

**CITY & HACKNEY CARERS CENTRE**  
(Company limited by guarantee no. 03044523  
registered charity no. 1054962)

**REPORT AND FINANCIAL STATEMENTS**

**YEAR ENDED 31 MARCH 2022**



**CITY & HACKNEY CARERS CENTRE**  
(Company limited by guarantee no. 03044523, registered charity no. 1054962)

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**REPORT AND FINANCIAL STATEMENTS**  
For the year ended 31 March 2022

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**CITY & HACKNEY CARERS CENTRE**

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY,  
ITS TRUSTEES AND ADVISERS**  
For the year ended 31 March 2022

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<b>Board of Trustees</b>	Jonathan Passman Malcolm Aickin Helen Mary Julian Mary Hiscock Cassim Adepegba Angelina Daly Dominic Masny A-H Melvyn (appointed 17 May 2022) H R Merrett (appointed 17 May 2022) John Smith Kit Andrew Welsh (resigned 21 October 2021)
<b>Chair</b>	Angelina Daly
<b>Treasurer</b>	Malcolm Aickin
<b>Chief Operations Officer</b>	Joanna Brunt
<b>Company reg. no.</b>	03044523
<b>Charity reg. no.</b>	1054962
<b>Registered office</b>	5th Floor 65-68 Leadenhall Street London EC3A 2AD
<b>Independent Examiner</b>	Knox Cropper LLP 65 Leadenhall Street London EC3A 2AD
<b>Bankers</b>	Unity Trust Bank Nine Brindley Place Birmingham BI 2HB

## **CITY & HACKNEY CARERS CENTRE**

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### **BOARD OF TRUSTEES' REPORT**

**For the year ended 31 March 2022**

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**The trustees present their report and the independently examined financial statements for the year ended 31 March 2022.**

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

#### **Objectives and activities**

The objects for which the charity was established are: the relief of persons suffering from disabilities arising from age, or physical or mental disability in particular by the provision of practical assistance, support, training, advocacy, counselling and information to those persons caring for persons with such disabilities in the City of London and the London Borough of Hackney (the "Carers")

#### The mission

City & Hackney Carers Centre aims to improve Carers' quality of life and to ensure the delivery of Carer focussed services in the borough of Hackney and the City of London.

#### The need

There are an estimated 4,120 carers in Hackney providing more than 50 hours of care and 70 in the same group in the City of London. Carers are reporting increased levels of health inequalities, poor mental health, social isolation and financial difficulty. This has never been more apparent than during the Coronavirus pandemic which has dominated the landscape of this financial year again. CHCC prides itself on being client-centred, agile and responsive to the changing needs of carers and the people they support. This flexibility and creativity has been at the forefront of the work we have undertaken with carers over the last year.

#### **Public Benefit statement**

The Trustees consider that they have complied with Section 17 of the Charities Act 2011 with regard to the guidance on public benefit published by the Charity Commission.

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

#### **Main Activities to Support Objectives:**

All activities delivered by City and Hackney Carers Centre (CHCC) aim to respond to local need and provide better quality services to carers and the people they care for. This year City and Hackney Carers Centre (CHCC) has supported unpaid Carers with the provision of the following services:

- Specialist advice and information on welfare benefits, grant applications, housing advice and form filling.
- Generalist information, advice and signposting for current and former carers, the people they care for and professionals.

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### BOARD OF TRUSTEES' REPORT

#### For the year ended 31 March 2022

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- A weekly 'What's on' e-news bulletin sent to both carers and professionals, giving information about local voluntary sector and statutory services and the Centre's activities.
- Online wellbeing courses: Mindfulness, yoga, cookery and chair disco.
- Short educational training courses for carers on topics such as Lasting Power of Attorney, writing a will, online safety and developing digital skills.
- Carers coffee mornings (online) providing peer support, high quality information and to enable carers to contribute to the shape of service provision.
- 1:1 counselling, Listening Ear and coaching sessions.
- Buddying and trips for males over 50yrs.
- A Young Adult Carer Support Service (Carers aged 16-25).
- Individual and group support for carers of children with additional needs.

### OUR SERVICES

In the year 2021-22 City & Hackney Carers Centre was in touch with 1111 unpaid carers and actively worked with 836 of these across the range of our services:

- **Brocals:** An isolation busting project for men over 50yrs funded by Public Health England through the City & Hackney Wellbeing Network. We worked with 42 older men over the year; 10 older and younger men were supported to form and maintain befriending relationships.

A monthly online meet up was held during the pandemic. This evolved into a weekly meeting at WellSpace on Well Street at the request of the Brocals. The group centred around an activity such as art and craft or singing and has been attended by an average of 8-10 men.

