2022: £513,555). All of these balances are unrestricted, though £75,000 is designated.

The budget for 2023/24 is projected to make a deficit of c£56k.

Reserves policy

The trustees have assessed the requirements for reserves afresh in the light of: the results for the past few years; the situation regarding statutory income; the experience of the challenges of operating with Covid-19.

They have used a model that looks separately at the required reserves under the following headings:

- income losses;
- cessation costs;
- working capital requirements;
- reserves to fund new opportunities and
- reserves against unexpected adversity.

Calculations are based on assessments and experience, and will vary from year to year, but the latest version shows a range of £362-512k. The calculated free reserves at 31 March 2023 were £464k.

Trustees are satisfied that on this basis the charity has reserves within the desired range and is able to sanction a deficit budget for the coming year. They will continue to monitor the situation closely.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)

Key management remuneration

The directors consider the board of directors, who are the Charity's trustees, and the senior management team comprise the key management personnel of the charity in charge of directing, running and operating Action for Carers (Oxfordshire) Ltd on a day to day basis. All directors give of their time freely and none received remuneration in the year. The pay of senior staff is reviewed annually with reference to similar organisations of a similar size.

Statement of trustees' responsibilities

The trustees, who are also the directors of Action for Carers (Oxfordshire) Ltd for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the trustees are required to:

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.



Mr A Lane (Chair)

Trustee

Dated: 20 Oct 2023

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES

Opinion

We have audited the financial statements of Action for Carers (Oxfordshire) Limited (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet and the 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, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice) and Charities SORP.

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, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the accounts section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the accounts 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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 auditor's report thereon. Our opinion on the financial statements does not cover the other information and 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 there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose 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.

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditors under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

1. At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the company and how the management seek to comply with those laws regulations. This helps us to plan appropriate risk assessments.
2. During the audit we focused on relevant risk areas and review the compliance with the laws and regulations by making relevant enquiries and undertaking corroboration, for example by reviewing Board Minutes and other documentation.
3. We assessed the risk of material misstatement in the financial statements including as a result of fraud and undertook procedures including:
 - a. Reviewing the controls set in place by management
 - b. Making enquiries of management as to whether they consider fraud or other irregularity may have taken place, or where such opportunity might exist
 - c. Challenging management assumptions with regard to accounting estimates

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

d. Identifying and testing journal entries, particularly those which appear to be unusual by size or nature

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Malik Nayyer Salim (Senior Statutory Auditor)

For and on behalf of Shaw Gibbs (Audit) Limited

Chartered Certified Accountants

Statutory Auditor

25 Oct 2023

264 Banbury Road

Oxford, OX2 7DY

ACTION FOR CARERS (OXFORDSHIRE) LTD

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Total 2023 £	Total 2022 £
Income from:			
Voluntary income	3	2,619	22,091
Charitable activities		1,018,819	841,334
Investment income	4	9,556	6,577
Total income		<u>1,030,993</u>	<u>870,002</u>
Expenditure on:			
Raising funds		24,943	24,649
Costs of charitable activities		961,936	789,633
Other		359	359
Total Resources expended	5	<u>987,238</u>	<u>814,641</u>
Net (gains) / losses on investments		<u>18,083</u>	<u>(20,070)</u>
Net movement in funds		<u>25,673</u>	<u>75,432</u>
Fund balance at 1 April 2022		<u>513,555</u>	<u>438,123</u>
Fund balances at 31 March 2023		<u>539,228</u>	<u>513,555</u>

The statement of financial activities also complies with the requirements for an income and expenditure accounts under the Companies Act 2006.

All of the above results are derived from continuing activities. There are no other gains and losses other than those stated above.

ACTION FOR CARERS (OXFORDSHIRE) LTD

BALANCE SHEET

AS AT 31 MARCH 2023

		2023		2022	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	8		1,028		1,543
Investments	9		315,315		333,398
			316,344		334,941
Current Assets					
Debtors	10	29,389		228,247	
Cash at bank and in hand		295,311		275,828	
		324,700		504,075	
Creditors: amounts falling due within one year	11	(101,816)		(325,461)	
Net current assets			222,884		178,614
Total assets less current liabilities			539,228		513,555
Income funds					
Unrestricted funds	13				
Designated funds			75,000		50,000
General funds			464,228		463,555
			539,228		513,555

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

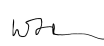
The financial statements were approved by the board of directors and authorized for issue on and are signed on its behalf by:

..... 

Mr A Lane (Chair) - Trustee

Date: 20 Oct 2023

Company Registration no. 08125002



Mr W Norton - Trustee

Date: 20 Oct 2023

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Company information

Action for Carers (Oxfordshire) Ltd is a private company limited by guarantee incorporated in England and Wales. The registered office is 9 Napier Court, Barton Lane, Abingdon, Oxfordshire, OX14 3YT.

1.1 Accounting convention

The accounts have been prepared in accordance with the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

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

The accounts have been prepared under the historical cost convention.

1.2 Charitable funds

Unrestricted funds are represented by donations and other income resources generated for charitable purposes, remaining unspent at the period end.

Designated funds are funds set aside, out of unrestricted funds by the Trustees and applied towards specific purposes, as identified by the Trustees.

Restricted funds are represented by income received for specific purposes as laid down by the Donors. Expenditure meeting the criteria of the specific purposes is charged against the funds, together with fair allocation of overheads and supports costs.

1.3 Incoming resources

Grants, donations and voluntary income received by way of gifts to the charity are included in full in the Statement of Financial Activities on a receivable basis. Income from Legacies is also accounted for on a receivable basis, being recognised in the Statement of Financial Activities in the period in which receipt becomes certain.

Income generated from the Supply of Goods and Services is included in full in the Statement of Financial Activities in the period in which the supply is made.

1.4 Resources expended

Expenditure, which is charged on an accruals basis, is allocated between:

- Expenditure incurred directly to the fulfilment of the charity's objectives;
- Expenditure incurred in supporting the activities that directly fulfil the charity's objectives.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Staff costs are charged to activities on the basis of staff time spent on those activities.

1.5 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

- Leasehold property Over the term of the lease
- Equipment 25% on written down value
- IT Equipment Over 3 years

1.6 Fixed asset investments

Listed Investments are stated at Market Value. Changes in Market Value are credited or charged to the Statement of Financial Activities. Gains and/or Losses arising from the Disposal of Shares are recognised as being realised whereas Gains and/or Losses arising from the movement in Share Prices are recognised as being unrealised

1.7 Financial instruments

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1.8 Retirement benefits

The charity participates in the Age UK Group Personal Pension Plan run by Scottish Widows, a defined contribution scheme.

1.9 Leases

All leases of equipment are considered to be operating leases, and rentals are charged against revenue, when incurred. No assets are held under Hire Purchase Agreements.

1.10 Corporation tax

Action for Carers (Oxfordshire) Ltd is a charitable institute with Exemption from UK Corporation Tax under Section 478 of the Corporation Tax Act 2010.

1.11 Value added tax

Action for Carers (Oxfordshire) Ltd registered for value added tax (VAT No: 162 2504 39) from 1 May 2013.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Some of the charities activities are outside the scope of VAT, where this is the case VAT is not recoverable on expenses or allocated and apportioned overheads and is included in the relevant costs in the Statement of Financial Activities.

1.12 Cash flow statement

The charity has taken advantage of the exemption in SORP (FRS 102) from the requirement of section 7 to prepare a cash flow statement.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, 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.

3 Voluntary Income

	2023	2022
	£	£
Donations	2,119	2,091
Grants	500	20,000
	<u>2,619</u>	<u>22,091</u>

4 Investment Income

	2023	2022
	£	£
Interest receivable	<u>9,556</u>	<u>6,577</u>

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

5 Total resources expended

	Staff costs	Depr'n	Other costs	Total 2023	Total 2022
	£	£	£	£	£
Costs of generating funds	25,361	0	0	25,361	24,943
Charitable activities					
Activities undertaken directly	450,002	514	510,183	960,699	788,554
Support costs	0	0	1,178	1,178	1,144
	<u>475,363</u>	<u>514</u>	<u>511,361</u>	<u>987,238</u>	<u>814,641</u>
Other					
Inter-company debt provision	0	0	0	0	0
For the year ended 31 March 2023	<u>475,363</u>	<u>514</u>	<u>511,361</u>	<u>987,238</u>	
For the year ended 31 March 2022	<u>453,479</u>	<u>1,116</u>	<u>360,046</u>		<u>814,641</u>

6 Net incoming resources

These are stated after charging:	2023	2022
	£	£
Depreciation of owned assets	514	1,116
Auditors' remuneration		
Audit fee	<u>2,786</u>	<u>3,096</u>

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

7 Employees

The average monthly number of employees during the year was:

	2023	2022
	Number	Number
Direct charitable	21	19
Administration and support	2	2
Total	23	21

	2023	2022
	£	£
Wages and salaries	431,268	378,324
Social security costs	30,335	25,662
Pension contributions	13,359	11,510
Recruitment, retention and training	401	6,011
Total	475,363	421,507

During the year no trustee received remuneration in respect of their duties

There were no employees whose annual remuneration was £60,000 or more

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

8 Tangible Fixed Assets

	Leasehold property	Equipment	Total
Cost	£	£	£
At 1 April 2022	4,111	5,435	9,546
Additions for the year	0	0	0
Disposals	0	0	0
At 31 March 2023	<u>4,111</u>	<u>5,435</u>	<u>9,546</u>
Depreciation			
At 1 April 2022	2,569	5,435	8,004
Charge for the year	514	0	514
Disposals	0	0	0
At 31 March 2023	<u>3,083</u>	<u>5,435</u>	<u>8,518</u>
Carrying value			
At 31 March 2023	<u>1,028</u>	<u>0</u>	<u>1,028</u>
At 31 March 2022	<u>1,542</u>	<u>0</u>	<u>1,542</u>

9 Fixed asset Investments

	At 1 April 2022	Purchases at cost	Revaluation	At 31 March 2023
	£	£	£	£
Listed investments at valuation	<u>333,398</u>	<u>0</u>	<u>(18,083)</u>	<u>315,315</u>

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

10 Debtors

Amounts falling due within one year:	2023	2022
	£	£
Trade Debtors	4,809	195,980
Prepayments	0	0
Due from group undertakings	24,580	27,529
VAT	0	4,738
	29,389	228,247

11 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	17,474	69,217
Taxation and social security	5,755	5,347
Amounts due to group undertakings	95	12,078
Other creditors	9,168	9,028
Accruals and deferred income	69,324	229,791
	101,816	325,461

12 Group Personal Pension Plan

Defined Contribution

Up until September 2018, Action for Carers (Oxfordshire) Ltd was a member of the Age UK Pension Plan with Zurich (scheme number 10006107), a defined contributions scheme.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

In September 2018 a new scheme was set up with Scottish Widows under substantially similar terms (Money4Life – scheme number 88647601), and accumulated funds were transferred to the new scheme.

