

COMPANY REGISTRATION NUMBER: 02591631
CHARITY REGISTRATION NUMBER: 1071424

Cartref Ni Limited
Company Limited by Guarantee
Financial Statements
25 March 2017



HASWELL BROTHERS LLP
Chartered accountant & statutory auditor
First Floor
Pembroke House
Ellice Way
Wrexham Technology Park
Wrexham
LL13 7YT

Cartref Ni Limited

Company Limited by Guarantee

Financial Statements

Period from 20 March 2016 to 25 March 2017

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Cartref Ni Limited

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Period from 20 March 2016 to 25 March 2017

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the period ended 25 March 2017.

Reference and administrative details

Registered charity name	Cartref Ni Limited
Charity registration number	1071424
Company registration number	02591631
Principal office and registered office	Old Bank Chambers High Street St Asaph Denbighshire LL17 0RD

The trustees

Mrs. P. Bochenski
Mrs A. Brebner
Mrs M. Russell
Mr M I Roberts
Mrs S A Taylor
Mrs J Brown (from 30th January)
Mrs J E Norris (from 18th July 2016)

Company secretary	Mrs A Brebner
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Bankers	NatWest Bank Plc St Peters Square Ruthin LL15 1DW
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Solicitors	Swayne Johnson 2 Hall Square Denbigh LL16 3PA
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Auditor	Haswell Brothers LLP Chartered accountant & statutory auditor First Floor Pembroke House Ellice Way Wrexham Technology Park Wrexham LL13 7YT
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Cartref Ni Limited

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Period from 20 March 2016 to 25 March 2017

Structure, governance and management

Charitable Status

Cartref Ni is a registered charity and company limited by guarantee. As such all of the Board of Trustees are also Directors of the company. The Board of Trustees oversees Cartref Ni's activities.

Recruitment and Appointment of Trustees

The Board of Trustees at time of this Report is Tricia Bochenski (Chairperson), Mabel Russell, Alison Brebner, Mark Ian Roberts and Sue Taylor. Joanne E Norris has been a trustee since 18th July 2016 and Jane Brown has been a Trustee since 30th January 2017.

Organisational Structure

Authority to ensure the appropriate day-to-day running of the organisation is devolved to Neil Ryder (Chief Executive Officer) and his Management Team (Tracy Peers, Registered Manager from 1st March 2017, Gwyn Jones, Selina Davies, Jo Lloyd Charlotte Hunt, Karl Blears (from December 2017), Caroline Clayton Lloyd (from December 2017) and Linda Marshall).

Protocols which govern such matters as financial controls are in place and the CEO is required to report on a regular basis to the Board.

The present Chair of the Trustees (Tricia Bochenski) is the Responsible Individual.

Two members of the Board are relatives of the people we support. This helps ensure that we focus on what's important from a service delivery perspective. The remainder of the Board are local professional people with an interest in and an understanding of services to people with disabilities in North Wales.

Trustee Induction and Training

Trustees are encouraged to visit the Charity's service users and its employees, to gain a better understanding of the work we do. The CEO provides a quarterly report on key issues and developments and the Trustees provide strategic guidance; always ensuring that the work undertaken or proposed is in line with the objects of the Charity. All new Trustees are mentored by a more experienced member of the Board and have opportunities to meet staff and service users either in supported living settings or at a variety of Cartref Ni social functions held throughout the year.

Cartref Ni Limited

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Period from 20 March 2016 to 25 March 2017

Structure, governance and management *(continued)*

Risk Management

At a Strategic level the Trustees have considered the risks to which the charity might be exposed. In general terms it is acknowledged that there will be an ongoing requirement for quality Domiciliary Care Providers in North Wales, however, in the current economic climate Local Authority finances are under severe scrutiny and their ability to pay for a quality service is under constant review. Cartref Ni will continue to work in partnership with Local Authorities to see if efficiencies can be identified without compromising on quality. It is expected that the Local Authorities will tender work over the next few years and the six North Wales Local Authorities will be creating a North Wales Domiciliary Care Framework as a means of both tendering new work and retendering existing contracts. The component of this framework for Supported Living is not expected to be in place until 2019. However, it is possible the Local Authorities will use the first stage of the framework for some smaller scale work. It was anticipated that tendering work would first be where the LA is the in house provider rather than retendering existing projects that have already been tendered. Given several contracts have expired or are due to, then clearly the Framework is likely to be used to renew/retender these contracts. Taking all of these factors into account the Trustees have developed an appropriate reserves policy.

