



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 CAREERS (OXFORDSHIRE) LTD
TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

CONTENTS

LEGAL AND ADMINISTRATIVE INFORMATION	1
TRUSTEES REPORT	2
INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES	14
STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT	18
BALANCE SHEET	19
NOTES TO THE FINANCIAL STATEMENTS	20
INCOME AND EXPENDITURE ACCOUNT	29

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.

<p>Our mission is: We work within communities to support carers to stay independent and live life to the full.</p> <p>Our vision is: We are working for a world where those we serve are loving life.</p>

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 worrythe 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.

ACTION FOR CARERS (OXFORDSHIRE) LTD

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

"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

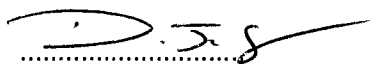
charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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.



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

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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

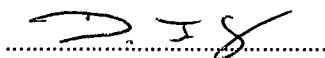
BALANCE SHEET

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.

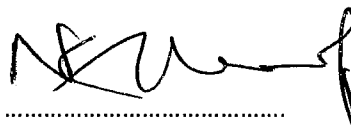
The financial statements were approved by the board of directors and authorized for issue on and are signed on its behalf by:



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	18	20
Direct charitable	17	18
Administration and support	1	2
Total	18	20

	2021	2020
£	£	£
Wages and salaries	327,981	361,130
Social security costs	21,932	24,355
Pension contributions	9,843	10,905
Recruitment, retention and training	454	4,630
Total	360,210	401,020

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>

