

Charity Registration No. 1013152

Company Registration No. 02722484 (England and Wales)

**CARING CONNECTIONS LIMITED**

**(A company limited by guarantee)**

**ANNUAL REPORT AND FINANCIAL STATEMENTS FOR**

**THE YEAR ENDED 31 MARCH 2024**

**CARING CONNECTIONS LIMITED**  
(A company limited by guarantee)

**LEGAL AND ADMINISTRATIVE INFORMATION**

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**Trustees:**

|                   |                        |
|-------------------|------------------------|
| J Wild            |                        |
| E Titley          |                        |
| M Richmond        |                        |
| X Zwolinski       | Resigned - 29/11/2024  |
| P Neilson-Holding | Resigned - 05/10/2024  |
| C Culligan        | Appointed - 18/09/2024 |
| R Keegan          | Appointed - 17/12/2024 |
| M Lea             | Appointed - 17/12/2024 |

**Charity number:** 1013152 (England and Wales)

**Company number:** 02722484 (England and Wales)

**Registered office:**

1a Edward House  
Woodward Road  
Knowsley Industrial Park  
Liverpool  
L33 7UY

**Auditors:**

Monetta LLP  
Statutory Auditors  
Chartered Accountants  
110-114 Duke Street  
Liverpool  
L1 5AG

**CARING CONNECTIONS LIMITED**  
**(A company limited by guarantee)**

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**CARING CONNECTIONS LIMITED**  
(A company limited by guarantee)

**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024**

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The trustees, who are the directors for the purpose of company law, present their annual trustees' report with the financial statements of the charitable company for the year ended 31 March 2024 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The legal and administrative information set out at the beginning of the Annual Report forms part of this report.

The financial statements comply with the Memorandum and Articles of Association, the Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019.

**Our purposes, objectives and activities**

Caring Connections Limited is a registered charity, specialising in the delivery of care and support services across Merseyside. The charity is a registered provider with the Care Quality Commission and on the contracted framework with all Merseyside local authorities.

Alongside the commitment of 'connecting people to the highest quality of care' Caring Connections is also dedicated to the delivery of projects which support the ethos of 'improving the lives of local people'. These projects work to reduce social isolation and improve the health and wellbeing of local people across the Liverpool City Region.

Services provided include:

- Adult Care
- Children's Care
- End of Life Support
- Bereavement Support Services
- Professional Counselling
- Dementia Support

The central activity is the provision of home care services to older people with the central ethos of 'Connecting People to the highest quality of care'.

The trustees have paid due regard to guidance issued by the Charity Commission on public benefit, including the guidance 'public benefit: running a charity' (PB2) in deciding what activities the charity should undertake. Affordability and access to our services is important to us and is reflected in our pricing policies.

**Achievements and performance**

**Domiciliary Care Services**

Caring Connections had its most successful year in its history in 23/24, supporting more people, working across more deprived communities and greatly enhancing the number of hours of care provision.

CC provides care to the following groups of people (this list is not exhaustive):

- Physical Disabilities
- Palliative Care
- End of Life
- Stroke
- Dementia
- Mental Health
- Long Term Health Conditions

In 23/24 Caring Connections delivered 207000 hours of domiciliary care to vulnerable adults within deprived communities across the Northwest. On average supporting over 400 people per day and providing on average 17200 hours of care per month.

In total the charity supported 1036 individuals through social care services in 23/24.

This year the charity delivered domiciliary care services across the following areas:

- Knowsley
- Sefton
- Liverpool
- St Helens
- Cheshire West and Chester

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**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024 (Continued)**

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- Wirral
- Wigan
- Warrington
- St Helens
- Blackpool

CC is contracted through local authorities for the provision of care services with a small number of private paying service users. CC is a lead care provider for Warrington MBC / Wigan MBC and Knowsley MBC, CC is a spot purchase supplier for Wirral MBC / Cheshire West and Chester MBC / Liverpool CC / St Helens MBC / Sefton MBC and Blackpool MBC.

**Supporting those affected by Homelessness**

Caring Connections also successfully continued and grew its provision of supporting those affected by and at risk of homelessness within the Liverpool City Region.

- Liverpool YMCA: Provision of complex care within hostel accommodation
- The Whitechapel Centre: Lead care provider on hospital discharge programme
- Liverpool City Council: Lead care provider in Aigburth Driver Harm Reduction Unit

**Employment**

- In 23/24 Caring Connections provided employment to over 415 individuals from across the Northwest targeting individuals from the deprived communities.
- CC was awarded the NAVAJO quality mark for its commitment to the LGBTQIA.

**Awards:**

- Katy Turner Care Services Manager of Knowsley was awarded a British Empire Medal for services to social care.
- Rachael Fraser Care Services Manager of Wigan was awarded a British Empire Medal for services to social care.
- The organisation was finalists in a number of national and local awards including the Women achieving greatness In Social Care Awards and Knowsley Business Awards.

**Counselling Services**

- Over the year of 23-24 the organisation delivered 3800 fully funded one to one bereavement counselling sessions. The service specialises in supporting those affected by complex bereavement including suicide.
- Fully funded bereavement sessions were delivered across Knowsley, St Helens, Cheshire, Liverpool and Wigan.

**Social Value Projects**

Caring Connections launched a range of social value projects across the Northwest:

- Bridging Communities: Telephone befriending service delivered across Knowsley to support individuals affected by social isolation.
- Winter Wellbeing Hamper Project: Winter warmer hampers delivered across Knowsley to residents at greater risk of negative health affects of colder weather. Packs included a long-life food hamper
- Social Isolation Events: Care branches started the delivery of community social events supporting individuals in the community to come together.
- Carry that Christmas Appeal: CC in partnership with Lightbody Health conducted a walk challenge with the aim of collecting toys for local children in Poverty.

**Financial review**

The end of year produced a surplus of £24,161 against a surplus of £35,728 in the year ended 31st March 2023.

Plans are in place to increase the number of support hours we deliver in order to drive us closer to long-term sustainability. In order to deliver this growth we will need to invest in recruitment, training and retention.

Our total income for the year was £4,394,612 against a total income for the previous year of £2,960,863 in the year ended 31st March 2023.

The reserves of the charity increased by £24,161 and totalled £130,907.

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**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024 (Continued)**

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**Reserves policy**

The Trustees have established a policy that the Charity should aim to retain unrestricted reserves (that are those funds that are freely available) that will cover 3 months of core costs not including care delivery costs due to these being under statutory contracts. The freely available reserves as at 31 March 2024 was £79,227.

At present the organisation has received social investment funding to manage cash flow and support the development of organisation. The organisation has substantially reduced overheads and developed a new business model focussed on surplus generating activities.

