



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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LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Mrs D J 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)

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

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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.

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

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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.

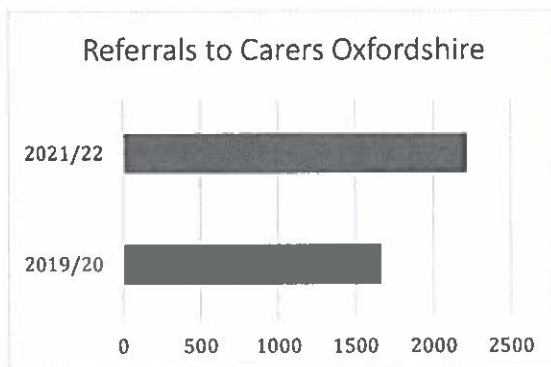
2021 – 22 was the first year of a new three-year contract, delivering a re-designed service in response to feedback from carers at a series of listening events. The journey during the first year has been a bumpy one at times. Understanding and managing systems inherited from a previous contract, an inherited 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

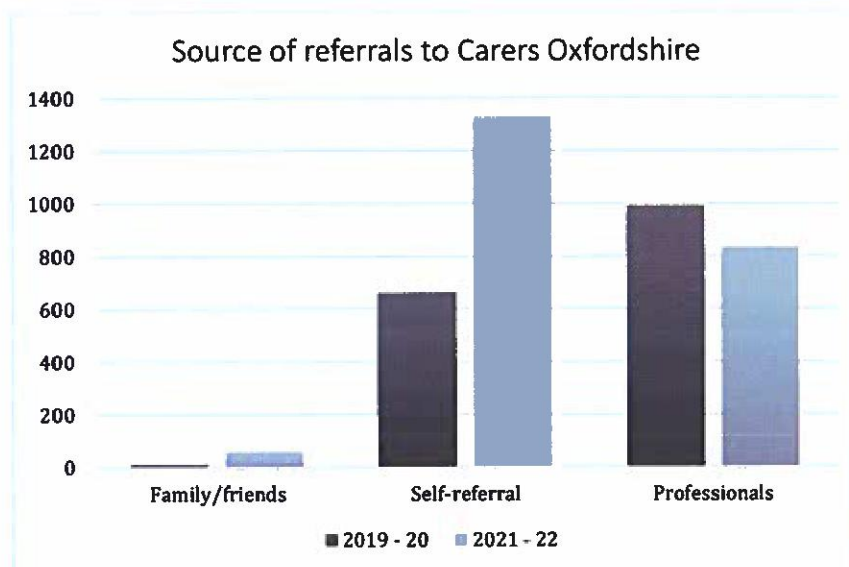
Following the implementation of the new contract we have seen a 25% increase of referrals into Carers Oxfordshire.

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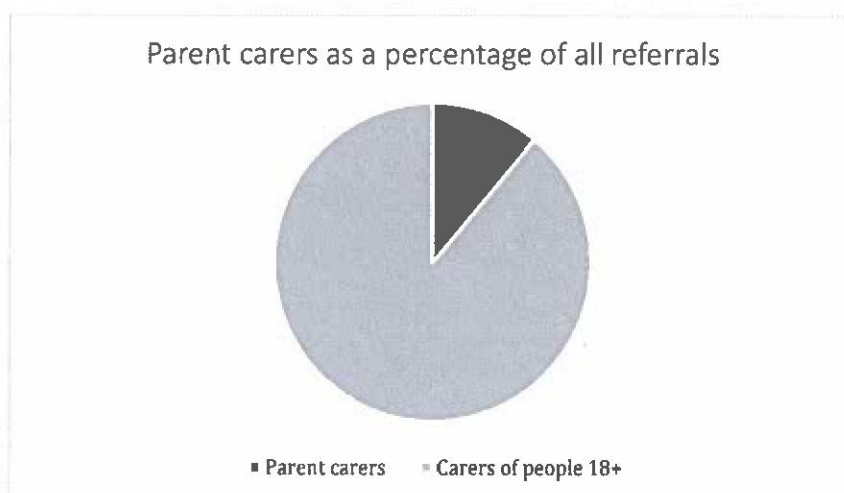
Alongside this increase in the number of referrals, there has also been a change in the referral patterns to the service, as the diagram below demonstrates. It shows the source of referrals into the service during 2019/20 and 2021/22. The latter shows a significant rise in self-referrals. Whilst we do 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.

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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

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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.

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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.

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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.

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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.

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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.

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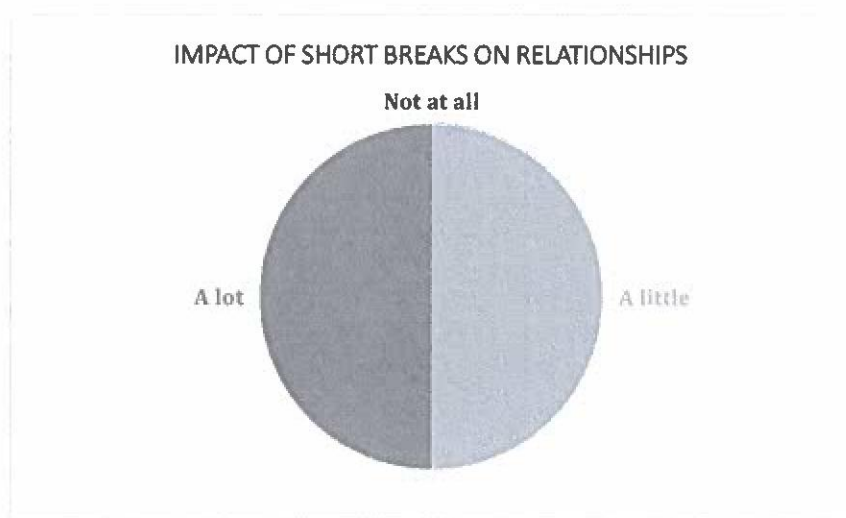
Carer feedback - Carefree short break

'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

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

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'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.

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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.

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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.

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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.

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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.

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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

12 Dec 2022

Samantha Daniels (Senior Statutory Auditor)

For and on behalf of Shaw Gibbs (Audit) Limited

.....

Chartered Certified Accountants

264 Banbury Road

Statutory Auditor

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
	<u>22,091</u>	<u>36,998</u>

4 Investment Income

	2022	2021
	£	£
Interest receivable	<u>6,577</u>	<u>2,923</u>

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