In the period being reported Cartref Ni were successful in being awarded a new contract to support 11 people in four houses in Flintshire. This was a complex contract and transition that involved the TUPE transfer of 6 staff from Flintshire County Council who were the in house provider for these services. Cartref started to provide some service from December 2016 with the final contract being formally signed on June 1st, 2017. The contract to provide support to four young people referenced in last year's report as being successfully won, actually started fully in 2016/17. Further new contracts were achieved to support 3 people in a house in Flintshire and 1 person who still lives at home in Conwy, for daytime support in his workplace and social activities. All this additional work assists in reducing the financial risk on the charity

Cartref Ni is adamant that despite the risk of losing work, high standards must be maintained, staff must be offered the best possible terms and conditions of employment including comprehensive training and development opportunities. It is hoped that Cartref Ni's excellent reputation for providing high quality social care will see it through these economically challenging times. Its strategy of focusing on achieving and evidencing outcomes for service users should help to ensure its continued success.

On an operational level all projects undertaken require Risk Management Assessments which are carried out or reviewed by managers.

Cartref Ni Limited

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Period from 20 March 2016 to 25 March 2017

Objectives and activities

Cartref Ni continues to pursue its main objective to provide superior, trusted, person centred support to vulnerable adults living in their own homes.

Aims

- To actively pursue a person centred approach
- To provide a superior social care provision
- To continuously develop positive relationships with all professionals
- To employ and retain staff who are enthusiastic and professional in their approach
- To recognise and celebrate good practice
- To develop different contracting methods for delivering services
- To provide a quality service at a fair price

Objectives

- To offer opportunities for service users and staff to be involved in Company decisions
- To promote awareness of our aims
- To continually improve service delivery
- To increase our community presence
- To provide training that will enhance staff qualifications and knowledge in social care
- To recognise staff skills and commitment via an incremental rate of pay

Cartref Ni Limited

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Period from 20 March 2016 to 25 March 2017

Objectives and activities *(continued)*

Activities

Cartref Ni currently operates in three Local authority areas, Denbighshire, Flintshire and Conwy.

As at the end of March 2017 we supported 50 individuals; most of these people have a learning disability. Virtually all of the people we support live in supported living arrangements and hold individual tenancies. The people we support live in a wide range of differing situations, some in single tenancy houses /bungalows, some other people are in shared living arrangements. We presently support people in twenty different houses and two individuals in their own family homes. Supported living enables individuals to live a full and active life as true citizens of their local community.

Examples of outcomes that have been achieved are:

LD moved into her new Home in July 2016 having lived in the family Home previously. The main focus for LD was to develop her independence and with Staff support has gained new skills in cooking, cleaning, ironing, shopping etc which though routine tasks to many have been instrumental in developing LD's confidence. LD will now stay Home alone for short periods of the day and is accessing community transport with minimal support from Staff

LM has gained confidence as an Individual since moving into her new Home and those who have known her for many years will testify to the fact that she is now more outgoing and self-assured in her interaction with others. This is in conjunction with her enhancing her Daily Living skills and being confident to stay Home alone which she had never had the confidence to do in the past.

TW has enjoyed his time at his new Home and in addition to gaining confidence with all aspects of Daily Living skills where he has demonstrated his capabilities and competency with cooking cleaning and keeping his House in order he has accessed Guitar Lessons and having been supported by Staff initially now stays on his own with the Tutor.

OD is thriving in his new Home and has gained so much confidence to the astonishment of his Family. They will say that to see him undertaking his Household Tasks in addition to him having the confidence to stay at Home alone is quite amazing and they recognise the positive role of the Staff Team and how they have supported OD to develop his independence.

MF has started accessing Hydrotherapy and is enjoying the freedom this gives him. He has also chosen a new car and this is much more suitable for him as it has a sliding door which he thinks is great and bit 'James Bond like'.

DB is particularly proud of losing weight and generally feeling better about herself. This has also included a Healthy Eating Menu which she has devised with the Staff and attending Hydrotherapy Pool and Rebound Therapy. The Local Authority are amazed at her progress in such a short space of time having only been supported by Cartref Ni since October 2016.

LE has developed positive relationships with Cartref Ni Staff and has enhanced all aspects of her Daily Living skills. Though reluctant at first, she has taken to using the Internet and researching Shows she wants to go to. She has started using a Tablet and Booked then went to see Olly Muirs which she enjoyed and sang along to.