The total pension cost for Action for Carers (Oxfordshire) Ltd for the year was £13,359 (2022: £11,509). No contributions (2022: none) were outstanding at the balance sheet date.

13 Funds

A summary of the funds' movements for the year is disclosed below.

Unrestricted Funds

The unrestricted funds of the Charity consist of freely available General Reserves. The charity seeks to maintain adequate reserves to cover anticipated management infrastructure and administrative costs to enable the charity to operate through any sudden reduction in funding and negotiate, if possible, alternative funding or make other suitable arrangements for service users.

Restricted Funds

There are currently no restricted reserves on the balance sheet.

Designated Funds

The trustees have set aside a sum of £25,000 of unrestricted reserves to cover the completion of IT investments planned for 2023 to 2025, and £50,00 to cover the planned deficit for 2023/24.

Funds Movement Summary

	BALANCE AT 1 APRIL 2022	INCOME	EXPENDITURE	TRANSFER	BALANCE AT 31 MARCH 2023
	£	£	£	£	£
Unrestricted					
General	463,555	1,030,993	(962,238)	(68,083)	464,228
Designated	50,000	0	(25,000)	50,000	75,000
Unrealised loss on investments	0	0	(18,083)	18,083	0
	513,555	1,030,993	(1,005,321)	0	539,228

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

14 Related party Transactions

No guarantees have been given or received (2022 - none).

The company was a wholly owned subsidiary of Age UK Oxfordshire throughout the current year. Age UK Oxfordshire is a registered charity incorporated in England.

In accordance with SORP (FRS 102), the charity company has taken advantage of the exemption from the requirement to disclose transactions with group companies on the grounds that consolidated financial statements are prepared by the ultimate parent company.

There were no other related party transactions and balances that require disclosure.

15 Operating Lease Commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023	2022
	£	£
Within one year	41,515	41,515
Between two and five years	41,515	83,030
In over five years	0	0
	83,030	124,545

ACTION FOR CARERS (OXFORDSHIRE) LTD

INCOME AND EXPENDITURE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

	2023	2022
	£	£
Total income	1,030,993	870,002
Expenditure		
Salaries	474,962	415,495
Other staff costs	185,887	185,985
Volunteer costs	42	83
Premises	35,691	32,284
Office running costs	66,040	29,428
IT costs	46,531	13,996
Marketing costs	332	1,115
Legal and Professional	2,896	4,390
Bank charges	393	359
Conferences	5,184	0
Depreciation	514	1,116
Management costs	168,766	130,161
Bad debts	0	227
Inter-company debt provision	0	0
Total Expenditure	987,238	814,640
Unrealised (loss)/gain on investments	(18,083)	20,070
Excess of income over expenditure	25,673	75,432



Issuer Shaw Gibbs

Document generated Fri, 20th Oct 2023 18:58:39 UTC

Document fingerprint 0c600e1880b9534db9396e573419d96a

Parties involved with this document

Document processed	Party + Fingerprint
Fri, 20th Oct 2023 19:07:42 UTC	Andrew Lane - Signer (e55bfadeb98070eb4a7185e750a7c70b)
Fri, 20th Oct 2023 19:29:46 UTC	William Norton - Signer (9a6a08015d6716b387c11859d626e115)
Wed, 25th Oct 2023 13:59:03 UTC	Malik Salim - Signer (d7fdcefd1958c6a9c1a839c59ba93a2e)

Audit history log

Date	Action
Wed, 25th Oct 2023 13:59:04 UTC	Malik Salim viewed the envelope. (89.197.20.206)
Wed, 25th Oct 2023 13:59:04 UTC	This envelope has been signed by all parties (89.197.20.206)
Wed, 25th Oct 2023 13:59:03 UTC	Malik Salim signed the envelope (89.197.20.206)
Wed, 25th Oct 2023 13:58:29 UTC	Malik Salim viewed the envelope. (89.197.20.206)
Wed, 25th Oct 2023 13:58:28 UTC	Malik Salim viewed the envelope. (89.197.20.206)
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Tue, 24th Oct 2023 8:00:52 UTC	Malik Salim opened the document email. (89.197.20.206)
Mon, 23rd Oct 2023 17:45:47 UTC	Malik Salim opened the document email. (89.197.20.206)
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Fri, 20th Oct 2023 18:58:39 UTC	Envelope generated by Malik Salim (89.197.20.206)

Accounts



Action for Carers
Oxfordshire

ACTION FOR CARERS (OXFORDSHIRE) LTD
REPORT AND ACCOUNTS FOR THE YEAR ENDED
31 MARCH 2022

REGISTERED CHARITY NUMBER: 1149577
COMPANY NUMBER: 08125002

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

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ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Mrs D J Logan	
Mr W Norton	
Dr J Wardle	
Mr N C Greenhalf	
Mr D Ryan	(Resigned 8 th June 2021)
Mrs S Funge	(Resigned 15 th November 2021)
Mr H Wu	(Resigned 13 th June 2022)
Mrs S A Foulsham	(Appointed 7 th June 2021)
Ms S T Livadeas	(Appointed 13 th December 2021)

Secretary

Mr N Gowing

Charity number

1149577

Company number

08125002

Registered office

Unit 9 Napier Court
Barton Lane
Abingdon
OX14 3YT

Auditors

Shaw Gibbs (Audit) Limited
264 Banbury Road
Oxford
OX2 7DY

Bankers

Lloyds Bank
Carfax branch
1 High St
Oxford
OX1 4AA

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES REPORT

The trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ending 31 March 2022 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

Connected Charities

Action for Carers (Oxfordshire) Ltd is an independent charity, established in 2012 to reach and provide support to adults who are caring for a friend or relative. Action for Carers (Oxfordshire) Ltd is a member of the Age UK Oxfordshire Group of organisations. Age UK Oxfordshire has a controlling interest in Action for Carers (Oxfordshire) Ltd through majority membership of the Board. The accounts for Action for Carers (Oxfordshire) Ltd are reported in their own right and consolidated as part of the Age UK Oxfordshire group.

Objectives

The charitable objective of Action for Carers Oxfordshire is to promote the relief of carers in any manner which now or hereafter may be deemed by law to be charitable in and around Oxfordshire.

Our vision is of a world where those we serve are loving life. Our mission is to work within communities to support carers to stay well and live life to the full.
--

Public Benefit

The Trustees take into account the Charity Commission's guidance on public benefit and are able to confirm that the activities of Action for Carers Oxfordshire, which are designed to promote the welfare of carers, are in line with that guidance, as set out in the Chair's report below.

CHAIR'S REPORT 2021 - 22

This has been a significant year for the charity, during which we faced the twin challenges of 'building back' in the wake of the pandemic and of implementing a brand-new contract for the delivery of our core service.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

Covid-19

The pandemic has been a major catalyst for change, some good, some less so. On the negative side, it has had a very significant impact on the physical and mental health and wellbeing of unpaid carers. A study by Carers UK showed that 8 out of 10 carers reported that the needs of the person they care for have increased since the pandemic, which has led to well over half of carers feeling more stressed and less able to take a break.

On the more positive side, the circumstances through which we have all lived and continued to deliver services, often in a very different way, have led to stronger partnerships and better joint working. A spotlight has been shone on inequalities, which has created a strong, joint will to address issues which are not new, but which have been exacerbated by the pandemic. We have experienced increased respect for our work and the work of the voluntary and community sector as a whole and finally we have seen opportunities to do things differently.

These changes have a significant impact on our work.

A new contract

Our core service, the Carers Oxfordshire Carer Support Service, is jointly funded by Oxfordshire County Council (OCC) and Oxfordshire's Clinical Commissioning Group and delivered in a partnership between Action for Carers Oxfordshire and Rethink Mental Illness.

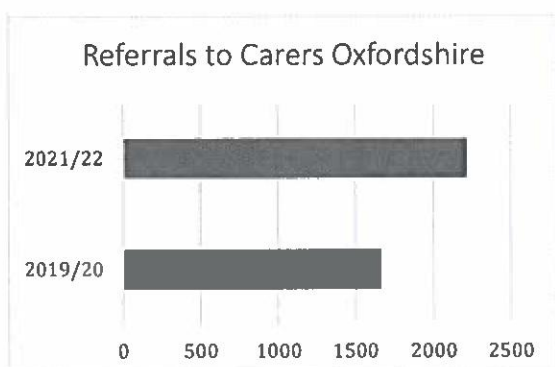
2021 – 22 was the first year of a new three-year contract, delivering a re-designed service in response to feedback from carers at a series of listening events. The journey during the first year has been a bumpy one at times. Understanding and managing systems inherited from a previous contract, an inherited backlog of carers needing support as well as staff learning to use the Liquid Logic Adult Social Care (LAS) database led to a stressful eight months. We are grateful to colleagues in the LAS Improvement Team for their support with this, as well as to our team who have shown great determination and commitment in the face of real difficulties.