The principal funding sources are detailed below:

- Knowsley Council
- NHS Merseyside and Cheshire ICB
- St Helens Council
- Blackpool Council
- Cheshire West and Chester Council
- Warrington MBC
- Sefton Council
- Liverpool YMCA
- The Whitechapel Centre
- The Key Fund
- Social Investment Fund
- The Oliver Lymes Trust
- Big Lottery Fund
- The Key Fund
- LCR Cares
- Department of Communities, Media & Sport
- Department of Health
- John Moore's Foundation
- Community Foundation for Merseyside
- LCVS
- Price Parry Fund
- Souter Charitable Trust
- Ravensdale Trust
- Wigan MBC

The trustees are extremely grateful to all those who have provided funding either directly or via donations. The charity is only able to provide excellent care support thanks to the funding it receives.

**Risk management**

The trustees have a risk management strategy in place that includes:

- An annual review of the risks that the Charity may face;
- The establishment of systems and procedures designed to reduce or eliminate those risks identified in the strategy;
- The implementation of procedures designed to minimise any potential impact on the Charity should those risks materialise.

The risk management exercise focuses on all areas of risk including non-financial. The exercise also addresses issues around the recruitment and retention of staff, together with the appropriate remuneration scales enable the Charity to continue to be the first choice of local people wanting to work.

**Future plans**

The organisation is seeking to expand its charitable services and build support for individuals affected by bereavement. As an organisation we seek to invest in initiatives that improve staff morale and improve quality of the front line care services. We have set further targets of improving our staff numbers and increasing our reach across the Liverpool city region in terms of our care services.

Key developments include:

- To develop a fifth branch in the North West region
- Improve our employment offer to disadvantaged communities
- Invest in staff social activities and engagement programmes
- To increase services to individuals bereaved through suicide

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**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024 (Continued)**

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- To develop a number of social activities for service users
- To continue to build our organisational unrestricted reserves.

Caring Connections Limited was registered as a charity by the Charity Commissioners for all purposes in June 1992 (certificate number 1013152).

Caring Connections Limited is a Company Limited by Guarantee, as defined by the Companies Act 1985. The Charity is governed by its Memorandum and Articles of Association which define its aims, objectives, duties and responsibilities.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

|                 |                       |
|-----------------|-----------------------|
| Mr J W Wild     |                       |
| Mrs E Tittley   |                       |
| Mr P Neilson    | Resigned - 05/10/2024 |
| Mr K Zwolinski  | Resigned - 29/11/2024 |
| Mr M A Richmond |                       |

**Appointment of trustees**

As set out in the Articles of Association, Trustees are appointed by members at the Annual General Meeting of the Charity. Trustees may at their discretion admit individuals or organisations to membership, providing they have paid any annual subscription if appropriate. The Board of Trustees may appoint a person who is willing to act to be a Trustee, either to fill a casual vacancy or as an additional Trustee.

**Organisational structure**

The Board of Trustees administers the Charity. The Board meets bi-monthly and more frequently if required. The Charity is subject to inspections by the Care Quality Commission (CQC).

The Charity is also required to provide monitoring information to its funders in relation to charitable funders in which we had to provide project monitoring / grant end reports.

CQC concern themselves with ensuring that the quality of care provided by our charity meets government standards of quality and safety. As an organisation we strive to reach excellent standards in CQC audits.

**Trustee induction and training**

New Trustees spend time with the Management team having the aims and objectives and the policies and procedures of the Charity explained to them. Every trustee receives a comprehensive induction pack which includes a copy of the latest CQC report, a copy of the Articles of Association and the latest Annual Report.

**Public benefit**

The Charity exists to provide services to members of the public with care needs and also for carers. This support enables people to live fulfilling lives as part of their local community. Without this support their own health and wellbeing may suffer as may the carers' health and wellbeing. It is part of our ethos to develop services to meet the changing needs of people with care needs and their carers and to be responsive to requests for support. Any surplus generated from the provision of our services is reinvested in improving the service we deliver.

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

**Trustees' responsibilities in relation to the financial statements**

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

Company law requires that the charity trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its income and expenditure for the year. In preparing the 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;

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**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024 (Continued)**

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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 on that basis.

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 to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Statement as to disclosure of information to auditors**

So far as the trustees are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the company's auditors are unaware, and they have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The trustee's report was approved by the board of Trustees and signed on their behalf by:

  
Mrs E Titley

Trustee

Date: 24.1.25

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**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CARING CONNECTIONS LIMITED**

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**Opinion**

We have audited the financial statements of Caring Connections Limited ('the charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and Notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

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

**Conclusions relating to going concern**

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

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

**Other Information**

The other information comprises the information included in the annual report, including the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

**Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

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**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CARING CONNECTIONS LIMITED (Continued)**

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**Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

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

**Responsibilities of trustees**

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

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

**Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations was as follows:

We ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

We identified the laws and regulations applicable to the charitable company through discussions with trustees;

We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charitable company;

We assessed the extent of compliance with the laws and regulations identified above through making enquiries of the trustees and reviewing supporting documentation; and identified laws and regulations were communicated within the audit team regularly and the team remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit,

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

Making enquiries of the trustees as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

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**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CARING CONNECTIONS LIMITED (Continued)**

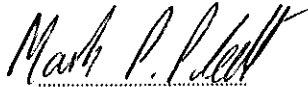
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In addition to the above, our procedures to respond to identified risks included reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations discussed above.

There are inherent limitations in the audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that auditors would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion. A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**Use of our report**

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



Mark Piatt  
(Senior Statutory Auditor)  
for and on behalf of Monetta LLP  
Statutory Auditor  
Chartered Accountants  
110-114 Duke Street  
Liverpool  
L1 5AG  
Date: 24/1/2025

**CARING CONNECTIONS LIMITED**  
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**STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

|  | Notes | Unrestricted funds<br>2024 | Restricted<br>funds<br>2024 | Total<br>funds<br>2024 | Total<br>funds<br>2023 |
|--|-------|----------------------------|-----------------------------|------------------------|------------------------|
|  |       | £                          | £                           | £                      | £                      |
| <b>Income:</b>   |       |                            |                             |                        |                        |
| Donations, grants and legacies   | 3     | 31,720                     | 258,431                     | 290,151                | 247,500                |
| Charitable activities  | 4     | 4,104,461                  | -                           | 4,104,461              | 2,713,363              |
| <b>Total Income</b>  |       | <b>4,136,181</b>           | <b>258,431</b>              | <b>4,394,612</b>       | <b>2,960,863</b>       |
| <b>Expenditure:</b>  |       |                            |                             |                        |                        |
| Charitable activities  | 5     | 4,111,653                  | 247,167                     | 4,358,820              | 2,921,503              |
| Other - Interest payable   | 9     | 11,631                     | -                           | 11,631                 | 3,632                  |
| <b>Total Expenditure</b>   |       | <b>4,123,284</b>           | <b>247,167</b>              | <b>4,370,451</b>       | <b>2,925,135</b>       |
| <b>Net Income/(expenditure) and net<br/>movement in funds for year</b> |       | <b>12,897</b>              | <b>11,264</b>               | <b>24,161</b>          | <b>35,728</b>          |
| <b>Reconciliation of funds</b>   |       |                            |                             |                        |                        |
| Total funds brought forward  |       | 66,330                     | 40,416                      | 106,746                | 71,018                 |
| <b>Total funds carried forward</b>                                     |       | <b>79,227</b>              | <b>51,680</b>               | <b>130,907</b>         | <b>106,746</b>         |

