



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

REGISTERED CHARITY NUMBER: 1149577
COMPANY NUMBER: 08125002

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

CONTENTS

LEGAL AND ADMINISTRATIVE INFORMATION	1
TRUSTEES REPORT	2
INDEPENDENT AUDITORS’ REPORT TO THE TRUSTEES	22
STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT	26
BALANCE SHEET	27
NOTES TO THE FINANCIAL STATEMENTS	28
INCOME AND EXPENDITURE ACCOUNT	37

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

LEGAL AND ADMINISTRATIVE INFORMATION

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

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

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

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

Report of the trustees for the year ending 31 March 2023

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

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

Connected Charities

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

Charitable purpose

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

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

Public Benefit

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

CHAIR'S REPORT 2022 – 23

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

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

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

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

About the Carers Oxfordshire information, advice, and support service

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

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

The service model

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

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

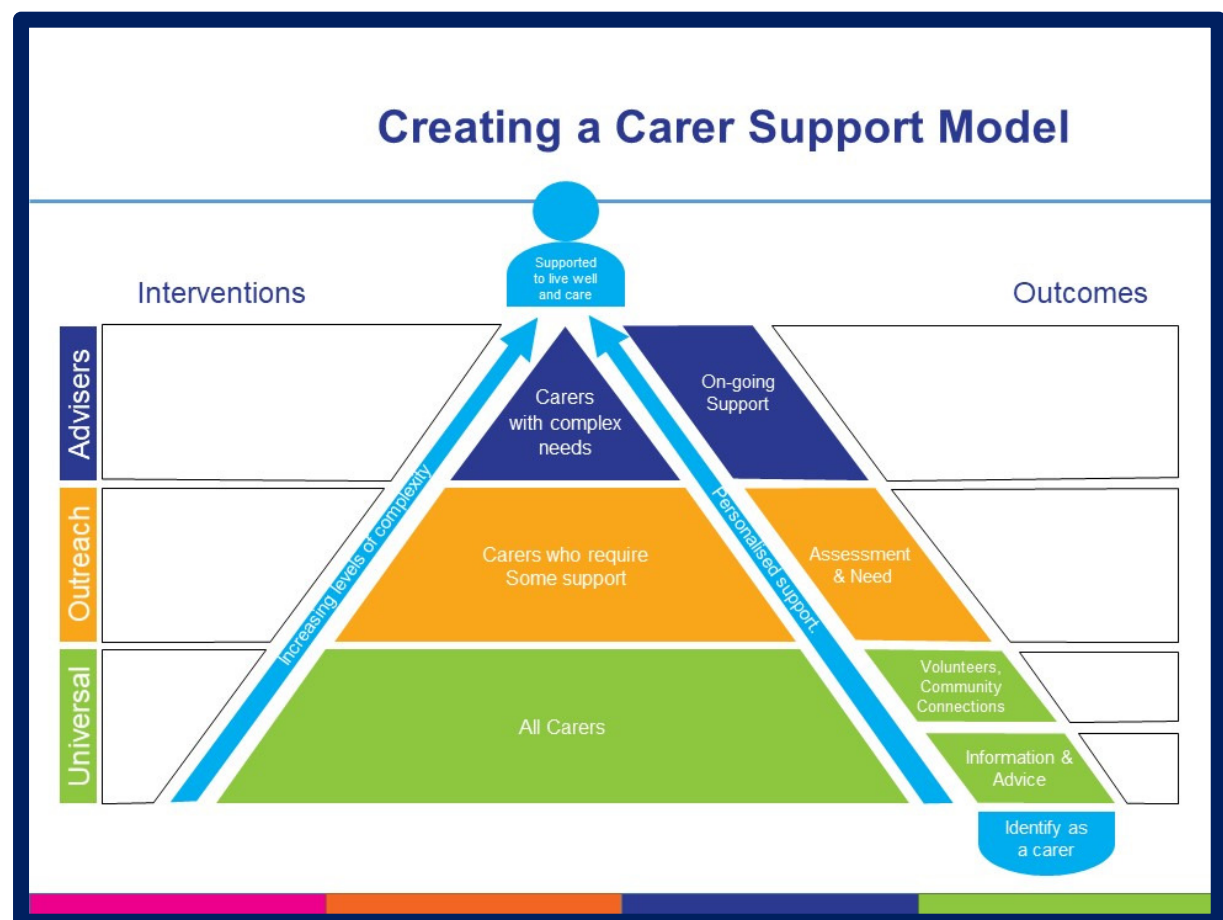


Figure 1: the Carer Support model

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

The Carers Oxfordshire team

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

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

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

The Universal Offer

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

Carersline

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

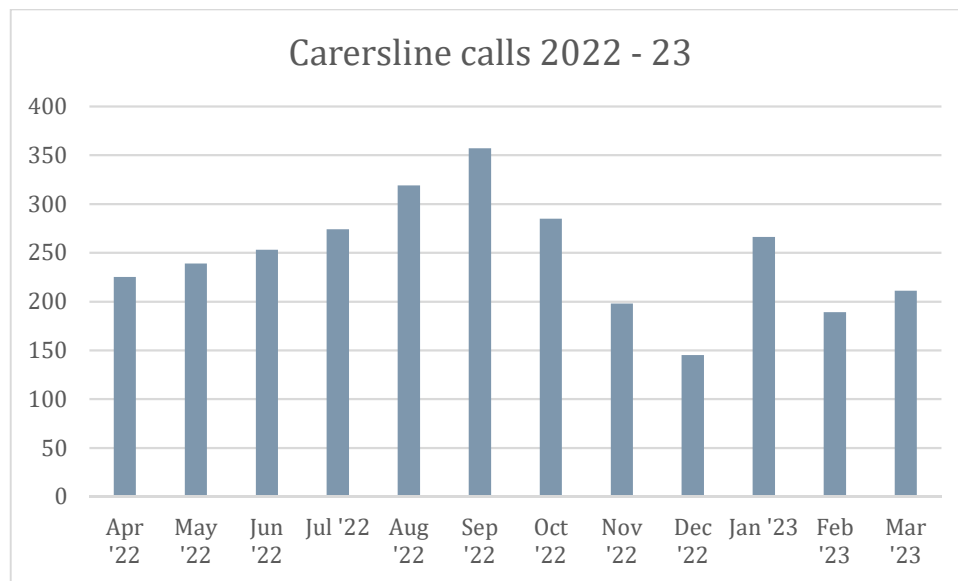


Fig 2: Carersline calls 2022 – 23

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

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

Communication and marketing

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

Website

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

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

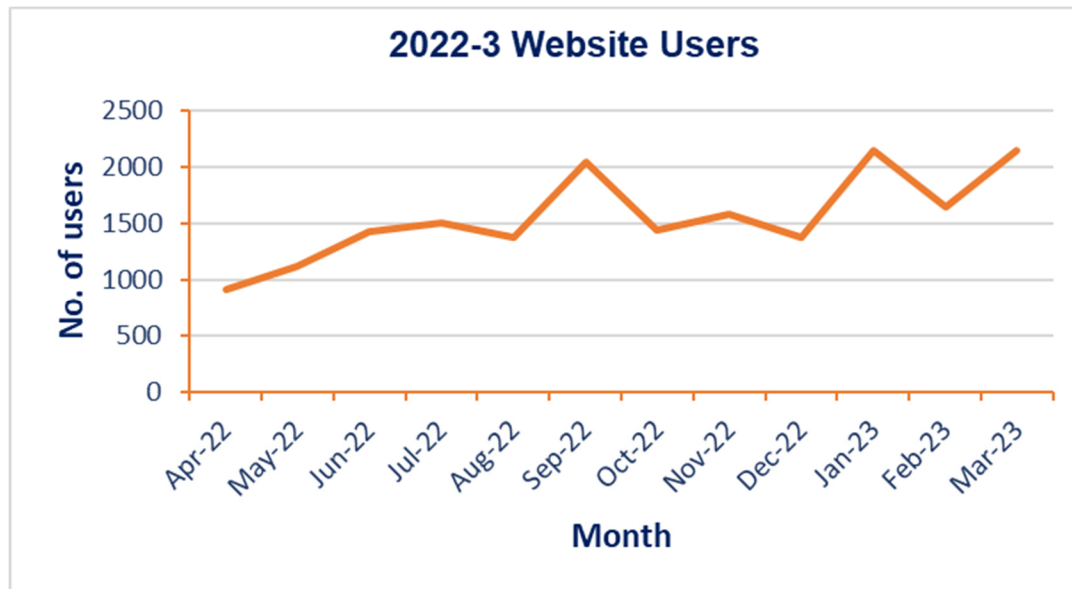


Fig 3: website users 2022 – 23

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

Email and social media

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

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

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

Fig 5: social media activity in 2022 - 23

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