Increase in referrals

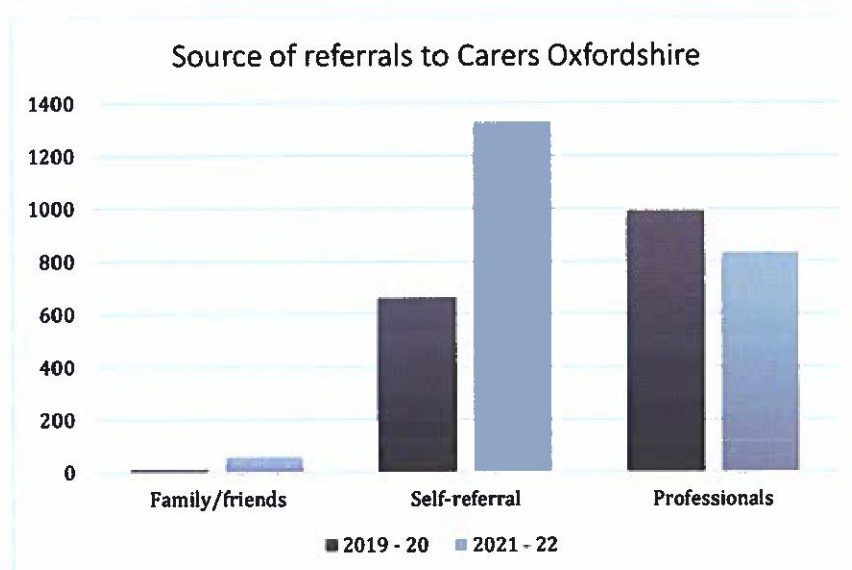
Following the implementation of the new contract we have seen a 25% increase of referrals into Carers Oxfordshire.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022



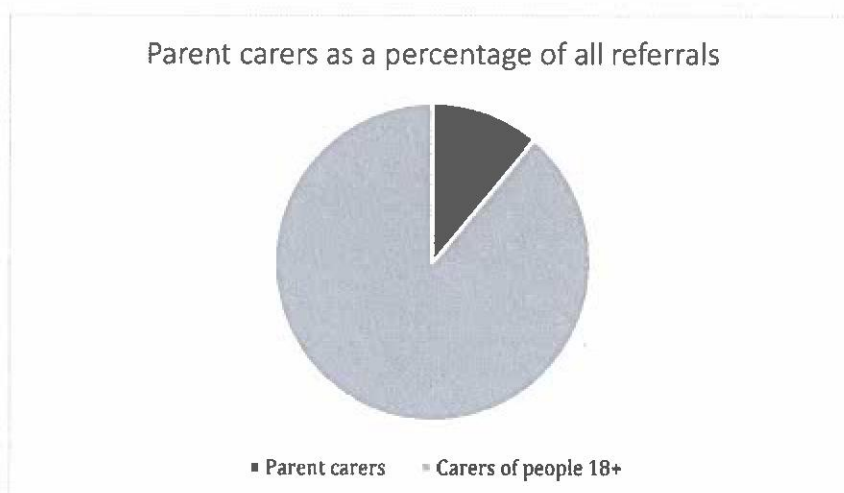
Alongside this increase in the number of referrals, there has also been a change in the referral patterns to the service, as the diagram below demonstrates. It shows the source of referrals into the service during 2019/20 and 2021/22. The latter shows a significant rise in self-referrals. Whilst we do not have data to enable us to fully understand this shift in referral patterns, we believe that the introduction of a new Carersline and a new website have both contributed. We are delighted in the uplift in the number of carers finding their own way to advice, information and support when they need it.



Under the new contract, for the first time, parent carers, who are supporting children and young people, are eligible for support from the service. This has been a very significant and hugely welcome feature of the new contract. In the first year, 11% of the carers we supported were parent carers, which shows that the service has been successful in reaching out to this cohort of carers.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022



The Carers Oxfordshire service

We provide advice information and support for unpaid carers aged eighteen and over, who are caring for a loved one or friend living in Oxfordshire. The service is countywide and delivers locality support from six carer hubs, to directly align and allow integration of Carers Support Workers within Adult Social Care Teams, Primary Care Networks and Children and Family Services across Oxfordshire. Each hub contains specialist Outreach Workers, Advisers and Mental Health Advisers.

Integration with Oxfordshire County Council (OCC) Adult Social Care Teams allows us to provide support with Carer Assessments and Direct Payments, facilitating meeting the needs of carers in Oxfordshire. Direct access to OCC's central client-based data base, Liquid Logic Adult Social care system (LAS), allows a joint approach to carer support across Adult Social Care.

Carers Oxfordshire uses a strengths-based approach to identify carers' needs and to plan and problem solve together, supporting the carer practically and emotionally to maintain their own health and wellbeing. This sits as part of the preventative agenda recognised in the 'Oxfordshire Way', where early identification and personalised support is key to the wellness of people in Oxfordshire.

Our service has three elements or support levels:

1. A universal service, for any and all carers
2. Light touch outreach support, focussed on enhancing the identification of carers and improving awareness of the services and support available
3. Support from a Carers Adviser for carers with more complex needs

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

1. Universal service

Carersline

The Carersline is a new element of the service we deliver (under the old contract, carers' calls were taken by the County Council's front-door team). Since 1st April 2021, the Carersline has taken over 3739 calls. This represents a 42% increase in carers' calls.

Most of these calls are from carers themselves looking for information, advice and help to navigate an often-confusing array of services. There is also a small but growing proportion of calls from professionals.

Story of difference – Carersline

Jackie (not her real name) phoned looking for help for her mum, who has been diagnosed with vascular dementia.

'I am struggling to cope and I need advice on who can help. I live 1.5 hours away and my sister died last year so it's just me now and I work, so it is very difficult to be there for her as much as she needs me to be.'

Carersline listened and explored a number of options with Jackie:

'We spoke for a while and I listened, together we explored different options for support. I gave some advice about Livewell Oxfordshire. We talked about Dementia Oxfordshire and completed a referral as mum was known to the Memory Clinic. I gave the carer the telephone number for Adult Social Care to request a needs assessment for her mum. I referred to a Carers Oxfordshire Adviser for further support and to explore next steps in managing her caring role and staying well.'

Website

The new Carers Oxfordshire Website launched on the 26th August 2021.

We have had over 6500 visitors to the site since then, over 3000 of whom were accessing the site directly using the web address. The organic search results are slightly lower at 2,500, which may reflect the placement of the website in the google search engine. We have plans to improve search engine optimisation in the coming year.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

We review the data regularly to understand how people are accessing the website and to make sure the information is up to date and useful. Visitors to the website are looking for the support that is available to them and the opportunity to complete a carers assessment.

Website views

PAGE TITLE AND SCREEN CLASS	VIEWS
Carers Oxfordshire	11k
What support can I get?	3k
Carers Assessment	2.7k
Recognise your role	1.5k
Groups	1.1k
Short breaks	899

Care Matters Newsletter

The newsletter reaches more than 8600 individual carer households across Oxfordshire. Prior to the pandemic, it was distributed across the county and available in GP surgeries, Hospitals, Pharmacies, Libraries and Adult Social Care Locality Teams. Covid-19 has impacted on the freedom to display publications in community settings, however demand is starting to rise again.

The theme for the newsletter is kept under regular review, to make sure it is meeting the needs of all carers. The last issue of the year was based around wellbeing and sustaining carer mental health, called 'Looking after You'.

2. Outreach: Lighter touch support

The Outreach team provide a light touch approach to supporting carers as well as networking within their communities to enhance the identification of carers and to improve awareness of carer services.

Outreach Workers support carers who have completed an online carer assessment via the council's website portal. A key feature of the new contract has been a significant move away from an unsupported, depersonalised approach to carer support. After completing an online carer assessment, every carer now receives a follow-up telephone call from an Outreach Worker, to identify needs and discuss and agree a support plan, with referral or signposting to services and funding.

447 carers have benefitted from this personalised approach after completing their carers assessment online ensuring that all carers, irrespective of which front-door they use, receive specialist support.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

Carer feedback

"This was the first time I had accessed the assessment since the service went to Carers Oxfordshire and I found it genuinely helpful. It is the first time it felt really personal, so I have followed up all of the links sent."

3. Carer Advisers: Support for carers with complex needs

Carer Advisers support carers with complex needs, managing a caseload of carers needing extensive support. Advisers have direct links with Social Care Locality Teams, GP Practices and health care professionals, to facilitate a coordinated approach to carer support. They use their specialist knowledge to support carers and colleagues to reduce the negative impacts of caring including carer breakdown.

Carer Advisers work with carers to complete a carers assessment and, together, help carers identify needs, and to find solutions to meet those needs. This includes support planning, access to direct payments and access and referral to different community services as well as statutory options to support the carer.

1,262 carers have completed a carer assessment with a specialist support worker resulting in a personalised support plan, and if needed, a direct payment. As a result, carers in Oxfordshire have received £354,420 in direct payments to meet needs identified in the support plan, helping to reduce the negative impacts of caring and promoting a proactive approach to carer support in Oxfordshire.

Every carer has a follow-up review three months after receiving a support plan and direct payment. This is to confirm the support plan has met their needs. Below is a short summary of a three-month review following a carer assessment and direct payment:

Story of difference

Gillian (not her real name) cares for her husband who is living with dementia. The Adviser writes:

'Called Gillian for three-month review.

She had been able to find a care home for Jack and have a break away seeing family. She had a wonderful time catching up with everyone.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

Gillian goes to the Ampleforth Arms dementia group, so I have arranged to meet there for the next review.

Gillian indicated that the support plan is meeting her needs at this time.'

Contingency planning for a time when a carer may not be able to care e.g. because of illness or bereavement, is a key element of the support we provide for carers. We encourage carers to think through scenarios and potential solution and sources of support around them rather than relying on statutory support as a default solution. This was important for carers during the pandemic, and we have refined and developed the approach during the year.

Carers are now able to access and print off a contingency plan directly from the website and we have posted out over 560 contingency planning information packs to carers.

The Carer Photo ID letter was another initiative implemented in response to the pandemic, which we have also continued to refine and develop over the last year. 117 Carer IDs have been requested by carers. They have been used in hospitals and GP practices across the county and have helped carers to be identified and recognised in their caring role.

Short Breaks

We have been exploring and delivering innovation in carers' breaks over many years. However, the appointment of a Short Breaks Co-ordinator under the new contract has allowed us to expand and develop this important area of work.

Our approach has been to build on local partnerships to access short breaks for carers from their caring role. This includes for example working with Good Neighbour Schemes, who can provide a 'sitting service', allowing carers time out in their day and building relationships with local businesses to raise awareness of carers' needs and, working together, offer carers a different way of having a break.

Feet Up Friday is a successful partnership between Thomas Franks and Carers Oxfordshire, which offers a different approach to short break support, providing carers and their family with a ready-made, nutritional meal once a week. This allows carers to have a regular short break, reducing stress and enabling them to have some valuable time for themselves.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

Carer feedback – Feet Up Fridays

'It has meant that I've had a proper meal on the days I am exhausted and overwhelmed rather than just a bowl of cereal. The fact that on the difficult days there are meals ready in the freezer and I don't have to think of shopping, cooking etc, it's a huge weight off my mind.'

We have completed a six month Feet Up Friday pilot, resulting in:-

- **150** carers having one hour or more back into their day.
- **2000** nutritionally balanced meals provided for carers and their families.

Story of difference

Laura (not her real name) is a parent-carer who was part of the *Feet up Friday* pilot. Laura describes the impact it has had on her:

'Just to say a massive thank you for the Feet Up Friday meals. Last night was a welcome reprieve - it was nice to be able to have 20 minutes, to just sit down and not to have to worry about dinner on top of everything else. I don't ever feel like I get any time, and that I'm always doing this that and the other, especially with my sons Asperger's, my daughter waiting for an assessment for ADHD and working part time as well.'

We are currently working with Thomas Franks to ensure the sustainability of this new project over the next three years. The focus is on carers living in and around the 10 most deprived wards in Oxfordshire. We are partnering with food banks and community larders in those wards, supporting staff and volunteers to become Carers' Champions, to identify and refer carers to the *Feet Up Friday* initiative.