We have been supporting M and C since February 17 after a transition period with Flintshire CC that went smoothly. M works 3 days at Triffordd and spends 1 day at Glanrhafon. C works at McDonalds two days a week, Rowleys Pantry for a day and Hawarden Stores for a day. We are very much looking forward to supporting the guys over the coming year and beyond.

Cartref Ni Limited

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Period from 20 March 2016 to 25 March 2017

Objectives and activities *(continued)*

C - continues to work at Castle Connections for two days a week and also volunteers at a primary school for an afternoon a week where it is her dream to become a teacher.

C After some ill health recently she is slowly getting back to herself. She enjoyed the second stage interview process to recruit her support workers and asked some amazing questions! C is looking forward to being able to get back to work and enjoying the things she did before falling ill.

P enjoyed a day trip to Blackpool and is looking forward to an afternoon tea barge trip. Has been enjoying "busy buddies" on a Monday night on occasions and regular trips to the cinema and shows. L has been to London to see where he grew up. Staff felt that he recognised where he was and was giving them a guided tour of the park. L is in the process of getting a passport in the hope of going on a break abroad next year!! L has also started enjoying going to watch the local Cricket team in Northop.

R Is continuing and enjoying his weekly activities including Chill Factor, Carriage Riding, Hydro, going on the train as well as his days at Glanrafon.

M has had his bathroom adapted to allow him to be more independent. M moved to temporary accommodation (Log cabin) while this was happening so as not to disrupt his routine. M has started attending "Jump to it" on Thursday evening and now goes swimming twice a week. He has also made progress at pedal power and has plenty of certificates to show for it.

The team supporting G have concentrated on developing their skills in using the Welsh language whilst supporting G which has resulted in more use of the Welsh Language within his home.

Due to G's love of being outdoors and animals, funding has been sourced to enable G to have a one day experience of 'being a zoo keeper' at Colwyn Bay Zoo.

G has a very close relationship with his family and visits weekly. Recognising that G may like to play host occasionally the team support G to invite his mum for dinner at least every 2 months. The team identified that G was missing the opportunity of doing his work litter picking in his local community and have advocated for him to return – he now does this on a weekly basis.

JD – Works in Porters café now three days a week (increased from one day originally), attends all the local discos and evening clubs he can.

JH- Works in St David's Hospice and is really looking forward to the furniture unit for St David's opening in Mochdre where he will be able to go and learn about up cycled furniture and preparing items to go to the shops to be sold for the charity. J still attends college one day a week. On his days off he is keeping himself busy by going swimming and to the gym.

LJ still attends his day services 5 days a week and meets up with his mum and friends at church on Sundays. LJ has a shiny new mobility car which he helped pick and choose the colour, he loves his trips out in it.

JE has attended church every Sunday which he loves to do and sees his friends that he's known for a long time.

J loves jumping on a bus and heading to different places, he has often found himself in Rhyl or Bangor.

Cartref Ni Limited

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Period from 20 March 2016 to 25 March 2017

Achievements and performance

In the year 2016/17 Cartref Ni took the opportunity to celebrate its 25 years of providing support. It did this through a variety of events including a barbeque, anniversary tea party and a Celebration event at Oriel House in St Asaph for people we support, their families, staff, partners and people who have previously been linked to Cartref Ni.

Two staff received awards at the Welsh Care Awards. Emma Ogden won Silver in the category of Care Practitioner and Tracy Peers Head of Operations won Silver in her category of Excellence in Leadership and Management. This is a fantastic achievement and our congratulations go to them both for this. Then in the final presentation for "The Spirit of Care Award", an award which is presented by the team of judges to the person from all the people nominated in all categories across the whole of Wales whose work most reflected the ethos and values of social care, was presented to Tracy Peers.

Throughout this year we have been delighted at the levels of positive feedback in relation to the services we provide from a range of stakeholders including CSSIW, the families of the people we support, as well as the commissioners from each of the respective local authorities, but most importantly we have received positive feedback on many occasions from a number of individuals that we support.

There were formal inspections by CSSIW, while Conwy County Council undertook a Contract Review and a separate Quality Review all of which were extremely positive.

Significant achievements were the successful transfer of new to work to Cartref Ni over the course of the year and the positive feedback that was given on this. In addition, Cartref Ni was assessed for and achieved Silver in the Investors in People award.

A more formal process of management review was initiated towards the end of the year enabling demonstration of key targets such as supervisions and appraisals being undertaken.

Cartref Ni's continues to ensure it provides a high quality person centred service and this has been underpinned by its commitment to training and developing its staff.