Annual Marketing Report: Social Media

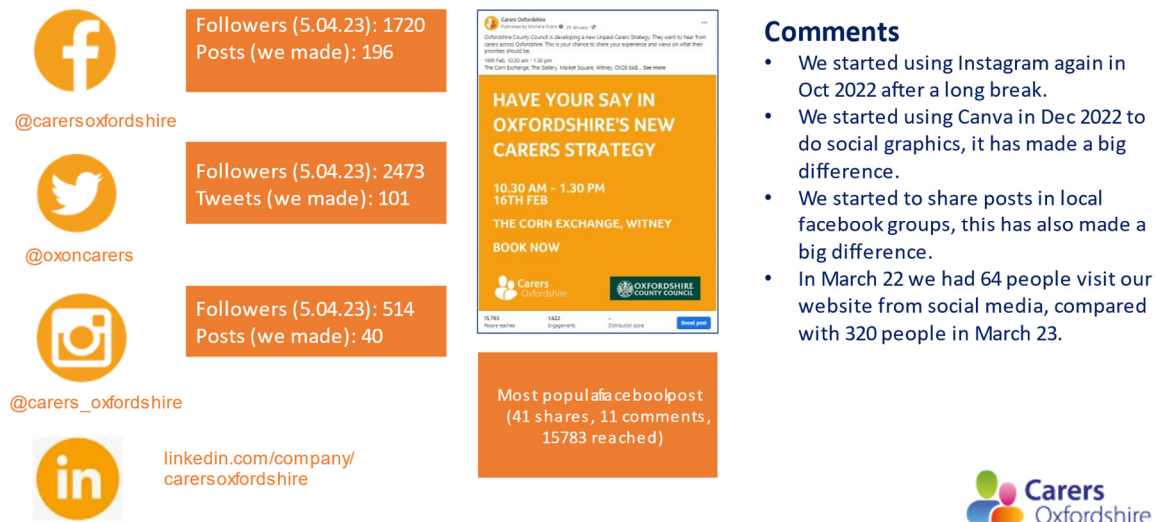


Fig 5a: social media activity by channel

Care Matters Newsletter

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

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

Carers Services Booklet

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

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

Referrals and Assessments

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

Fig 6: assessments 2022 - 23

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

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

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

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

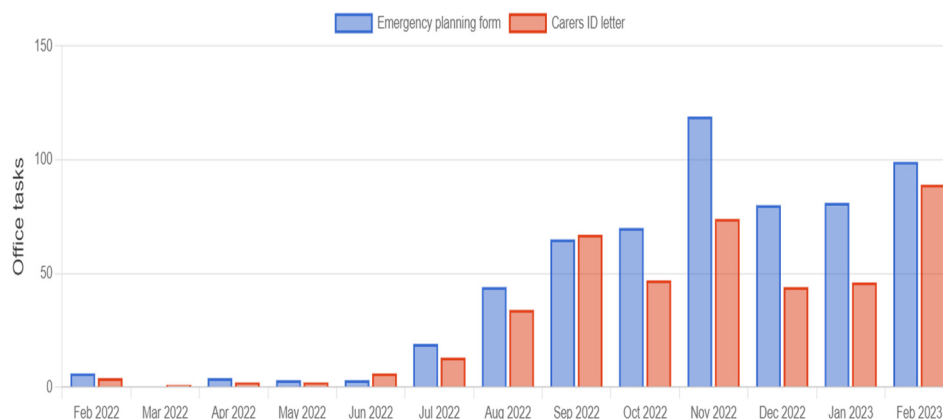


Fig 7: Be Prepared packs and Carers ID supplied

Impact of Support from Carers Oxfordshire

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

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

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



ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

Fig 8: impact of Carers Oxfordshire information and advice

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

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

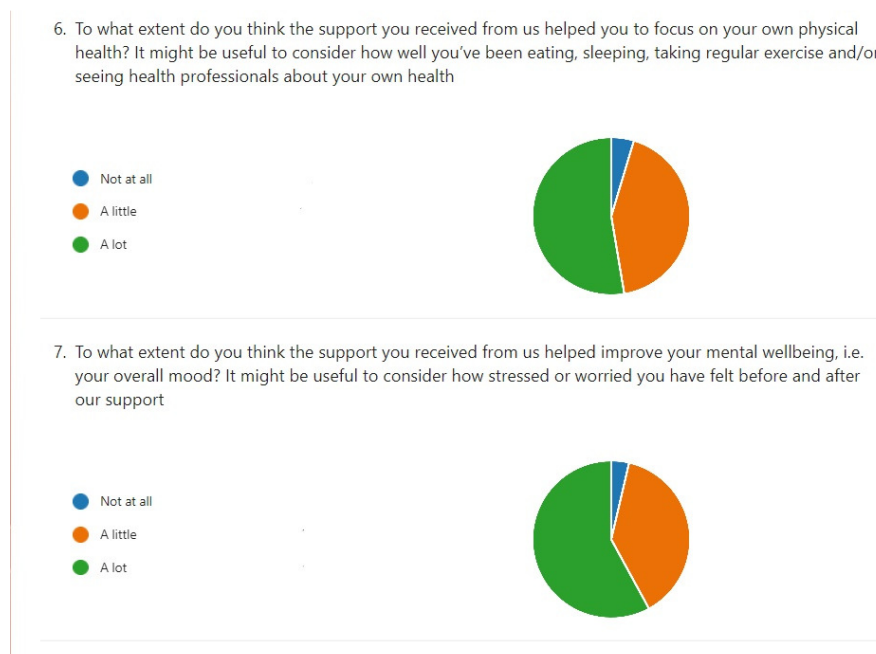


Fig 9: impact of Carers Oxfordshire support on physical and mental health

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

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

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

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

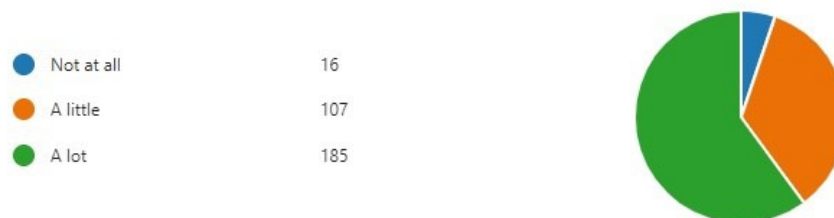


Fig 10: impact of Carers Oxfordshire support on confidence to care

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

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

Wellbeing opportunities and short breaks

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

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

1. Jo and the Angels
2. Westinghouse Laundry

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

3. Counselling Carers
4. www.SpaBreaks.com

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

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

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

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

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

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

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

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

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

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

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

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

A new all-age unpaid carer strategy for Oxfordshire

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

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

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

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

