CARE NETWORK (BLACKBURN WITH DARWEN) LTD DIRECTORS' REPORT AND UN-AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

Company Registration No. 6216427 (England and Wales)

Charity No. 1123032

WEDNESDAY

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ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2018

The Trustees of Care Network (Blackburn with Darwen) Limited present their annual report, which is also the Director's report, for the period ended 31st March 2018 under the Charities Act 2011, together with the accounts for the period, and confirm that the latter comply with the requirements of the Act, the Companies Memorandum and Articles of Association and the Charities SORP (FRSSE) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities (then FRSSE) (effective 1 January 2015).

PUBLIC BENEFIT

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities.

CARE NETWORK - THE ORGANISATION

Care Network (Blackburn with Darwen) Limited is a charitable company (Charity Registration number 1123032) and a company limited by guarantee (registered number 06216427).

The organisation supports vulnerable people and carers in Blackburn with Darwen and surrounding areas to live independent lives by providing access to affordable, quality assured, day-to-day services.

The Registered Office is at First Floor, Blackburn Central Library, Town Hall Street, Blackburn, BB2 1AG

Care Network was launched in March 2003 and was registered as a charitable company in April 2007. The company was established under a Memorandum of Association which established the objects and powers of the Company and is governed under its Articles of Association (dated 30th March 2007). These were updated at a general meeting held on August 10th 2015 with the company's charitable objectives being altered to the following:

The objectives of the Company shall be to provide support to vulnerable people and their carers residing in the local authority district of Blackburn with Darwen and surrounding areas ("the areas of benefit") without distinction of age, sex, sexual orientation, race or political, religious or other opinions by providing access to a network of quality approved, affordable day-to-day services in an effort to promote and foster the principles of independent living, improve self-esteem and nurture confidence amongst said persons so that they can participate more fully in society and so that their conditions of life may be improved.

The Directors of the company are also Charity Trustees for the purpose of charity law. All those persons appointed to perform the duties of Directors of the Company are referred to as the Management Board and each member has undertaken to contribute the sum of £1 in the event of the company being insolvent on winding up.

Care Network Vision

Our vision is "For informed, empowered, resilient, independent and healthy individuals and communities in Blackburn with Darwen (and surrounding areas)".

Care Network Mission

To be the leader in connecting people with quality services and information that help local residents to make informed choices and that enables them to live independent, healthy and safe lives.

Care Network's Values

At all times, we aim to:

- · Be respectful, person centred, compassionate and caring.
- Be non-judgemental, honest and open.
- · Be impartial and fair.
- · Work together.
- · Commit to quality.

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STRUCTURE, GOVERNANCE AND MANAGEMENT

Care Network trustees and directors

The Board of Trustees is responsible for the overall governance, management and control of the charity, working with the Care Network Chief Executive on strategic and operational development.

Decisions about day-to-day operation are taken by the Care Network Chief Executive, and decisions on matters with significant implications are brought to the Board of Trustees.

Recruitment and appointment of Trustees

The appointment of members of the Board of Trustees is reviewed every year using procedures set out by the Board of Trustees. The board seeks to appoint new trustees to maintain a broad skill mix appropriate to the work of the charity; nominations are sought through relevant voluntary, community and statuary organisations and are appointed at board meetings.

Charity Trustees and Directors:

The directors of Care Network (Blackburn with Darwen) Limited, who are also the charity trustees, in the reporting period are:

Garth Hodgkinson Chief Executive, Community CVS (Care Network Chair until 13 November 2017)
Graham Jones Business Manager, Bootstrap Enterprises (Care Network Company Secretary)

Ian Bell Head of Housing, Together Housing Group, appointed as Chair on 13 November 2017

Nick Kennedy Resigned 13 November 2017

Steve Tingle Head of Operations, Children & Young Peoples Wellbeing Network, Lancashire

Care Foundation Trust - Appointed 13 November 2017

Vicky Shepherd Chief Executive, Age UK Blackburn with Darwen

Induction and Training of Trustees

All new Trustees receive induction training which is tailored to the specific needs of the individual and includes meetings and discussions with the Care Network Chief Executive, a copy of the organisation's business plan and any relevant past board papers.

Risk Management

The Board of Trustees have responsibility for implementing a managed approach to risk management. Measures have been put in place by the introduction and annual review of policies, procedures and systems to mitigate the risk that the charity faces. An annual organisational risk assessment is also submitted to the Trustees for consideration and approval.

"Internal control risks are minimised by the implementation of procedures for the authorisation of all financial transactions. A key element in the management of financial risk is the setting of a reserves policy. The external risks to funding have led to development of strategic plans to address the need for diversification of funding and activities. Due to the current climate in the Voluntary and Community Sector (VCS), Care Network are currently applying for different funding streams and that we will adjust our operation to match funding throughout the year.

Governance Review

Following a wholescale governance review undertaken in the previous year, Care Network continues to keep our governance under regular review at our board meetings. We continue to focus on succession planning and during the year we undertook further work on succession planning and widening our geographical coverage.