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

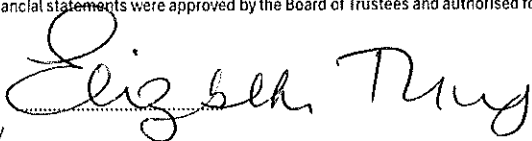
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Company Registration No. 02722484  
BALANCE SHEET AS AT 31 MARCH 2024

|  | Notes | 2024           |                | 2023           |                |
|--|-------|----------------|----------------|----------------|----------------|
|  |       | £              | £              | £              | £              |
| <b>Fixed assets</b>                            |       |                |                |                |                |
| Tangible assets                                | 10    |                | 11,385         |                | 14,297         |
| <b>Current assets</b>                          |       |                |                |                |                |
| Debtors  | 11    | 358,964        |                | 265,867        |                |
| Cash at bank and In hand                       |       | 366,452        |                | 194,451        |                |
|  |       | <u>723,416</u> |                | <u>460,318</u> |                |
| <b>Liabilities</b>                             |       |                |                |                |                |
| Creditors falling due within one year          | 12    | (410,961)      |                | (325,142)      |                |
| <b>Net current assets</b>                      |       |                | 312,455        |                | 135,176        |
| <b>Total assets less current liabilities</b>   |       |                | 323,840        |                | 149,473        |
| Creditors falling due after more than one year | 13    |                | (192,933)      |                | (42,727)       |
| <b>Net Assets</b>                              |       |                | <u>130,907</u> |                | <u>106,746</u> |
| <b>The funds of the charity</b>                |       |                |                |                |                |
| Unrestricted income funds                      |       |                | 79,227         |                | 66,330         |
| Restricted income funds                        |       |                | 51,680         |                | 40,416         |
| <b>Total charity funds</b>                     | 18    |                | <u>130,907</u> |                | <u>106,746</u> |

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and authorised for issue on:

  
E Titley  
Trustee

Date: 24.1.25.

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**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

|   | Notes | 2024     |                | 2023     |                 |
|---|-------|----------|----------------|----------|-----------------|
|   |       | £        | £              | £        | £               |
| Cash generated by operations                                  | 16    |          | 22,272         |          | 96,643          |
| Cash absorbed by investing activities                         |       |          |                |          |                 |
| Purchases of fixed assets                                     |       |          | (478)          |          | (10,489)        |
| Financing activities  |       |          |                |          |                 |
| Proceeds from borrowings                                      |       | 205,400  |                |          |                 |
| Repayment of borrowings                                       |       | (55,193) |                | (18,715) |                 |
| <b>Net cash generated from/(used in) financing activities</b> |       |          | <b>150,207</b> |          | <b>(18,715)</b> |
| <b>Increase/(decrease) in cash and cash equivalents</b>       |       |          | <b>172,001</b> |          | <b>67,439</b>   |
| Cash and cash equivalents at beginning of year                |       |          | 194,451        |          | 127,012         |
| <b>Cash and cash equivalents at end of year</b>               |       |          | <b>366,452</b> |          | <b>194,451</b>  |

**CARING CONNECTIONS LIMITED**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**1 Status**

Caring Connections Limited is a private company, limited by guarantee incorporated in England and Wales under company number 02722484. The registered office address is First Floor 1a Edward House Woodward Road, Knowsley Industrial Park, Liverpool, England, L33 7UY.

**1.1 Basis of preparation**

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) issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. Caring Connections Limited meets the definition of a Public Benefit Entity under FRS 102.

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

**1.2 Going concern**

At the time of approving the accounts the Trustees consider that the charity has adequate reserves and revenue streams to continue in operational existence for the foreseeable future. The Trustees continue to adopt the going concern basis of accounting in preparing the accounts.

**1.3 Charitable funds**

Restricted funds are funds to be used in accordance with specific restrictions imposed by the fund providers. Unrestricted funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects.

**1.4 Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. The value of services provided by volunteers has not been included in these accounts.

Donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected.

**1.5 Expenditure**

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

**1.6 Tangible fixed assets**

Fixed assets are stated at costs less depreciation. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

|                       |                                   |
|-----------------------|-----------------------------------|
| Fixtures and fittings | 20% per annum on reducing balance |
| Computers             | 25% per annum on straight line    |

**1.7 Pensions**

The charity operates defined contribution pension schemes. Contributions payable to the charity's pension schemes are charged to the statement of financial activities in the period to which they relate.

**2 Critical accounting estimates and judgements**

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

**CARING CONNECTIONS LIMITED**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**3 Donations and legacies**

|        | Unrestricted<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|--------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Grants | 31,720                             | 258,431                          | 290,151                     | 247,500                     |
|        | <u>31,720</u>                      | <u>258,431</u>                   | <u>290,151</u>              | <u>247,500</u>              |

**4 Charitable activities**

|                                 | 2024<br>£        | 2023<br>£        |
|---------------------------------|------------------|------------------|
| Service provided under contract | <u>4,104,461</u> | <u>2,713,363</u> |

**5 Charitable activities expenditure**

|  | Unrestricted<br>funds<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|--|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| Staff costs                            | 3,691,701                          | 247,167                          | 3,938,868                   | 2,616,574                   |
| Depreciation                           | 3,389                              | -                                | 3,389                       | 2,256                       |
| Rents                                  | 64,520                             | -                                | 64,520                      | 41,669                      |
| Travel & subsistence                   | 51,686                             | -                                | 51,686                      | 30,187                      |
| Other staff costs                      | 65,930                             | -                                | 65,930                      | 49,236                      |
| Computing                              | 56,413                             | -                                | 56,413                      | 37,314                      |
| Printing, postage and stationery       | 2,080                              | -                                | 2,080                       | 2,272                       |
| Telecommunication expenditure          | 20,080                             | -                                | 20,080                      | 12,588                      |
| Equipment hire                         | 5,563                              | -                                | 5,563                       | 6,670                       |
| Repairs & renewals                     | 303                                | -                                | 303                         | 194                         |
| Insurances                             | 41,848                             | -                                | 41,848                      | 26,845                      |
| Subscriptions                          | 3,724                              | -                                | 3,724                       | 26,003                      |
| Legal & professional                   | 2,398                              | -                                | 2,398                       | 3,053                       |
| Bad and doubtful debts                 | 39,167                             | -                                | 39,167                      | 21,624                      |
| Pension fines                          | -                                  | -                                | -                           | 1,400                       |
| Other operating expenses               | 14,230                             | -                                | 14,230                      | 22,157                      |
| Advertising and promotional costs      | 2,664                              | -                                | 2,664                       | 2,949                       |
| Utilities                              | 164                                | -                                | 164                         | 1,651                       |
|  | <u>4,065,860</u>                   | <u>247,167</u>                   | <u>4,313,027</u>            | <u>2,904,642</u>            |
| Share of governance costs (see note 6) | 45,793                             | -                                | 45,793                      | 16,861                      |
|  | <u>4,111,653</u>                   | <u>247,167</u>                   | <u>4,358,820</u>            | <u>2,921,503</u>            |

