

ACTION FOR FAMILY CARERS

Registered charity number: 1127164

Registered in England and Wales: 06680960

ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019



ACTION FOR FAMILY CARERS

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ACTION FOR FAMILY CARERS

LEGAL AND ADMINISTRATIVE INFORMATION YEAR ENDED 31 MARCH 2019

Company number: 06680960 (England and Wales)

Date of incorporation: 26 August 2008

Charity number: 1127164

Registered office: Brickhouse Farm Community Centre
Poulton Close
Maldon
Essex
CM9 6NG

Auditors: Larking Gowen
8 The Courtyard, Wyncolls Road
Colchester
Essex
CO4 9PE

Bankers: Lloyds Bank Plc
Chelmsford Branch
PO Box 1000
Essex
BX1 1LT

Solicitors: Birkett Long LLP
Essex House, 42 Crouch Street
Colchester
Essex
CO3 3HH

ACTION FOR FAMILY CARERS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2019

The Trustees, who are also Directors for the purposes of company law, have pleasure in presenting their Report and the Financial Statements of the Charity for the year ended 31 March 2019. This is also the Directors' Report, as required by s415 of the Companies Act 2006.

Legal and administrative information set out on Page 1 forms part of this Report. The Financial Statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practices applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and the Republic of Ireland (FRS102) (effective 1 January 2015).

Action for Family Carers follows and applies key guidance principles as recommended by the Charity Commission for organisations that provide services for public benefit. The Board ensures that all intended activities support the Charity's Aims and agreed Strategic Objectives by using robust reporting standards which support all decision making.

The Trustees

The Directors of the Charitable Company ("the Charity") are its Trustees for the purposes of charity law. Action for Family Carers has a strong, robust and effective Board of Trustees made up of individuals with a range of qualifications, skills, knowledge, experience, expertise and current practice that enable a positive contribution to the governance of the Charity and business. The Board annually reviews the Charity's strategic direction ensuring the focus remains on Carers, and that it delivers on the agreed priorities with the range and quality of support and services meeting need now and for the future. At each Board meeting, Trustees receive and consider a Delivery Plan Report, Carer Services Report and Financial Reports which highlight the performance and progress against the plan and agreed priorities to ensure that the Charity is on target and working to the agreed standard and outcomes for Carers.

An annual Skills Audit identifies any gaps on the Board with an active search to recruit new Trustees that can address these and become Lead Trustees in key areas. In 2018/19 the Board strengthened its governance function through securing a Lead Trustee Marketing. The Board continues to recognise the value of Co-options in addressing skill gaps and working towards diversity. In all cases, there is a rigorous selection process and Trustees are appointed by the Board and formally elected at the Annual General Meeting. All Trustees undergo formal training in relation to trusteeship in general and of the Charity's activities with a thorough induction as well as learning development, formal training and support opportunities to enable them to carry out their role. The Board is mindful at all times of its governance role and the duties and responsibilities of Trustees. In 2018/19 the work of The Policy Task Group, its systems and schedule of reports was further developed to strengthen governance.

The Board of Trustees meets 6 times per year and operates a Remuneration Committee to oversee the Chief Executive Officer's remuneration. Trustees also chair and actively participate in a variety of task groups. In 2018/19 the Board established 2 significant working groups focused on strategy and driving forward the key priorities: Business Continuity and Development Group and Services, People and Quality Group. The Board of Trustees delegates authority for the day to day operation of the Charity to the Chief Executive Officer. The Board has agreed a Scheme of Delegation which sets out the decision-making responsibility of the Board and that of the Chief Executive Officer. The Board annually reviews and approves the Scheme of Delegation including those actions in relation to the Senior Leadership Team.

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The Trustees who served the Charity during the period were as follows:

Chair of Trustees

Denise Fielding

Vice Chair of Trustees

Colin Bennett (until 17th October, 2018, remains a Trustee)

Rebecca Loader (from 17th October, 2018)

Treasurer

Pauline Haggerty

Company Secretary

Theresa Byles (stood down as Company Secretary and Trustee on 24th January, 2019)

Colin Philpott (Acting Secretary from 24th January, 2019)

Other Trustees

Sue Bailey

Paul Osman

Judy Spiceley

Tony Dixon

Chief Executive Officer (non-Trustee)

James Clarke

Senior Executive Remuneration

A Remuneration Committee of Trustees makes recommendations on the Chief Executive Officer's pay. These are based on Appraisal and Performance Review in the context of the Strategic Objectives and Business Priorities, meeting financial and achievement targets and objectives, demonstrating leadership and management, maintaining differentials and the successful leadership, management and delivery of the Charity's programmes. The Chief Executive Officer is responsible and accountable to the Board of Trustees for the Appraisal and Performance Review of the Senior Leadership Team in order to inform the Board's decision on the remuneration of these posts.

Objects of the Charity

The Charity's objects are to promote the relief of persons who are ill, disabled, incapacitated or elderly by the provision of information, education, support, respite care, recreation and advocacy for their Carers.

Our Mission

Action for Family Carers makes a positive difference to the lives of Carers including Young Carers.

Our Vision

Action for Family Carers will be recognised as a Centre of Excellence which campaigns for and achieves positive outcomes for Carers.

