

ANNUAL REPORT

2024-2025



Year end: 31st March 2025
Charity Registration 1186714

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A NOTE FROM OUR CHAIR

This year marks a significant milestone: in December 2024, Access Social Care celebrated its fifth birthday. It's a moment to reflect on how far we've come, from a passionate, scrappy start-up with a bold vision, to an organisation on the way to becoming a more mature charity with the systems, infrastructure, and practices needed to sustain meaningful impact at scale. We would like to thank our staff, volunteers, funders, members, partners and community stakeholders for the important contribution they have all played in the successes outlined in this report

Our journey has been marked by purpose, persistence, and the trust of our community and supporters. With generous continued support from our founding funder, the Oak Foundation, this year has seen a step change in our growth. This investment is underpinning all our work from accelerating our career pathway work to recruit and retain community care lawyers in the profession; to investment in technology to expand our reach. We have significantly expanded our team, bringing in new talent and capacity to match our ambitions and deepen our work.

Throughout the year, we've celebrated many achievements, each a testament to the commitment of our staff, the strength of our partnerships, and the clarity of our mission. Of particular note is our high-profile government transparency work, and our innovative data work, amplifying the voices of people who draw on social care to drive quality improvement at a local authority level. We've continued to push boundaries and hold ourselves accountable to the values that brought us here, but most importantly, we have continued to ensure the rights of people who need social care are upheld.

This report is both a reflection of the progress we've made and a platform for what comes next. As we look ahead, we remain committed to growing thoughtfully, delivering impact with integrity, and staying close to the people and principles that drive our work.

Finally, as the incoming Chair for Access Social Care, I would like to express deep gratitude to our founding Trustee and outgoing Chair, Chris Hale, whose wise counsel, steady presence, and reflective leadership have guided us through moments of growth, challenge, and transformation. Never seeking the spotlight, but always helping us see the bigger picture, he asked the right questions, held space for different voices, and encouraged us to lead with courage and care. Thank you, Chris and we are so pleased you will be staying on as a trustee until the end of your term.



Sarah Maguire, Access Social Care Chairperson.

ABOUT SOCIAL CARE

Social Care is the support people receive in their own home, a care home or in the community to live in dignity and as independently as possible. When done right, social care should align with the Social Care Future vision, allowing us to “live in the place we call home, with the people and things we love, in communities where we look out for each other, doing the things that matter to us.”

However, the social care sector is grappling with a severe funding crisis, which has far-reaching consequences for those who rely on these services. Local authorities are struggling to meet legal obligations, often denying or delaying essential care. This leaves people without basic needs met and also pushes carers into unsustainable roles.

Social care providers face immense financial pressure from below inflation council uplifts and rising costs, leading to closures and contract hand backs – a largely unreported problem that is leading to people losing their homes and their support. Care workers are leaving the sector for better pay elsewhere, unable to support their families on current salaries.

When local authorities fail to meet their legal duties, the justice system should provide a means to challenge these injustices. Legal aid is intended to ensure everyone can access legal support, regardless of their financial situation. However, community care legal aid cases are often loss leading, one factor in an almost 80% drop in the number of cases taken on by legal aid lawyers since 2010.

Without access to justice, the right to social care becomes meaningless. Public bodies can act unlawfully without repercussions because people cannot afford legal representation. We believe that access to justice is vital for upholding the rule of law and protecting the rights of disabled people, older people, and carers. And when done right, we know that legal advice can play a vital role helping public bodies improve the quality and delivery of social care.

THE CRITICAL ROLE OF ACCESS TO JUSTICE

Access Social Care works to ensure access to justice.

- We reach underserved communities* with experience of health and social care inequalities to raise awareness of rights.
- We use our digital service, AccessAva, to expand our reach through online advice.
- Our membership model sees us partner with social care providers for a rights-led approach.
- And our caseworkers intervene when people are unlawfully denied care.
- ** An underserved community describes a group of people with limited access to health and social care resources, opportunities, or services that are essential for their well-being. These*

communities often face systemic barriers and disparities based on factors like socioeconomic status, race, ethnicity or geographic location.

Beyond individual cases, we drive systemic change through data-driven insights and campaigns. For example, our #govttransparency campaign directly challenges the government's refusal to disclose how adult social care funding is determined. We've taken legal action, achieving landmark victories at the Information Tribunal.

In fighting for this information, we aim to reveal and understand the decision-making that guides social care funding, and how it can be improved. Civil society organisations like ours should be given the opportunity to play a meaningful part in driving improvement of central government decision-making.

OUR VALUES

Trustworthy	Recognised for excellence, we will be the best we can be in everything we do. We will be truthful, independent and outcomes focussed.
Fair	We believe in treating people with kindness and compassion in a way that is right, reasonable, and just.
Fearless	We will do what is right, not what is easy. We will bravely challenge injustice.
Inclusive	Our beneficiaries' voices will influence our thinking and decision making at all levels of our organisation. Collaborative in our thinking, we will work with others to achieve our goals.
Positive	We will be constructive and progressive in our challenge. We will optimistically and dynamically drive for change

Our ambition is to improve the lives of people with social care needs. Our approach is to do this by collaborating with all parts of the system. We know that whilst we positively and constructively challenge public bodies through our casework, we can still work with leaders from public bodies to drive improvements to quality, policy and practice.

Occasionally, in the course of our work with our members - some of whom are social care providers - we come across pockets of poor practice, unlawful behaviours, safeguarding or human rights concerns. When this occurs, we live to our values; we fearlessly do what is right and not what is easy, challenging injustice and driving for change.

REAL-WORLD IMPACT: HOW OUR WORK DROVE POLICY CHANGE

In Gloucestershire, our work has contributed to improved outcomes for people from economically underserved and minoritised communities as well as changes to policy and practice which affect the wider community.

In one example, working with the Council, we adapted the presentation of our data to inform an engagement and consultation approach to revise the charging policy, and to improve council information provision. Our quantitative data indicated charging was the most common issue raised on helplines by Gloucestershire residents enquiring about social care. Our qualitative evidence highlighted problems with information provision and revealed the charging policy meant some with high care needs chose to withdraw due to cost. The revised charging policy reduces financial contributions for those with severe disabilities, resulting in a supplement to their income of up to £30 a week. Our data tells us, since making significant changes to information provision on charging in the local authority area, there has been a dramatic reduction in calls from Gloucestershire residents into national helplines enquiring about charging issues.

We are firm throughout the life of our relationship with our members that we only work with providers who are willing to engage with us, as human rights and specialist community care lawyers at an Executive and Leadership level, to secure continuous improvements to their services. We feel so strongly about this approach, it is built into our contract. To help us with design, delivery and decision making, we work with experts by experience, ensuring our work is informed by the voices of the people our charity exists to serve. Our community partners support this work.

OUR STRATEGY

Our Vision: We all get the social care we need and have a right to.

Our Mission: Partnering with communities to champion social care justice. Improving lives through rights education, legal advice and training, innovation and data insight.