**CARING CONNECTIONS LIMITED**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

| 6 Support costs               | Governance<br>costs<br>£ | 2024<br>£ | Governance<br>costs<br>£ | 2023<br>£ |
|-------------------------------|--------------------------|-----------|--------------------------|-----------|
| <u>Legal and professional</u> |                          |           |                          |           |
| Audit and accountancy         | 45,793                   | 45,793    | 16,861                   | 16,861    |
|                               | 45,793                   | 45,793    | 16,861                   | 16,861    |
| <u>Analysed between</u>       |                          |           |                          |           |
| Charitable activities         | 45,793                   | 45,793    | 16,861                   | 16,861    |
|                               | 45,793                   | 45,793    | 16,861                   | 16,861    |

**7 Trustees**

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. (2023: nil)

During the year, the trustees received no expenses from the charity. (2023: nil)

**8 Employees**

The average monthly number of employees during the year was:

|                      | 2024 | 2023 |
|----------------------|------|------|
| Care support workers | 174  | 123  |
| Administrative staff | 24   | 13   |
|                      | 198  | 136  |

| Employment costs      | 2024<br>£ | 2023<br>£ |
|-----------------------|-----------|-----------|
| Wages and salaries    | 3,629,509 | 2,427,992 |
| Social security costs | 251,863   | 159,250   |
| Pension costs         | 57,496    | 32,132    |
|                       | 3,938,868 | 2,619,374 |

The number of employees whose total employee benefits (excluding employer pension costs) amounted to over £60,000 in the year were as follows:

|                   | 2024 | 2023 |
|-------------------|------|------|
| £60,001 - £70,000 | 1    | 0    |

**9 Other expenditure**

|                              | 2024<br>£ | 2023<br>£ |
|------------------------------|-----------|-----------|
| Interest on loans            | 6,438     | 3,230     |
| Interest on employment taxes | 5,193     | 402       |
|                              | 11,631    | 3,632     |

**CARING CONNECTIONS LIMITED**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**10 Tangible fixed assets**

|                                  | Fixtures and<br>fittings<br>£ | Computers<br>£ | Total<br>£    |
|----------------------------------|-------------------------------|----------------|---------------|
| <b>Cost</b>                      |                               |                |               |
| At 1 April 2023                  | 18,791                        | 25,907         | 44,698        |
| Additions                        | -                             | 478            | 478           |
| At 31 March 2024                 | <u>18,791</u>                 | <u>26,385</u>  | <u>45,176</u> |
| <b>Depreciation</b>              |                               |                |               |
| At 1 April 2023                  | 9,135                         | 21,267         | 30,402        |
| Depreciation charged in the year | 1,796                         | 1,593          | 3,389         |
| At 31 March 2024                 | <u>10,931</u>                 | <u>22,860</u>  | <u>33,791</u> |
| <b>Net book value</b>            |                               |                |               |
| At 31 March 2024                 | 7,860                         | 3,525          | 11,385        |
| At 31 March 2023                 | 9,656                         | 4,640          | 14,296        |

**11 Debtors**

|                                      | 2024<br>£      | 2023<br>£      |
|--------------------------------------|----------------|----------------|
| Amounts falling due within one year: |                |                |
| Trade debtors                        | 230,256        | 119,389        |
| Other debtors                        | 6,191          | 5,707          |
| Prepayments and accrued income       | 120,518        | 140,774        |
|                                      | <u>356,965</u> | <u>265,870</u> |

**12 Creditors: amounts falling due within one year**

|                                    | 2024<br>£      | 2023<br>£      |
|------------------------------------|----------------|----------------|
| Loan borrowings                    | 50,328         | 18,763         |
| Other taxation and social security | 48,242         | 56,679         |
| Trade creditors                    | 68,479         | 23,463         |
| Accruals and deferred income       | 234,263        | 217,781        |
| Other creditors                    | 9,649          | 8,456          |
|                                    | <u>410,961</u> | <u>325,142</u> |

**13 Creditors: amounts falling due after more than one year**

|                 | 2024<br>£      | 2023<br>£     |
|-----------------|----------------|---------------|
| Loan borrowings | <u>192,933</u> | <u>42,727</u> |

**CARING CONNECTIONS LIMITED**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**14 Loans**

|                         | 2024    | 2023   |
|-------------------------|---------|--------|
|                         | £       | £      |
| Financing loans         | 243,261 | 61,490 |
| Payable within one year | 50,328  | 18,763 |
| Payable after one year  | 192,933 | 42,727 |

The loans are unsecured and bear interest at commercial rates.

**15 Remuneration of key management personnel**

The trustees consider that the key management personnel comprise the trustees and the Senior Management Team on the signing date as follows:-

| Trustees                   | Appointed  | Resigned   |
|----------------------------|------------|------------|
| J Wild                     |            |            |
| E Tittley                  |            |            |
| M Richmond                 |            |            |
| C Culligan                 | 18/09/2024 |            |
| M Lea                      | 17/12/2024 |            |
| R Keegan                   | 17/12/2024 |            |
| P Neilson-Holding          |            | 05/10/2024 |
| K Zwolinski                |            | 29/11/2024 |
| <br>Senior Management Team |            |            |
| P Growney                  |            |            |
| K Turner                   |            |            |
| R Fraser                   |            |            |
| H Sanchez                  |            | 28/02/2024 |
| A Holden                   |            | 31/03/2024 |

|   | 2024    | 2023    |
|---|---------|---------|
|   | £       | £       |
| The remuneration of key management personnel is as follows: |         |         |
| Aggregate remuneration                                      | 231,763 | 140,897 |

**16 Reconciliation of net movement in funds to net cash flow from operations**

|                                  | 2024     | 2023      |
|----------------------------------|----------|-----------|
|                                  | £        | £         |
| Net movement in funds            | 24,161   | 35,728    |
| Adjustments for:                 |          |           |
| Depreciation                     | 3,389    | 2,256     |
| Decrease/(increase) in debtors   | (91,097) | (133,632) |
| Increase/(decrease) in creditors | 85,819   | 192,291   |
| Cash generated from operations   | 22,272   | 96,643    |