Outcomes:

- Formerly isolated men were supported to increase their social connections
- A regular group was established that the men could rely on as part of their weekly schedule
- Arts activities offered mental relaxation and focus to participants
- Befriending service participants received the following additional benefits:
  - Digital inclusion support (younger volunteers supported older volunteers to use WhatsApp and video calling)
  - Gentle exercise (younger and older participants went on walks together)
  - Emotional support (befriending pairs engaged in peer support via telephone and WhatsApp conversations)

The Warwick Edinburgh Mental Wellbeing Scale (WEMWBS) was used as a measure of mental wellbeing. There was an increase in wellbeing between first contact and final intervention in line with our target KPIs. The men's involvement in the activities provided can thus be said to have a positive impact on mental wellbeing, whether by entering a 'flow' state while creating; improvements in feelings of self-mastery after learning a new technique or skill; or simply through the process of being in regular contact with other adults.

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### BOARD OF TRUSTEES' REPORT

#### For the year ended 31 March 2022

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This case study demonstrates this effect in action:

*"At first I was a bit sceptical about doing the arts activities - I had to get used to it - then I started to go more regularly - at first I found it hard to get my head around what we were doing, but then after a while, once I concentrated on it, some of the art things, I started to find them therapeutic. Like, if I go to the session a bit hung up, or angry about something - then I go to Brocals, get stuck into the art, and I lose the anger, I get into the art, and afterwards, I feel so much better." Xavier, 62. (Please note that names have been changed throughout for reasons of confidentiality.)*

#### Carers Information and Advice Service

Over the year the Carers Advice and Information Service, funded by City Bridge Trust and the London Borough of Hackney, took **579** referrals for advice support and provided **459** hours of 1:1 advice and information to **408** unpaid carers and the people they care for. Parent Carers (those caring for a child with a disability or life limiting condition) made up **132** of these and the remaining **276** were carers of adults. In addition to this we provided **514** hours of ad hoc telephone advice through our Wednesday advice line.

Advice sessions were delivered by our two advisers who speak a range of community languages (Dutch, Somali, Bengali, Urdu, Hindi) and were held in person at the Hackney Service Centre on Mondays and Fridays throughout the year and remotely via Zoom or telephone.

Carers were supported with a range of issues which we have ordered according to their prevalence:

Welfare Benefits 40%, Help to access a grant 14%, Support with goods and services (usually negotiating with utility companies) 13%, Housing 8%, Personal (Usually mental ill health) 8%, Help from Social Services 7%, Help with Blue Badge and Freedom pass 3%, Accessing community groups 3%, Family Matters 2%, Education 2%.

*"The help that I received was most helpful, Premila was also very understanding of my situation and is a very dedicated member of the team from Carers advice team on many matters is also a very good listening ear. I am very impressed with the quality of work she does. Thank you". S, Carer*

*"Hudda was so helpful. Also very caring and professional. It felt like I was talking to a friend". P, Carer*

#### Counselling, Coaching and Emotional Support

Based on Zoom and telephone, this service is open to all carers in Hackney and the City. The service was funded through a combination of donations, charges to carers using the service (on a sliding scale) and through a grant from London Community Response offering Human Givens therapy and integrative counselling plus access to life coaching, this year we received 46 referrals. **28** of these went on to have 12-24 counselling sessions each. **8** decided that the listening ear service would suit them better and **10** carers remain on the waiting list to see a counsellor.

Our volunteer counsellors supported carers through difficult life experiences such as the loss of a loved one, coming to terms with a diagnosis, managing challenging behaviour (and their response to this), relationship difficulties, depression, anxiety and trauma. Counselling has enabled carers to make positive changes and to look after their own emotional health.

## CITY & HACKNEY CARERS CENTRE

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### BOARD OF TRUSTEES' REPORT

#### For the year ended 31 March 2022

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Our 'Listening Ear' sessions have been especially important during the pandemic and beyond. They provide an opportunity for carers to offload to a trained person about the stresses and strains they are experiencing over the telephone or on Zoom, at a time that suits them. Over the year CHCC conducted **184** listening ear sessions with **58** carers. These sessions include impromptu calls from carers in crisis, scheduled telephone appointments and zoom appointments.