Our Impact Priorities

We empower
Communities
use the law early
on to get better
outcomes

We enforce
People get early
legal advice and
support when they
need it

**We drive system
change**
We use data to challenge,
persuade and influence
to improve quality, policy
and practice locally and
nationally

Our Enabling Priorities

**We use
technology**
We innovate and
use technology
to increase
efficiency and
impact

We value our people
Our people strategy protects
the social care law career
pathway and ensures ASC is
the best place to work

**We generate
income**
Our diverse
income streams
grow to support
increased
impact

WE EMPOWER

ACCESSAVA



Finbar Mulholland, Head of Product, writes:

AccessAva is our digital service that helps people understand their rights and take action when navigating adult social care. Available 24/7, it offers step-by-step guidance and generates legal letters to help users assert their entitlements under the Care Act.

In 2024/25, AccessAva continued to grow in reach and effectiveness, it supported over 4,500 conversations, helping people navigate complex issues and understand their rights. It also enabled users to generate over 700 legal letters, supporting them to explain their situation clearly and request the support they are entitled to.

We expanded our reach through 24 new hosting partners, bringing the total number of organisations offering AccessAva to their communities to over 36. These include national helplines, local advocacy services, and community-based support groups.

To improve the user experience, we introduced a new 'Browse Resources' section, enabling users to access factsheets, templates, and legal guidance more quickly. This change responds directly to user feedback and supports a wider range of use cases, including returning users and professional advisors.

"After decades of asking for help and not receiving applicable help, this app feels like I will not struggle asking ever again because it addresses my problems backed up by law."

Our plans for AccessAva 2025-2026 are:

- To grow engagement and awareness through a targeted national marketing campaign to ensure more people benefit from AccessAva.
- Improve our letter-writing features to make it faster and easier for users to generate and send high-quality legal letters that help them secure the social care support they are legally entitled to.
- Harness AI technology to enhance the accuracy and reliability of the guidance AccessAva provides, while ensuring it remains accessible, safe, and grounded in expert legal knowledge.

Experience AccessAva by visiting <https://accessava.org.uk>

COMMUNITY HUBS



Jacky Martel, Senior Advice Co-Ordinator writes:

Access to legal support should never be a privilege but with drastic cuts to legal aid and an overstretched social care system, too many people are left without help. In many cases people aren't even aware that they have a legal right to support. Our legal rights hubs provide training, advice, casework and campaign work to empower people with health and social care needs to exercise their legal rights to access social care. They identify and bring together organisations, grassroot initiatives and residents to drive forward helpful local system change through raising awareness of common issues faced by people with lived experience.

In Gloucestershire and Croydon we are working with local partners in Community-Led Hubs to challenge this issue head on. Within the hubs we can help people understand their legal rights and empower them to access support. In many cases the hubs enable us to reach people who aren't currently seeking advice but urgently need support.

For example, this year in Gloucestershire, our work has contributed to improved outcomes for people from economically underserved and minoritised communities as well as changes to policy and practice which affect the wider community.

Working closely with the Council, we adapted the presentation of our data to co-produce a revised charging policy. Our evidence highlighted how the previous policy forced some with high care needs to withdraw due to cost. This impact of the charging policy was otherwise hidden from the council. The result is an improved charging policy that reduces financial contributions for those with severe disabilities which will supplement their income by £30 a week. Our data tells us that since making significant changes to information provision on charging in the local authority area, there has been a significant reduction in calls from Gloucestershire residents into national helplines enquiring about charging issues.

We are also delighted that our work has contributed to:

- Improved outcomes for people from economically underserved and minoritised communities
- Co-production of the CQC self-assessment – particularly in relation to carers information
- Amplifying the voice of Gloucestershire residents in co-production
- A decision to conduct an audit to gain insight into potential safeguarding issues

Next year we are planning to invite people from a variety of sectors together to share the work we have been doing to gather support and momentum to expand our reach in the county.

WE ENFORCE

OUR MEMBERSHIP MODEL



Laura Peters, Legal Director, writes:

ASC links its specialist community care law expertise to social care providers, helplines, community-based organisations, and the people they serve through a membership model.

Members pay subscriptions linked to the level of service they want to commission. Our membership model has 3 main types of activity, and these are aligned with our 3 impact priorities. These are detailed in the illustration below.

Empower

- Legal capability training
- Legal education training
- Online training and resources

WE EMPOWER

We build relationships to increase knowledge of rights and improve legal capability and confidence. Our legal education ensures care and support staff, managers, families, and people with support needs, feel confident using legal language to improve decision making and know how and when to seek advice when things go wrong.

Enforce

- Legal advice and casework
- Pro-bono clinics
- Barristers panel

WE ENFORCE

We ensure more people access legal help to solve problems early on. We know that with just a few letters from us we can transform outcomes and make sure people with social care needs get the care and support they have a right to.

Challenge

- Data analysis and insight
- Strategic casework
- Strategic consultancy
- Influencing

WE CHALLENGE

We achieve system change, working with public body decision makers to improve quality, policy and practice. We collect and analyse data to spot trends and use strategic casework and influencing to persuade and challenge, securing improved decision making and changes to the design and implementation of policy, guidance and regulations.

We updated our membership model this year to give more clarity on what we offer our members. You can read more about what we offer here: Services Overview.

<https://www.accesscharity.org.uk/services-for-organisations>

We welcomed 6 new members over the course of the year.

LEGAL ADVICE AND CASEWORK

This year, our legal team worked on 625 cases in total. Some of the outcomes we achieved for our clients were:

- Arranging a care package for a client who had gone without care and support for some time – due to the delays we were also able to secure £25,000 in compensation.
- Ensuring a client received 2:1 care when they needed it: the clients 2:1 support had been withdrawn because his hours were shared with another resident who had moved out of the accommodation. We drafted letters for our member organisation to send to the Director of Adult Social Care and Monitoring Officer to ensure the hours were re-instated.
- Prevented a client being moved from his home with less than 24 hours' notice: the client had lived in his home for decades and was suddenly informed by the local authority that he would need to move to a different property the following day, causing significant distress. We acted swiftly to point out the client had not been involved in this process and that it was unlawful which stopped the move.

PRO BONO CLINICS



Danielle Zeider, Pro-bono Manager, writes:

We have worked with approximately 46 volunteers from Baker McKenzie; Fieldfisher; Orrick and Slaughter & May. The law firm volunteers have provided ongoing casework on 70 community care matters, including charging, assessment and direct payment cases and 4 welfare benefit appeals.

One highlight was a charging case run by Baker McKenzie. The local authority incorrectly calculated the individual's minimum income guarantee (MIG), which meant he was paying more than he should have for his social care. Although the local authority initially refused to acknowledge its incorrect application of the MIG (Minimum Income Guarantee), a further complaint drafted by a volunteer was submitted in March 2025. As a result, the local authority eventually admitted its mistake and refunded the erroneous charges to the individual. We have since learnt via an article on the BBC website (Southend council refunding £2.3m in overcharged care fees - BBC News) that the local authority has reviewed the charges of over 500 people in the area and will now be refunding approximately £2.3 million in overpaid charges.

STUDENT VOLUNTEERS

We have continued to work with 6 student volunteers from the University of York. We also launched a new student clinic with 3 students from the University of Liverpool in February 2025.

Using AccessAva, the students draft letters that go out to local authorities in the name of the client. As well as providing positive outcomes for the individuals who use the clinics, such as getting them their statutory rights to an advocate or a carer assessment, the clinics also increased awareness and interest in community care law amongst student volunteers, thereby contributing to our career pathway work which seeks to encourage more people to consider qualifying into this area of law.

We are hoping to expand the letter completion clinic to student pro bono volunteers at the University of Bristol in September 2025.