**CARING CONNECTIONS LIMITED**  
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**17 Analysis of net (debt)/funds changes**

|  | At 1 April 2023<br>£ | Cashflows<br>£ | At 31 March 2024<br>£ |
|--|----------------------|----------------|-----------------------|
| Cash at bank and in hand                   | 194,451              | 172,001        | 366,452               |
| Loans falling due within one year          | (18,763)             | (31,565)       | (50,328)              |
| Loans falling due after more than one year | (42,727)             | (150,206)      | (192,933)             |
|  | <u>132,961</u>       | <u>(9,770)</u> | <u>123,191</u>        |

**18 Analysis of fund movements**

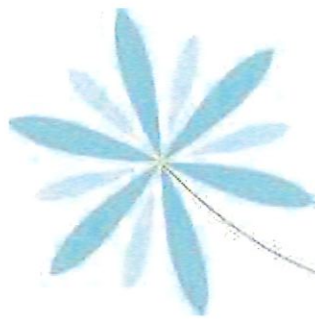
|  | At 1 April 2023<br>£ | Income<br>£      | Expenditure<br>£ | At 31 March 2024<br>£ |
|--|----------------------|------------------|------------------|-----------------------|
| Restricted funds - bereavement project | 40,416               | 258,431          | 247,167          | 51,680                |
| General funds - unrestricted           | 66,330               | 4,136,181        | 4,123,284        | 79,227                |
| <b>Total funds</b>                     | <u>106,746</u>       | <u>4,394,612</u> | <u>4,370,451</u> | <u>130,907</u>        |

|  | At 1 April 2022<br>£ | Income<br>£      | Expenditure<br>£ | At 31 March 2023<br>£ |
|--|----------------------|------------------|------------------|-----------------------|
| Restricted funds - bereavement project | 68,432               | 91,391           | 119,407          | 40,416                |
| General funds - unrestricted           | 2,586                | 2,869,472        | 2,805,728        | 66,330                |
| <b>Total funds</b>                     | <u>71,018</u>        | <u>2,960,863</u> | <u>2,925,135</u> | <u>106,746</u>        |

**19 Analysis of net assets**

|                               | General funds<br>£ | Restricted funds<br>£ | Total funds<br>£ |
|-------------------------------|--------------------|-----------------------|------------------|
| <b>At 31 March 2024</b>       |                    |                       |                  |
| Tangible fixed assets         | 11,385             | -                     | 11,385           |
| Current assets                | 671,736            | 51,680                | 723,416          |
| Creditors                     | (603,894)          | -                     | (603,894)        |
| <b>Net assets at year end</b> | <u>79,227</u>      | <u>51,680</u>         | <u>130,907</u>   |

|                               | General funds<br>£ | Restricted funds<br>£ | Total funds<br>£ |
|-------------------------------|--------------------|-----------------------|------------------|
| <b>At 31 March 2023</b>       |                    |                       |                  |
| Tangible fixed assets         | 14,297             | -                     | 14,297           |
| Current assets                | 419,902            | 40,416                | 460,318          |
| Creditors                     | (367,869)          | -                     | (367,869)        |
| <b>Net assets at year end</b> | <u>66,330</u>      | <u>40,416</u>         | <u>106,746</u>   |



Caring  
Connections

'Connecting people to quality care'

**SOCIAL VALUE**

**REPORT**

**2023-2024**

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# INTRODUCTION

**Caring Connections had its most successful year in its history in 23/24. We have supported more people than ever, working across deprived communities and enhancing the number of care hours we provide.**

**Caring Connections provide care to the following groups of people:**

- Physical disability
- Palliative care
- End of life
- Stroke patients
- Dementia
- Those with mental health diagnoses
- Long term health conditions

**This year, the charity delivered domiciliary care services across the following areas:**

- Knowsley
- Sefton
- Liverpool
- St Helens
- Cheshire West and Cheshire
- Wirral
- Wigan
- Warrington
- Blackpool

Caring Connections is a registered charity, and we specialise in delivering care and support services throughout Merseyside.

This is achieved through Care Quality Commission (CQC) registered care at home, as well as projects across the community. We work primarily with North-West local authorities in providing our social care services.

We are committed to connecting people to quality care, always striving to provide the highest quality of service. As an independent non-profit organisation, we champion those who are underrepresented in our community.

**This report will outline the social value of the services we provide at Caring Connections over the last year (1st April 2023 - 31st March 2024).**

**Social value is the positive impact that we have within our local communities, through our clients, staff and beyond. This is something we commit to strongly at Caring Connections.**

# A MESSAGE

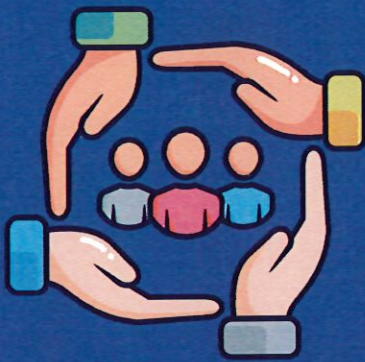


## FROM CARING CONNECTIONS CEO, PAUL GROWNEY

*"We are really proud of our achievements at Caring Connections this year. The team have worked above and beyond in supporting vulnerable adults and disadvantaged communities across the Northwest. This has been our most impactful year in our 32-year history, managing more branches, supporting more individuals, employing more staffs and changing more people's lives.*

*I would personally like to thank our staff teams who have worked tirelessly this year, demonstrated true resilience and often put others needs before their own. I truly believe we employ the best care workers around and am indebted to each one of them for their service over the past year."*