Quality Assurance

Cartref Ni strives to provide high quality services to the people it supports, we use a variety of routes to measure our success or not. These include regular individual and house meetings with the people we support to provide opportunities for them to communicate their feeling and wishes on the support they receive.

Topics are chosen to discuss in team meetings on a monthly basis to enhance knowledge on subject areas and further embed good practice and recognising areas for development.

The family quality survey which has provided excellent feedback, enabling us to continue to develop best practice, will be continued. The staff satisfaction survey and staff conferences will be an ongoing feature of our quality assurance framework, offering staff members a voice in service improvement and the reviewing and development of policy.

We regularly receive positive feedback from the local authorities we work with and have received positive comments from CSSIW in their inspection in Autumn 2016

Further work is still required on developing a more formalised and systematic Quality Assurance System.

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Period from 20 March 2016 to 25 March 2017

Public Benefit

Our activities in the financial year 2016/17 once again focused on continuing to develop the health, wellbeing and social opportunities to the people we support. We continued to operate and develop the coffee mornings which we offer to all the people we support. In addition to the coffee morning we also ran a number of daytime and evening events for the benefit of the people we support, this included BBQs and Art and craft sessions, these were greatly enjoyed by the people attending and they not only enjoyed and benefited from the actual activities but also from the opportunity to socialise and communicate with a wider group of people. Added benefit from the social events can be seen and heard from the staff teams who find them a useful forum for sharing experiences and ideas as well as being a peer support opportunity.

We employ over 120 staff that benefit from good working terms and conditions and training and development opportunities. Over 60 % of our staff has attained a level 3 NVQ or higher, which affords them not only personal development, but enhances their opportunities should they wish to take on other roles in Cartref Ni or other organisations.

Additional beneficiaries of the services we provide include families, friends and carers who have shown tremendous confidence in the service we deliver as evidenced in CSSIW inspection reports. Families are included as fully as possible in decisions relating to the people we support. We strive to enable the people we support, and/or family members to be active participants in the recruitment process for new staff and managers and we also invite family members to social events which not only provides a pleasant social event, but can be a form of family to family support.

Financial review

Cartref Ni continues to offer competitive terms and conditions of employment for its staff together with extensive training and development opportunities. The financial pressures that are being applied to Local authorities are continuing at an ever increasing rate. The local authorities that fund most of the support we provide are constantly seeking efficiencies from us as providers not only in the charges we make to them, but also in the amount of support hours being provided to individuals. They are seeking out ways of meeting the needs of individuals in what they see as more efficient and less cost ways, this drive for cost reduction is likely to continue from central government for at least the next few years.

Despite this Cartref Ni has gained significant additional work in 2016/17 which in future years will increase our income which helps to secure our financial position. Our financial position in respect of resources/cash in bank is very strong.

In future years a decision has been taken to purchase new premises, which will impact in 2017/18. Further increases in the National Living Wage will also have significant impacts in each of the next few years. In 2018/19 and 2019/20 we face the further implementation of the compulsory pension scheme as well as increased pressure for efficiencies, which we are accounting for in any long term financial spending.

Investment Powers and Policy

The trustees, having regards to the liquidity requirements of operating the charity, have kept available funds in interest-bearing deposit accounts and seek to achieve a rate on deposit which matches or exceeds inflation as measured by the retail prices index. Due to wider economic circumstances deposit rates have been depressed and so this aim has not been achieved this year.

Cartref Ni Limited

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Period from 20 March 2016 to 25 March 2017

Reserves Policy

Reserves are needed to enable Cartref Ni to continue to operate in the event of fluctuations in income levels arising from either loss of projects or short term delays in funding. The trustees consider that the ideal level of reserves as at 25th March 2017 would be £400,000.

Cartref Ni held free reserves of £354,492 on unrestricted funds after allowing for those resources designated for property costs and the Leslie Gurney Key Outcomes Fund, the details of which are given in note 19 to the accounts.

Based on current activity and future projections it is expected that the shortfall of £45,000 between the target and current level of free reserves will be eliminated over a two year period from normal ongoing activities.

Plans for Future Periods

Cartref Ni has always prided itself on delivering high quality services with well trained and motivated staff. This is still the view of families and commissioners of our services which is credit to all the staff involved.