CAREER PATHWAY – COMMUNITY OF PRACTICE



Caroline Miles, Project Manager writes:

The Access Social Care Career Pathways report 2022, funded by the Legal Education Foundation (LEF), highlighted the difficulties within Community Care law in recent years, particularly within Legal Aid practice.

Across the sector there are significant difficulties with the financial and practical sustainability of the work, with recruitment and retention of junior staff, as well as issues with retaining and recruiting experienced staff as supervisors.

That's why Access Social Care and a Working Group of lawyers have created the Community Care Lawyers Group (CCLG) with the aim of supporting Community Care lawyers and influencing the landscape so that they can stay in their chosen profession. Alongside this, Access Social Care is also tackling the recruitment crisis in Community Care law and encouraging students to work in this exciting and challenging area of law.

2024/25 has been really exciting for our Career Pathway Community of Practice. After 18 months of preparatory co-production we successfully launched our Community of Practice – the Community Care Lawyers Group.

We collaborated with the Legal Action Group (LAG) and Legal Aid Practitioners Association (LAPG) to present our work at their respective annual conferences. Then in November we ran an online launch meeting, attracting enthusiastic engagement and new Working Group members.

- In March 2025 we held a hugely successful inaugural hybrid event, attended by 73 people with input from Andy Slaughter MP; Chris Minnoch (LAPG); a Legal Aid Agency representative; and solicitors and barristers sharing both their expertise and stories of career development within Community Care law.
- We continued to build on our Legal Aid training webinar offer, empowering practitioners to maximise their Legal Aid income by applying for Investigative Representation level funding.
- We worked closely with the Process Efficiency Team (PET) of the Legal Aid Agency. As a direct result of our input PET created their own online training webinar specifically for Community Care contracts. Previously Community Care has always been 'lumped in' with General Civil, Non-family, and Housing. To finally have the LAA recognise that the nuance and complexity of Community Care needs attention in its own right is a massive achievement of which we are extremely proud.

- We met with the Ministry of Justice to raise concerns about the treatment of Community Care within the ROCLA process.
- In January 25 the CCLG brought together a group of members who collaborated brilliantly to submit a response to the Law Commission consultation on Disabled Children's Social Care.
- We developed and now send regular newsletters (now on edition 12) to 170 Community Care practitioners.
- We developed, trialled, and launched an online chat forum to facilitate peer-support, networking and resource sharing between Legal Aid practitioners.

We are now working on developing a committee/ governance model and increasing our range of training and activities to sustain momentum and engagement. We're working towards an exciting future where Legal Aid lawyers have better support to enable them to continue to enforce people's rights to social care.

WE CHALLENGE

GOVERNMENT TRANSPARENCY ON SOCIAL CARE FUNDING



Hannah Hewish, Legal Manager & Insight Lead writes:

The Health Foundation estimates there is a funding gap of at least £8.4bn per year for adult social care and local councils continue to sound the alarm they lack the resources to meet their legal duties to provide care. Meanwhile central government asserts it is sufficiently funding adult social care. With such a reality gap between these two positions, government transparency has never been more important.

Access Social Care are running a series of legal cases and a Government Transparency Campaign urging the government to share the equalities impact data and the sufficiency calculations they use to make decisions on funding for adult social care.

So far, the Information Commissioner has held in our favour in every case it has heard, stating that it is in the public interest for government to share the information requested, but government has appealed every decision. These cases are heard by the Information Tribunal. On 15th October 2024 the Information Tribunal found in our favour in the first case heard by the Tribunal relating to Equality Impact information. Government sought leave to appeal, and we await the Tribunal's decision.

We are mobilising the sector with a Government Transparency Campaign. In November 2024 more than 60 organisations joined our open letter to Government demanding transparency around social care funding. In March 2025, we conducted a survey to establish what the public thinks about Government Transparency. We found:

- 97% of survey respondents think there is a funding gap in social care
- 98% of survey respondents think the UK Government should explain how it works out how much to spend on social care in England

Our plans for 2025/6 include pursuing further legal action to understand how the government defines "sufficiency" in social care funding. We will continue to raise awareness of this important issue and apply pressure on the Labour Government with a letter writing campaign urging members of the public to write to their local MP, or to Kier Starmer and Rachel Reeves to ask them to reveal how they have calculated sufficiency of funding for adult social care. In addition, we will be writing to Baroness Casey to request that the Casey Commission asks the Government to reveal the information to the Commission that Access Social Care have been denied.

DATA PORTAL



Amit Kohli, Head of Data Insights writes:

This year, our innovative data science programme looked to address the problem of fragmented and inaccessible social care data by bringing isolated datasets from across the UK into one place. We called this our data portal. This project was made possible through funding and collaboration with the Joseph Rowntree Foundation.

The data portal combines data from a range of sources to start to build a picture about social care provision across England. It uses Artificial Intelligence (AI) to digest the data and generate a narrative about each local authority area. Data gathered in Gloucestershire is shared with the Local Authority to improve services for people and has directly influenced policy changes which clearly demonstrates the power of data-driven advocacy. Our aim for the future of the data portal is to repeat that success in other areas using the data gathered to improve policies in every local authority.

This initiative is a great example of how being open with data and using ethical AI practices within public-sector data projects can enable policymakers and local communities to drive genuine, evidence-based improvements.

The data portal is currently in a test phase called 'open beta' and accessible to anyone interested in trying it out. We are actively looking for feedback from users to improve the functionality and usability. One of the scheduled developments for the portal is to include the lived experience of all people accessing the social care system

<https://data.accesscharity.org.uk/>

In addition, we have a short series of events planned in 2025 to demonstrate the portal. We'll use this opportunity to gather insights from attendees that will inform the next iteration of the data portal work.

STATE OF THE NATION (SOTN) REPORT 2024/25

Each year we publish our State of the Nation report, a data collaboration project that spotlights the emerging themes in social care advice provision.

The 2024 State of the Nation report revealed a significant increase in the number of requests for social care advice across nine major advice and helpline organisations. The report painted a desperate picture of the social care system, with the rise in demand for advice far outstripping the available resources.

The nationwide data in this year's report showed a 222% increase in the number of enquiries about social care needs assessments compared to pre-pandemic, as well as a 206% increase in enquiries that required specialist social care legal advice. The report compares data across three-time frames: pre-pandemic 2019-2020; the pandemic year 2021-2022; and finally, the post-pandemic year 2023-2024. The report is clear: vast numbers of people continue to struggle with accessing social care support.

The report also revealed:

- 96% more advocacy queries
- 204% more unpaid carers queries,
- 7 times as many mental capacity queries

STATE OF THE NATION (SOTN) PODCAST

In August 2024 Access Social Care launched its second podcast series dedicated to exploring the state of social care in the UK today. Kari Gerstheimer was joined by a new co-host for this series, Dr Anna Severwright from #SocialCareFuture a people powered movement for positive change to social care.

Anna and Kari invited experts, leaders and change-makers to discuss the highs and lows in the adult social care system, shining a light on a sector that impacts us all.

The podcast was downloaded 629 times this year. The most downloaded episodes of the series were:

1. Launching the State of our Nation Report
2. The Power of Language in Adult Social Care
3. How does Social Care need to change in 2025?

We are currently scoping the next phase of the podcast, with an expected focus on social care leaders and examples of successes around the world.