# OUR 2023/2024 IMPACT THEMES



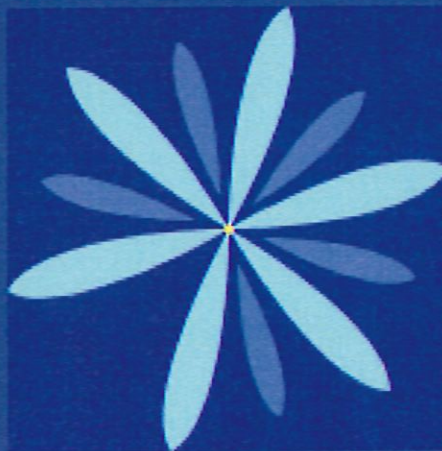
EMPLOYMENT



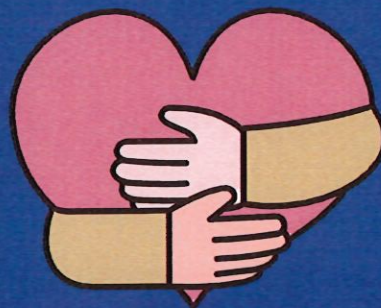
CARE



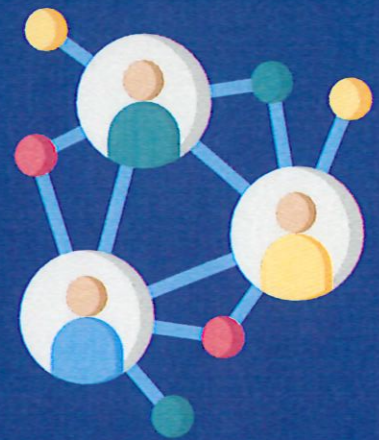
CELEBRATION



FUNDING



CHARITY



OUTREACH



# CARE

**IN 2023/2024, CARING CONNECTIONS  
DELIVERED**

**207000 HOURS**

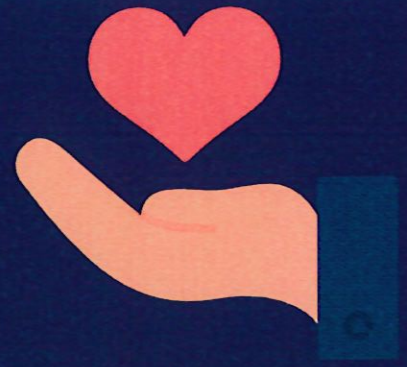
**OF DOMICILIARY CARE TO VULNERABLE  
ADULTS ACROSS THE NORTHWEST**

**ON AVERAGE, OVER  
400 PEOPLE A DAY  
WERE SUPPORTED  
BY CARING  
CONNECTIONS**

**ON AVERAGE, WE  
PROVIDED 17200  
HOURS OF CARE  
PER MONTH**

**1036 INDIVIDUALS  
WERE SUPPORTED BY CARING  
CONNECTIONS THROUGH SOCIAL CARE  
SERVICES IN 2023/2024**

# CARE CONTRACTS



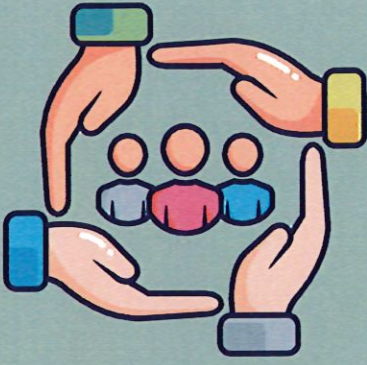
Caring Connections is contracted through local authorities for the provision of care services, with a small number of private paying service users.

## **LEAD CARE PROVIDER**

Warrington MBC  
Wigan MBC  
Knowsley MBC

## **SPOT PURCHASE SUPPLIER**

Wirral MBC  
Cheshire West and  
Chester MBC  
Liverpool CC  
St Helens MBC  
Sefton MBC  
Blackpool MBC



# EMPLOYMENT

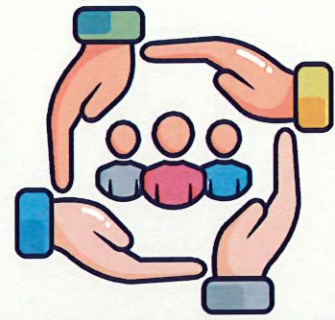
**IN 2023/2024, CARING CONNECTIONS  
PROVIDED EMPLOYMENT TO OVER**

**415 INDIVIDUALS**

**ACROSS THE NORTHWEST, TARGETING  
INDIVIDUALS FROM DEPRIVED COMMUNITIES**

**During this year, we  
embarked upon a number of  
workforce wellbeing  
activities.**

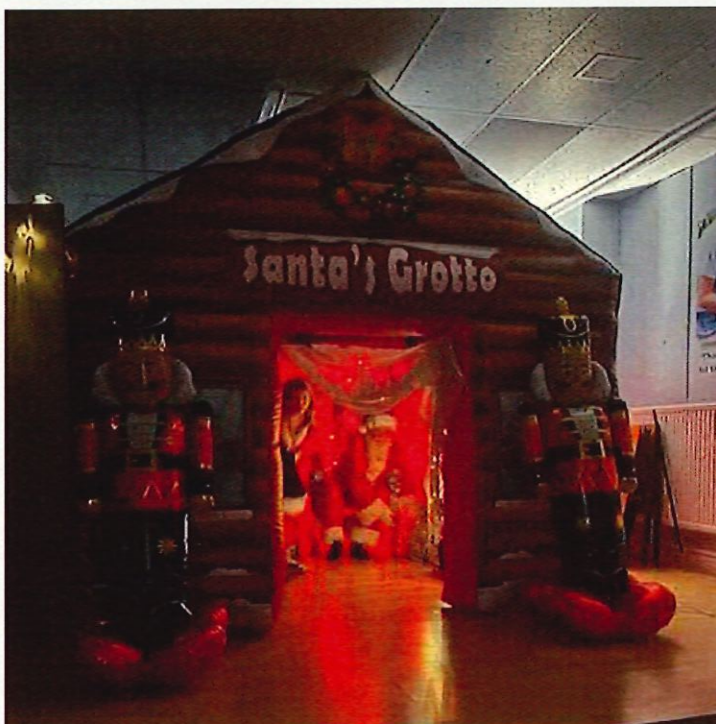
# WORKFORCE WELLBEING



Our management team took on some team building at Contained Liverpool, beating the escape room.

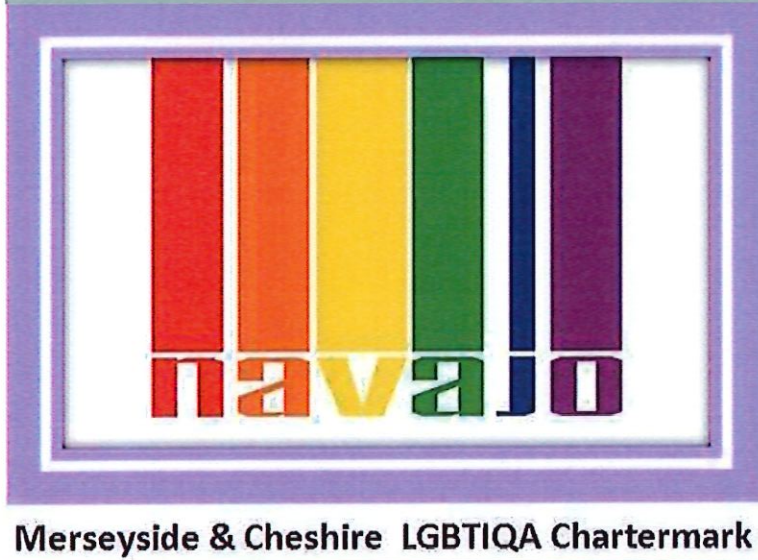


Our Warrington office chose to take on the World's Fastest Zipline!



The Knowsley Office hosted our Annual Santa's Grotto for staff and their families, as well as making some home visits.

# EMPLOYMENT



In October 2023, Caring Connections were awarded the NAVAJO Chartermark.