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Our Values

Carer-Centred - We will engage with Carers at every opportunity, listening to their feedback and input so that our actions and decision making focus on the service, support and benefits for unpaid Carers.

Integrity - We will apply this personally, professionally and in all aspects of the Charity and its business operations.

Quality - We will aim for excellence and do the best that we can do in all that we do at all times.

Our Strategic Aims

- 1) To have a positive impact on outcomes for Carers
- 2) To raise public awareness about Carers
- 3) To improve public awareness of the organisation
- 4) To ensure the sustainability of the organisation for the benefit of Carers

ACTION FOR FAMILY CARERS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2019

INTRODUCTION

Care to Care for Carers across Essex

2018/19 saw a significant change in the funding position of the Charity and in particular with the cessation of the grant 'Supporting Carers in Essex' by Essex County Council and the shift in their support and service for Young Carers.

The Board recognised and faced up to this challenge identifying key priorities alongside difficult business and financial decisions. Our actions incorporate the principles of what Carers tell us they need – continuity of care, the importance of Carers' wellbeing, the quality of care, campaigning and awareness of and for Carers with the need to end the postcode lottery across Essex.

Action for Family Carers therefore continues to focus on the health and wellbeing of Carers and their families across Essex. Through its use of reserves, increased activity and focus on diversifying income through funding bids, grants and fundraising plus the ongoing support of volunteers and local communities the Charity has been able to do more and differently.

Our 'Feeling Good, Caring Well' initiative started in August 2018 with the activities commencing from February 2019. This innovative programme provides Carers across Essex – including Southend and Thurrock – with opportunities to learn about and to engage in activities that will help improve health and wellbeing, reduce stress and anxiety and enable them to meet other Carers living in the area.

Action for Family Carers strongly believes in the value of providing regular club nights for Young Carers to take a break from their caring role, to be a young person and to enjoy themselves in the company of other Young Carers. We could not have continued to do this in 2018/19 without support and funding from the community across Essex, including Rotary Clubs.

We are grateful too, for the support from Global's Make Some Noise which has enabled us to provide much needed support to primary and secondary schools across Essex. Action for Family Carers recognises that we all need to raise awareness about unpaid Carers and the earlier and more we do the better not only with further investment in our website but also with the safe and positive use of social media.

Carers tell us how much they value our volunteer-led befriending services. So, we are very pleased that Essex County Council has recognised this by commissioning Action for Family Carers to lead a group of charities to deliver a countywide service called 'Essex Befriends'. The service is aimed at groups most at risk of experiencing social isolation and loneliness: older people, people with a learning disability, people with a mental health problem and people with caring responsibilities. At the heart of this provision is our person-centred approach; to treat everyone as a unique individual rather than defining them by these categories.

Social Care is a challenge and concern for us all now and for the foreseeable future. Action for Family Carers will go into its thirtieth year therefore even more committed to its Mission of making a positive difference to the lives of Carers including Young Carers. That means making sure we all know who is a Carer, identifying the gaps and addressing unmet need e.g. Young Adult Carers, Carers supporting those at end of life, those receiving no dedicated support/focus as well as continuing to ask and listen to what Carers' need now and in the future.

Denise Fielding - Chair

James Clarke - Chief Executive

ACTION FOR FAMILY CARERS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2019

ACTIVITIES AND ACHIEVEMENTS

Adult Carers

In total we supported 1159 Adult Carers during the year across all of our services and projects. This includes individual information, guidance and support given by the Adult Carers Lead Worker.

Feeling Good, Caring Well

Funded by the National Lottery Community Fund, we launched our Carer wellbeing programme "Feeling Good, Caring Well" inviting professionals, caring organisations, volunteers and unpaid Carers to the briefings and workshops in January 2019. This four year programme consists of a range of sessions for unpaid Carers to help them manage their own health and wellbeing thus supporting them to continue in their caring role for longer.

The initial programme of events included sessions on Stress Busting, Managing Emotions Effectively and Mindful Walks. The programme is being developed further based upon feedback from Carers in order to best meet their needs and interests. Action for Family Carers anticipates both the development and expansion of this successful initiative having over 300 Carers register their interest within the first few months.

Macmillan Carers Service

Fully funded by Macmillan Cancer Support, Action for Family Carers provided support to those unpaid Carers of people who had a Cancer diagnosis across Essex, including Southend and Thurrock.

The Macmillan Carers Service supported 488 Carers during the year. The team also reached out to a wider range of Carers through their work in the Macmillan Hubs based within hospitals across Essex.

Action for Family Carers also worked closely with the Macmillan Information Centres to ensure there was effective communication and transition arrangements in place to support Carers of people with Cancer when the funding for this joint working ended on 31st March 2019.

Advocacy

Action for Family Carers worked in partnership with seAp (Support, Empower, Advocate, Promote) to provide an Advocacy Service for unpaid Carers funded by Essex County Council until July 2018. This service was then transferred to Rethink.

Carers tell us they benefit positively from the support of an Advocate when they are finding it difficult to have their voice heard by health and social care professionals or have a concern that a decision is not being made based upon what they or the Cared-for person says they really want or need.

ACTION FOR FAMILY CARERS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2019

The role of that Advocate is to provide a service for Carers to ensure that they are listened to, their views and expertise are taken into consideration by professionals and they are part of the decision making process.