OUR ENABLING PRIORITIES

PEOPLE STRATEGY



Serena Kashim, People Director, writes:

In 2024-25, we made strong progress in advancing our People Strategy and strengthening our workplace in support of ASC's continued growth.

Following board approval in November 2024, we launched the strategy to provide a clear direction on organisational health and culture. Implementation began in early 2025, aligned with business planning cycles and supported by organisational health KPIs (Key performance indicators) and strategic OKRs (Objectives and Key Results) focused on areas where we expect the greatest change.

A major milestone was our first all-staff survey in March 2025, which achieved a 73% response rate. The results offered a view of life at ASC, with standout strengths including:

- 86% of staff feel proud to work for ASC
- 79% would recommend it as a good place to work
- 90% feel able to maintain a good balance between work and home life
- 96% agree they are treated with fairness and respect by colleagues
- 79% believe ASC places a high priority on employee wellbeing

For context, a score of 79% on the Employee Net Promoter Score (eNPS) indicates a high level of employee satisfaction and loyalty. Scores in the 50-70 range are often considered excellent, and anything above 80 is typically in the top percentage for most industries. These results reflect a strong organisational culture and validate key People Strategy priorities. They also provide a clear baseline to track our progress, with plans to repeat the survey in March 2026.

In parallel, employee led discussions on unionisation gained momentum. Inspired by conversations across the organisation about building a more democratic and inclusive workplace. A collaborative working group was established to shape a path forward reflecting our values and the wider People Strategy. We piloted salary negotiations with the working group at the end of the financial year which led to an improved outcome for our employees. We are looking forward to collaborating with our new union representatives in 25/26.

Looking ahead, our focus is on embedding our organisational values in a way that feels meaningful and practical. We are developing clear, actionable guidance shaped with input from staff to help translate values into everyday behaviours and practices, ensuring they remain relevant, meaningful and easy to use as the organisation continues to grow.

At the same time, we are partnering with an external consultant to co-design a new working model for our legal team aimed at improving efficiency and aligning service delivery with strategic objectives, including Specialist Quality Mark (SQM) preparedness, legal aid readiness and income generation.

FUNDRAISING REPORT

TRUSTS & FOUNDATIONS



Joanne Williams, Director of Partners & Engagement writes:

We secured continuation funding from four key funders and welcomed seven new funders of varying sizes. This strong performance is especially encouraging for our small team, as we achieved an impressive success rate of 25% in our funding applications, a notable feat considering the competitive landscape where many funders report being overwhelmed with requests. Our approach remains meticulous and targeted; we strategically apply for grants that align closely with ASC's mission, ensuring we present ourselves as an ideal fit for the funders' criteria.

In October 2024, we hosted a successful event in London, supported by our patron Jools Holland. This gathering brought together supporters and potential funders for ASC's work, leading to meaningful connections. Notably, Jools leveraged his network, resulting in one anonymous donation and a successful multi-year funding pledge from the Julia Hans Rausing Trust. We are extremely grateful for the support of Jools as well as the support from these donors, which will enable hundreds more people to support from these donors which will mean hundreds more people receive legal support to ensure their rights to social care are upheld.

As we continue to grow, we are actively engaging with our supporters, encouraging them to support ASC's initiatives. This year, we have seen an increase in the number of opted-in individuals, boosted by donations from one person's participation in a challenge event. We aim to encourage this type of donor through our donation platform, Enthuse, where ASC is listed as a selected charity for individuals to designate as their charity of choice.

We are eager to expand our community of opted-in supporters through an upcoming citizen-focused marketing campaign for AccessAva. We believe this campaign will encourage more individuals to support ASC's mission through their contributions.

Looking ahead, we are in the process of recruiting a Trusts & Foundations fundraiser to replace our senior fundraiser of four years, who left ASC in January 2024. Currently, our dedicated part-time team functions as the equivalent of just over one full-time team member focused on securing grants from Trusts & Foundations, and other grant-giving bodies.

Excitingly, we are planning to launch an Ambassador Program in October 2025, with support from our new sponsors, Bevan Brittan LLP. This initiative aims to engage healthcare investors who can contribute through donations, sponsorships, and valuable networking opportunities.

PATRONS AND AMBASSADORS

Patrons

We are extremely grateful for the support of our Patron, Jools Holland, who hosted a fundraising event for us this year, where he wowed us all with his piano skills.

Ambassadors

Angela Boxall, chair of Care England continues to champion our work, and open her networks. We are grateful for her continued support in 2024/2025.

FINANCIAL REPORTING

GOVERNANCE, STRUCTURE & MANAGEMENT



Peter Stimpson, Finance Director, writes:

Governance

We experienced a significant changeover in our Board of Trustees at the beginning of the financial year with several of our Trustees leaving for personal reasons, reaching the end of their term or deciding that the time was right for them to move on from ASC. We are grateful to those outgoing Trustees who ensured a smooth transition to a refreshed Board and to Chris Hale who stepped in to chair the organisation through the transition.

Two new Trustees, Sarah Maguire and Tracey Gyateng, joined on 11th July 2024 and then three more Trustees, Jonathan Holmes, David Wood and Jo Land, joined 13th December 2024. We are delighted with the wide range of skills and experience that the new Trustees have brought to ASC. You can find out more about the skills and experience they bring to the organisation on our [people pages](#), here.

New trustees are usually recruited through an open process although ASC may sometimes use agencies where specific skills cannot be filled. All trustees have a full induction including reviewing key documents and a series of meetings with key staff.

Structure

The charity is incorporated as a Charitable Incorporated Organisation (CIO) under the name Access Your Right to Care and is governed by its Constitution.

ASC works in partnership with a range of other organisations at a local and national level, including being a member of the Care & Support Alliance and Voluntary Organisations Disability Group (VODG).

Management

The Board of Trustees is responsible for determining the overall strategic direction of the charity and for developing policies and plans to support the delivery of our charitable objectives. The Board monitors progress across all areas of activity including legal requirements and financial performance. The Board completed a governance review supported by an independent consultant in March 2025 which recommended a review of existing documentation and the drafting of several new frameworks covering delegation, role descriptions and ways of working. The process is now being moved forward by a task and finish group of Trustees and Executive and will be completed by November 2025.

Strategic decision-making such as objective setting, budget approval and setting risk appetite is done by the Board of Trustees who hold the Executive accountable for delivery. Day to day operations are delegated to the CEO and her team. The team at Access is structured to meet our strategy with our legal team focusing on casework, community work and career pathway alongside specialist teams working on AccessAva, our data work and strategic litigation. These are supported by an administration team.

The charity sets pay for key management personnel by benchmarking roles against market rates for small national charities, with exceptions made where recruitment challenges exist (e.g. legal and tech roles). Salaries are reviewed for internal equity across teams, and adjustments are made to ensure fairness in relation to responsibilities and organisational banding.

FINANCIAL REVIEW

ASC has ended the financial year in a strong financial position having grown its income once again. We have recorded a surplus of £433,874 but this surplus relates to the timing of grant funds received in the year but committed to expenditure in the following year.

Whilst we have been successful in securing some long-term grant funds, we are seeking a significant increase in both the breadth of sources and total income in the next financial year as we seek to deliver for more potential beneficiaries in need.