*"I am very thankful of the fantastic Listening Ear service I received for 4 months, at a time where I was going through tremendous challenges, my child refused to go to school and was going through a lot of anxiety. The weekly call that Joanna gave me provided me with time and space to breath and speak about my concerns in a safe environment where I could speak out my thoughts with no worries, Joanna's listening lifted me up and she made gentle suggestions/questions that helped me to think about things I could change gently." C, Parent Carer*

#### **Coaching**

Over the year, through our partnership with CIC Coaching for Unpaid Carers we delivered 7 coaching workshops to **46** carers. Topics were: Beating Procrastination, Managing your time, Communicating with difficult people, Changing your life story, How to set up and work towards your life goals (ran twice) , Playing to your strengths.

*"I've used more than one service from [CHCC] and the help has been invaluable. They have consistently provided uplifting, effective and supportive services that helped improve my mental, physical and emotional well-being. Couldn't have survived these past few years in a positive self-confident way without their many programs."*

#### **Digital Inclusion**

This project funded by Hackney Giving was aimed at those who had little or no digital knowledge. We delivered individual support sessions to those unable to leave the home and a digital drop-in session once a week at Mildmay Community Centre in Newington Green. Through these sessions we assisted carers to get online for the first time, set up e-mail addresses and understand how to stay safe online.

We supported those without digital technology to apply for funding for a laptop, smartphone or tablet from the Carers Trust.

There were 145 carers of adults, 27 Parent Carers and 3 Young Adult Carers referred into the service over the year.

*"Digital Inclusion is a bigger font than the other titles such as Coaching and Parent Carer Support. This support is valued and much needed".*

#### **Parent Carer Support**

Funded by Mercers Charitable Trust this two-year project offers support to those caring for a child with additional needs. This could be a disability or a long-term illness or health condition. Carers are offered advice and information, support to navigate health and social care systems, emotional support sessions, grant applications for items that will help the child or carer and a monthly peer support and information group.

Over the year our project coordinator worked with 92 Parent Carers, of these 78 were new to the service. We assisted them with a range of issues such as applying for Personal Independence Payment (PIP) or Disability Living Allowance (DLA) for their child, grant applications to the Family Fund and Carers Trust, housing issues, accessing Education and Health Care plans (EHCP) and counselling, listening ear sessions and workshops.

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#### For the year ended 31 March 2022

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We ran 9 Parent Carer support and information groups with topics ranging from Mindfulness to Direct Payments to Living with Autism from a personal perspective. Each group attracted an average of 7 carers

We applied for grants for 15 parent carers for essential items such as laptops for the carer or their children, washing machines, ovens, microwaves and sensory toys. All were successful and carers were awarded between £150-£300 for the items they required.

We referred 2 Parent Carers to the Foodbank and 2 for emergency fuel vouchers.

2 Parent Carers were supported to challenge welfare benefit award decisions at Tier 1 tribunals.

Over the year we established 34 carer support plans which identified carer needs at the start of us working with them and the support we would provide to them.

**83** individual needs were identified in the areas of:

Advice and information, advocacy support, help with housing issues, applying for grants and welfare benefits, the need for counselling or peer support, assistance with gaining Education and Health Care plans (EHCP) for their child and concerns about well-being (safeguarding).

Following our interventions:

**29 carers (85%)** had all their needs met.

**5 carers (15%) had between 50%-75% of identified needs met.** Work was still on-going with these carers to ensure that their remaining needs are fully met through our advice team.

**56 Parent carers** who used the service in the last year responded to our request for feedback and reported the following outcomes:

- 98% said they were Happy or Satisfied with the service they received.
- 92% said their issue was adequately addressed by our team.
- 92% said they felt better equipped to resolve their own issues after support from us.
- 94% said they felt better able to continue in their caring role after our support.

*"I found Lorraine to be extremely caring and understood the difficulties that we are facing as a family. She's very empathetic and does her best to get me the help that I need." B, Parent Carer*

#### **Young Adult Carers Service**

This service funded by the Carers Trust's Making Carers Count Programme commenced in October 2021. The service is for unpaid carers aged 16 to 25yrs old.

The service is delivered through 1:1 support sessions (online and in community locations), through a vibrant WhatsApp group and in weekly group sessions at Forest Rd Youth Hub in Hackney.

Over the year 40 young adult carers were involved in the service. Carers reported being glad to be offered a new service, regardless of whether they had taken part in any activities or received direct support.

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### BOARD OF TRUSTEES' REPORT

#### For the year ended 31 March 2022

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Professional identification and awareness sessions went well, with over double what we anticipated. This was largely due to the online nature of sessions which are easier to arrange and deliver than in person. The experience of the incoming Project Co-ordinator also meant that he was able to identify key agencies and individuals in a short space of time and deliver sessions without much preparation due to a high level of pre-existing knowledge about young adult carers and the issues they face.