We also completed the Charity Commission's Good Governance Code and we continue to use it as a tool for continuous improvement towards the highest standards. Addressing the seven principles which make up the Code, we believe that we are in a relatively strong position. However we have identified the following actions which we currently do not undertake and which we should look to implement:

Strengthening arrangements around new partnership working

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- Developing a risk register that should be implemented annually and ensuring that the risk register is real and not tokenistic
- · Board diversity
- More effectively communicating with our stakeholders about any significant changes to the charity's services or policies.

Professional Advisors:

Examiners: Beever and Struthers

Central Buildings Richmond Terrace

Blackburn BB1 7AP

Bank: Barclays Bank plc

8-14 Darwen St Blackburn Lancashire BB2 2BZ

Care Network's Aims and Objectives

Trustees and staff update the charity's business plan annually and identify the strategic priorities for the year. The following cover our main areas of operation and development:

- 1 SINGLE POINT OF ACCESS to be the central hub for all, providing information and access to relevant health and wellbeing options so that people can make informed choices about their lives.
- · Through maintaining current service provision and increasing the numbers of new customers using the service
- Through expanding and improving the range and quality of partners and their offers at the centre ensuring that we are embedded as THE central information hub in BwD.
- Through maintaining and improving the quality of the service through achieving very high levels of customer and partner satisfaction.
- 2 HOME IMPROVEMENT AGENCY to fulfil our potential as an innovative home improvement agency, ensuring that people are safe, healthy and independent in their homes.
- Through researching into and developing the HIA model, identifying areas for development opportunities.
- · Through supporting, developing and growing the safe trader scheme.
- · Through providing a quality helpdesk service so that more customers can access our HIA services.
- 3 **COMMUNITY CONNECTIONS** to improve resilience of individuals and communities, through prevention and early action via a coordinated holistic approach and joined up locality partnership working.
- · Through developing a robust model which pulls together services to support people with multiple needs.
- Through identifying vulnerable citizens and improving their resilience through targeted support and by developing a strong presence in the community.
- Through modelling an effective and flexible single point of access and developing a framework for measuring the impact of our work.
- 4 SUSTAINABILITY to ensure the long term sustainable development of the charity.
- · Through developing a more secure funding base for Care Network's long term future.
- Through improved management, development and delivery of Care Network activities.
- Through developing a better understanding the value of the work that Care Network undertakes Social Return on Investment (SROI).
- · Through better governance of the charity by increasing skills and sector representation of the board.
- Through being better able to potentially upscale and to respond to future commissions and opportunities e.g. around bidding for future contracts and building partnerships with existing agencies.

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Activities

In order to achieve the aforementioned priorities Care Network carries out a range of activities which enable informed, empowered, resilient, independent and healthy individuals and communities locally.

Currently this is done in three key areas of operation:

- Single point of access (Your Support Your Choice) (renamed Care Network Hub service following our rebranding exercise)
- · Home Improvement Agency
- · Community connections

Funding for the Care Network services were provided through a Service Level Agreement with the Families, Health and Wellbeing Consortium for delivery of:

- · Safe trader scheme helpdesk service
- · YSYC / Care Network Hub

Also funding has come from Blackburn with Darwen Borough Council for:

- · Learning Disability/Autism Partnership Boards
- Keeping Well project
- · Healthy Homes project

Additionally funding has come from:

Big Lottery's Reaching Communities Fund:

· Strengthening Independence and Wellbeing project

Families, Health and Wellbeing Consortium:

· Resolve development project

Cabinet Office / Big Lottery:

Resolve development project

ACHIEVEMENTS AND PERFORMANCE

1. SINGLE POINT OF ACCESS

Following out rebranding exercise, we took the opportunity to rename our Your Support Your Choice (YSYC) service to the Care Network Hub. This was to give the service more of a Care Network "feel" and it also provided us with an excellent marketing opportunity to relaunch our brand at our town centre premises. The relaunch has proved to be very successful.

The Care Network Hub service provides exactly the same range of support as the YSYC service did and it continues to grow as more people and professional agencies get to know about the service.

The Hub is an active partnership of local citizens and a range of service providers alongside community groups and the local authority. The service provides information, advice and advocacy as well as links to a range of community based services and support. It caters for citizens of all ages and their families who need assistance to remain independent within their local community.

For people not eligible for adult care services the service provides effective delivery of one to one information, advice and signposting into alternative low level community based preventative services. The service also provides opportunities for people from different backgrounds to come together and take part in social / learning / training initiatives. The service is going from strength to strength as more people hear about the quality service we provide and as new partners continue to come on board. The following table shows figures for the service:

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Footfall into the service- partner and group activities	5757
Customers using CN Hub	2106
New customers	1535
Signposts and referrals made to partners	3404
Care Network Hub partners	87
New partner offers in 2017/18	6
Volunteers	28
Volunteer hours	2290

RESOLVE

As part of delivering the Care Network Hub service, we continue to support the RESOLVE group. Initially established as a disability hate crime reporting group, RESOLVE has now expanded to be the local voice for wider disability issues such as access and inclusion. Some funding was secured to raise the profile of reporting disability hate crime which resulted in an event being staged at Blackburn Youth Zone which was attended by over 50 people.