INCOME

Our total income for the year to 31.3.2025 was £2,836,436, a 13% increase on the prior year (£2,516,586). This increase is predominantly due to the timing of our largest annual grant payment as part of our Oak Foundation grant (£1.5m in 24/25 compared to £1.2m in the prior year) but we have also broadened our funder portfolio with further licensing of AccessAva, and new grants from the Dulverton Trust and the Joseph Rowntree Foundation.

EXPENDITURE

Total expenditure in the reporting period was £2,402,562, again a significant increase from the prior year (£2,001,978). This increase was driven by increasing staff costs (£248k), these are additional funds that have been invested in supporting our career pathway work and supporting the development of our legal guidance service, AccessAva.

GOING CONCERN

Access Social Care is still a relatively new charity and our experience of the last few years from our incorporation leaves us well-placed to manage the risk that we face. This position is supported by strong liquidity, sufficient reserves for business continuity and development

plans, a good relationship with our key funders and proven ability to retain and secure new services.

We have set out in this report a review of Access Social Care's financial performance, the reserves position and principal risks and uncertainties. Notwithstanding the ongoing pressures on fundraising, our performance to date has been robust in terms of income generation and Access Social Care has remained firmly in control of its service quality and financial performance throughout the operating period.

The 2025/26 budget has been approved by the Access Social Care Board. Our planning processes, including financial projections, take into consideration the current economic climate and its potential impact on the various sources of income and planned expenditure. The trustees therefore have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future, being at least twelve months from the date of approval of these financial statements. Accordingly, the financial statements continue to be prepared on the going concern basis.

STATEMENT OF PUBLIC BENEFIT

The trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have regard to the Charity Commission's general guidance on public benefit, "Charities and Public Benefit". Access Social Care's charitable objects are enshrined within its memorandum and articles and as such the trustees ensure that the charity's activities are carried out for the public benefit through its strategic priorities. This is done primarily through the delivery of services aimed at people with a social care needs as well as those who support them. This report allows us to show how our charitable funds are spent and the impact and benefits that has on those using our services, as well as the wider impact on society

CAPITAL EXPENDITURE

Spend on further development of AccessAva, in this year was £55,354. This amount has been capitalised and does not appear in our expenditure in the Statement of Financial Activities (SOFA). This expenditure supported the development of AccessAva for our rapid rollout programme. This will be the last capitalisation on this asset as it is now a fully-fledged product and the remaining value will be amortised accordingly.

FUNDS ANALYSIS

Reserves are maintained at a level that enables the charity to manage operational financial risks and short-term income volatility. They allow the charity to sustain service delivery, in particular legal casework support to our clients, over the long term, as well as ensuring that financial commitments can be met as they fall due.

Of the charity's £2,251,997 total funds at the end of March 2025, £406,500 are restricted funds that are committed to future expenditure and not available for general purposes.

We hold £1,497,538 in two designated funds; the first (£222,528) covers the amortisation of our intangible asset, AccessAva. These funds result from cash expenditure on development which were not expensed at the point of purchase in the SOFA. Instead, these funds will be used to cover future amortisation costs and therefore will be released to the SOFA in future years.

The second designated fund (£1,275,010) holds the balance of our Oak Foundation funding, this funding is flexible but it is not part of our general funds as it must be spent over a calendar year period.

Our free reserves, or General Funds, are £347,959 (FY24: £261,971). Free reserves are those unrestricted funds which are freely available to the trustees to spend on any of the charity's purposes.

RESERVES POLICY

The Trustees have reviewed the Reserves policy this year due to the confirmation of long-term funding. In this new light, the existing policy had become out of date. A new policy has been devised with the following considerations:

- Secured funding sources
- Cash flow
- Fixed costs
- Ensuring our ability to effectively complete or transfer vital services in the event of loss of income
- The Trustees have therefore decided to set a target for reserves this year of retaining six months of essential costs (£385,000) as well as non-negotiable costs required in restructuring. This will ensure provision for supporting services and dealing appropriately with liabilities in the event of a drop in income. This target should be held in cash to ensure that funds are liquid.

This policy will be reviewed annually.

Our current free reserves provide more than 5 months of cover, the trustees alongside the Executive team will review strategies to bridge the small remaining gap in the coming year.

RISKS

Access Social Care continually reviews its risk framework, ensuring that it aligns with the organisation's strategic aims and objectives. The Board of Trustees reviews the full register annually and is provided with regular exception reporting flagging where risk scoring has changed, and additional mitigation actions being taken. Independent assurance is provided by an outsourced independent audit function from Godfrey Wilson accountants. Risk management at the operational level is managed by the Executive team, who review risks regularly both within their directorates and as a group.

Principal Risk	Background	Our Mitigation Strategy
Diversifying income streams away from grant funding	We have had incredibly generous support from a wide range of grant funders, but we need to grow other income streams, including commercial ones, to	We have worked hard to grow our partners using AccessAva and we continue to research all available sources of funding from trusts and foundation.

	reduce our reliance on grants in future and to help us grow our impact.	In addition, we will explore new funding and business models such as social investment, sponsorship and advertising if they can support our impact aims and they are right for our charity.
Failure to retain existing members and expand provider memberships	Our membership is made up of care sector organisations. We recognise that this is an extremely challenging time for the sector with many of our members having to make difficult decisions to remain financially viable.	We have strengthened our relationship management work with our partners, and improved communication around the return on investment from our members gain. We have been successful in attracting new organisations into our membership, particularly in Q4 and these will add to our income next year. In addition, we are rolling out a number of alternative models to broaden our offer, allowing different entry points to the benefits ASC can provide.
AccessAva is not being utilised by significant numbers of people seeking social care advice	Ensuring large numbers of people have access to high quality social care advice is an integral part of our mission. We cannot do this all directly and so the success of AccessAva is closely tied to the success of our mission.	We have developed a new strategy for AccessAva, focusing on increasing the breadth of our licencing model (where partners host it on their websites) whilst also developing a microsite which the public can directly access with a marketing plan to help drive them there. We hope to see a significant increase in numbers in the coming year linked to this marketing activity.

ACCESS YOUR RIGHT TO CARE

REPORT AND AUDITED FINANCIAL STATEMENTS

31ST MARCH 2025

Access Your Right To Care

Reference and administrative details

For the year ended 31 March 2025

Charity number 1186714

Registered office 86-90 Paul Street
London
EC21 4NE

Trustees The trustees who served during the period and up to the date of this report were as follows:

Tracey Gyateng	(appointed 11 July 2024)
Christopher Hale	
Jonathon Holmes	(appointed 13 December 2024)
Rhoda Iranloye	(resigned 19 July 2024)
Joanne Land	(appointed 13 December 2024)
Sarah Maguire	(appointed 11 July 2024)
Kevin McGuirk	(resigned 19 July 2024)
Linda Redford	(resigned 5 July 2024)
Joyce Sarpong	(resigned 15 May 2024)
Janine Tregelles	(resigned 5 July 2024)
Robbie Turner	(resigned 19 July 2024)
David Wood	(appointed 13 December 2024)

Chief executive officer Kari Gerstheimer

Senior management team	Joanne Williams	Director of Fundraising & Communications
	Alan Bird	Chief Technology Officer (resigned January 2025)
	Laura Peters	Director of Legal Services
	Serena Kashim	People Director
	Peter Stimpson	Finance Director

Bankers The Co-Operative Bank
Business Direct
Skelmerdale
WN8 6GH

Auditors Godfrey Wilson Limited
Chartered accountants and statutory auditors
5th Floor Mariner House
62 Prince Street
Bristol
BS1 4QD

Access Your Right To Care

Statement of responsibilities of the trustees

For the year ended 31 March 2025

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with 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).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and the incoming resources and application of resources, including the net income or expenditure, of the charity for the period. In preparing those financial statements the trustees are required to:

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

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the constitution. The trustees 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

If the CIO is wound up, the members of the CIO have no liability to contribute to its assets and no personal responsibility for settling its debts and liabilities. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Auditors

Godfrey Wilson Limited were re-appointed as auditors to the charity during the period and have expressed their willingness to continue in that capacity.