Reaching Out to Carers Project

Healthwatch Essex awarded a grant to Action for Family Carers, working in partnership with Essex Carers Support, to contact and better understand the needs of unpaid Carers from under-represented and/or disadvantaged groups i.e. those in geographical areas of deprivation, Carers of people with learning disabilities or mental health needs, and from Black, Asian and Minority Ethnic communities. This grant ran from April 2017 to September 2018.

This Project provided greater insight into why it is more difficult to reach out to some communities of Carers than others and enabled us to test out different ways of promoting awareness so Carers self-identify. The Project also identified that some people distrust 'public services' and agencies of any sort such that they require a great deal of support and confidence building to make contact with and trust these support services. The Reaching Out to Carers Project identified that Face to Face contact with experienced and skilled staff that are not part of such organisations is the most effective way forward and can provide effective mechanisms and steps to support and achieve a solution in these situations.

Developing Carer Friendly Employers

The Developing Carer Friendly Employers Project funded by the Bupa Foundation was in operation until June 2018. This Project enabled us to engage with 125 large employer organisations in Essex encouraging them to identify Carers within their workplace, recognise the role of an unpaid Carer and as such help their employees to achieve an effective balance between their work and caring responsibilities. This work and engagement with Employers and Employees also led to the development of Best Practice Guidelines on Supporting Carers within the Workplace. This is now available on our website at <https://affc.org.uk/services/adult-carers>.

Essex Carers - The Way to Work

Action for Family Carers is a delivery partner for this Project, led by 4SX and co-funded by the Big Lottery Fund and the European Social Fund.

The service supports unpaid Carers or those that have been a Carer within the last 18 months, who live in Essex and are unemployed or economically inactive.

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Our Key Worker covers the North of Essex supporting unpaid Carers, who wish to embark on a journey towards and into rewarding and sustainable Employment, Volunteering, Education and/or Training. This initiative also helps support the development of self-esteem, health and wellbeing for unpaid Carers. Action for Family Carers identified, worked with and supported 59 Carers successfully supporting their transition into work or training.

Befriending Services

Our Telephone Befriending Service delivered by Volunteers continued to develop throughout the year supporting a total of 292 unpaid Carers.

The service is highly valued by our Carers and their positive feedback tells us that they keenly anticipate the telephone call and look forward to that contact and conversation. The telephone befrienders and the service they provide are recognised with consistently high feedback that reflects the value and the success of this initiative.

A Home Visiting Service for Carers pilot was very successful in the Maldon district. The learning, impact and outcomes from this helped us to bid successfully for an additional Home Visiting Service in the Colchester area from April 2019.

Counselling Service

Our Counselling Service, delivered by Volunteers with professional counselling qualifications, has continued to build and develop over the year. The feedback and experience of those unpaid Carers undertaking these counselling sessions recognises that this service supports them emotionally in their caring role. In 2018/19 Action for Family Carers provided 589 counselling sessions to 144 unpaid Carers.

Carer Friendly GP Project

This Project identified and supported more than 90 new Carers from GP Practices in Clacton by working directly with the surgeries to hold consultation clinics such that unpaid Carers could bring and present their confidential issues. Surgeries were helped to set up Carer Noticeboards and progress a Carer Register. The learning from this Project funded by Provide will be used to inform the roll out of this work in Mid Essex.

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Young Carers

Young Carer Clubs

Following the withdrawal of funding from Essex County Council, Action for Family Carers has been able with fundraising and other community support to continue to run Young Carer Clubs in Colchester, Epping Forest, Harlow, Maldon and Uttlesford. This has meant that we have been able to provide much-needed respite from their caring roles for 288 Young Carers between the ages of 7 and 18 years.

Young Carers who attend the Clubs reported an increase in their confidence and ability to form new friendships which has led to a reduction in feelings of social isolation. The Clubs also enabled our Young Carer Support Workers to develop positive working relationships with Young Carers thus helping these young people to identify issues, barriers for progression and to be able to raise issues and concerns directly.

A number of additional respite activities – that much needed break that so many unpaid Carers welcome – meant Young Carers went to Adventure Island in Southend, theatre visits, a trip to the pantomime plus a Christmas party, funded by the National Lottery Community fund.

Young Carer Development Programme

Funded by Children in Need, Action for Family Carers ran a programme of targeted group sessions to 74 Young Carers in different localities across Essex. The sessions are all designed and tailor made for young people so they address the common issues that Young Carers experience such as self-confidence, self-esteem and social isolation.

The Young Carers are brought together in groups within their own localities, encouraging them to develop friendships and explore activities together. These experiences make a difference and positive impact in the lives of Young Carers.

Young Carer Support in Schools

The Charity supported 524 Young Carers in schools in the 12 districts of Essex through one to one meetings and group work within the educational setting.

42 of these Young Carers were of primary school age. This work with primary schools has been significant both by raising awareness in this sector of education of the challenges of being a Young Carer as well as the importance of being identified as such before the transition to secondary school.

Young Carers reported increased confidence and improved self-esteem as an outcome of these interventions as well as improved relationships with staff in school owing to their greater awareness and understanding of caring and the impact of such on their educational experience.