LEARNING DISABILITY PARTNERSHIP BOARD (LDPB)

Care Network took over the delivery of the LDPB in 2017 and this was further expanded to include delivery of the Autism Partnership Board, which we deliver in partnership with Indigo CIC.

These boards meet bi-monthly and focus on issues affecting the local learning disability and autism communities. We have had 75 individuals attend these meetings. This development ties in nicely with our support for the Resolve group at the Hub and provide us with the impetus to develop a wider disability support project for the local disabled

The purpose of the Learning Disability Partnership Board is to provide a framework for partnership working. The board will bring people with learning disabilities and their carers together with service planners and providers from the public, private and voluntary sector and the wider community to develop services that meet the needs of people with a learning disability in the borough. The board will focus on creating positive change and addressing local priorities and local issues. The job of the board is to listen to local people and their families and make sure councillors and elected members know the views of the local learning disability community when advising the council. The board will continue to raise the profile and promote learning disability employment and employability in order to ensure that the vision of Equal Opportunities for all residents is achieved:

2. HOME IMPROVEMENT AGENCY

HEALTHY HOMES PROJECT

In October 2017, having secured funding from Blackburn with Darwen Borough Council to deliver the Healthy Homes project, Care Network started delivery of this new project. The purpose of this service is to reduce health harms associated with housing through the provision of both universal and targeted approaches to improving health via the home. This service offer of a 'health from home' single point of access and one stop shop provides:

- · Advice, information and signposting with the aims of improving health via the home
- Targeted approaches for the most vulnerable or at risk groups including healthy homes assessment and access to handypersons services

Service outcomes are:

- Increased number of healthier homes (reduction in home hazards and environments detrimental to health)
- · Increased awareness of the home health relationship
- · Increased levels of self-care in the community
- Improved access to healthy homes advice and support
- · Improved health and perception of wellbeing of people in contact with the service

New staff members were recruited and relationships developed with a wide range of partners. Project staff were also invited into the new Integrated Neighbourhood Team (INT) structure that is evolving across the borough and which facilitates closer partnership working with a range of partners.

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This new project is a real boost for Care Network as it fully supports and adds value to our aspiration to become an innovative Home Improvement Agency (as outlined in our Business Plan).

SAFE TRADER SCHEME

Our safe trader scheme supports vulnerable adults and carers living in Blackburn with Darwen. We now have 52 service providers (local businesses) covering a wide range of service areas. All our service providers are fully qualified/experienced in the trade they provide and before being accepted onto our list of approved providers have all undergone our comprehensive quality assurance check.

Customer and Referral Figures

	Apr 2017 to March 2018
Customers	2925
Referrals received	3647
Onward Referrals and Signposts	4112
New customer	595

Providers

During 2017/18 Care Network recruited 8 new providers (with 7 leavers) taking the number of providers at the end of March 2017 to 51, covering 37 different areas of service provision.

Initial calculations based on the information we have collected from our providers indicates that, during 2017/18, Care Network generated an estimated £637,816 in business to our providers through our helpdesk referrals.

Marketing

Marketing continues to be an important part of us getting the Care Network message out to new customers and also reminding existing customers of the new services that we have to offer. Throughout the year we undertook 80 distinct marketing activities across the borough.

Compliments

We received 71 compliments from customers.

Complaints

We received no formal complaints. A comments log was kept with every comment being followed up by telephone and the outcome being logged so that any recurring issues can be identified and tackled with the provider.

Consultations

We undertook 5 consultation events with our customers during the year, consulting with 101 customers and partners on how we could develop and improve our services.

3 COMMUNITY CONNECTIONS

KEEPING WELL

In partnership with Lancashire Mind and Age UK (BwD) the Keeping Well project (formerly YSYC+) continues to develop and thrive. Through effective working relationships with other Transforming Lives partners our Community Gapper role continues to provide viable solutions for individuals and families being presented to panel. Acting as the Third Sector representative attendance at the panels, the Gapper role continues to increase the profile of sector as a delivery partner and as a step down option for cases held by statutory agencies. The presence of third sector representation at these panels encourages statutory services to think outside of the box to solve problems presented on referral forms.

Over the last 12 months we have achieved the following:

· Transforming Lives panels attended - 202

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- · Third Sector Transforming Lives referrals 106
- · Individuals accessing support 53
- · Volunteers 21
- · Transforming Lives panels attended 202

VOLUNTEERING

Our volunteers continue to be a vital resource to the charity, enabling us to provide quality services to our customers, especially through the Care Network Hub service. They provide huge added value to our work and are much appreciated by staff and customers alike.