There is however a recognition that organisations cannot stand still, and Cartref Ni has to think about the future. Local Authorities will be looking at different models of service to enable them to make the savings they will be required to over the next few years. There are models of transition looking for people to need less support to live in their own home as they develop life skills. The people we support are getting older and their needs are changing. As people move on from the houses we support them in those houses may not be used or replaced in the same way. For these and other reasons Cartref Ni will need to look at options for the best way for the organisation to develop.

We will do this in conjunction with Trustees, staff, the people we support and their families and commissioners. We will also review how we operate as a Charity and see if there is anything that we feel we should do differently utilising our charitable status.

We already know that there is some significant change to come. Firstly, with a new person moving in to one of the houses, also planning will take place for 7 people (5 of whom we already support) to move in to a newly refurbished block of self-contained flats. This will be very different for the people we support and their way of living but also for Cartref Ni and the staff providing support in a different way. Whilst the change won't happen until Summer of 2017 detailed planning has already started.

For reasons previously listed we will need to review whether there is anything different we should do with how we provide our services. However, this would always be with the clear requirement for highly trained staff, receiving good management supervision with a clear focus on working in a person centred way to improve outcomes for the people we support at the heart of what we do.

One of the benefits of the new premises that has been referenced in this report is that it is proposed to have our own training room and also facilities for the people that we support. We look forward to providing more information on how this has developed in next year's report.

Pay policy for Senior Staff

The trustees consider the key management personnel of the company in charge of directing and controlling, running and operating the Charity on a day to day basis comprise the board of trustees, who are also the directors for the purposes of company law, and the senior management team. All trustees give of their time freely and no trustee received remuneration in the year.

The pay of the senior staff is reviewed each year as part of the company annual staff remuneration

Cartref Ni Limited

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Period from 20 March 2016 to 25 March 2017

review. Awards are made to senior staff on the same basis as is applicable to other staff members.

Events after the end of the reporting period

Particulars of events after the reporting date are detailed in note 23 to the financial statements.

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

A resolution to reappoint Haswell Brothers LLP as auditors will be proposed at the forthcoming Annual General Meeting.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report and the strategic report were approved on 6th November 2017 and signed on behalf of the board of trustees by:



Mrs. P. Bochenski
Trustee

Cartref Ni Limited

Company Limited by Guarantee

Trustees' Responsibilities Statement

Period from 20 March 2016 to 25 March 2017

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting 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 financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements 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.

Cartref Ni Limited

Company Limited by Guarantee

Independent Auditor's Report to the Members of Cartref Ni Limited

Period from 20 March 2016 to 25 March 2017

We have audited the financial statements of Cartref Ni Limited for the period ended 25 March 2017 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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

Respective responsibilities of trustees and auditor

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charity's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the trustees' report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 25 March 2017 and of its incoming resources and application of resources, including its income and expenditure, for the period 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.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the trustees' report for the financial period for which the financial statements are prepared is consistent with the financial statements.

Cartref Ni Limited

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Independent Auditor's Report to the Members of Cartref Ni Limited *(continued)*

Period from 20 March 2016 to 25 March 2017

Matters on which we are required to report by exception

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

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



Paul Harris BSc FCA (Senior Statutory Auditor)

For and on behalf of
Haswell Brothers LLP
Chartered accountant & statutory auditor

First Floor
Pembroke House
Ellice Way
Wrexham Technology Park
Wrexham
LL13 7YT

6th November 2017

Cartref Ni Limited

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

25 March 2017

		25 Mar 17		19 Mar 16
		Unrestricted	Total funds	Total funds
	Note	funds		
		£	£	£
Income and endowments				
Donations and legacies	5	25	25	230
Charitable activities	6	2,376,832	2,376,832	2,032,520
Investment income	7	4,207	4,207	4,074
Total income		<u>2,381,064</u>	<u>2,381,064</u>	<u>2,036,824</u>
Expenditure				
Expenditure on charitable activities	8,9	2,285,158	2,285,158	1,980,421
Total expenditure		<u>2,285,158</u>	<u>2,285,158</u>	<u>1,980,421</u>
Net income and net movement in funds		<u>95,906</u>	<u>95,906</u>	<u>56,403</u>
Reconciliation of funds				
Total funds brought forward		760,263	760,263	703,860
Total funds carried forward		<u>856,169</u>	<u>856,169</u>	<u>760,263</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 17 to 25 form part of these financial statements.