We were able to identify a large cohort of YACs through our pre-existing database of carers, enabling us to get off to a strong start.

The enthusiasm and experience of the YAC Support Worker meant that a rapport was built with YACs from the outset with no time wasted in delivery of 1:1 support.

The YAC WhatsApp group proved very successful, feeling intuitive to the demographic and enabling participants to communicate with each other and staff, give feedback on the service and provide input on how they would like the service to develop.

£700 was raised to support Young Adult Carers through Co-op Community Fund.

#### **The Aspirations project for Young Adults Carers**

Earlier in the year we ran a series of Coaching workshops designed specifically for Young Adult Carers through the Carers Trust Aspirations Fund. The project was delivered online via Zoom workshops, a WhatsApp group and telephone communications. There were no in-person events due to the Covid-19 pandemic.

We delivered 5 online group coaching webinar workshops attended by 11 carers. 6 people received 4 individual coaching sessions each following this.

It proved beneficial to develop a service specifically offering and engaging with young adult carers, a group of unpaid carers that had not had a tailored offering in Hackney for some time. This resulted in positive individual impacts on the YACs who got involved (with free coaching and individual development grants of £300 to help them achieve their goals).

A lot of learnings were taken from this "pilot project" and used to apply for larger grant from Carers Trust. CHCC applied and successfully received this grant to be able to develop the service further and run it for three years. We also established a relationship with Young Hackney, who support young carers, so they can be referred into the CHCC service once they leave their service at the age of 18.

#### **Online groups and information sessions**

Over the year we ran 7 online information workshops attended by 59 carers. Topics were Mental Health First Aid, Fire Safety, Lasting Power of Attorney and writing a Will, Early Stages of Dementia, a Death Café, staying safe online and advice on saving energy at home.

Our monthly online coffee mornings continued with 41 carers attending over the year.

*"I really like the coffee mornings. meeting other carers who have more experience and share their knowledge. It has made me realise I am not alone. When we had a speaker about short breaks, I did not think that I could get this for my son but I was encouraged to apply and now have some extra support." A, Parent Carer*

## CITY & HACKNEY CARERS CENTRE

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### BOARD OF TRUSTEES' REPORT

**For the year ended 31 March 2022**

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*"Carer's coffee morning gives us a chance to look up from our usual tasks and share news, skills, giving tips and the ad-hoc things that arise. Most importantly, we don't need to explain our circumstances; we contribute what we can or listen within the gentle trust of the group. The sessions are chaired, so we hope that no one person will hog the session. There is no one way to be, we are invited to be our natural selves. Today, we talked about some local gardens and the views from nearby roof gardens. Some revelations took us to Jersey and Donegal. New places to look up and feed our dreams. In real time today, we saw how one family's ceiling had fallen in, how another was knitting a complex pattern of green squares towards a warm blanket. Within what seems humdrum, we can show concern or admiration." H, Adult Carer.*

#### **Covid Communications**

This project allowed us to provide accurate up-to-date Covid-19 information tailored to unpaid carers in the midst of the pandemic when a lot of conflicting information and fake news were coming from other sources.

Consistent updates about Covid-19 were being sent weekly in the e-newsletter, along with daily posts on social media channels. This helped to embed awareness into people's daily lives. Up-to-date information was compiled for staff for reference, so they could check in with carers in regards to their vaccination status and general wellbeing while taking calls on other matters.

The project was delivered primarily via online communications and information sessions during groups.

The number of carers reached via direct communication was 128.

#### **Achievements and performance**

It has been a challenging year once again for the Carers Centre but much more so for our beneficiaries. Our well-established position as a provider of advice, information and wellbeing services has proved to be invaluable to the unpaid carers we have supported over the year.

We continue to see an increase in demand for our counselling and listening ear service and this has increased the length of time that carers can expect to wait before receiving direct support. We are working hard to address this through fundraising to expand the team of volunteers. We are very lucky to have such a dedicated and professional team of volunteers, without whom we could not offer the range of services that we do.

Our information and advice service is also in demand as the rise in energy and food costs is being felt by vulnerable households. CHCC is working hard to ensure we have some provision for crisis support internally and that we have clear pathways to direct carers to organisations also offering crisis support.

CHCC is confident it can continue offering the services that carers need for the next year and beyond.

#### **Feedback in numbers**

95% of carers surveyed were either happy or satisfied with the service they received. 5% didn't comment

88% of carers felt their issues were adequately addressed by CHCC, 7% did not comment, 3% said they didn't know and 2% said it was not.

75% of carers said they felt better able to resolve their issue after using our service, 13% said they didn't know, 4% did not comment and 2% said they did not.