This last year we were supported by 28 volunteers who undertook a range of volunteer roles for us and who volunteered 2,290 hours of their time over the 12 month period. Based on the average hourly rate of £9.88 (Blackburn with Darwen) then these volunteers equivalent cost benefit amounted to £22,625.

OTHER ACHIEVEMENTS

LOCAL SUSTAINABILITY FUND

This fund enabled Care Network to focus on following four areas in relation to our organisational development and future resilience.

Following an in depth re-organisational restructure and the associated business planning that ran alongside this, we took a close look at how we should market ourselves to the public and what messages we wanted to "get out there" in order to raise our profile and also to potentially raise additional funds through online donations etc. As a result, we were successful in securing funding from the Transform Foundation to develop a new website (see below).

Our business plan is now designed in a way that we can easily augment this when new opportunities come our way. We now have 3 clearly identified areas of operation that make it easier for us to develop over time. Our organisational structure is now a lot stronger and we can be more flexible in how we deliver our services. All staff have now developed "core competencies" in each of the three areas of the operation and this allows overlap of staff and more fluidity in delivering our services when we are short of staff due to illness/annual leave etc.

REBRANDING AND WEBSITE DEVELOPMENT

Our rebranding exercise has been well received by customers, partners and key stakeholders alike. Mirrored not only in our promotional literature, but also on our website and town centre shop frontage we have aligned our 3 areas of operation to better convey the work that we do. Using the strapline "Caring about you, your home and our community", we have linked this into the business plan priorities:

(You) - Care Network Hub (Your home) Home Improvement Agency (HIA) (Our community) Community Connections

Our new website has also enabled us to receive donations from the public. This is something that came out of the support we received from the Local Sustainability Fund where we realised that we had to look at other ways of generating income for the charity.

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INFORMATION GOVERNANCE (IG)

We successfully resubmitted our annual IG assessment for Information Governance and maintained our status as satisfactory. The IG assessment process ensures that organisations have adequate systems in place for:

- Management structures and responsibilities (e.g. assigning responsibility for carrying out the IG assessment, providing staff training, etc)
- · Confidentiality and data protection
- · Information security

ECONOMIC CONTRIBUTION FROM THE SERVICE

Whilst Care Network's focus is on promoting independent living and increasing the wellbeing of our customers, we also contribute an economic benefit in the borough through our referrals to local businesses. Initial calculations based on the information we have collected from our providers indicates that, during 2017/18, Care Network generated a minimum of £637,816 in business to our approved providers * These figures have been calculated from the feedback that we received from our providers annual reviews.

Additionally, through our volunteering programme, Care Network provided 2,290 volunteer support hours. This amounts to £22,625.20 of financial support over the year (based on the average hourly rate of £9.88 (Blackburn with Darwen)).

EVALUATION OF OUR SERVICES

In addition to our regular consultation events with customers, Care Network circulates quarterly user surveys to all customers using our safe trader scheme during that previous quarter. Results from this questionnaire are used to assess the quality of our existing services, to understand what matters to customers when they use our services and to ask how we could widen and improve the services that we provide. It also enables us to gain a picture of how are services are received over time. Last year we sent out 2824 surveys and received 885 completed plies, a response rate of 31%.

Results from these were as follows:

The Helpdesk and our providers:

- · 99% said that they valued the services provided by Care Network
- · 97% felt more confident accessing Care Network services than arranging for work to be done themselves
- · 95% reported that our services met their needs
- · 95% felt that the price they paid was value for money
- 95% reported that the provider turned up at the agreed time and date (as arranged by the Helpdesk)
- 89% said that they were very likely are you to use the Care Network service again
- · 87% were very satisfied with the service provided by Care Network
- · 86% of respondents stated that Care Network were very easy to contact
- 85% stated that they would be very likely to recommend Care Network to a friend
- · 84% were very pleased with the service that they received by the provider

The impact on our customers:

- · 94% reported feeling safer after having used our quality assured services
- · 94% thought that they would need Care Network support even more in the future
- 87% said that they felt very safe using the services of a Care Network provider
- 84% reported feeling better supported and less isolated through using our services
- · 80% reported that our support had helped customers to continue to live independently in their own home
- · 87% said that they felt very safe using the services of a Care Network provider
- 77% stated that their wellbeing and quality of life had improved. Of these 96% stated that our support had taken the worry away from them, 11% that we had helped them to manage a health condition, 79% that our support had helped them to maintain their home and 31% that we had provided them with support when it was most needed.
- 45% stated that as a result of using Care Network services a general/mental/specific health condition had improved

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When asked which elements of our service were important to customers when using our service, we received the following responses*:

- Confidence in our service 72%
- Feeling safe with providers 67%
- Fair price 60%
- Reliability of providers 52%
- Quality assurance checks 40%
- Ease of contact 38%
- Positive impact on health/wellbeing 14%
- * respondents were allowed to report on as many as were appropriate

PLANS FOR NEXT YEAR

Care Network continues to work collaboratively with a range of partners in the borough. We are members of the local Families Health and Wellbeing Consortium and as a lead delivery partner in the Care Network Hub service we now work more closely with a range of partners involved in this partnership. These relationships will be further developed over the coming year and will enable us to provide more effective and appropriate health and wellbeing options for our customers in the future.