This was for our commitment to inclusivity and equality for the LGBTQ+ community, and was led by HR manager, Julie Griffiths.



# CELEBRATION

At Caring Connections, we are passionate about celebrating our staff and local communities. This didn't stop in 2023/2024, and we are so proud to celebrate the following:

British Empire Medals

Employees of the Month

National and local award nominations  
and wins

Spotlight moment: Jane Ashton

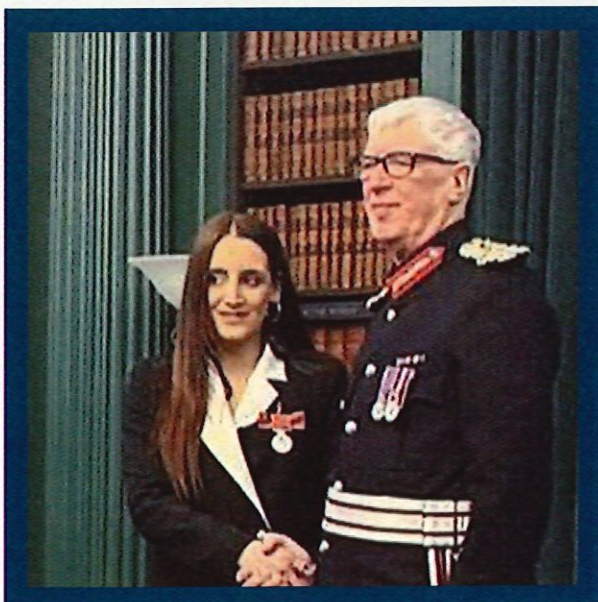
# BRITISH EMPIRE MEDALS



Rachael Fraser, Quality Director, was recognised in the New Years Honours List, for her work supporting vulnerable adults throughout the pandemic.

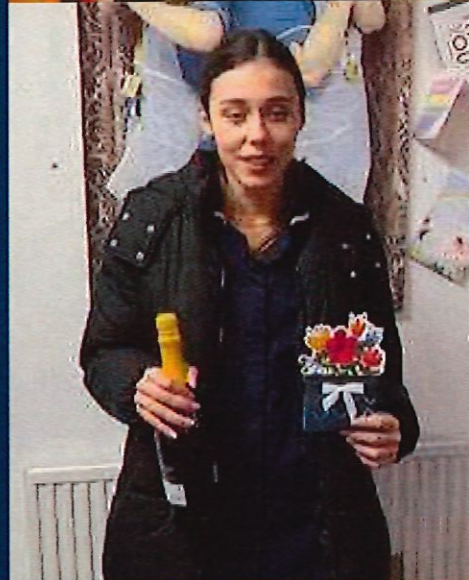


*"I couldn't have done it any of what I've done in social care without the support of Claire and Paul. I can't forget the frontline team, who, despite being me picking up the award, have achieved so much in the field. This medal is for all of the team, I am just proud to have received it" - Rachael Fraser*



In the King's Birthday Honours, Katy Turner was recognised for her services to social care during the pandemic.

# 2023/2024 EMPLOYEES OF THE MONTH





# LOCAL AND NATIONAL AWARDS

This year, we are fortunate to have been recognised for the work that we do here at Caring Connections.



**Julie Griffiths: Workforce Development Leader**  
(Finalist)

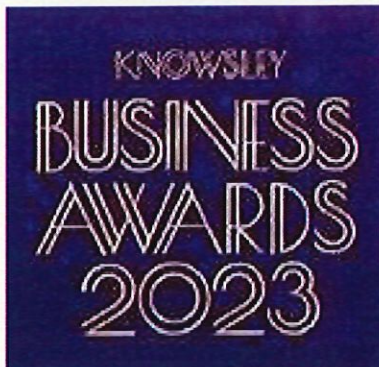
**Amanda Holden: Lifetime Achievement Award**  
(Finalist)

**Heidi Sanchez: Quality Assurance Leader**  
(Finalist)



**Julie Griffiths: HR/Recruiter Award**  
(National Finalist)

**Amanda Holden: Social Care Superwoman**  
(National Finalist)



**Julie Griffiths: Employee of the Year**  
(Highly Commended)

**Community Impact Award**  
(Highly Commended)



**THE GREAT BRITISH AWARDS**  
BUSINESS & COMMUNITY  
*Celebrating the Best of Achievement*

**Paul Growney: Male Entrepreneur of the Year**

(Nomination)

**Business of the Year**  
(Nomination)

# CARING CONNECTIONS AWARDS

## 2023



**We also hosted an awards ceremony of our own, celebrating the tireless work of all of our staff across branches. Our award winners were:**

Rising Star Award - *Molly Jackson*

Rising Star Award - *Leah Titley*

Home Care Hero Award - *Sharon Dickson*

Reablement Award - *Dominic Lewington*

Above & Beyond Award - *Leah Holden*

Barbara Bettle Award - *Christine Torres*

John Paul Award - *Dawn Kilbride*

Making a Difference Award - *Ellis Hutchinson*

Warrington Branch Carer of the Year - *Megan Kirkham*

Knowsley Branch Carer of the Year - *Debbie Rossiter*

Wirral Carer of the Year - *Kay Phillips*

Wigan Carer of the Year - *Jurgita Valiukaite*

Organisational Overall Employee of the Year - *Claire Melling*

# SPOTLIGHT MOMENT

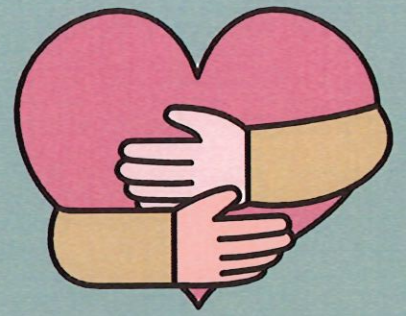


This year, we celebrated the actions of Wigan carer, Jane Ashton. When providing care in a client's home, the man went into cardiac arrest. Jane provided emergency CPR, and saved the man's life.

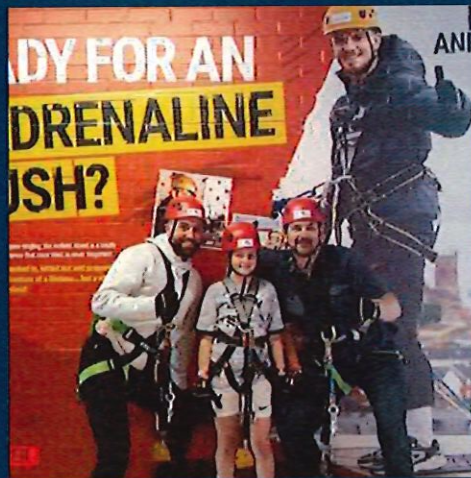


She was presented with flowers by Andrea Woodcock, from Wigan council, to thank her for her quick thinking and her heroic actions. Jane is an inspiration to all social workers, and is an example of how valuable care workers are.