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

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

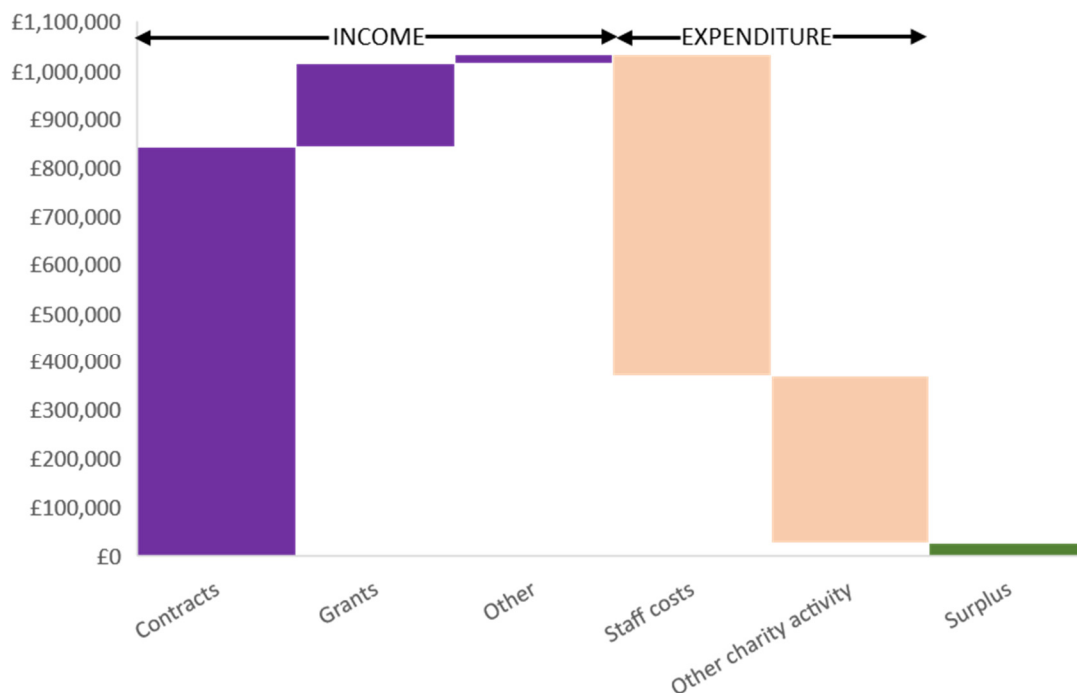


Fig 11 – Waterfall chart of income and expenditure 2022-23

Looking ahead

We have identified seven priorities for the year ahead:

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

TRUSTEES REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

In conclusion

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

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

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

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

Trustees

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

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

Structure, governance and management

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

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

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

Organisation structure

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

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

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

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

Method of recruitment and appointment of trustees

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

Risk management

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

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

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

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

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

Connected charities

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

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

Financial Review

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

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

Reserves policy

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

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

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

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

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

Key management remuneration

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

Statement of trustees' responsibilities

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

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

In preparing these accounts, the trustees are required to:

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

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

Disclosure of information to auditor

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

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



Mr A Lane (Chair)

Trustee

Dated: 20 Oct 2023

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES

Opinion

We have audited the financial statements of Action for Carers (Oxfordshire) Limited (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice) and Charities SORP.