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Young Adult Carer Transition Support

Action for Family Carers continued to support 30 Young Adult Carers between the ages of 16 and 24 years living in Uttlesford. This work was funded by Uttlesford District Council recognising the need to overcome the barriers of rural isolation, lack of transport and therefore a higher risk of social isolation. This work is continuing in 2019/2020.

Day Care

Day Care Services

The Charity provided a total of 4,500 breaks for unpaid Carers via our Day Care Service. This provides older people - the 'Cared for' – with a regular opportunity to experience a social day out in the company of others, enjoy a hot meal and choose from a range of mentally and physically stimulating activities such as playing Scrabble, using a computer, gardening or taking part in seated exercises.

Day Care opportunities were provided in Burnham, Chelmsford, Harlow, Maldon, South Woodham Ferrers and Tiptree. The numbers attending the Day Care Service in Burnham dwindled for a variety of reasons during the year such that we were no longer able to provide the appropriate service and closed it in December 2018.

However, the Day Care Service in South Woodham Ferrers proved so popular that Action for Family Carers with the support of the community opened for an additional day in June 2018. There is now respite care offered on 2 days each week. In January 2019, the Charity successfully launched and opened a new Day Care Service in Tiptree. This service has also proved to be in demand and is well supported by the local community.

REVIEW OF FINANCIAL ACTIVITIES

Action for Family Carers receives funding from a range of sources including grants and donations plus monies from a wide range of fundraising activity. The Charity submits applications and bids via its Funding Coordinator in line with the strategy agreed by the Board of Trustees to diversify our income and reduce the overreliance on a large or single funder thus reducing risk and increasing the capacity, capability and sustainability of the Charity for the benefit of unpaid Carers.

All figures below are correct to the nearest £k.

Income

Income during 2018/19 was £688k (2017/18 £1,679k) which is £991k lower than the previous year. This reduction is largely due to the Supporting Carers in Essex grant ceasing at 31st March 2018.

Income was mostly from grants, including a new grant from the National Lottery Community Fund (previously called Big Lottery Fund).

ACTION FOR FAMILY CARERS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2019

Expenditure

Expenditure was £803k (2017/18 £1,628k). This is £825K lower than the previous year, the reduction being largely due to reduced staffing and service delivery following the cessation of the Supporting Carers in Essex provision at 31st March 2018.

Action for Family Carers continues to operate and consistently apply its policy of obtaining best value for all expenses without compromising the quality of its services, such as by agreeing cost reductions with trusted suppliers.

Funds

Total funds at the end of the year were £460k (2017/18 £575k) which is £115k lower than the previous year. Action for Family Carers reduced its unrestricted funds by £79k to £340k (2017/18 £419k) in line with The Board of Trustees' Financial Reserves Policy. This figure includes 'free reserves' of £338k and Fixed Assets to the value of £2k. Fixed Assets are all items of enduring value including computer servers and telephony.

Reserves Policy

The Board of Trustees has established various funds and reserves – both designated and undesignated – as a contingency against unforeseen and unexpected future costs. The Reserves Policy states that the Charity will build reserves to a minimum 25% and a maximum 50% of budgeted annual operating costs. Annual expenditure for 2019/20 is budgeted to be £705k and so, based upon that figure, reserves should be between £178k and £355k. Current unrestricted funds at 31st March 2019 are £340k, which is in line with the Reserves Policy.

The Board of Trustees is cognisant of the importance of its reserves to ensure the sustainability and resilience of the Charity for unforeseen circumstances and uncertain events in the future. The Board annually reviews the Reserves Policy.

Investment Policy

The purpose of The Investment Policy is to ensure that any investments prioritise the safety of the principal investment while maximizing the after-tax investment return and maintaining adequate liquidity. The Charity will ensure that at least 50% of unrestricted reserves are immediately available and that all investments are risk assessed and covered by the Financial Conduct Authority and Financial Services Compensation Scheme.

ACTION FOR FAMILY CARERS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2019

Future Plans

The Charity has secured funding from a range of funders for at least a further one year period in line with our Strategic Plan. This includes a grant from the Big Lottery Fund for supporting Adult Carers via a four year programme called 'Feeling Good, Caring Well' which commenced in August 2018, and a new grant from Essex County Council to lead a consortium providing countywide befriending services to reduce social isolation and loneliness under the title 'Essex Befriends'.

Macmillan Cancer Support developed a new national strategy in relation to unpaid Carers and end of life care with the result that the grant funding for the Macmillan Carers Service was not renewed.

The Board remains committed to the continuation of our current services and support as well as developing new and different provision to meet unmet need. It is imperative that we address the postcode lottery of support for Carers and their families in Essex. In the light of this, the Board has made decisions including the use of its reserves so that we maintain and grow the business, our support and services thus benefiting Carers. Many Carers tell us how vital regular respite care is to them and therefore the Board of Trustees has committed to an investment in additional resources to promote and enhance our Day Care Service.

The Charity is a robust organisation that demonstrates quality, strong leadership and management, sound financial disciplines and puts Carers needs at the centre of everything it does. The Charity receives funding from a number of different organisations for bespoke services and unrestricted funding to spend as the organisation sees as most effective in meeting the needs of and positive outcomes for Carers. We will continue to apply for funding, diversify income streams and ensure future sustainability in line with our Funding Strategy and for the benefit of unpaid Carers across Essex.