Cartref Ni Limited

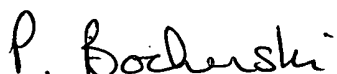
Company Limited by Guarantee

Statement of Financial Position

25 March 2017

		Period from 20 Mar 16 to 25 Mar 17	Period from 22 Mar 15 to 19 Mar 16
		£	£
Fixed assets			
Tangible fixed assets	15	43,665	48,616
Current assets			
Debtors	16	348,180	218,831
Cash at bank and in hand		745,988	685,730
		<u>1,094,168</u>	<u>904,561</u>
Creditors: amounts falling due within one year	17	<u>281,664</u>	<u>192,914</u>
Net current assets		812,504	711,647
Total assets less current liabilities		<u>856,169</u>	<u>760,263</u>
Net assets		<u>856,169</u>	<u>760,263</u>
Funds of the charity			
Unrestricted funds		856,169	760,263
Total charity funds	19	<u>856,169</u>	<u>760,263</u>

These financial statements were approved by the board of trustees and authorised for issue on 6th November 2017, and are signed on behalf of the board by:



Mrs. P. Bochenski
Trustee

The notes on pages 17 to 25 form part of these financial statements.

Cartref Ni Limited

Company Limited by Guarantee

Statement of Cash Flows

Period from 20 March 2016 to 25 March 2017

	25 Mar 17 £	19 Mar 16 £
Cash flows from operating activities		
Net income	95,906	56,403
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	8,880	5,025
Other interest receivable and similar income	(4,207)	(4,074)
Interest payable and similar charges	1,314	1,355
Accrued expenses	13,692	5,857
<i>Changes in:</i>		
Trade and other debtors	(129,349)	(78,603)
Trade and other creditors	75,058	11,670
Cash generated from operations	61,294	(2,367)
Interest paid	(1,314)	(1,355)
Interest received	4,207	4,074
Net cash from operating activities	<u>64,187</u>	<u>352</u>
Cash flows from investing activities		
Purchase of tangible assets	(3,929)	(14,620)
Net cash used in investing activities	<u>(3,929)</u>	<u>(14,620)</u>
Net increase/(decrease) in cash and cash equivalents	60,258	(14,268)
Cash and cash equivalents at beginning of period	685,730	699,998
Cash and cash equivalents at end of period	<u>745,988</u>	<u>685,730</u>

The notes on pages 17 to 25 form part of these financial statements.

Cartref Ni Limited

Company Limited by Guarantee

Notes to the Financial Statements

Period from 20 March 2016 to 25 March 2017

1. General information

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Old Bank Chambers, High Street, St Asaph, Denbighshire, LL17 0RD.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Charities Act 2011.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Transition to FRS 102

The entity transitioned from previous UK GAAP to FRS 102 as at 22 Mar 15. Details of how FRS 102 has affected the reported financial position and financial performance is given in note 24.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Cartref Ni Limited

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Period from 20 March 2016 to 25 March 2017

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Cartref Ni Limited

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Period from 20 March 2016 to 25 March 2017

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Freehold Property	- 2% straight line
Equipment	- 20% to 25% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

Financial instruments

Cartref Ni only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transactional value and subsequently measured at their settlement value. Prepayments and deferred income do not constitute basic financial instruments.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

The charity is a company limited by guarantee and carries out its objectives in accordance with the memorandum and articles of association.

Cartref Ni Limited

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Period from 20 March 2016 to 25 March 2017

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2017 £	Unrestricted Funds £	Total Funds 2016 £
Donations				
Donations	<u>25</u>	<u>25</u>	<u>230</u>	<u>230</u>

6. Charitable activities

	Unrestricted Funds £	Total Funds 2017 £	Unrestricted Funds £	Total Funds 2016 £
Income from the provision of domiciliary care	<u>2,376,832</u>	<u>2,376,832</u>	<u>2,032,520</u>	<u>2,032,520</u>

7. Investment income

	Unrestricted Funds £	Total Funds 2017 £	Unrestricted Funds £	Total Funds 2016 £
Bank interest receivable	<u>4,207</u>	<u>4,207</u>	<u>4,074</u>	<u>4,074</u>

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Total Funds 2017 £	Unrestricted Funds £	Total Funds 2016 £
Provision of domiciliary care services	2,041,735	2,041,735	1,786,457	1,786,457
Support costs	<u>243,423</u>	<u>243,423</u>	<u>193,964</u>	<u>193,964</u>
	<u>2,285,158</u>	<u>2,285,158</u>	<u>1,980,421</u>	<u>1,980,421</u>

9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2017 £	Total fund 2016 £
Provision of domiciliary care services	2,041,735	236,457	2,278,192	1,974,266
Governance costs	—	6,966	6,966	6,155
	<u>2,041,735</u>	<u>243,423</u>	<u>2,285,158</u>	<u>1,980,421</u>

In order to reflect more accurately the direct cost of domiciliary care services, in the current year, management costs that directly relate to specific projects have been recognised as provision of domiciliary care services cost whereas they were previously classified as support costs. The comparative figures have been amended to reflect this change of classification.