A new partnership with Carefree has given rise an additional short break offer for carers. Carefree was started in the summer of 2016 by two brothers, Charlie and James Ricketts, whose own experiences motivated them to launch an initiative in support of unpaid carers. Carefree offers a free, three-day holiday in a hotel of their choice across the country, together with one other person. Our partnership allows us to refer carers whose support plan identifies the need for a short break.

144 carers have been referred for a Carefree short break and have provided some very positive feedback.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

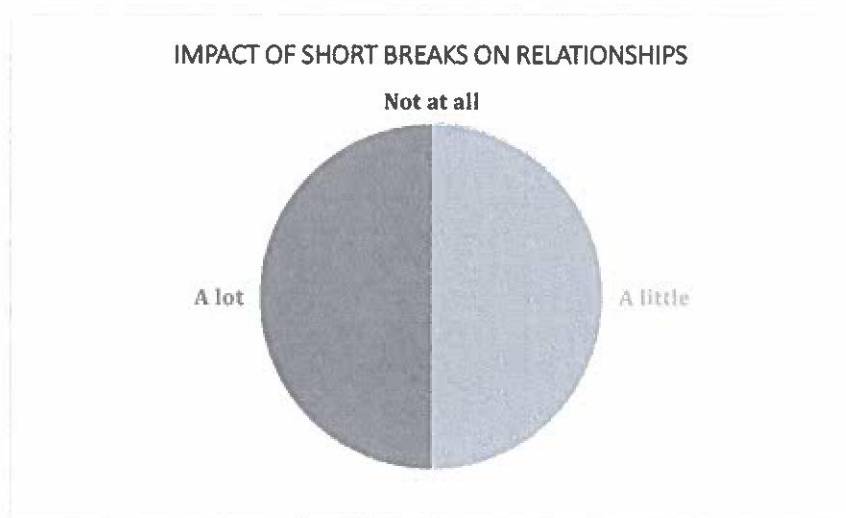
Carer feedback - Carefree short break

'To say we took advantage of some much-needed relaxation would be an understatement! We finally felt refreshed and ready to get back to normality. As a carer you definitely neglect your own basic needs to make sure the ones you love have everything, they need to be happy, healthy and loved.'

'The entire weekend from start to finish was completely Carefree so thank you so very much for making our year!'

Supporting carers to have a short break from their caring role not only has a significant impact on their ability to maintain their own health but also has a positive impact on their relationship with the person they care for, as the following response to one of the questions in our feedback survey shows.

To what extent do you feel that the ability to find some time for you has improved your relationship with the person(s) you care for?



Measuring the outcomes and impact of the Carers Oxfordshire Support Service

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

We ask all carers who engage with our service to provide us with feedback on the service by completing a questionnaire. Some carers do this online, others prefer to do this through a hard copy, and we enter their responses onto the platform we use for this purpose. We use the results of the survey, together with stories of difference and, of course, the monitoring data relating to how many people use different elements of our service to measure the outcomes and impact of the service.

Impact on health and wellbeing

We know from national research and from our own experience that caring can have a significant impact on both the physical and mental health and wellbeing of carers and this is borne out by responses to the survey. Over half the carers we heard from said their physical health was poor - the strain of lifting people, the stress of providing round the clock care, finding time to exercise, getting enough sleep, and finding time to buy and prepare a healthy and nutritious meal all contribute to this.

% OF CARERS WHO SAID WE HELPED THEM TO CONSIDER THEIR OWN PHYSICAL HEALTH NEEDS	92%
--	------------

% OF CARERS WHO SAID THE SUPPORT THEY RECEIVED FROM US IMPROVED THEIR MENTAL WELLBEING	96%
---	------------

'It's nice to have support where ultimately the support is for me as a carer when normally I'm thinking about my son who I'm caring for. Being directed and advised gives you a push to get up and try new things, change things that are not suiting you etc. It encourages me to get out more, explore new opportunities and hope for a better day.'

Personalised approach

We are committed to offering a personalised approach to support carers wherever they are on their caring journey. The use of strengths-based conversations and personalised support planning is key to enabling carers to maintain their wellbeing and manage the continuation of their caring role.

Carer feedback – personalised approach

'I can't thank you enough for your kindness, the time and effort you went to this morning to help me as a carer. Just to know how much help there is out there for assistance, is quite staggering & comforting.'

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

'The relief has already been lifted from my shoulders and for now, & also for the future.'

'My telephone conversation with Carers Oxfordshire has helped me understand my circumstances and has shown me what help is available. The follow up email gave me direct links to support services in my area and has given me a boost in my dwindling confidence to look after my wife. I will be forever grateful.'

"I was totally oblivious as to what was available for me as a carer but now relieved there is light at the end of the tunnel to try to get a life back for myself."

% OF CARERS WHO FELT THEY WERE MORE CONFIDENT TO CONTINUE THEIR CARING ROLE 94%

% OF CARERS WHO HAD FELT INVOLVED AND INCLUDED IN THE SUPPORT THEY RECEIVED 100%

Looking ahead

The national biennial carers' survey has highlighted some gaps in the support of carers in Oxfordshire and we are working closely with the Local Authority and the NHS to ensure these gaps are closed. We are holding three **Listening Events** for carers to provide an opportunity for them to have their voices heard and to help both Health and Social Care engage with and learn from carers' experiences.

As we start the new year, we are aiming to reach more communities and further develop services. An important aspect of this development is to ensure the service has a clear **marketing strategy** and carers feel confident in knowing where to access information and advice to meet their needs.

Working in partnership with Oxford University Hospitals Foundation Trust we are in the first stages of implementing a **Carers' Passport Programme**, to support carers who are caring for someone in hospital.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

We are also aiming to further develop several initiatives which have proved successful and which we want to expand to reach and support more carers, including:

- the Carers Photo ID card to help the identification and validation of the caring role
- our core offer of **regular short breaks** following the successful *Feet up Friday* model
- fostering partnerships with other organisations supporting carers, to build on the **peer support systems** for carers in Oxfordshire.

In conclusion

We are grateful to our many partners, including Oxfordshire County Council and Oxfordshire Clinical Commissioning Group, who jointly fund the Carer Support Service, our delivery partner, Rethink Mental Illness, with whom we share responsibility for delivering on our main contract and the myriad statutory, voluntary and community sector organisations and agencies with whom we work to ensure better outcomes for carers. **We are very much stronger together and this year the ties between us have continued to grow stronger, reinforcing that our future lies in collaboration and not competition.** I would like to take this opportunity to thank all the partners with whom we work - both formally and informally - for their willingness to share and their creativity in the face of the challenges we face together.

This has been another extraordinary year for the organisation and for our society more widely. I would like to pay tribute to our amazing team of staff and volunteers, led by our wonderful senior leaders. They have continued to give their all to maintain support to carers over an extended period of significant challenges and uncertainty. Most have faced personal as well as work pressures for a second year and their energy, commitment and creativity have been a real inspiration to us all. The Board of Trustees is very proud of them, their achievements, and the positive difference they are making to carers' lives. I also extend my thanks to my fellow Trustees, who have generously given time during the year to ensure the organisation continues to be well-governed, resilient and focused on providing that much needed support to unpaid carers in Oxfordshire.

Above all, we are grateful to the carers who balance their caring responsibilities with working alongside us to improve our services – without their input, we could not function. As always, we are humbled by the contribution they make.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 (CONTINUED)

Trustees

The Trustees, who are also the directors for the purpose of company law, and who served during the year were:

Mrs D Jju Logan

Mr W Norton

Dr J Wardle

Mr N C Greenhalf

Mr D Ryan (Resigned 8th June 2021)

Mrs S Funge (Resigned 15th November 2021)

Mr H Wu (Resigned 13th June 2022)

Mrs S A Foulsham (Appointed 7th June 2021)

Ms S T Livadeas (Appointed 13th December 2021)

Structure, governance and management

Action for Carers (Oxfordshire) Ltd is a registered Charity, Number 1149577 (registered 1 November 2012). It was incorporated as a company limited by guarantee on 29 June 2012, Company Number 08125002, under Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association.

Action for Carers (Oxfordshire) Ltd commenced charitable activities on 1 January 2013. A revised set of Articles was approved by the trustees on 10th July 2020

Members guarantee to contribute an amount not exceeding £10 to the assets of the charitable company in the event of winding up.

Organisation structure

The charity is governed by a board of not less than five trustees. Charity trustees are appointed by the existing board and hold office for an initial term of three years.

Currently full board meetings are held four times a year as required by the articles, and report to the bi-monthly trustee meetings held by the parent Age UK Oxfordshire.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

The board believes that the finances of the Charity can be better monitored in a smaller group with a more focused financial background inviting other trustees as and when appropriate. This role has been delegated to Age UK Oxfordshire Finance Review Group by the Board, and reports to the Board through a Chairperson appointed by the Board.

The Board of Trustees is responsible for the appointment of the Chief Executive, who manages the organisation with the support of a senior management team.

Method of recruitment and appointment of trustees

Trustees are appointed to the Board of Action for Carers (Oxfordshire) Ltd under Article 5 of its Articles of Association. Trustees are appointed for an initial period of three years, and may be re-elected for two further terms of three years each. In exceptional circumstances a fourth and final three year term may be agreed to by the trustees

Risk management

The Trustees of Action for Carers (Oxfordshire) Ltd have carried out a review of the risks which are present as we take forward our strategy and work programmes.

They will review risks twice a year as a full Board of Trustees and all members of Board will take equal responsibility for identifying significant risks and ensuring proper processes are in place manage them.

The review has identified the following major risks to the organisation;

- System failure or cyber attack, involving breakdown of computers and finance systems causing loss of records and management data
- Major fraud or error
- Reputational damage, caused by actions of staff, volunteers or trustees.
- Failure to meet contracted client service levels
- Health and safety incident, caused by significant accident or other action

Risks are also considered within an overall risk framework to ensure that the organisation can best bolster its lines of defence, and manage risks appropriately.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 (CONTINUED)

Connected charities

Action for Carers (Oxfordshire) Ltd is a member of the Age UK Oxfordshire Group of organisations. Age UK Oxfordshire has a controlling interest in Action for Carers (Oxfordshire) Ltd through majority membership of the Board. The accounts for Action for Carers (Oxfordshire) Ltd are reported in their own right and consolidated as part of the Age UK Oxfordshire group.

Age UK Oxfordshire is a Brand Partner of Age UK and a member of the Age England Association.