We also want to develop our Home Improvement Agency, having secured a contract to deliver the Healthy Homes project. This new development neatly complements our safe trader scheme and enables us to provide a more holistic "home" offer for local residents. We know that we must build on our HIA accreditation status and we will look to develop a three year HIA implementation plan and secure additional resources to deliver this plan.

The same goes for the Learning Disability Partnership Board. This recent development neatly complements the work that we undertake at the Carer Network Hub (and especially through Resolve) and it is hoped that this will prove the springboard for accessing future funding so that we can support informed, empowered, resilient, independent and healthy individuals with learning difficulties locally.

Becoming involved in each of the 4 Integrated Neighbourhood Teams (INT) is one of our next challenges. Participation in these structures will mean more appropriate referrals into our services and improved partnership across the borough. Work is already well underway in this area as is closer working with the emerging Primary Care Networks (GP's) across the borough.

On a similar theme, we will further to embed our Community Gapper activities in the Transforming Lives agenda, and will look to build wider and stronger relationships with partner agencies.

These aforementioned emerging structures are being developed wider than in Blackburn with Darwen. Senior staff are attending the "Making it Happen" training sessions under the "Together A Healthier Future" programme which is aimed at improve the health and care system across the whole of Pennine Lancashire. We are already starting to build stronger partnerships and understanding how Care Network fits into the bigger local picture.

Strategic planning activities will continue to be undertaken and appropriate funding streams will be identified and applied for to ensure our sustained growth. Partnership working will, more than ever, be crucial to our development.

Care Network will continue to respond to any needs identified and reported by our helpdesks by recruiting new partners, providers and/or by supporting organisations to develop new services whilst always ensuring that our quality assurance standards are maintained.

Principle funding sources

The principle funders of the charitable company are the Families Health and Wellbeing Consortium / Blackburn with Darwen Borough Council and the Big Lottery.

Financial Review

The Charity had net assets of £142,582 at the year end and has cash at the bank of £132,678.

Reserves Policy

The organisation aims to maintain unrestricted reserves equivalent to six months unrestricted expenditure.

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Designated funds

Designated funds are designated for the following purposes: Business continuity – the purpose of this is to support business continuity and for the upgrade of IT equipment

Trustees' Responsibility for the Financial Statements

The Trustees (who are also directors of Care Network (Blackburn with Darwen) Ltd for the purposes of company law) are responsible for preparing the Trustees' Annual 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 Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the 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 that disclose with reasonable accuracy at any time the financial position of the charitable company 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 charitable company 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 charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Trustee indemnity policy

There is a Trustee Indemnity Policy in place for the company's Trustees.

Small company

This report has been prepared in accordance with provisions within Part 15 of the Companies Act 2006 as they relate to small companies.

Approved by the trustees on 20/08/2018 and signed on their behalf by:

Ian Bell

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INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF CARE NETWORK (BLACKBURN WITH DARWEN) LIMITED ("the Company")

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 March 2018.

Respective responsibilities of trustees and examiners

As the charity's Trustees of the Company (and also its Directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the Company as required by section 386 of the Act; or
- (2) the accounts do not accord with these records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:

Suzanne Lomax

Institute of Chartered Accountants in England and Wales

Beever and Struthers Central Buildings

5 Lama

Richmond Terrace

Blackburn

Lancashire

BB1 7AP Date: 20/08/2018

STATEMENT OF FINANCIAL ACTIVITIES (Including Income & Expenditure Account) FOR THE YEAR ENDED 31 MARCH 2018

	Note	Unrestricted Funds £	Restricted Funds £	2018 Total £	2017 Total £
INCOME AND ENDOWMENTS FROM					
Income from donations and legacies Income from donations	2	161	-	161	-
Income from charitable activities Promoting & Supporting Independent Living	3	298,782	111,135	409,917	385,716
Other income Income from Investments		254	-	254	443
Total incoming resources		299,197	111,135	410,332	386,159
EXPENDITURE ON Charitable activities					
Promoting & Supporting Independent Living	4	273,689	117,412	391,101	398,322
Total expenditure		273,689	117,412	391,101	398,322
Net income/ (expenditure)	5	25,508	(6,277)	19,231	(12,163)
Transfer between funds	11, 12	(283)	283	-	-
Net movement in funds		25,225	(5,994)	19,231	(12,163)
Reconciliation of funds Total funds brought forward	11, 12	113,581	9,770	123,351	135,514
Total funds carried forward	11, 12	138,806	3,776	142,582	123,351

The notes ion pages 14 to 24 form part of these accounts.

All incoming resources and resources expended are derived from continuing activities.