Fundraising

The continuation of our current services and the support for the unmet needs of Carers is central to everything we do. Grants opportunities are and have become increasingly difficult to find and secure particularly given the difficult and challenging financial climate for all involved in the Social Care agenda.

Action for Family Carers therefore welcomes donations and other fundraising support and seeks to respect the wishes of donors and fundraisers in terms of how funds raised are spent. Our fundraising activity is currently carried out by our core staff team or by Volunteers including Trustees. Action for Family Carers does not employ professional telephone or street fundraisers, or commercial participators to carry out our fundraising.

The Board of Trustees however recognises the continued need to diversify income and therefore, whilst we do not have a professional full time fundraiser like many other Charities, we have an agreed fundraising plan with an identified resource that aims to engage others and extend the support of the Charity plus an action plan to increase donations, gifts and legacies being mindful of the Fundraising Regulator's Code of Fundraising Practice. In October 2018 the Board agreed a Lead Trustee Role for Fundraising.

ACTION FOR FAMILY CARERS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2019

Action for Family Carers complies with all relevant statutory regulations, including the Charities Act 2011, the Data Protection Act 2018, General Data Protection Regulation and Privacy and Electronic Communications Regulations. We always seek to act in ways that are legal, open, honest and respectful – striving for best practice in fundraising by complying with a range of codes of practice including the Fundraising Regulator's Code of Fundraising Practice. We are careful to monitor our fundraising activities and to provide supporters with help and information via our website, by email or post.

We have a Complaints Policy and record and respond to all formal complaints. We did not receive any complaints during 2018-19.

Our Funders

Bupa Foundation	Healthwatch Essex
Chelmsford City Council	The Henry Smith Charity
Children in Need	Macmillan Cancer Support
Childwick	Mulberry Trust
Colchester Catalyst	National Lottery Community Fund
Essex Community Foundation	North East Essex NHS Clinical Commissioning Group
Essex County Council	seAP (Support, Empower, Advocate, Promote)
4SX (National Lottery/European Social Fund)	Southend Carers Hub (Southend Borough Council)
Fowler Smith and Jones	Tesco Community Grants
Garfield Weston Foundation	Uttlesford District Council
Global's Make Some Noise	The Charity of William John Cook
Greenfields	
Harlow Recreation Fund	

Our grateful thanks go to all of the above, to Maldon District Council for the provision of premises at Brickhouse Farm Community Centre, and to all those that contributed through donations or fundraising events.

ACTION FOR FAMILY CARERS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2019

Risk Review

The Board of Trustees has reviewed the major risks to which the Charity is exposed and systems have been identified to mitigate those risks. External risks regarding the continuity of voluntary funding have resulted in the current development of a Strategic Plan which promotes the diversification of funding and activities. Internal risks are minimised by the implementation of financial control and regulation procedures. These procedures are regularly reviewed to ensure that they still meet the needs of the Charity.

A Significant Risk Management Plan is maintained and regularly reviewed. Areas of potentially significant risk identified include Funding, IT, Health and Safety, HR, Quality, Reputation, Finance, Insurance, Premises and Partnership. Actions and Interventions and Contingency Positions are identified for each of these areas and the level of risk then rated as High, Medium or Low. The key risk to the continued delivery of the Charitable Objects is considered to be funding which is being addressed as described in the Future Funding section of this report.

RESPONSIBILITIES OF THE TRUSTEES

The Trustees (who are also the Directors of Action for Family Carers 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company 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. The Trustees 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.

**ACTION FOR FAMILY CARERS
TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2019**

We, the Directors of the company who held office at the date of approval of these Financial Statements, as set out above, each confirm so far as we are aware, that:

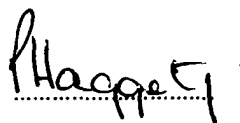
- there is no relevant audit information of which the company's auditors are unaware; and
- we have taken all the steps that we ought to have taken as Directors in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

This report was approved by The Board of Trustees on 5 September 2019 and signed on its behalf.

A handwritten signature in black ink, consisting of a large, stylized 'D' followed by a horizontal line and a long, sweeping tail.

D FIELDING

Chair

A handwritten signature in black ink, appearing to read 'P Haggerty' in a cursive style.

P HAGGERTY

Treasurer

ACTION FOR FAMILY CARERS INDEPENDENT EXAMINERS REPORT YEAR ENDED 31 MARCH 2019

Independent Examiner's Report to the Trustees of Action for Family Carers

I report to the charity Trustees on my examination of the accounts of the company for the year ended 31 March 2019 which consist of the Statement of Financial Activities, Balance Sheet, Statement of Cashflows and associated notes.

This report is made solely to the company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the company's those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not except or assume responsibility to anyone other than the company and the company's Trustees, as a body, for my work or for this report.