Financial Review

The Charity has achieved a surplus for the year ended 31 March 2022 of £75,432 (2021: £33,445) with total income reaching £870,002 (2021: £770,083), giving a total fund balance at the year end of £513,555 (2021: £438,123). All of these balances are unrestricted, though £100,000 is designated.

The budget for 2022/23 is projected to make a surplus of c£5k.

Reserves policy

The trustees have assessed the requirements for reserves afresh in the light of: the results for the past few years; the situation regarding statutory income; the experience of the challenges of operating with Covid-19.

They have used a model that looks separately at the required reserves under the following headings:

- income losses;
- cessation costs;
- working capital requirements;
- reserves to fund new opportunities and
- reserves against unexpected adversity.

Calculations are based on assessments and experience, and will vary from year to year, but the latest version shows a range of £377-527k. The calculated free reserves at 31 March 2021 were £512k.

Trustees are satisfied that on this basis the charity has reserves within the desired range, but will continue to monitor the situation closely.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 (CONTINUED)

Key management remuneration

The directors consider the board of directors, who are the Charity's trustees, and the senior management team comprise the key management personnel of the charity in charge of directing, running and operating Action for Carers (Oxfordshire) Ltd on a day to day basis. All directors give of their time freely and none received remuneration in the year. The pay of senior staff is reviewed annually with reference to similar organisations of a similar size.

Statement of trustees' responsibilities

The trustees, who are also the directors of Action for Carers (Oxfordshire) Ltd for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the trustees are required to:

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 (CONTINUED)

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.

D J Logan.....

Mrs D J Logan (Chair)

Trustee

12 December 2022

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES

Opinion

We have audited the financial statements of Action for Carers (Oxfordshire) Limited (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet and the 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, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice) and Charities SORP.

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the accounts section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the accounts 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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 auditor's report thereon. Our opinion on the financial statements does not cover the other information and 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 there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose 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.

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditors under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

1. At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the company and how the management seek to comply with those laws regulations. This helps us to plan appropriate risk assessments.
2. During the audit we focused on relevant risk areas and review the compliance with the laws and regulations by making relevant enquiries and undertaking corroboration, for example by reviewing Board Minutes and other documentation.
3. We assessed the risk of material misstatement in the financial statements including as a result of fraud and undertook procedures including:
 - a. Reviewing the controls set in place by management
 - b. Making enquiries of management as to whether they consider fraud or other irregularity may have taken place, or where such opportunity might exist
 - c. Challenging management assumptions with regard to accounting estimates

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

d. Identifying and testing journal entries, particularly those which appear to be unusual by size or nature

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Samantha Daniels

Samantha Daniels (Senior Statutory Auditor)

For and on behalf of Shaw Gibbs (Audit) Limited

Chartered Certified Accountants

Statutory Auditor

12 Dec 2022

.....

264 Banbury Road

Oxford, OX2 7DY

ACTION FOR CARERS (OXFORDSHIRE) LTD

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Total 2022 £	Total 2021 £
Income from:			
Voluntary income	3	22,091	36,998
Charitable activities		841,334	730,162
Investment income	4	6,577	2,923
Total income		<u>870,002</u>	<u>770,083</u>
Expenditure on:			
Raising funds		24,649	24,431
Costs of charitable activities		789,633	727,417
Other		359	327
Total Resources expended	5	<u>814,641</u>	<u>752,175</u>
Net (gains) / losses on investments		<u>(20,070)</u>	<u>15,536</u>
Net movement in funds		<u>75,432</u>	<u>33,445</u>
Fund balance at 1 April 2021		<u>438,123</u>	<u>404,678</u>
Fund balances at 31 March 2022		<u>513,555</u>	<u>438,123</u>

The statement of financial activities also complies with the requirements for an income and expenditure accounts under the Companies Act 2006.

All of the above results are derived from continuing activities. There are no other gains and losses other than those stated above.

ACTION FOR CARERS (OXFORDSHIRE) LTD

BALANCE SHEET

AS AT 31 MARCH 2022

		2022		2021	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	8		1,543		2,659
Investments	9		333,398		188,328
			334,941		190,987
Current Assets					
Debtors	10	228,247		26,987	
Cash at bank and in hand		275,828		321,663	
		504,075		348,650	
Creditors: amounts falling due within one year	11	(325,461)		(101,514)	
Net current assets			178,614		247,136
Total assets less current liabilities			513,555		438,123
Income funds					
Unrestricted funds	13				
Designated funds			50,000		100,000
General funds			463,555		338,123
			513,555		438,123

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

The financial statements were approved by the board of directors and authorized for issue on and are signed on its behalf by:

D J Logan

Mrs D J Logan (Chair) - Trustee

Date:.....12 Dec 2022

Company Registration no. 08125002

N C Greenhalf

Mr N C Greenhalf - Trustee

Date:....12 Dec 2022

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Company information

Action for Carers (Oxfordshire) Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 9 Napier Court, Barton Lane, Abingdon, Oxfordshire, OX14 3YT.

1.1 Accounting convention

The accounts have been prepared in accordance with the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

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

The accounts have been prepared under the historical cost convention.

1.2 Charitable funds

Unrestricted funds are represented by donations and other income resources generated for charitable purposes, remaining unspent at the period end.

Designated funds are funds set aside, out of unrestricted funds by the Trustees and applied towards specific purposes, as identified by the Trustees.

Restricted funds are represented by income received for specific purposes as laid down by the Donors. Expenditure meeting the criteria of the specific purposes is charged against the funds, together with fair allocation of overheads and supports costs.

1.3 Incoming resources

Grants, donations and voluntary income received by way of gifts to the charity are included in full in the Statement of Financial Activities on a receivable basis. Income from Legacies is also accounted for on a receivable basis, being recognised in the Statement of Financial Activities in the period in which receipt becomes certain.

Income generated from the Supply of Goods and Services is included in full in the Statement of Financial Activities in the period in which the supply is made.

1.4 Resources expended

Expenditure, which is charged on an accruals basis, is allocated between:

- Expenditure incurred directly to the fulfilment of the charity's objectives;
- Expenditure incurred in supporting the activities that directly fulfil the charity's objectives.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Staff costs are charged to activities on the basis of staff time spent on those activities.

1.5 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

- Leasehold property Over the term of the lease
- Equipment 25% on written down value
- IT Equipment Over 3 years

1.6 Fixed asset investments

Listed Investments are stated at Market Value. Changes in Market Value are credited or charged to the Statement of Financial Activities. Gains and/or Losses arising from the Disposal of Shares are recognised as being realised whereas Gains and/or Losses arising from the movement in Share Prices are recognised as being unrealised

1.7 Financial instruments

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1.8 Retirement benefits

The charity participates in the Age UK Group Personal Pension Plan run by Scottish Widows, a defined contribution scheme.

1.9 Leases

All leases of equipment are considered to be operating leases, and rentals are charged against revenue, when incurred. No assets are held under Hire Purchase Agreements.

1.10 Corporation tax

Action for Carers (Oxfordshire) Ltd is a charitable institute with Exemption from UK Corporation Tax under Section 478 of the Corporation Tax Act 2010.

1.11 Value added tax

Action for Carers (Oxfordshire) Ltd registered for value added tax (VAT No: 162 2504 39) from 1 May 2013.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Some of the charities activities are outside the scope of VAT, where this is the case VAT is not recoverable on expenses or allocated and apportioned overheads and is included in the relevant costs in the Statement of Financial Activities.

1.12 Cash flow statement

The charity has taken advantage of the exemption in SORP (FRS 102) from the requirement of section 7 to prepare a cash flow statement.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, 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.

3 Voluntary Income

	2022	2021
	£	£
Donations	2,091	516
Grants	20,000	36,482
	22,091	36,998

4 Investment Income

	2022	2021
	£	£
Interest receivable	6,577	2,923

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

5 Total resources expended

	Staff costs	Depr'n	Other costs	Total 2022	Total 2021
	£	£	£	£	£
Costs of generating funds	24,943	0	0	24,943	24,649
Charitable activities					
Activities undertaken directly	428,536	1,722	358,296	788,554	766,541
Support costs	0	0	1,144	1,144	1,359
	<u>453,479</u>	<u>1,722</u>	<u>359,440</u>	<u>814,641</u>	<u>792,549</u>
Other					
Inter-company debt provision	0	0	0	0	0
For the year ended 31 March 2021	<u>453,479</u>	<u>1,722</u>	<u>359,440</u>	<u>814,641</u>	
For the year ended 31 March 2020	<u>440,144</u>	<u>1,722</u>	<u>350,683</u>		<u>792,549</u>

6 Net incoming resources

These are stated after charging:	2022	2021
	£	£
Depreciation of owned assets	1,116	1,459
Auditors' remuneration		
Audit fee	<u>3,096</u>	<u>3,896</u>

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

7 Employees

The average monthly number of employees during the year was:

	2022	2021
	Number	Number
Direct charitable	19	17
Administration and support	2	1
Total	21	18

	2022	2021
	£	£
Wages and salaries	378,324	327,981
Social security costs	25,662	21,932
Pension contributions	11,510	9,843
Recruitment, retention and training	6,011	454
Total	421,507	360,210

During the year no trustee received remuneration in respect of their duties

There were no employees whose annual remuneration was £60,000 or more

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

8 Tangible Fixed Assets

	Leasehold property	Equipment	Total
Cost	£	£	£
At 1 April 2021	4,111	5,435	9,546
Additions for the year	0	0	0
Disposals	0	0	0
At 31 March 2022	<u>4,111</u>	<u>5,435</u>	<u>9,566</u>
Depreciation			
At 1 April 2021	2,056	4,832	6,888
Charge for the year	514	603	1,116
Disposals	0	0	0
At 31 March 2022	<u>2,569</u>	<u>5,435</u>	<u>8,004</u>
Carrying value			
At 31 March 2022	<u>1,542</u>	<u>0</u>	<u>1,542</u>
At 31 March 2021	<u>2,056</u>	<u>603</u>	<u>2,658</u>

9 Fixed asset Investments

	At 1 April 2021	Purchases at cost	Revaluation	At 31 March 2022
	£	£	£	£
Listed investments at valuation	<u>188,328</u>	<u>125,000</u>	<u>20,070</u>	<u>333,398</u>

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

10 Debtors

Amounts falling due within one year:	2022	2021
	£	£
Trade Debtors	195,980	5,253
Prepayments	0	0
Due from group undertakings	27,529	21,734
VAT	4,738	0
	228,247	26,987

11 Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	69,217	12,314
Taxation and social security	5,347	4,716
Amounts due to group undertakings	12,078	12,078
Other creditors	9,028	57,572
Accruals and deferred income	229,791	14,834
VAT	0	0
	325,461	101,514

12 Group Personal Pension Plan

Defined Contribution

Up until September 2018, Action for Carers (Oxfordshire) Ltd was a member of the Age UK Pension Plan with Zurich (scheme number 10006107), a defined contributions scheme.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

In September 2018 a new scheme was set up with Scottish Widows under substantially similar terms (Money4Life – scheme number 88647601), and accumulated funds have been transferred to the new scheme.