BALANCE SHEET AS AT 31 MARCH 2018

	Note		
		2018	2017
		£	£
Fixed Assets			
Tangible fixed assets	7	800	1,652
Current Assets			
Debtors	8	42,072	10,885
Cash at bank and in hand		132,678	147,736
		174,750	158,621
Creditors			
Amounts falling due within			
one year	9	(32,968)	(36,922)
let Current Assets		141,782	121,699
let Assets		142,582	123,351
unds			
Unrestricted funds			
- General funds	11	138,806	113,581
Restricted funds	12	3,776	9,770
		142,582	123,351

For the year ending 31 March 2018 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS 102 'The Financial Reporting Standard applicable to the UK and Republic of Ireland'.

Approved by the trustees on 20/08/2018 and signed on their behalf by:

Company Registration No:

6216427

The notes on pages 14 to 24 form part of these accounts

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

1 Principal accounting policies

(a) Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Care Network (Blackburn with Darwen) Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

(b) Incoming resources:

Service Level Agreements

Service Level Agreements (SLA's) are recognised as the services are performed.

Grants

Grants, including grants for the purchase of fixed assets are apportioned to the Statement of Financial Activities in the year to which they relate.

Donations and legacies, and other forms of voluntary income

Donations and legacies and other forms of voluntary income are recognised in full in the Statement of Financial Activities when entitlement is probable and the amount receivable can be measured with sufficient reliability.

(c) Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered.

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities and the associated support costs
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

(d) Fund Accounting

Restricted funds

Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund.

Unrestricted funds

Unrestricted funds are donations and other income received or generated for the objects of the Charity without further specified purpose and are available as general funds.

Designated funds

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

(e) Depreciation

Fixed assets are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1,000 are not capitalised. Depreciation of fixed assets is charged by annual instalments commencing with the year of acquisition at rates estimated to write off their cost less any residual value over the expected useful lives, which are as follows:

Office Equipment Fixtures & Fittings

33% Straight-line Method 20% Straight-line Method

(f) Operating leases

Rentals payable and receivable under operating leases are charged against income on a straight line basis over the lease term.

(q) Pensions

The company makes contributions in to a stakeholder pension scheme. Contributions payable for the year are charged in the Statement of Financial Activities.

(h) Financial instruments

The Charity only has financial assets and financial liabilities off a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their fair value.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

2 Income from Donations and Legacies	Unrestricted Funds £	Restricted Funds £	2018 Total £	2017 Total £
Donations	161	-	161	-
	161	-	161	
3 Promoting & Supporting Independent Living	Unrestricted Funds £	Restricted Funds £	2018 Total £	
Contracts & Service Level Agreements				
Families Health & Wellbeing Consortium - Helpdesk and Care Network Hub Blackburn with Darwen Borough Council	93,509		93,509	
LD Partnership Blackburn with Darwen Borough Council	15,000		15,000	
- display materials Blackburn with Darwen Borough Council	278		278	
Keeping Well Project Families Health & Wellbeing Consortium -	39,308		39,308	
Your Support Your Choice Blackburn with Darwen Borough Council	76,000		76,000	
- Healthy Homes Project	70,000		70,000	
Grants: Blackburn with Darwen Borough Council - Care Network Hub/Helpdesk/Limited Disability -				
various grants Big Lottery - Reaching Communities Strengthening Independence and Wellbeing	2,570		2,570	
project Big Lottery - Local Sustainability Fund Lancashire Mind - Wellbeing Engagement	-	108,785 500	108,785 500	
Survey Families Health & Wellbeing Consortium -	2,117	-	2,117	
Resolve Project	-	1,850	1,850	
	298,782	111,135	409,917	

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

	Promoting & Supporting Independent Living (prior year)	Unrestricted Funds £	Restricted Funds £	2017 Total £
	Contracts & Service Level Agreements Families Health & Wellbeing Consortium - Helpdesk	93,509	-	93,509
	Blackburn with Darwen Borough Council - Strengthening Independence through Volunteering Project	9,481	-	9,481
	Blackburn with Darwen Borough Council - LD Partnership Blackburn with Darwen Borough Council	1,900	-	1,900
	- Course delivery/refresher sessions Blackburn with Darwen Borough Council	1,076	-	1,076
	- YSYC + Project Families Health & Wellbeing Consortium	28,049	-	28,049
	- Your Support Your Choice	77,796	-	77,796
	Grants: Blackburn with Darwen Borough Council - Your Support Your Choice - various grants	800	_	800
	Big Lottery - Reaching Communities	-	107,760	107,760
	Strengthening Independence and Wellbeing Big Lottery - Local Sustainability Fund Mind - Resolve - Side by Side project	-	57,500 7,845	57,500 7,845
		212,611	173,105	385,716
ı	Expenditure on Charitable Activities			
		Unrestricted Funds £	Restricted Funds £	2018 Total
	Charitable activities: Promoting & supporting independent living			£
	Staff and Volunteer Costs	222,763	71,430	294,193
	Consultancy Costs	2,223	8,732	10,955
	Premises Costs	13,916	11,247	25,163
	Office Costs	25,220	17,567	42,787
	Marketing and Promotion	7,246	6,887	14,133
	Depreciation	852	- 95	852
	Trustees indemnity insurance Independent examination fees	98 1,371	95 1,454	193 2,825
		273,689	117,412	391,101