Responsibilities and basis of report

As the 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 company'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 that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those 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:



Date: 25 September 2019

Giles Kerkham FCA DChA

For and on behalf of:

Larking Gowen LLP
Chartered Accountants
Statutory Auditors
Colchester

ACTION FOR FAMILY CARERS

STATEMENT OF FINANCIAL ACTIVITIES (including income and expenditure account) YEAR ENDED 31 MARCH 2019

	Notes	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
Income from:					
Donations and legacies	4	20,846	19,296	40,143	27,135
Charitable activities	5	227,829	413,823	641,652	1,643,193
Other trading activities		5,756	-	5,756	8,956
Total income		<u>254,431</u>	<u>433,119</u>	<u>687,550</u>	<u>1,679,284</u>
Expenditure on:					
Raising funds		765	-	765	1,650
Charitable activities	6	413,177	388,820	801,997	1,626,486
Total expenditure		<u>413,941</u>	<u>388,820</u>	<u>802,761</u>	<u>1,628,136</u>
Net income before transfers		<u>(159,510)</u>	<u>44,299</u>	<u>(115,211)</u>	<u>51,148</u>
Transfer between funds		80,307	(80,307)	-	-
Net income and net movement in funds after transfers		<u>(79,203)</u>	<u>(36,008)</u>	<u>(115,211)</u>	<u>51,148</u>
Funds as at 1 April 2018		419,471	155,575	575,046	523,898
Funds as at 31 March 2019		<u><u>340,268</u></u>	<u><u>119,567</u></u>	<u><u>459,835</u></u>	<u><u>575,046</u></u>

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

The notes on pages 20-27 form part of these financial statements

ACTION FOR FAMILY CARERS

BALANCE SHEET AS AT 31 MARCH 2019

	Note	Total 2019 £	Total 2018 £
Fixed assets			
Tangible fixed assets	10	2,425	6,404
Current assets			
Debtors	11	27,343	119,141
Cash at bank and in hand	12	572,909	568,594
		<u>600,252</u>	<u>687,735</u>
Current liabilities			
Creditors: amounts falling due within one year	14	<u>142,842</u>	<u>119,093</u>
Net current assets		457,410	568,642
Net assets		<u><u>459,835</u></u>	<u><u>575,046</u></u>
Accumulated funds			
Unrestricted funds	17	340,268	419,471
Restricted funds	17	<u>119,567</u>	<u>155,575</u>
Total Funds		<u><u>459,835</u></u>	<u><u>575,046</u></u>

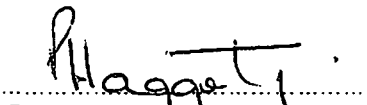
The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the company to obtain an audit for the year in question in accordance with section 476 of the Act. The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved by the Trustees on 5 September 2019 and signed on their behalf, by:



D Fielding



P Haggerty

The notes on pages 20-27 form part of these financial statements.

ACTION FOR FAMILY CARERS
STATEMENT OF CASH FLOWS
AS AT 31 MARCH 2019

	Notes	Total 2019 £	Total 2018 £
Cash flows from operating activities:			
Net cash provided by / (used in) operating activities	15	<u>4,315</u>	<u>29,301</u>
Cash flows from investing activities:			
Dividends, interest and rents from investments		-	-
Purchase of property, plant and equipment		<u>-</u>	<u>-</u>
Net cash provided by / (used in) investing activities		<u>-</u>	<u>-</u>
Change in cash and cash equivalents in the reporting period		4,315	29,301
Cash and cash equivalents brought forward		568,594	539,293
Cash and cash equivalents carried forward		<u><u>572,909</u></u>	<u><u>568,594</u></u>

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2019

1. Accounting policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement on 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.

The Charity constitutes a public benefit entity as defined by FRS 102.

Assets and liabilities are initially recognised at historical cost of transaction value unless otherwise stated in the relevant accounting policy.

1.2 Income and expenditure

Donations and similar incoming resources

Income is recognised and included in the accounts when all of the following criteria are met:

- (a) The Charity has entitlement to the funds;
- (b) Any performance conditions attached to the items(s) of income have been met or are fully within the control of the Charity; and
- (c) There is sufficient certainty that receipt of the income is considered probable;
- (d) The amount can be measured reliably.

Grants and fees receivable

These are credited to the Statement of Financial Activities (SOFA) in the year in which they are receivable. Receipts from Service Level Agreements are recognised as income as the Charity becomes entitled through performance of services. Deferred income is released to income in the period in which it has been applied.

Investment income

Income from investments is included in the SOFA in the year in which it is receivable.

Expenditure

All expenditure is included on an accruals basis and is recognised when there is a legal or constructive obligation to pay for the expenditure, and it is probable that settlement will be required and the amount of the obligation can be measured reliably. All costs have been directly attributed to one of the categories of resources expended in the SOFA. The Charity is not registered for VAT and accordingly expenditure is shown gross of irrecoverable VAT.

1.3 Tangible fixed assets and depreciation

These are stated at cost or valuation less depreciation.

Only individual assets costing more than £1,000 are capitalised to the fixed asset register.

Depreciation is provided at rates calculated to write off the cost of valuation of assets, less their estimated residual value, over their expected useful lives on the following basis:

Computer equipment	25%/33% Straight line
Fixtures and fittings	20% Straight line

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2019

1.4 Financial Instruments

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

1.5 Funds

Unrestricted funds comprise those funds which the Trustees are free to use in accordance with the Charitable Objects.

Restricted funds are funds which have been given for particular purposes.

1.6 Operating Lease

Rentals in respect of operating leases, where substantially all the benefits and risks of ownership remain with the lessor, are charged to the Statement Of Financial Activities as incurred.

2. Income

In this period, all of the Charity's income was derived from charitable activities performed within the UK.