Cartref Ni Limited

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Period from 20 March 2016 to 25 March 2017

10. Analysis of support costs

	Analysis of support costs	Total 2017	Total 2016
	£	£	£
Staff costs	165,868	165,868	94,199
Premises	3,847	3,847	4,951
General office	28,425	28,425	24,265
Finance costs	1,312	1,312	1,357
Governance costs	5,652	5,652	4,800
Consultancy	21,194	21,194	9,954
Insurance	4,579	4,579	3,417
Travel Expenses	1,127	1,127	2,278
Depreciation	8,881	8,881	5,025
Support costs - Other costs type 5	2,238	2,238	—
	<u>243,123</u>	<u>243,123</u>	<u>150,246</u>

11. Net income

Net income is stated after charging/(crediting):

	25 Mar 17	19 Mar 16
	£	£
Depreciation of tangible fixed assets	<u>8,880</u>	<u>5,025</u>

12. Auditors remuneration

	Period from 20 Mar 16 to 25 Mar 17	Period from 22 Mar 15 to 19 Mar 16
	£	£
Fees payable for the audit of the financial statements	<u>3,390</u>	<u>3,276</u>
Fees payable to the charity's auditor and its associates for other services: Other non-audit services	<u>2,262</u>	<u>1,524</u>

13. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	Period from 20 Mar 16 to 25 Mar 17	Period from 22 Mar 15 to 19 Mar 16
	£	£
Wages and salaries	1,982,310	1,742,292
Social security costs	162,146	133,036
Employer contributions to pension plans	13,459	11,121
	<u>2,157,915</u>	<u>1,886,449</u>

Cartref Ni Limited

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Period from 20 March 2016 to 25 March 2017

The average head count of employees during the period was 103 (2016: 99). The average number of full-time equivalent employees during the period is analysed as follows:

	25 Mar 17 No.	19 Mar 16 No.
Charity Services	98	95
Administration	1	1
Management	4	3
	<u>103</u>	<u>99</u>

The number of employees whose remuneration for the year fell within the following bands, were:

	25 Mar 17 No.	19 Mar 16 No.
£60,000 to £69,999	<u>1</u>	<u>—</u>

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £137,314 (2016:- £117,759).

14. Trustee remuneration and expenses

No trustee received any remuneration or expenses during the year.

15. Tangible fixed assets

	Land and buildings £	Equipment £	Total £
Cost			
At 20 Mar 2016	45,917	85,290	131,207
Additions	—	3,929	3,929
At 25 Mar 2017	<u>45,917</u>	<u>89,219</u>	<u>135,136</u>
Depreciation			
At 20 Mar 2016	10,557	72,034	82,591
Charge for the period	466	8,414	8,880
At 25 Mar 2017	<u>11,023</u>	<u>80,448</u>	<u>91,471</u>
Carrying amount			
At 25 Mar 2017	<u>34,894</u>	<u>8,771</u>	<u>43,665</u>
At 19 Mar 2016	<u>35,360</u>	<u>13,256</u>	<u>48,616</u>

16. Debtors

	25 Mar 17 £	19 Mar 16 £
Trade debtors	342,663	212,581
Prepayments and accrued income	5,038	5,894
Other debtors	479	356
	<u>348,180</u>	<u>218,831</u>

Cartref Ni Limited

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Period from 20 March 2016 to 25 March 2017

17. Creditors: amounts falling due within one year

	25 Mar 17 £	19 Mar 16 £
Accruals and deferred income	45,874	32,182
Social security and other taxes	58,179	34,509
Other creditors	177,611	126,223
	<u>281,664</u>	<u>192,914</u>

Accruals and deferred income shown above includes deferred income of £34,642 (2016 - £19,254) relating to amounts received in advance of support delivered. There were no releases during the year to income earned from charitable activities.

18. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £13,459 (2016: £11,121).