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

Expenditure on Charitable Activities (prior year)

Charitable activities: Promoting & supporting independent living	Unrestricted Funds £	Restricted Funds £	2017 Total £
Staff and Volunteer Costs	180,988	89,742	270,730
Consultancy Costs	1,026	49,204	50,230
Premises Costs	9,325	10,729	20,054
Office Costs	16,187	30,456	46,643
Marketing and Promotion	894	5,250	6,144
Depreciation	1,841	-	1,841
Trustees indemnity insurance	112	108	220
Independent examination fees	1,255	1,205	2,460
	211,628	186,694	398,322
Net income / (expenditure) is after charging:			
		2018	2017
		£	£
Independent Examination fees		2,460	2,348
Depreciation		852	1,841
Operating lease rentals - other		18,450	16,418
Operating lease rentals - plant and equipment		3,728_	3,789_

6 Taxation on surplus on ordinary activities

As the Company is a registered charity no provision has been made for corporation tax.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

ı			
	Office Equipment	Fixtures & Fittings	Total
Cost	£	£	£
Balance at 1 April 2017 Additions	7,750 -	2,920	10,670 -
Balance at 31 March 2018	7,750	2,920	10,670
Depreciation Balance at 1 April 2017 Charge for the year	6,150 800	2,868 52	9,018 852
Balance at 31 March 2018	6,950	2,920	9,870
Net book value			
31 March 2018 =	800		800
31 March 2017	1,600	52	1,652
8 Debtors		2018 £	2017 £
Trade debtors		37,292	_
Other debtor		1,267	-
Accrued income - grants receivable		-	4,888
Prepayments and accrued income		3,513 42,072	5,997 10,885
		=======================================	
9 Creditors: Amounts falling due within one year			
		2018 £	2017 £
Accruals Deferred income		6,147 960	23,210 1,850
Pension creditor PAYE & VAT creditor		25,861	1,791 10,071
		32,968	36,922
10 Deferred income			
		2018 £	2017 £
Balance at 1 April 2017		1,850	27,021
Amount released to incoming resources		(1,850)	(27,021)
Amount deferred in year		960	1,850
Balance at 31 March 2018		960	1,850

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

						
.11	Unrestricted funds Current year	1 April 2017	Incoming	Outgoing	Transfers	31 March 2018
	-	£	£	£		£
	Unrestricted Funds:					
	Designated funds	84,897	-	-	23,584	108,481
	Unrestricted and Undesignated Funds	28,684	299,197	(273,689)	(23,867)	30,325
		113,581	299,197	(273,689)	(283)	138,806
	Designated funds - are funds d	esignated for busine	ess continuity			
	Unrestricted funds Prior year	1 April 2016	Incoming	Outgoing	Transfers	31 March 2017
	yeu.	£	£	£		£
	Unrestricted Funds:					
	Designated funds	91,424	-	-	(6,527)	84,897
	Unrestricted and Undesignated Funds	21,473	213,054	(211,628)	5,785	28,684
	:	112,897	213,054	(211,628)	(742)	113,581
	Designated funds - are funds d	esignated for busine	ess continuity	·		
12	Restricted funds Current year	1 April 2017	Incoming	Outgoing	Transfers	31 March 2018
	ourront your	2017	£	£		£
	Big Lottery - Reaching Communities Strengthening Independence and Wellbeing Project	2,029	108,785	(107,038)	_	3,776
	•	2,029	100,703	(107,030)	_	3,770
	Big Lottery - Local Sustainability Fund	7,741	500	(8,308)	67	-
	Families Health & Wellbeing					
	Consortium - Resolve Project	<u> </u>	1,850	(2,066)	216	<u> </u>
		9,770	111,135	(117,412)	283	3,776

Big Lottery - Reaching Communities Strengthening Independence and Wellbeing project

Grant towards 1.8FTE posts to develop the Helpdesk service, to align this with the YSYC service offer, to consult with customers and to provide a wider range of appropriate health and wellbeing options for customers.

Big Lottery - Local Sustainability Fund

The Local Sustainability Fund (LSF) is a fund from the Cabinet office which is administered by the Big Lottery. It aims to help medium-sized VCFS organisations that provide front line services to the most vulnerable and disadvantaged people to secure a more sustainable way of working. Funding from this enabled us to use consultants to assist us with organisational resilience sustainability going forward through:

- Helping us to develop new operating models/ways of working.
- Helping us with business planning
- Helping us to understand our social impact

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

Families Health & Wellbeing Consortium - Resolve

Grant to cover costs for delivery of two workshops to develop confidence and communication skills for the Resolve group who provide peer support for people with mental health problems