3. Taxation

The Charity is exempt from tax on income and gains to the extent that such income and gains are applied to its Charitable Objects. No corporation tax charge arises for the year.

4. Donations and legacies

	Unrestricted funds	Restricted funds	Total 2019	Total 2018
	£	£	£	£
General	12,408	400	12,808	12,597
Supporting Carers in Essex	-	-	-	265
Respite Services	8,439	-	8,439	7,195
Adult Carer Services	-	-	-	-
Young Carer Services	-	18,896	18,896	7,078
	20,846	19,296	40,143	27,135

5. Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2019	Total 2018
	£	£	£	£
General	41,440	281,566	323,006	220,989
Supporting Carers in Essex	-	-	-	976,182
Respite services	179,234	-	179,234	220,047
Adult Carer Services	7,155	24,635	31,790	24,967
Young Carer Services	-	107,622	107,622	201,008
	227,829	413,823	641,652	1,643,193

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2019

6. Expenditure on charitable activities	Unrestricted funds	Restricted funds	Total 2019	Total 2018
	£	£	£	£
Staff costs	260,232	313,711	573,943	1,145,887
Trustee expenses	-	-	-	14
Staff expenses (travelling, CRB's)	10,192	20,850	31,043	57,084
Volunteer Expenses	-	3,213	3,213	2,204
Food, transport and direct costs	40,073	16,338	56,411	104,777
Telephone, postage and stationery	24,625	2,480	27,105	42,414
Rent of halls	11,838	4,142	15,980	15,648
Bookkeeping and accountancy fees	9,882	663	10,545	11,759
Consultant	3,730	4,865	8,595	12,890
Legal and professional fees	-	-	-	4,080
Insurance	8,782	-	8,782	5,220
Advertising	1,423	8,593	10,016	10,599
Printing	4,829	33	4,862	3,201
Cleaning	5,721	-	5,721	7,305
Payments to partners	-	12,150	12,150	152,077
Miscellaneous Office Costs	24,870	1,782	26,652	34,072
Depreciation	3,979	-	3,979	12,937
Governance	3,000	-	3,000	4,320
	413,177	388,820	801,997	1,626,486

Miscellaneous office costs include storage, office refurbishment and general running costs.

Governance costs include Audit fees

7. Expenditure on charitable activities (continued)	Unrestricted funds	Restricted funds	Total 2019	Total 2018
	£	£	£	£
General	207,385	239,635	447,020	208,565
Supporting Carers in Essex	-	-	-	976,447
Respite Services	201,412	-	201,412	225,764
Adult Carer Services	4,380	24,252	28,632	21,284
Young Carer Services	-	124,933	124,933	194,426
	413,177	388,820	801,997	1,626,486

8. Net income/(expenditure) for the year

This is stated after charging:

	2019 £	2018 £
Operating leases - equipment	-	10,296
Depreciation	3,979	12,937
Auditors remuneration:		
Independent Examination/Audit fees	3,000	4,320
	6,979	27,553

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2019

8. Expenditure on charitable activities (continued)	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
Staff costs				
Gross salaries	238,972	289,424	528,396	1,061,720
Employers NIC	17,200	16,041	33,241	66,844
Self Employed Staff		1,137	1,137	2,066
Pensions	4,060	7,109	11,169	15,257
	<u>260,232</u>	<u>313,711</u>	<u>573,943</u>	<u>1,145,887</u>

Average number of employees

51

73

No staff member was paid in excess of £60,000 per annum.

9. Key Management Personnel disclosure

Total 2019 £	Total 2018 £
<u>86,977</u>	<u>137,436</u>

The key management personnel of Action for Family Carers are the Chief Executive Officer, the Head of Carer Services, in 2018 this also included Head of Business Services.

10. Tangible fixed assets

	Computers, equipment & furniture £	Fixtures & Fittings £	Total £
Cost			
As at 1 April 2018	57,537	15,406	72,943
Additions	-	-	-
As at 31st March 2019	<u>57,537</u>	<u>15,406</u>	<u>72,943</u>
Depreciation			
As at 1 April 2018	54,085	12,454	66,539
Charge for the year	1,535	2,445	3,979
As at 31st March 2019	<u>55,620</u>	<u>14,899</u>	<u>70,518</u>
As at 31 March 2019	<u>1,917</u>	<u>507</u>	<u>2,425</u>
As at 31st March 2018	<u>3,452</u>	<u>2,952</u>	<u>6,404</u>

11. Debtors

	2019 £	2018 £
Accounts receivable	14,877	103,997
Accrued income	10,160	15,145
Prepayments	2,307	-
	<u>27,343</u>	<u>119,141</u>

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2019

12. Cash and cash equivalents	2019	2018
	£	£
Current account	184,795	480,969
Deposit account	387,392	87,392
Petty cash	722	234
	<u>572,909</u>	<u>568,594</u>

13. Financial Instruments	2019	2018
	£	£
Financial assets		
Cash and Cash Equivalents	572,909	568,594
Financial assets that are debt instruments measured at amortised cost	-	-
	<u>572,909</u>	<u>568,594</u>
Financial liabilities		
Financial liabilities measured at amortised cost	27,512	33,980
	<u>27,512</u>	<u>33,980</u>

Financial assets measured at amortised cost comprise of debtors due within one year.