19. Analysis of charitable funds

Analysis of Movements in Unrestricted funds

	At 20 Mar 2016 £	Income £	Expenditure £	Transfers £	At 25 Mar 2017 £
General funds	628,586	2,381,064	(2,285,158)	(370,000)	354,492
The Lesley Gurney Key Outcome Fund	81,677	–	–	–	81,677
Building Reserve	50,000	–	–	370,000	420,000
	<u>760,263</u>	<u>2,381,064</u>	<u>(2,285,158)</u>	<u>–</u>	<u>856,169</u>

Analysis of Movements in Unrestricted funds – Previous year

	At 22 Mar 2015 £	Income £	Expenditure £	Transfers £	At 19 Mar 2016 £
General funds	570,293	2,036,824	(1,978,531)	–	628,586
The Lesley Gurney Key Outcome Fund	83,567	–	(1,890)	–	81,677
Building Reserve	50,000	–	–	–	50,000
	<u>703,860</u>	<u>2,036,824</u>	<u>(1,980,421)</u>	<u>–</u>	<u>760,263</u>

General fund

These represent the 'free reserves' after allowing for all designated funds.

Designated Funds:

a) The Leslie Guerny Key Outcome Fund derives from a bequest from a past service user

Cartref Ni Limited

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Period from 20 March 2016 to 25 March 2017

which the trustees have designated to support Cartref Ni service users to realise a key outcome that has been identified by the service user (or their representative) or a support worker/manager; discussed and recorded during a supervision or team meeting; and incorporated in the person's service delivery plan. Consideration to awarding grants from this fund to other vulnerable people in North Wales will also be given on application.

b) The Building Reserve Fund represents funds that have been designated by the trustees to cover any significant structural repair or alteration required to the current offices or to fund a move to larger premises should the need arise. During the year a transfer of £370,000 was made to this fund to cover the planned cost of acquisition and refurbishment of larger premises after the year end.

20. Analysis of net assets between funds

	Unrestricted Funds £	Total Funds 2017 £
Tangible fixed assets	43,665	43,665
Current assets	1,094,168	1,094,168
Creditors less than 1 year	(281,664)	(281,664)
Net assets	<u>856,169</u>	<u>856,169</u>

21. Financial instruments

The carrying amount for each category of financial instrument is as follows:

	25 Mar 17 £	19 Mar 16 £
Financial assets that are debt instruments measured at amortised cost		
Financial assets that are debt instruments measured at amortised cost	<u>1,089,130</u>	<u>898,667</u>
Financial liabilities measured at amortised cost		
Financial liabilities measured at amortised cost	<u>223,485</u>	<u>158,405</u>

Financial assets measured at amortised cost comprise trade debtors, other debtors and bank.

Financial liabilities measured at amortised cost comprise other creditors, accruals and deferred income.

22. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	25 Mar 17 £	19 Mar 16 £
Within 1 year	<u>258</u>	<u>1,032</u>

23. Post balance sheet events

During May 2017 the company purchased freehold premises in St Asaph for a consideration of £270,000 for use as the company's headquarters.

Cartref Ni Limited

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Period from 20 March 2016 to 25 March 2017

24. Transition to FRS 102

These are the first financial statements that comply with FRS 102. The charity transitioned to FRS 102 on 22 Mar 2015.

Reconciliation of retained funds

	22 Mar 2015			19 Mar 2016		
	As previously stated £	Effect of transition £	FRS 102 (as restated) £	As previously stated £	Effect of transition £	FRS 102 (as restated) £
Fixed assets	39,021	–	39,021	48,616	–	48,616
Current assets	840,226	–	840,226	904,561	–	904,561
Creditors less than 1 year	(170,288)	(5,099)	(175,387)	(186,022)	(6,892)	(192,914)
Net current assets	669,938	(5,099)	664,839	718,539	(6,892)	711,647
Total assets less current liabilities	708,959	(5,099)	703,860	767,155	(6,892)	760,263
Net assets	708,959	(5,099)	703,860	767,155	(6,892)	760,263
Funds of the charity	708,959	(5,099)	703,860	767,155	(6,892)	760,263

Reconciliation of net income or expenditure for the year

	Year ended 19 Mar 2016		
	As previously stated £	Effect of transition £	FRS 102 (as restated) £
Income and endowments	2,036,824	–	2,036,824
Expenditure	(1,978,628)	(1,793)	(1,980,421)
Net income	58,196	(1,793)	56,403

Holiday pay accruals were not previously accrued for holiday pay that was earned but that the entitlement was expected to be taken in the subsequent financial year. Under FRS 102 the company is required to accrue for all short-term compensated absences as holiday entitlement earned but not taken at the statement of financial position date.