The total pension cost for Action for Carers (Oxfordshire) Ltd for the year was £11,509 (2021: £9,843). No contributions (2021: none) were outstanding at the balance sheet date.

13 Funds

A summary of the funds' movements for the year is disclosed below.

Unrestricted Funds

The unrestricted funds of the Charity consist of freely available General Reserves. The charity seeks to maintain adequate reserves to cover anticipated management infrastructure and administrative costs to enable the charity to operate through any sudden reduction in funding and negotiate, if possible, alternative funding or make other suitable arrangements for service users.

Restricted Funds

There are currently no restricted reserves on the balance sheet.

Designated Funds

The trustees have set aside a sum of £50,000 of unrestricted reserves to cover the proposed IT investments planned during 2022/23.

Funds Movement Summary

	BALANCE AT 1 APRIL 2021	INCOME	EXPENDITURE	TRANSFER	BALANCE AT 31 MARCH 2022
	£	£	£	£	£
Unrestricted					
General	338,123	870,002	(814,641)	70,070	463,555
Designated	100,000	0	0	(50,000)	50,000
Unrealised gain on investments	0	20,070	0	(20,070)	0
	438,123	890,072	(814,641)	0	513,555

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

14 Related party Transactions

No guarantees have been given or received (2021 -none).

The company was a wholly owned subsidiary of Age UK Oxfordshire throughout the current year. Age UK Oxfordshire is a registered charity incorporated in England.

In accordance with SORP (FRS 102), the charity company has taken advantage of the exemption from the requirement to disclose transactions with group companies on the grounds that consolidated financial statements are prepared by the ultimate parent company.

There were no other related party transactions and balances that require disclosure.

15 Operating Lease Commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022	2021
	£	£
Within one year	41,515	31,136
Between two and five years	83,030	124,545
In over five years	0	0
	124,545	155,681

ACTION FOR CARERS (OXFORDSHIRE) LTD

INCOME AND EXPENDITURE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2022

	2022	2021
	£	£
Total income	870,002	770,083
Expenditure		
Salaries	415,495	359,756
Other staff costs	185,985	201,845
Volunteer costs	83	121
Premises	32,284	16,056
Office running costs	29,428	19,524
IT costs	13,996	10,190
Marketing costs	1,115	2,662
Legal and Professional	4,390	15,047
Bank charges	359	327
Miscellaneous	0	0
Depreciation	1,116	1,459
Management costs	130,161	123,794
Bad debts	227	1,392
Inter-company debt provision	0	0
Total Expenditure	814,640	752,175
 Unrealised gain/(loss) on investments	 20,070	 15,536
 Excess of income over expenditure	 75,432	 33,445

Accounts



Action for Carers
Oxfordshire

ACTION FOR CARERS (OXFORDSHIRE) LTD
REPORT AND ACCOUNTS FOR THE YEAR ENDED
31 MARCH 2021

REGISTERED CHARITY NUMBER: 1149577
COMPANY NUMBER: 08125002

ACTION FOR CARERS (OXFORDSHIRE) LTD
TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

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ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mrs D Logan	
	Mr W Norton	
	Dr J Wardle	
	Mr N C Greenhalf	
	Mr D Ryan	(Resigned 8 th June 2021)
	Mrs S Funge	(Appointed 8 th June 2020)
	Mr H Wu	(Appointed 8 th June 2020)

Secretary	Mr N Gowing
Charity number	1149577
Company number	08125002
Registered office	Unit 9 Napier Court Barton Lane Abingdon OX14 3YT

Auditors	Shaw Gibbs (Audit) Limited 264 Banbury Road Oxford OX2 7DY
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Bankers	Lloyds Bank Carfax branch 1 High St Oxford OX1 4AA
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ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

TRUSTEES REPORT

The trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ending 31 March 2021 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

Objectives

The charitable objective of Action for Carers (Oxfordshire) Ltd is to promote the relief of carers in any manner which now or hereafter may be deemed by law to be charitable in and around Oxfordshire.

Action for Carers (Oxfordshire) Ltd's aim is to ensure that all adult carers in Oxfordshire receive the information, advice and support they need to care for a family member or friend whilst maintaining their own wellbeing.

Our mission is: We work within communities to support carers to stay independent and live life to the full. Our vision is: We are working for a world where those we serve are loving life.

Public benefit

The Trustees take into account the Charity Commission's guidance on public benefit and are committed to ensuring that the activities of Action for Carers (Oxfordshire) Ltd are in line with that guidance.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

CHAIR'S REPORT 2020 - 21

This has been a hugely significant year for the charity, a year in which the organisation faced twin hurdles:

- the challenges of the Covid-19 pandemic, and
- our three separate, major funding streams coming to an end.

Supporting carers through the Covid-19 pandemic

Our over-arching aim is to improve carers' physical and mental wellbeing by providing practical and emotional support, through outreach, information and advice, one-to-one support, facilitated peer support, feedback forums, wellbeing activities, training, days out and events.

We listen to carers and help them to develop a Support and Wellbeing Plan, emphasising looking after their own wellbeing and linking them to bespoke opportunities to meet others and engage in activities to improve their health. In partnership with Oxfordshire Adult Learning, we have devised an innovative programme of free wellbeing and learning opportunities, *A Carers' Journey*.

Our work is predominantly in-person, face-to-face. This is an approach which we have developed successfully for the last ten years, but an approach that was simply not viable under the restrictions imposed by the pandemic. The announcement of the first lockdown necessitated rapid change as we sought different approaches to reduce stress on carers and support their health and wellbeing, particularly those in shielding households, whilst at the same time working to maintain their safety and that of staff and volunteers.

This gave rise to an extraordinary year, during which we worked very hard to maintain support and to meet the changing needs of carers, adapting and developing our offer in response to their needs and wishes, focussed on alternatives to our in-person approach. These alternatives and innovations included:

- making regular, pro-active **wellbeing calls** to carers who were hit particularly hard by the pandemic. Initially, the calls focussed primarily on practical problem solving (shopping, prescription-collection, etc.), but over time developed to provide more emotional support in an attempt to alleviate the anxiety, loneliness and depression

The carers' year in numbers:

14,000 *Care Matters* newsletters distributed

2,777 regular, pro-active wellbeing calls

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

- induced by successive waves of the virus and the lockdowns associated with this
- establishing a new **Caresline telephone support line**, in response to needs expressed by carers during the pandemic, to enable them to get in touch easily and address problems as they arose
- providing **regular information and support** through our widely distributed *Care Matters* newsletter
- supporting carers online or on the phone to complete **needs assessments** and providing a **personalised support and wellbeing plan**

'Having the right information can make all the difference when you are looking after someone.'

'It's difficult to look after yourself when you spend all your time looking after another person, even getting your own time to visit the doctor can be an issue.'

Carers commenting on the value of a personalised support plan

- supporting carers to develop **'Covid-19 contingency plans'**, to help plan for the future and reduce the anxiety and stress arising from 'what if....' questions

'I wanted to thank B (Carer Adviser) for the incredibly useful advice on how to prepare for an emergency hospitalisation. Robert had to go to hospital on very short notice this weekend, and it was a great blessing that I had planned exactly what to put into a bag and had filled in and prepared the papers that needed to go with him. He is, we hope, recovering at the JR. Thank you.'

Carer commenting on the Covid-19 contingency plan

- developing a new **Cares ID**, in collaboration with the local authority, to enable carers to have priority access in supermarkets, pharmacies etc and help to alleviate anxiety
- developing our **social media output** and growing our followers on Twitter, Facebook and Instagram, which has reached a different group of carers and attracted new followers
- moving our **Cares' Journey courses online**, to make them accessible during the pandemic.

Our social media year:

2,600 facebook likes

2,367 twitter followers

100+ Instagram followers

'Just wanted to say thank you very much for running the free online carers courses over the last few months. I have found them so helpful in supporting my mental and physical health and it's given me some time and something to look forward to. The Mindfulness with Aleks and Yoga with Cheryl have been particularly rewarding for my

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

body and mind and both tutors are really great. I like the online format as it is so much easier and safer.'

'Hellooo! Just wanted to send a big thank you for putting this course on. Excellent stuff and it really helped me relax! I often feel very trapped in this carer role, and it's brilliant to be able to do yoga at home without worrying about leaving mum & dad alone or worrying about travel. Much appreciated - thank you again!'

Carers commenting on the online courses

Beacon Award Winner 2020-2021

In partnership with Oxfordshire Adult Learning, we were delighted to win an Association of Colleges Beacon Award for our innovative programme of free wellbeing and learning opportunities, which we devised with the Abingdon and Witney College and with carers. The Awards are designed to showcase best practice and innovation in colleges and to promote the interdependence of colleges, businesses and voluntary organisations.

The course, *A Carers' Journey*, has three modules: **Practical Caring at Home** (Safer Moving and Handling; Individual Care at Home; First Aid at Home); **Balancing Life and Caring** (Building Resilience; Creative Writing; Emotional Literacy; Mindfulness; Yoga for Relaxation; Aromatherapy and Massage) and **Reclaiming Me**, supporting carers to come to terms with unwanted change and loss.

As the feedback that follows shows, the outcomes of participating in the courses are very individual for different carers:

'I cry nearly every week when we have creative writing, it is such a relief. This term is just shorthand for a million and one different words. Do not worry the course makes me happy and relieved and revived and I am left with a real feeling of individual worth for a few days at a time. The other participants are great.'

'We have just finished our final Yoga class with Cheryl, I am sad that it's over as it has helped greatly with a stiff back in the absence of any physiotherapy from the NHS. Many thanks for this useful service for carers, it is greatly appreciated. I am still chasing a face-to-face physio session 15 months later than when I was first referred – hopeless! Without the yoga to loosen me up I

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

would still be struggling to even get up off a chair, it's still very hard to get up off the floor! Many thanks to Cheryl for her care and attention to all our ailments!

Carers feedback from two of our Carers' Journey courses

'Covid-19? Well! Welcome to my world!' - raising awareness of caring

The process of self-identifying as a carer as well as someone's husband, daughter, friend remains a challenging barrier to carers getting the information and support they need. This year, we have learnt that the loneliness with which many of us have become more familiar during successive lockdowns is part of everyday experience for many carers.