Financial liabilities measured at amortised cost comprise creditors due within one year and amounts falling due after more than one year.

14. Creditors: amounts falling due within one year	2019	2018
Deferred income	115,330	85,113
Taxes and social security	8,860	20,204
Other creditors and accruals	18,652	13,776
	<u>142,842</u>	<u>119,093</u>

Deferred income analysis	Unrestricted funds	Restricted funds	Total 2019	Total 2018
	£	£	£	£
Balance at 31 March 2018	-	85,113	85,113	77,139
Amount released to incoming resources	-	(85,113)	(85,113)	(77,139)
Amount deferred in the year	5,000	110,330	115,330	85,113
Balance at 31 March 2019	<u>5,000</u>	<u>110,330</u>	<u>115,330</u>	<u>85,113</u>

Deferred income comprises of Grant payments for The Big Lottery Fund, Fowler Smith And Jones, Colchester Borough Council, Essex County Council, Children in Need, Garfield Weston, Colchester Catalyst, Mulberry Trust, Essex Community Foundation.

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2019

15. Reconciliation of net movement in funds to net cash flow from operating activities

	Total 2019 £	Total 2018 £
Net movement in funds for the reporting period (as per the statement of financial activities)	(115,211)	51,148
Adjustments for:		
Depreciation charges	3,979	12,937
(Increase) / decrease in debtors	91,798	(25,491)
Increase / (decrease) in creditors	23,749	(9,291)
Net cash provided by / (used in) operating activities	4,315	29,303

16. Gift in kind

The premises at Maldon occupied by the Charity are kindly provided free of rent and certain overhead costs. These costs are not included within the numbers of the accounts.

17. Reconciliation of funds	As at 01/04/18	Incoming resources	Outgoing resources	Transfers	As at 31/03/19
Unrestricted funds	419,471	254,431	(413,941)	80,307	340,268
Restricted funds					
General	50,272	281,966	(239,635)	(52,828)	39,775
Supporting Carers in Essex	(187)	-	-	187	-
Adult services	34,760	24,635	(24,252)	(13,954)	21,189
Young carer services	70,730	126,519	(124,933)	(13,712)	58,604
	155,575	433,119	(388,820)	(80,307)	119,567
Total funds	575,046	687,550	(802,761)	-	459,835

Supporting Carers in Essex fund

This project ended 31st March 2018, there was a small overspend of £187 which we transferred from Unrestricted to cover the overspend.

Adult Carer Services

The project is to support adult Carers. The transfer of £13,954 is the contribution towards overheads.

Young Carer Services

The project is to support young and young adult carers. The transfer of £13,712 is the contribution towards overheads.

General

This is general projects that don't just support a specific age group but support all carers what ever their need. The transfer of £52,828 is the contribution towards overheads.

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2019

18. Comparative note of reconciliation of funds 2018

	As at 01/04/17	Incoming resources	Outgoing resources	Transfers	As at 31/03/18
Unrestricted funds	<u>401,941</u>	<u>251,061</u>	<u>(239,608)</u>	<u>6,077</u>	<u>419,471</u>
Restricted funds					
General	27,920	218,723	(196,371)	-	50,272
Supporting Carers in Essex	- 187	976,447	(976,447)	-	(187)
Respite Services	6,077	-	-	(6,077)	-
Adult Carer Services	31,077	24,967	(21,284)	-	34,760
Young Carer Services	57,070	208,086	(194,426)	-	70,730
	<u>121,957</u>	<u>1,428,223</u>	<u>(1,388,528)</u>	<u>(6,077)</u>	<u>155,575</u>
Total funds	<u>523,898</u>	<u>1,679,284</u>	<u>(1,628,136)</u>	<u>-</u>	<u>575,046</u>

19. Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
Fixed assets	2,425	-	2,425	6,404
Current assets	14,877	12,466	27,343	119,141
Cash at bank and in hand	322,966	249,942	572,909	568,594
Current liabilities	-	(142,842)	(142,842)	(119,093)
	<u>340,268</u>	<u>119,567</u>	<u>459,835</u>	<u>575,046</u>

Comparative of analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
Fixed assets	6,404	-	6,404	19,341
Current assets	57,838	61,303	119,141	93,648
Cash at bank and in hand	355,229	213,366	568,594	539,293
Current liabilities	-	(119,093)	(119,093)	(121,600)
	<u>419,471</u>	<u>155,576</u>	<u>575,046</u>	<u>530,682</u>

20. Operating lease commitments

As at 31st March 2019 the charity had future minimum lease payments under non-cancellable operating leases as follows:

	2019 £	2018 £
Within 1 year	5,148	5,148
Operating lease ending 2 to 5 years	-	5,148
	<u>5,148</u>	<u>10,296</u>

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2019

21. Related party transactions

No Trustee was reimbursed in respect of travel costs in 2019 (2018: 1 Trustee reimbursed £14).

No emoluments were paid to trustees and there were no transactions with trustees in the current or previous year.

22. Pension commitments

The Charity operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the Charity in an independent administered fund. The pension cost charge represents contributions payable by the Charity to fund the amount to £11169 (2018: £15,257). Contributions of £1998 (2018: £3,136) were payable to the fund at the year end.