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

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

Conclusions relating to going concern

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

Other information

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

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

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

Responsibilities of Trustees

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

INDEPENDENT AUDITORS REPORT TO THE TRUSTEES (continued)

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

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

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

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Malik Nayyer Salim (Senior Statutory Auditor)

For and on behalf of Shaw Gibbs (Audit) Limited

Chartered Certified Accountants

Statutory Auditor

25 Oct 2023

264 Banbury Road

Oxford, OX2 7DY

ACTION FOR CARERS (OXFORDSHIRE) LTD

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

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

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

BALANCE SHEET

AS AT 31 MARCH 2023

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

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

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

..... 

Mr A Lane (Chair) - Trustee

Date: 20 Oct 2023

Company Registration no. 08125002



Mr W Norton - Trustee

Date: 20 Oct 2023

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Company information

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

1.1 Accounting convention

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

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

The accounts have been prepared under the historical cost convention.

1.2 Charitable funds

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

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

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

1.3 Incoming resources

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

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

1.4 Resources expended

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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

1.5 Tangible fixed assets

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

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

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

1.6 Fixed asset investments

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

1.7 Financial instruments

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

1.8 Retirement benefits

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

1.9 Leases

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

1.10 Corporation tax

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

1.11 Value added tax

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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

1.12 Cash flow statement