As a result of this learning, we worked with a film maker, Charlie Hewitt, to create a short film about the feelings of isolation experienced by carers, to help raise awareness of caring and support more carers to self-identify.

Funding and sustainability

A key focus for us this year has been the re-modelling and re-commissioning by Oxfordshire County Council and the Clinical Commissioning Group of the county's outreach Carer Support Service (CSS). The re-commissioning provided us with an important opportunity to work with carers and statutory colleagues to inform the development of the new service specification, which will result in a radically different service that addresses many of the concerns raised by carers. We learnt in December that we had been successful in the procurement exercise for the new CSS.

In addition to the statutory funding, which supports the provision of a core information, advice and support service, we have been fortunate over the last three years to receive funding from the National Lottery Community Fund project to develop a range of opportunities to support carers' wellbeing along their journey from identification to life after caring. We are delighted that some of the opportunities we piloted have now been adopted as part of mainstream service delivery for carers.

We were very grateful to Independent Age, who generously funded us during the pandemic to develop and strengthen our online offer and during a difficult year we appreciated the moral support this afforded us as well as the practical support.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

Future plans 2021 - 22

We start the new financial year facing, with our partners Rethink Mental Illness, the exciting challenge of delivering a radically different Carer Support contract, which offers a strong core information, advice and support service. This includes establishing six Carers Locality Support Hubs across the county, set up to enable much closer working with NHS and social care colleagues and developing a new website, aimed at making it easier for carers to access the information and support they need and want.

However, we know from our work with carers that not all their needs will be met by the core Carer Support contract or by other services and support. We have identified three areas of unmet or insufficiently met needs in this new contract:

- **Voice:** we need to continue to find new, innovative and creative ways of hearing carers' voices, particularly those less often heard
- **Reach:** we need to get better at understanding the carers we are not reaching and find ways, based on what they are telling us, of reaching them. Research published by Carers UK for Carers Week 2020 suggests an increase of 50% in the numbers of people caring during the pandemic, which raises the bar very considerably in terms of reaching people new to caring
- **Wellbeing:** we need to build on the learning from the project, and in particular from the pandemic, and continue to diversify the support offered to help carers to maintain or regain their health and wellbeing. We know from what carers have told us locally and from the Carers UK research that caring during the pandemic has placed huge stresses and exacted a heavy toll on carers. These stresses have not lifted with the relaxation of lockdown regulations – in many cases, quite the reverse.

A key priority for us this year will be to work with carers to develop a proposal to address these three issues, for which we shall seek funding.

The pandemic gave rise to some new online working practices for us, from which we have learnt a great deal – not least that there are some carers who find it much easier and would prefer to access support on a digital platform. We are taking these views into account to further improve our services for the future. We aim to continue with what we are describing as a 'blended offer', enabling carers to access our support in the way they find most convenient and we shall continue to strengthen our online offer.

"I'm really pleased that you offered online versions of the courses. I have wanted to do them for a couple of years but always held off as I didn't want to leave J."

Feedback from a carer

In summary

This has been an extraordinary year and I would like to pay tribute to the staff and volunteers, superbly led by our senior leaders, who have given their all to maintain support to carers in very difficult circumstances. Most have faced personal as well as work pressures and their commitment and resilience have been a real inspiration to us all and have made the Board of Trustees very proud.

We are grateful to our funders – Oxfordshire County Council, Oxfordshire Clinical Commissioning Group and the National Lottery Community Fund – all of whom communicated to us at an early stage in the pandemic that they wished us to use their funding flexibly to enable us to maintain support to carers. We also appreciated the financial support Independent Age provided to help us to strengthen our online offer.

We are grateful to our delivery partner, Rethink Mental Illness, with whom we share responsibility for delivering on our main contract as well as to the myriad statutory, voluntary and community sector organisations and agencies with whom we work to ensure better outcomes for carers. We are very much stronger together and it has become even clearer in the face of the pandemic that our future lies in cooperation and not competition. I would like to take this opportunity to thank all the partners with whom we work - both formally and informally - for their willingness to share and their creativity in the face of the challenges we face together.

Above all, we are grateful to the carers who balance their caring responsibilities with working alongside us to improve our services – without their input, we could not function. As always, we are humbled by the contribution they make.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

Trustees

The Trustees, who are also the directors for the purpose of company law, and who served during the year were:

Mrs D Logan

Mr W Norton

Dr J Wardle

Mr N C Greenhalf

Mr D Ryan (Resigned 8th June 2021)

Mrs S Funge (Appointed 8th June 2020)

Mr H Wu (Appointed 8th June 2020)

Structure, governance and management

Action for Carers (Oxfordshire) Ltd is a registered Charity, Number 1149577 (registered 1 November 2012). It was incorporated as a company limited by guarantee on 29 June 2012, Company Number 08125002, under Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association.

Action for Carers (Oxfordshire) Ltd commenced charitable activities on 1 January 2013. A revised set of Articles was approved by the trustees on 10th July 2020

Members guarantee to contribute an amount not exceeding £10 to the assets of the charitable company in the event of winding up.

Organisation structure

The charity is governed by a board of not less than five trustees. Charity trustees are appointed by the existing board and hold office for an initial term of three years.

Currently full board meetings are held four times a year as required by the articles, and report to the bi-monthly trustee meetings held by the parent Age UK Oxfordshire.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

The board believes that the finances of the Charity can be better monitored in a smaller group with a more focused financial background inviting other trustees as and when appropriate. This role has been delegated to Age UK Oxfordshire Finance Review Group by the Board, and reports to the Board through a Chairperson appointed by the Board.

The Board of Trustees is responsible for the appointment of the Chief Executive, who manages the organisation with the support of a senior management team.

Method of recruitment and appointment of trustees

Trustees are appointed to the Board of Action for Carers (Oxfordshire) Ltd under Article 5 of its Articles of Association. Trustees are appointed for an initial period of three years, and may be re-elected for two further terms of three years each. In exceptional circumstances a fourth and final three year term may be agreed to by the trustees

Risk management

The Trustees of Action for Carers (Oxfordshire) Ltd have carried out a review of the risks which are present as we take forward our strategy and work programmes.

They will review risks twice a year as a full Board of Trustees and all members of Board will take equal responsibility for identifying significant risks and ensuring proper processes are in place manage them. The review has identified the following major risks to the organisation;

- System failure or cyber attack, involving breakdown of computers and finance systems causing loss of records and management data
- Major fraud or error
- Reputational damage, caused by actions of staff, volunteers or trustees.
- Failure to meet contracted client service levels
- Health and safety incident, caused by significant accident or other action

Risks are also considered within an overall risk framework to ensure that the organisation can best bolster its lines of defence, and manage risks appropriately.

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

Connected charities

Action for Carers (Oxfordshire) Ltd is a member of the Age UK Oxfordshire Group of organisations. Age UK Oxfordshire has a controlling interest in Action for Carers (Oxfordshire) Ltd through majority membership of the Board. The accounts for Action for Carers (Oxfordshire) Ltd are reported in their own right and consolidated as part of the Age UK Oxfordshire group.

Age UK Oxfordshire is a Brand Partner of Age UK and a member of the Age England Association.

Financial Review

The Charity has achieved a surplus for the year ended 31 March 2021 of £33,445 (2019: £20,640) with total income reaching £770,083 (2020: £887,750), giving a total fund balance at the year end of £438,123 (2020: £404,678). All of these balances are unrestricted, though £100,000 is designated.

The budget for 2021/22 is projected to make a deficit of c£61k, to be funded from reserves. Trustees believe that they will achieve this budget or better it.

Reserves policy

The trustees have assessed the requirements for reserves afresh in the light of: the results for the past few years; the situation regarding statutory income; the experience of the challenges of operating with Covid-19.

They have used a model that looks separately at the required reserves under the following headings:

- income losses;
- cessation costs;
- working capital requirements;
- reserves to fund new opportunities and
- reserves against unexpected adversity.

Calculations are based on assessments and experience, and will vary from year to year, but the latest version shows a range of £322-473k. The calculated free reserves at 31 March 2021 were £435k.

ACTION FOR CARERS (OXFORDSHIRE) LTD

Trustees are satisfied that on this basis the charity has reserves within the desired range, but will continue to monitor the situation closely.

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

Key management remuneration

The directors consider the board of directors, who are the Charity's trustees, and the senior management team comprise the key management personnel of the charity in charge of directing, running and operating Action for Carers (Oxfordshire) Ltd on a day to day basis. All directors give of their time freely and none received remuneration in the year. The pay of senior staff is reviewed annually with reference to similar organisations of a similar size.

Statement of trustees' responsibilities

The trustees, who are also the directors of Action for Carers (Oxfordshire) Ltd for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the trustees are required to:

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

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the

ACTION FOR CARERS (OXFORDSHIRE) LTD

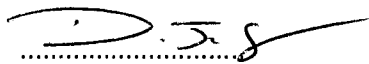
charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020 (CONTINUED)

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.

A handwritten signature in black ink, appearing to read 'D. Logan', written over a dotted line.

Mrs D Logan (Chair)

Trustee

Dated: 2021

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES

Opinion

We have audited the financial statements of Action for Carers (Oxfordshire) Limited (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet and the 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, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice) and Charities SORP.

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the accounts section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the accounts 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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 auditor's report thereon. Our opinion on the financial statements does not cover the other information and 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 there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose 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.

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditors under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

1. At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the company and how the management seek to comply with those laws regulations. This helps us to plan appropriate risk assessments.
2. During the audit we focused on relevant risk areas and review the compliance with the laws and regulations by making relevant enquiries and undertaking corroborating, for example by reviewing Board Minutes and other documentation.
3. We assessed the risk of material misstatement in the financial statements including as a result of fraud and undertook procedures including:

a. Reviewing the controls set in place by management

b. Making enquiries of management as to whether they consider fraud or other irregularity may have taken place, or where such opportunity might exist

c. Challenging management assumptions with regard to accounting estimates

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

d. Identifying and testing journal entries, particularly those which appear to be unusual by size or nature

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Samantha Daniels (Senior Statutory Auditor)

For and on behalf of Shaw Gibbs (Audit) Limited

Chartered Certified Accountants

Statutory Auditor

.....

264 Banbury Road

Oxford, OX2 7DY

ACTION FOR CARERS (OXFORDSHIRE) LTD

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Total 2021 £	Total 2020 £
Income from:			
Voluntary income	3	36,998	139,638
Charitable activities		730,162	744,971
Investment income	4	2,923	3,141
Total income		770,083	887,750
Expenditure on:			
Raising funds		24,431	24,570
Costs of charitable activities		727,417	820,028
Other		327	20,304
Total Resources expended	5	752,175	864,902
Net (gains) / losses on investments		15,536	(2,208)
Net movement in funds		33,445	20,640
Fund balance at 1 April 2020		404,678	384,038
Fund balances at 31 March 2021		438,123	404,678

The statement of financial activities also complies with the requirements for an income and expenditure accounts under the Companies Act 2006.