# CHARITY



This year, our team took on a number of challenges to raise funds for some of our chosen charities.



There were no fears of heights, as Izzy, Danny and Paul took on the Anfield Abseil. This was in aid of Alfie's Squad, a charity supporting children bereaved through suicide.



Paul, Amanda and Mel raised money for the Whiston Hospital's Playground SOS Appeal. In July 2023, they abseiled down Liverpool Cathedral!

# Carry That... 2023-2024



This year, Caring Connections partnered with Lightbody Health CIC, raising awareness for suicide prevention across Liverpool. This was all in aid of Alfie's Squad.

## WORLD SUICIDE PREVENTION DAY

Some of the team took part in the **Carry that Weight** Challenge on Saturday 11th September. This involved walking a full marathon distance, from Southport to Otterspool, carrying a weight of 35lbs on their back. Approximately 60,000 steps later, they were glad to see the finish line!





# CARRY THAT CHRISTMAS 2023

The festive period saw us continue our work with Lightbody Health CIC, and launched a Christmas Toy appeal across our branches.



**We collected over 350 toys that were donated to families struggling at Christmas across Knowsley.**

**We organised a 12km walk through Liverpool City Centre with the collection of toys, to raise awareness.**



# FUNDING



Throughout the year, we have been incredibly grateful to those who have provided funding for the work that we do and the projects we run.



## **The National Lottery**

£20,000 to support bereavement counselling

### **Knowsley Public Health**

£5,000 towards our Winter Warmer Hampers

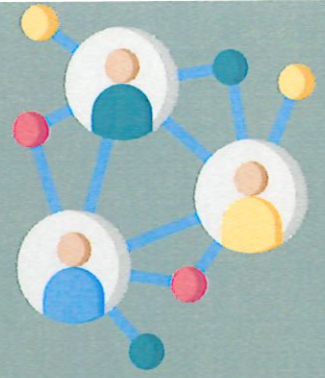
### **Livv Housing**

£5,000 to fund our Huyton Lunch Club Service

### **The Key Fund**

Social Investment and Charity support

# OUTREACH PROGRAMMES

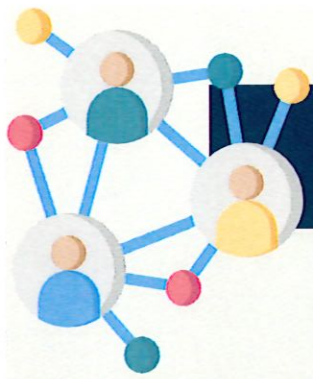


**This year saw the launch of a number of new social value projects at Caring Connections, as well as the continuation of past projects. We don't just provide domiciliary care, we are passionate about supporting those in need within our local community.**

## HOMELESSNESS

In 2023/2024, Caring Connections successfully continued and grew its provision of supporting those affected by and at risk of homelessness within the Liverpool City Region.

- Liverpool YMCA: Provision of complex care within hostel accommodation
- The Whitechapel Centre: Lead care provider on hospital discharge programme
- Liverpool City Council: Lead care provider in Aigburth Drive Harm Reduction Unit



# BEREAVEMENT COUNSELLING



THE BARBARA BETTLE  
FOUNDATION

Throughout the year, we have delivered fully funded, one-to-one bereavement counselling sessions across Knowsley, St Helens, Cheshire, Liverpool and Wigan.

**4**  
**COUNSELLORS**  
**PROVIDING**  
**SERVICE**

**3779**  
**SESSIONS**  
**PROVIDED**  
**OVER THE YEAR**

**345 CLIENTS**  
**SUPPORTED BY**  
**THE SERVICE**

The service provides support particularly for those who have experienced complex bereavements. These include bereavement through suicide, road traffic accidents, knife crime, murder, and COVID-related deaths.

## AGE RANGE OF THOSE SUPPORTED

18-25: 26

50-65: 182

26-49: 103

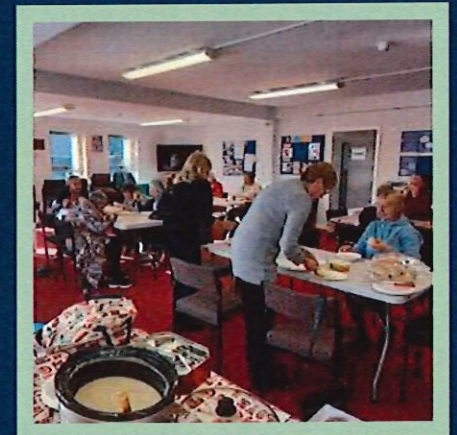
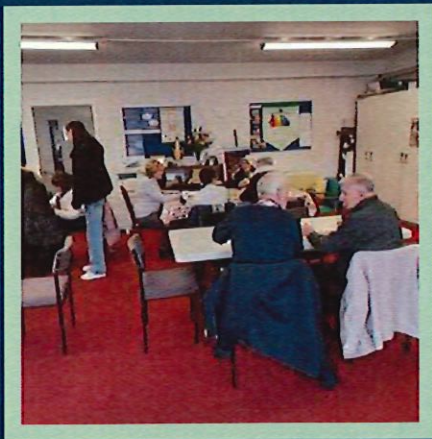
65+: 34

# SOCIAL ISOLATION



Across our care branches, we have begun the delivery of community social events. This has allowed us to support individuals in our local community to come together, with the aim to reduce loneliness and isolation.

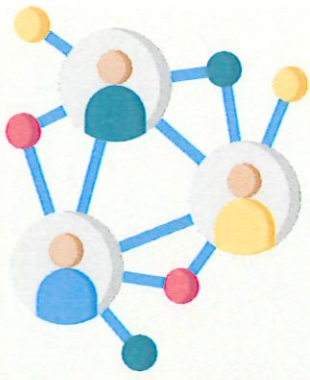
In our Knowsley branch, these are hosted in St Agnes Church, and organised by Chris Houseby.



We have also joined the Befriending Network, to help us develop best practice across our branches.

They have helped support the launch of our Befriending service, linking service users with volunteers for a weekly catch up.





# WINTER WELLBEING HAMPERS

This year, we launched our winter wellbeing hamper project, co-ordinated by Michelle Adamson. We delivered these across Knowsley to residents at greater risk of negative health effects, such as those who are elderly and isolated.



# ACKNOWLEDGEMENTS

We couldn't have done this year without the support of some incredible teams:

- **Knowsley Public Health**
- **Livv Housing**
- **One Knowsley**
- **The National Lottery**
- **The Key Fund**
- **Lightbody Health CIC**
- **St Agnes' Church Hall**

At Caring Connections, we would also like to thank the local and city councils that we work alongside.

Finally, we would like to thank everyone who helps provide all of our services. From our carers, to volunteers, and all those involved in Caring Connections, we couldn't do it without you!

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