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

2 Critical accounting estimates and judgements

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

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

3 Voluntary Income

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

4 Investment Income

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

5 Total resources expended

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

6 Net incoming resources

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

7 Employees

The average monthly number of employees during the year was:

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

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

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

8 Tangible Fixed Assets

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

9 Fixed asset Investments

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

10 Debtors

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

11 Creditors: amounts falling due within one year

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

12 Group Personal Pension Plan

Defined Contribution

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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

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

13 Funds

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

Unrestricted Funds

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

Restricted Funds

There are currently no restricted reserves on the balance sheet.

Designated Funds

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

Funds Movement Summary

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

14 Related party Transactions

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

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

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

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

15 Operating Lease Commitments

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

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

ACTION FOR CARERS (OXFORDSHIRE) LTD

INCOME AND EXPENDITURE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

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



Issuer Shaw Gibbs

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Parties involved with this document

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

Audit history log

Date	Action
Wed, 25th Oct 2023 13:59:04 UTC	Malik Salim viewed the envelope. (89.197.20.206)
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Tue, 24th Oct 2023 8:00:52 UTC	Malik Salim opened the document email. (89.197.20.206)
Mon, 23rd Oct 2023 17:45:47 UTC	Malik Salim opened the document email. (89.197.20.206)
Fri, 20th Oct 2023 20:43:39 UTC	Malik Salim opened the document email. (89.197.20.206)
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Fri, 20th Oct 2023 19:00:43 UTC	Andrew Lane has been assigned to this envelope (89.197.20.206)
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