Approved by the trustees on 17 October 2025 and signed on their behalf by

Chris Hale - Trustee

Independent auditors' report

To the trustees of

Access Your Right To Care

Opinion

We have audited the financial statements of Access Your Right To Care (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, balance sheet, statement of cash flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2025 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 Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 6 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

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

Independent auditors' report

To the trustees of

Access Your Right To Care

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 trustees' report is inconsistent in any material respect with the financial statements; 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 the trustees

As explained more fully in the trustees' responsibilities statement set out in the trustees' report, the trustees 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 they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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 charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

We have been appointed as auditor 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 procedures we carried out and the extent to which they are capable of detecting irregularities, including fraud, are detailed below:

Independent auditors' report

To the trustees of

Access Your Right To Care

(1) We obtained an understanding of the legal and regulatory framework that the charity operates in, and assessed the risk of non-compliance with applicable laws and regulations. Throughout the audit, we remained alert to possible indications of non-compliance.

(2) We reviewed the charity's policies and procedures in relation to:

- Identifying, evaluating and complying with laws and regulations, and whether they were aware of any instances of non-compliance;
- Detecting and responding to the risk of fraud, and whether they were aware of any actual, suspected or alleged fraud; and
- Designing and implementing internal controls to mitigate the risk of non-compliance with laws and regulations, including fraud.

(3) We inspected the minutes of trustee meetings.

(4) We enquired about any non-routine communication with regulators and reviewed any reports made to them.

(5) We reviewed the financial statement disclosures and assessed their compliance with applicable laws and regulations.

(6) We performed analytical procedures to identify any unusual or unexpected transactions or balances that may indicate a risk of material fraud or error.

(7) We assessed the risk of fraud through management override of controls and carried out procedures to address this risk. Our procedures included:

- Testing the appropriateness of journal entries;
- Assessing judgements and accounting estimates for potential bias;
- Reviewing related party transactions; and
- Testing transactions that are unusual or outside the normal course of business.

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. Irregularities that arise due to fraud can be even harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Independent auditors' report

To the trustees of

Access Your Right To Care

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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Date: 17 September 2025

GODFREY WILSON LIMITED

Chartered accountants and statutory auditors
5th Floor Mariner House
62 Prince Street
Bristol
BS1 4QD

Godfrey Wilson Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

Access Your Right To Care

Statement of financial activities

For the year ended 31 March 2025

	Note	Restricted £	Unrestricted £	2025 Total £	2024 Total £
Income from:					
Donations	3	633,132	1,691,224	2,324,356	2,019,919
Charitable activities	4	-	489,139	489,139	488,784
Investments		-	22,941	22,941	7,883
Total income		<u>633,132</u>	<u>2,203,304</u>	<u>2,836,436</u>	<u>2,516,586</u>
Expenditure on:					
Raising funds		50,229	254,223	304,452	231,564
Charitable activities		<u>554,391</u>	<u>1,543,719</u>	<u>2,098,110</u>	<u>1,770,414</u>
Total expenditure	5	<u>604,620</u>	<u>1,797,942</u>	<u>2,402,562</u>	<u>2,001,978</u>
Net income and net movement in funds	6	28,512	405,362	433,874	514,608
Reconciliation of funds:					
Total funds brought forward		<u>377,988</u>	<u>1,440,135</u>	<u>1,818,123</u>	<u>1,303,515</u>
Total funds carried forward		<u><u>406,500</u></u>	<u><u>1,845,497</u></u>	<u><u>2,251,997</u></u>	<u><u>1,818,123</u></u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 14 to the accounts.

Access Your Right To Care

Balance sheet

As at 31 March 2025

	Note	£	2025 £	2024 £
Fixed assets				
Intangible fixed assets	9		<u>222,528</u>	<u>334,188</u>
Current assets				
Debtors	10	209,989		182,803
Cash at bank and in hand		<u>2,173,348</u>		<u>1,583,457</u>
		2,383,337		1,766,260
Liabilities				
Creditors: amounts falling due within 1 year	11	<u>(353,868)</u>		<u>(282,325)</u>
Net current assets			<u>2,029,469</u>	<u>1,483,935</u>
Net assets	13		<u><u>2,251,997</u></u>	<u><u>1,818,123</u></u>
Funds	14			
Restricted funds			406,500	377,988
Unrestricted funds:				
Designated funds			1,497,538	1,178,164
General funds			<u>347,959</u>	<u>261,971</u>
Total charity funds			<u><u>2,251,997</u></u>	<u><u>1,818,123</u></u>

Approved by the trustees on 17 October 2025 and signed on their behalf by

Chris Hale - Trustee

Access Your Right To Care

Statement of cash flows

For the year ended 31 March 2025

	2025 £	2024 £
Net movement in funds	433,874	514,608
Adjustments for:		
Amortisation charges	167,014	143,804
Dividends, interest and rents from investments	(22,941)	(7,883)
Decrease / (increase) in debtors	(27,186)	545
Increase / (decrease) in creditors	71,543	19,557
Net cash provided by operating activities	622,304	670,631
Cash flows from investing activities:		
Dividends, interest and rents from investments	22,941	7,883
Capitalisation of intangible fixed assets	(55,354)	(80,483)
Net cash used in investing activities	(32,413)	(72,600)
Increase in cash and cash equivalents in the period	589,891	598,031
Cash and cash equivalents at the beginning of the period	1,583,457	985,426
Cash and cash equivalents at the end of the period	2,173,348	1,583,457

The charity has not provided an analysis of changes in net debt as it does not have any long term financing arrangements.

Access Your Right To Care

Notes to the financial statements

For the year ended 31 March 2025

1. Accounting policies

a) General information and basis of preparation

Access Your Right To Care is a charitable incorporated organisation registered in England and Wales. The registered office address is 86-90 Paul Street, London, EC21 4NE.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Access Your Right To Care meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves. There are no material uncertainties about the charity's ability to continue as a going concern.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income from subscriptions received in advance is deferred until criteria for income recognition are met.

d) Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item, is probable and the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

As discussed in the trustees' report, the charity benefitted from significant pro bono support in 2024 and 2025, however these have not been recognised in the accounts on the basis that the charity would not have been able to afford these services if not provided for free.

Access Your Right To Care

Notes to the financial statements

For the year ended 31 March 2025

1. Accounting policies (continued)

e) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

f) Funds accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

g) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Irrecoverable VAT is allocated as a support cost.

h) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities based on the proportion of direct costs, as follows:

	2025	2024
Raising funds	13%	12%
Charitable activities	87%	88%

i) Intangible fixed assets

Internally generated intangible assets meeting the relevant recognition criteria are initially measured at cost. Intangible fixed assets relate to the costs incurred in developing the charity's ChatBot asset.