All of the above results are derived from continuing activities. There are no other gains and losses other than those stated above.

ACTION FOR CARERS (OXFORDSHIRE) LTD

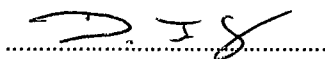
BALANCE SHEET

AS AT 31 MARCH 2021

		2021		2020	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	8		2,659		4,118
Investments	9		188,328		47,792
			190,987		51,910
Current Assets					
Debtors	10	26,987		37,031	
Cash at bank and in hand		321,663		392,962	
		348,650		429,993	
Creditors: amounts falling due within one year	11	(101,514)		(77,225)	
Net current assets			247,136		352,768
Total assets less current liabilities			438,123		404,678
Income funds					
Unrestricted funds	13		438,123		404,678
			438,123		404,678

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

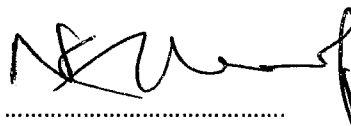
The financial statements were approved by the board of directors and authorized for issue on and are signed on its behalf by:



Mrs D Logan (Chair)

Trustee

Company Registration no. 08125002



Mr N C Greenhalf

Trustee

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Company information

Action for Carers (Oxfordshire) Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 9 Napier Court, Barton Lane, Abingdon, Oxfordshire, OX14 3YT.

1.1 Accounting convention

The accounts have been prepared in accordance with the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

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

The accounts have been prepared under the historical cost convention.

1.2 Charitable funds

Unrestricted funds are represented by donations and other income resources generated for charitable purposes, remaining unspent at the period end.

Designated funds are funds set aside, out of unrestricted funds by the Trustees and applied towards specific purposes, as identified by the Trustees.

Restricted funds are represented by income received for specific purposes as laid down by the Donors. Expenditure meeting the criteria of the specific purposes is charged against the funds, together with fair allocation of overheads and supports costs.

1.3 Incoming resources

Grants, donations and voluntary income received by way of gifts to the charity are included in full in the Statement of Financial Activities on a receivable basis. Income from Legacies is also accounted for on a receivable basis, being recognised in the Statement of Financial Activities in the period in which receipt becomes certain.

Income generated from the Supply of Goods and Services is included in full in the Statement of Financial Activities in the period in which the supply is made.

1.4 Resources expended

Expenditure, which is charged on an accruals basis, is allocated between:

- Expenditure incurred directly to the fulfilment of the charity's objectives;
- Expenditure incurred in supporting the activities that directly fulfil the charity's objectives.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Staff costs are charged to activities on the basis of staff time spent on those activities.

1.5 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

- Leasehold property Over the term of the lease
- Equipment 25% on written down value
- IT Equipment Over 3 years

1.6 Fixed asset investments

Listed Investments are stated at Market Value. Changes in Market Value are credited or charged to the Statement of Financial Activities. Gains and/or Losses arising from the Disposal of Shares are recognised as being realised whereas Gains and/or Losses arising from the movement in Share Prices are recognised as being unrealised

1.7 Financial instruments

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1.8 Retirement benefits

The charity participates in the Age UK Group Personal Pension Plan run by Scottish Widows, a defined contribution scheme.

1.9 Leases

All leases of equipment are considered to be operating leases, and rentals are charged against revenue, when incurred. No assets are held under Hire Purchase Agreements.

1.10 Corporation tax

Action for Carers (Oxfordshire) Ltd is a charitable institute with Exemption from UK Corporation Tax under Section 478 of the Corporation Tax Act 2010.

1.11 Value added tax

Action for Carers (Oxfordshire) Ltd registered for value added tax (VAT No: 162 2504 39) from 1 May 2013.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Some of the charities activities are outside the scope of VAT, where this is the case VAT is not recoverable on expenses or allocated and apportioned overheads and is included in the relevant costs in the Statement of Financial Activities.

1.12 Cash flow statement

The charity has taken advantage of the exemption in SORP (FRS 102) from the requirement of section 7 to prepare a cash flow statement.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, 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.

3 Voluntary Income

	2021	2020
Donations	516	2,995
Grants	36,482	136,643
	£ 36,998	£ 139,638

4 Investment Income

	2021	2020
Interest receivable	£ 2,923	£ 3,141

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

5 Total resources expended

	Staff costs	Depr'n	Other costs	Total 2021	Total 2020
	£	£	£	£	£
Costs of generating funds	24,431	0	327	24,758	24,570
Charitable activities					
Activities undertaken directly	335,779	1,459	389,179	726,417	817,913
Support costs	0	0	1,000	1,000	2,115
	<u>360,210</u>	<u>1,459</u>	<u>390,506</u>	<u>752,175</u>	<u>844,598</u>
Other					
Inter-company debt provision	0	0	0	0	20,304
For the year ended 31 March 2021	<u>360,210</u>	<u>1,459</u>	<u>390,506</u>	<u>752,175</u>	
For the year ended 31 March 2020	<u>401,020</u>	<u>2,326</u>	<u>461,556</u>		<u>864,902</u>

6 Net incoming resources

These are stated after charging:

	2021	2020
	£	£
Depreciation of owned assets	1,459	2,326
Auditors' remuneration		
Audit fee	<u>3,896</u>	<u>3,896</u>

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

7 Employees

The average monthly number of employees during the year was:

2021	2020
Number	Number
17	18
1	2
18	20
Total	
Direct charitable	
Administration and support	

2021	2020
£	£
327,981	361,130
21,932	24,355
9,843	10,905
454	4,630
360,210	401,020
Total	
Wages and salaries	
Social security costs	
Pension contributions	
Recruitment, retention and training	

During the year no trustee received remuneration in respect of their duties

There were no employees whose annual remuneration was £60,000 or more

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

8 Tangible Fixed Assets

	Leasehold property	Equipment	Total
Cost	£	£	£
At 1 April 2020	4,111	5,436	9,547
Additions for the year	0	0	0
Disposals	0	0	0
At 31 March 2021	<u>4,111</u>	<u>5,436</u>	<u>9,547</u>
Depreciation			
At 1 April 2020	1,542	3,887	5,429
Charge for the year	514	945	1,459
Disposals	0	0	0
At 31 March 2021	<u>2,056</u>	<u>4,832</u>	<u>6,888</u>
Carrying value			
At 31 March 2021	<u>2,055</u>	<u>604</u>	<u>2,659</u>
At 31 March 2020	<u>2,569</u>	<u>1,548</u>	<u>4,118</u>

9 Fixed asset Investments

	At 1 April 2020	Purchases at cost	Revaluation	At 31 March 2021
	£	£	£	£
Listed investments at valuation	<u>47,792</u>	<u>125,000</u>	<u>15,536</u>	<u>188,328</u>

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

10 Debtors

Amounts falling due within one year:

	2021	2020
Trade Debtors	5,253	5,620
Prepayments	0	8,957
Due from group undertakings	21,734	22,454
	<u>26,987</u>	<u>37,031</u>

11 Creditors: amounts falling due within one year

	2021	2020
Trade creditors	12,314	0
Taxation and social security	4,716	5,636
Amounts due to group undertakings	12,078	15,152
Other creditors	57,572	2,085
Accruals and deferred income	14,834	50,919
VAT	0	3,433
	<u>101,514</u>	<u>77,225</u>

12 Group Personal Pension Plan

Defined Contribution

Up until September 2018, Action for Carers (Oxfordshire) Ltd was a member of the Age UK Pension Plan with Zurich (scheme number 10006107), a defined contributions scheme.

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

In September 2018 a new scheme was set up with Scottish Widows under substantially similar terms (Money4Life – scheme number 88647601), and accumulated funds have been transferred to the new scheme.

The total pension cost for Action for Carers (Oxfordshire) Ltd for the year was £9,843 (2020: £10,905). No contributions (2020: none) were outstanding at the balance sheet date.

13 Funds

A summary of the funds' movements for the year is disclosed below.

Unrestricted Funds

The unrestricted funds of the Charity consist of freely available General Reserves. The charity seeks to maintain adequate reserves to cover anticipated management infrastructure and administrative costs to enable the charity to operate through any sudden reduction in funding and negotiate, if possible, alternative funding or make other suitable arrangements for service users. The trustees have decided to consolidate all reserves into general reserves to better reflect their strategic purpose.

Restricted Funds

There are currently no restricted reserves on the balance sheet.

Designated Funds

The trustees have set aside a sum of £100,000 of unrestricted reserves to cover the proposed deficit to be incurred during 2021/22 whilst maintaining current service levels.

Funds Movement Summary

	BALANCE AT 1 APRIL 2020	INCOME	EXPENDITURE	TRANSFER	BALANCE AT 31 MARCH 2021
	£	£	£	£	£
Unrestricted					
General	304,678	770,083	(752,175)	0	322,586
Designated	100,000	0	0	0	100,000
Unrealised gain on investments	0	15,536	0	0	15,536
	404,678	785,619	(752,175)	0	438,123

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

14 Related party Transactions

No guarantees have been given or received.

The company was a wholly owned subsidiary of Age UK Oxfordshire throughout the current year. Age UK Oxfordshire is a registered charity incorporated in England.

In accordance with SORP (FRS 102), the charity company has taken advantage of the exemption from the requirement to disclose transactions with group companies on the grounds that consolidated financial statements are prepared by the ultimate parent company.

There were no other related party transactions and balances that require disclosure.

15 Operating Lease Commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021	2020
£	£	£
Within one year	31,136	41,515
Between two and five years	124,545	0
In over five years	0	0
	155,681	41,515

ACTION FOR CARERS (OXFORDSHIRE) LTD

INCOME AND EXPENDITURE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

	2021	2020
	£	£
Total income	<u>770,083</u>	<u>887,750</u>
Expenditure		
Salaries	359,756	396,390
Other staff costs	201,845	226,217
Volunteer costs	121	613
Premises	16,056	23,853
Office running costs	19,524	42,279
IT costs	10,190	1,709
Marketing costs	2,662	4,013
Legal and Professional	15,047	6,340
Bank charges	327	411
Miscellaneous	0	105
Depreciation	1,459	2,326
Management costs	123,794	140,342
Bad debts	1,392	
Inter-company debt provision	0	20,304
Total Expenditure	<u>752,175</u>	<u>864,902</u>
Unrealised gain/(loss) on investments	15,536	(2,208)
Excess of income over expenditure	<u><u>33,445</u></u>	<u><u>20,640</u></u>