Restricted funds Prior year	1 April 2016	Incoming	Outgoing	Transfers	31 March 2017
		£	£		£
Big Lottery - Reaching Communities Strengthening Independence and Wellbeing Project	17,862	107,760	(123,593)	-	2,029
Big Lottery - Reaching Communities Supporting Independence Through Volunteering Project	4,548		(4,988)	440	-
Big Lottery - Local Sustainability Fund	-	57,500	(49,759)	-	7,741
Mind - Resolve - Side by Side _	207	7,845	(8,354)	302	
=	22,617	173,105	(186,694)	742	9,770

Big Lottery - Reaching Communities Strengthening Independence and Wellbeing project

Grant towards 1.8FTE posts to develop the Helpdesk service, to align this with the YSYC service offer, to consult with customers and to provide a wider range of appropriate health and wellbeing options for customers.

Big Lottery - Local Sustainability Fund

The Local Sustainability Fund (LSF) is a fund from the Cabinet office which is administered by the Big Lottery. It aims to help medium-sized VCFS organisations that provide front line services to the most vulnerable and disadvantaged people to secure a more sustainable way of working. Funding from this enabled us to use consultants to assist us with organisational resilience sustainability going forward through:

- Helping us to develop new operating models/ways of working.
- Helping us with business planning
- Helping us to understand our social impact

Big Lottery - Reaching Communities - Supporting Independence Through Volunteering

Grant to cover salary for one full time Volunteer Development Co-ordinator together associated marketing costs and for volunteer expenses and volunteer training

Blackburn with Darwen CVS - Resolve

Grant to cover costs for delivery of two workshops to develop confidence and communication skills for the Resolve group who provide peer support for people with mental health problems

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

13	Information regarding employees and trustees		
	5 5 7 7		2017
	Average number of employees in the year	12	10
	Staff costs comprise:	£	£
	- Wages and salaries	247,977	218,767
	- Social security costs	20,621	15,471
	- Stakeholder pension contributions	23,004	20,392
		291,602	254,630

No employees earned over £60,000.

There was no remuneration or expenses paid to Trustees.

Employee benefits paid to key management personnel totalled £41,358 (2017: £41,358).

The Charity purchased insurance costing £1,073 to protect the Charity from loss arising from neglect or default of its Trustees and to indemnify the Trustees against the consequence of neglect or default on their part.

14 Pension costs

The company makes contributions in to a stakeholder pension scheme. The pension cost charge represents

the contributions payable by the company to the scheme. The charge for the year is £23,004 (2017: £20,392).

15 Analysis of assets and liabilities between funds Current year

	Unrestricted Funds £	Restricted Funds £	Total £
Fixed Assets	800	-	800
Current assets:			
- Debtors	41,577	495	42,072
- Cash at bank and in hand	125,418	7,260	132,678
Creditors	(28,989)	(3,979)	(32,968)
Total	138,806	3,776	142,582

Analysis of assets and liabilities between funds Prior year

	Unrestricted Funds	Restricted Funds	Total
	£	£	£
Fixed Assets Current assets:	1,652	-	1,652
- Debtors	3,074	7,811	10,885
- Cash at bank and in hand	124,728	23,008	147,736
Creditors	(15,873)	(21,049)	(36,922)
Total	113,581	9,770	123,351

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

16 Financial commitments and operating leases

At 31 March 2018 there were annual commitments under non-cancellable operating leases as set out below:

	Land & Buildings		Other Assets	
	2018	2017	2018	2017
	£	£	£	£
Operating leases which expire:				
Within one year	2,730	2,730	590	497
Within two to five years			1,156	290
	2,730	2,730	1,746	787

17 Legal status of the charity

The Charity is a company limited by guarantee and has no share capital. Every member of the Company undertakes to contribute to the assets of the Company in the event of the same being wound up during the time they are a member, or within one year afterwards, for the payments of the debts and liabilities of the Company contracted before the time at which they cease to be a member and the costs, charges and expenses of winding up the same, and for the adjustments of the rights of the contributions among themselves such amount as may be required not exceeding £1.

18 Related party transactions

There were no related party transactions in either the current or prior year

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

Total funds carried forward

19 Statement of Financial Activities - 2017				
	Note	Unrestricted Funds £	Restricted Funds £	2017 Total £
INCOME AND ENDOWMENTS FROM Income from charitable activities Promoting & Supporting				÷
Independent Living	3	212,611	173,105	385,716
Other income				
Income from Investments		443	-	443
Total incoming resources		213,054	173,105	386,159
EXPENDITURE ON			•	
Charitable activities Promoting & Supporting				
Independent Living	4	211,628	186,694	398,322
Takal ann an dikana		244 620	100.004	200 222
Total expenditure		211,628	186,694	398,322
Net (expenditure) / income	5	1,426	(13,589)	(12,163)
Transfer between funds	11, 12	(742)	742	-
Net movement in funds		684	(12,847)	(12,163)
Reconciliation of funds				
Total funds brought forward	11, 12	112,897	22,617	135,514

11, 12

113,581

9,770

123,351