Amortisation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The amortisation process commences upon the completion of each sprint. The amortisation rate in use for ChatBot is 4 years straight line.

j) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

k) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1. Accounting policies (continued)

l) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

m) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest method.

n) Pension costs

The charity operates a defined contribution pension scheme for its employees. There are no further liabilities other than that already recognised in the SOFA.

o) Accounting estimates and key judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying 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 if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are determining the value of additions to capitalised intangible assets and the associated amortisation policy.

Access Your Right To Care

Notes to the financial statements

For the year ended 31 March 2025

2. Prior year comparatives: statement of financial activities

	Restricted £	Unrestricted £	2024 Total £
Income from:			
Donations and legacies	693,622	1,326,297	2,019,919
Charitable activities	-	488,784	488,784
Investments	-	7,883	7,883
Total income	<u>693,622</u>	<u>1,822,964</u>	<u>2,516,586</u>
Expenditure on:			
Raising funds	146,127	85,437	231,564
Charitable activities	<u>724,215</u>	<u>1,046,199</u>	<u>1,770,414</u>
Total expenditure	<u>870,342</u>	<u>1,131,636</u>	<u>2,001,978</u>
Net income / (expenditure)	(176,720)	691,328	514,608
Transfers between funds	<u>(37,457)</u>	<u>37,457</u>	-
Net movement in funds	<u>(214,177)</u>	<u>728,785</u>	<u>514,608</u>

3. Income from donations

	Restricted £	Unrestricted £	2025 Total £
Oak Foundation grant	-	1,500,000	1,500,000
Trusts and foundations	624,880	142,500	767,380
Corporate donations	6,500	46,924	53,424
Individual donations	<u>1,752</u>	<u>1,800</u>	<u>3,552</u>
Total income from donations	<u>633,132</u>	<u>1,691,224</u>	<u>2,324,356</u>

Prior year comparative

	Restricted £	Unrestricted £	2024 Total £
Oak Foundation grant	-	1,115,000	1,115,000
Trusts and foundations	693,622	168,000	861,622
Corporate donations	-	38,022	38,022
Individual donations	<u>-</u>	<u>5,275</u>	<u>5,275</u>
Total income from donations	<u>693,622</u>	<u>1,326,297</u>	<u>2,019,919</u>

Access Your Right To Care

Notes to the financial statements

For the year ended 31 March 2025

4. Income from charitable activities

	2025	2024
	Total	Total
	£	£
Subscriptions	437,816	448,531
ChatBot licensing	45,425	39,533
Consultancy income	2,565	720
Training income	3,333	-
Total income from charitable activities	<u>489,139</u>	<u>488,784</u>

All income from charitable activities in the current and prior year was unrestricted.

Access Your Right To Care

Notes to the financial statements

For the year ended 31 March 2025

5. Total expenditure

	Raising funds £	Charitable activities £	Support and governance costs £	2025 Total £
Staff costs (note 7)	193,370	1,279,214	339,285	1,811,869
Consultancy	37,301	124,386	7,530	169,217
Amortisation	-	167,014	-	167,014
IT and telephone costs	-	55,516	39,056	94,572
Other Staff Costs	4,775	20,704	32,853	58,332
Finance and governance	8	318	43,884	44,210
Irrecoverable VAT	-	-	28,180	28,180
Office costs	1,233	12,232	2,345	15,810
Workshops	4,860	5,218	3,280	13,358
Sub-total	241,547	1,664,602	496,413	2,402,562
Allocation of support and governance costs	62,905	433,508	(496,413)	-
Total expenditure	304,452	2,098,110	-	2,402,562

Total governance costs were £33,811 (2024: £7,300).

Prior year comparative

	Raising funds £	Charitable activities £	Support and governance costs £	2024 Total £
Staff costs (note 7)	177,341	1,118,687	277,587	1,573,615
Consultancy	7,150	74,197	24,046	105,393
Amortisation	-	143,804	-	143,804
IT and telephone costs	-	66,963	26,900	93,863
Other staff costs	1,708	14,713	26,432	42,853
Finance and governance	-	4	15,050	15,054
Irrecoverable VAT	-	-	9,400	9,400
Office costs	150	6,358	11,488	17,996
Sub-total	186,349	1,424,726	390,903	2,001,978
Allocation of support and governance costs	45,215	345,688	(390,903)	-
Total expenditure	231,564	1,770,414	-	2,001,978

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Notes to the financial statements

For the year ended 31 March 2025

6. Net movement in funds

This is stated after charging:

	2025 £	2024 £
Trustees' remuneration	Nil	Nil
Trustees' reimbursed expenses	614	569
Amortisation	167,014	143,804
Auditors' remuneration:		
▪ Statutory audit (ex VAT)	7,500	7,150

During the period three trustees were reimbursed for travel expenses, totalling £614 (2024: two trustees were reimbursed £569 for travel expenses).

In common with other charities of our size and nature we use our auditors to assist with the preparation of the financial statements.

7. Staff costs and numbers

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	1,588,190	1,382,938
Social security costs	155,990	130,859
Pension costs	67,689	59,818
	<u>1,811,869</u>	<u>1,573,615</u>

	2025 No.	2024 No.
Number of employees earning in the range of:		
£60,001 - £70,000	3	2
£70,001 - £80,000	3	1
£80,001 - £90,000	2	2
£90,001 - £100,000	-	-
£100,001 - £110,000	1	-

The key management personnel of the charity comprise the Trustees, Chief Executive Officer, and Senior Management Team. The total employee benefits of the key management personnel for the period were £556,185 (2024: £417,154).

Included in salaries and wages are redundancy and termination costs of £25,500, funded in full by unrestricted reserves with no balances outstanding at the year end.

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Notes to the financial statements

For the year ended 31 March 2025

7. Staff costs and numbers (continued)

	2025 No.	2024 No.
Average head count	<u>40</u>	<u>36</u>

8. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

9. Intangible assets

	ChatBot app £
Cost	
At 1 April 2024	612,713
Additions in period	<u>55,354</u>
At 31 March 2025	<u>668,067</u>
Amortisation	
At 1 April 2024	278,525
Charge for the period	<u>167,014</u>
At 31 March 2025	<u>445,539</u>
Net book value	
At 31 March 2025	<u><u>222,528</u></u>
At 31 March 2024	<u><u>334,188</u></u>

Intangible fixed assets relates to the charity's ChatBot app which has now been brought into use, with development concluded as at 31 March 2025. The app will be amortised over 4 years in line with the completion date of each development stage.

10. Debtors

	2025 £	2024 £
Trade debtors	185,989	115,568
Prepayments	12,335	23,070
Accrued income	<u>11,665</u>	<u>44,165</u>
	<u><u>209,989</u></u>	<u><u>182,803</u></u>

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Notes to the financial statements

For the year ended 31 March 2025

11. Creditors: amounts falling due within 1 year

	2025 £	2024 £
Trade creditors	37,026	8,332
Accruals	36,800	55,260
Other taxation and social security	96,343	69,126
Deferred income (see note 12)	183,699	149,607
	353,868	282,325

12. Deferred income

	2025 £	2024 £
At 1 April	149,607	156,442
Deferred during the period	183,699	149,607
Released during the period	(149,607)	(156,442)
At 31 March	183,699	149,607

Deferred income relates to subscription income invoiced in advance.

13. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	Total funds £
Intangible fixed assets	-	222,528	-	222,528
Current assets	406,500	1,275,010	701,827	2,383,337
Current liabilities	-	-	(353,868)	(353,868)
Net assets at 31 March 2025	406,500	1,497,538	347,959	2,251,997

Prior year comparative

	Restricted funds £	Designated funds £	General funds £	Total funds £
Intangible fixed assets	-	334,188	-	334,188
Current assets	382,988	843,976	539,296	1,766,260
Current liabilities	(5,000)	-	(277,325)	(282,325)
Net assets at 31 March 2024	377,988	1,178,164	261,971	1,818,123

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Notes to the financial statements

For the year ended 31 March 2025

14. Movements in funds

	At 1 April 2024 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2025 £
Restricted funds					
Public Legal Education	103,618	130,500	(149,118)	-	85,000
ATJF Community Justice Fund	100,000	104,000	(82,000)	-	122,000
Fidelity Fund	50,058	-	(50,058)	-	-
Barings	43,530	-	(43,530)	-	-
Barnwood	39,497	55,380	(47,377)	-	47,500
Rayne Foundation	32,091	35,000	(25,091)	-	42,000
Rangoonwala Foundation	6,412	-	(6,412)	-	-
Wellbeing	2,580	-	(2,580)	-	-
Disrupt	119	80,000	(80,119)	-	-
CareTech	83	50,000	(50,083)	-	-
Julia Rausing Trust	-	100,000	-	-	100,000
Joseph Rowntree Foundation	-	65,000	(65,000)	-	-
FOIA	-	13,252	(3,252)	-	10,000
Total restricted funds	377,988	633,132	(604,620)	-	406,500
Unrestricted funds					
Designated funds					
<i>Oak Foundation</i>	843,976	1,500,000	(1,068,966)	-	1,275,010
<i>ChatBot</i>	334,188	-	(167,014)	55,354	222,528
Total designated funds	1,178,164	1,500,000	(1,235,980)	55,354	1,497,538
General funds	261,971	703,304	(561,962)	(55,354)	347,959
Total unrestricted funds	1,440,135	2,203,304	(1,797,942)	-	1,845,497
Total funds	1,818,123	2,836,436	(2,402,562)	-	2,251,997

Purposes of restricted funds

Public Legal Education

These funds are to increase legal knowledge and legal capability and to improve the career pathway for community care law.

ATJF Community Justice Fund

This fund is designed to support the delivery of free legal advice to marginalised people and communities across England. ASC is using the funding over 5 years to continue, expand and deepen our vital marginalised community hub work.

Fidelity Fund

Supports staff posts aimed at expanding the reach of AccessAva.

Access Your Right To Care

Notes to the financial statements

For the year ended 31 March 2025

14. Movements in funds (continued)

Purposes of restricted funds (continued)

Barings

Assisting people with learning difficulties to use data and strategic legal tactics to hold public bodies to account.

Barnwood

Our funding from Barnwood Trusts enables our adult social care work in Gloucestershire.

Rayne Foundation

Funds the development of a group of Peer Navigators, carers who are experts by experience and can share their knowledge empathetically with other carers.

Rangoonwala Foundation

Supporting our AccessAva and community hub work.

Wellbeing

This grant is restricted for use only in the context of the Access Social Care team's wellbeing needs. An organisational retreat will be piloted to offer staff a space and time away from work.

Disrupt

Supports staff costs in our Technology and Data teams.

CareTech

Our funding from CareTech is broadening legal information and advice available on our free online chatbot.

Julia Rausing Trust

Supports the expansion of our community care legal support.

Joseph Rowntree Foundation

Supports the development of AccessAva and our data platform.

FOIA

Funds supporting our work in securing freedom of information requests on adult social care.

Purposes of designated funds

Oak Foundation

This fund is designated for the purpose of supporting Access Social Care's career pathway strategy as well as providing for core administrative costs.

ChatBot

The designated ChatBot fund represents the net book value of the intangible asset and is maintained as a distinct fund to separate it from the charity's general funds.

Transfers between funds

Transfers between funds relate to the designation of the capitalised costs relating to the ChatBot incurred during the year.

Access Your Right To Care

Notes to the financial statements

For the year ended 31 March 2025

14. Movements in funds (continued)

Prior year comparative	At 1 April 2023 £	Income £	Expenditure £	Transfers between funds £	Restated At 31 March 2024 £
Restricted funds					
Oak Foundation	356,273	-	(356,273)	-	-
Fidelity Fund	79,971	184,392	(214,305)	-	50,058
Public Legal Education	51,681	110,500	(58,563)	-	103,618
Barings	31,079	54,000	(41,549)	-	43,530
Barnwood	28,787	52,730	(42,020)	-	39,497
Disrupt	22,929	72,000	(64,810)	(30,000)	119
Rangoonwala Foundation	12,500	25,000	(31,088)	-	6,412
UnLtd	8,864	-	(8,907)	43	-
Digital Framework	81	-	(81)	-	-
ATJF Community Justice Fund	-	100,000	-	-	100,000
CareTech	-	50,000	(42,417)	(7,500)	83
Rayne Foundation	-	35,000	(2,909)	-	32,091
Wellbeing	-	10,000	(7,420)	-	2,580
Total restricted funds	<u>592,165</u>	<u>693,622</u>	<u>(870,342)</u>	<u>(37,457)</u>	<u>377,988</u>
Unrestricted funds					
Designated funds					
<i>ChatBot</i>	397,509	-	(143,804)	80,483	334,188
<i>Oak Foundation</i>	-	1,115,000	(271,024)	-	843,976
Total designated funds	<u>397,509</u>	<u>1,115,000</u>	<u>(414,828)</u>	<u>80,483</u>	<u>1,178,164</u>
General funds	<u>313,841</u>	<u>707,964</u>	<u>(716,808)</u>	<u>(43,026)</u>	<u>261,971</u>
Total unrestricted funds	<u>711,350</u>	<u>1,822,964</u>	<u>(1,131,636)</u>	<u>37,457</u>	<u>1,440,135</u>
Total funds	<u><u>1,303,515</u></u>	<u><u>2,516,586</u></u>	<u><u>(2,001,978)</u></u>	<u><u>-</u></u>	<u><u>1,818,123</u></u>

Prior year comparatives have been restated to disaggregate funds from their previous groupings into their constituent restricted funds. This restatement purely changes classification, and has no impact on total restricted income, expenditure or carried forward restricted funds.

15. Related party transactions

During the year Sarah Maguire, trustee, was the CEO of Choice Support. During the year the charity received contract income of £34,600 (2024: 35,849). There were no amounts outstanding at the end of either year.

Similarly, during the year Joanne Land, trustee, is the CEO of Avenues Group. During the year the charity invoiced for contract income of £18,698, of which £8,400 was outstanding at the year end (2024: invoiced £9,299, of which £9,299 was outstanding at the year end).

15. Related party transactions (continued)

Additionally, Joanne Land is also a trustee of the VODG group. During the year the charity paid for £1,707 (2024: £nil) to attend VODG conferences. There were no amounts outstanding at the year end.

Rhoda Iranloye, a former trustee, is also a Group Director of Regulatory for Dimensions. In the prior year, the charity received contract income of £29,849 from Dimensions.

All transactions were carried out at arms length under standard business terms.