## CITY & HACKNEY CARERS CENTRE

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### BOARD OF TRUSTEES' REPORT

#### For the year ended 31 March 2022

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67% of carers said they felt better able to continue caring as a result of using our services, 24% said they didn't know, 8% did not comment and 1% said they did not.

#### Chair's Report

This has been a year in which we have continued to provide services for the unpaid carers of Hackney. You can read more about the help we are able to provide elsewhere in this report. As we emerge from the pandemic we are gradually re-introducing face to face sessions for carers, but continue to offer a lot of support via phone and video conferencing services such as Zoom.

Fundraising has proved more challenging over the last twelve months. However, due to prudent management by our COO, Joanna Brunt, a strict control of costs, and a huge effort on the part of Jo and others in applying for funding, the charity has managed to maintain its financial position. All who work for the Carers Centre are to be congratulated on this achievement, which puts us on a good footing for providing services next year.

CHCC would like to thank the following funders for their support :-

- The London Borough of Hackney
- City Bridge Trust
- The Mercers Charitable Foundation
- Hackney Giving
- Kings Park Moving Together
- Public Health England
- Carers Trust
- London Catalyst
- West Hackney Parochial Charity
- Hackney Parochial Charity
- London Community Response

#### Financial Review

As noted in the Financial Review of the previous two years the COVID 19 Pandemic significantly increased the needs of our beneficiaries. The Charity was in a strong position to respond to the increased needs and altered ways of working the Pandemic brought about. We were the first Charity in East London to provide web-based services and group meetings to our service users. The results of the year's operations are set out in the Financial Statements. Total incoming resources amounted to £225,438 (2021: £275,569) and total resources expended amounted to £226,693 (2021: £219,161), resulting in a return to a small deficit of £1,255 for the year (2021: surplus £56,408). This deficit is due to the expenditure of Restricted Funds held at the end of the previous year to finance ongoing projects. During the year the Restricted Funds held fell by £9,690 from £49,331 to £39,641. In contrast, as noted below, the amount of Unrestricted Funds rose during the year.

## **CITY & HACKNEY CARERS CENTRE**

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### **BOARD OF TRUSTEES' REPORT**

**For the year ended 31 March 2022**

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#### **Reserves policy**

The Charity sets aside funds, as unrestricted reserves, to meet future anticipated or contingent expenditure, in particular to: cover staffing costs such as sickness or redundancy, to develop new activities and to ensure the continuity of services through difficult financial periods. The Board of Trustees decided the desired level of the "free" reserves should be between 3- and 6-months recurrent expenditure - at the time this amounted to £100,000 - £160,000, Recurrent expenditure is currently at a reduced level applying the same approach would require reserves between £56,000 and £100,000. The Board considered it prudent to maintain the reserves at a higher level.

At the end of the financial year the free reserves stood at £156,619 (2021: £148,184). This will enable the charity to maintain activity and develop new services through the Cost of Living Crisis which will have a significant impact on our beneficiaries.

The existence of these reserves has enabled the Trustees to accept financial risk, and to continue services through very uncertain times. This has facilitated the uninterrupted delivery of essential, valuable activities and development of new services for our beneficiaries.

#### **Risk**

The most significant risk faced by the Charity, as with many other small charities, is maintaining sufficient funding to provide for the needs of its service users. This is particularly apparent in a period where Carers, our beneficiaries, have been particularly badly affected by measures to combat the spread of COVID19 virus.

The increasing use of web-based technology to serve the needs of our beneficiaries through the Pandemic and the periods of isolation and lock-down it has increased the risks of cyber-attack and the need for electronic data security. The Trustees believe that reasonable data security measures are in place they continue to look into further steps to enhance protections.

#### **Going concern**

The Trustees believe that the current level of reserves will enable the current level of activity to be sustained for more than 24 months while we continue to develop new services and identify new partners. In consequence the Trustees believe that the Charity will be able to continue as a going concern into 2024 and beyond.

#### **Plans for future**

The charity provides many services to beneficiaries as described in this report. However, the Trustees are of the view that, valuable as they are, these services on their own are insufficient to sustain the charity in a financially sound state for the long term. To this end the Charity won a bid for funding from the Carers Trust, for a new 32 month project commencing in October 2021 which will provide a total income of £149,935. The Trustees are therefore determined to build new services for our beneficiaries at a time when they face new and increased hardship as a result of the COVID 19 Pandemic and to find new partners to provide the economies of scale necessary to sustain and develop these services into the future.

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#### Beneficiaries of our services

Beneficiaries of our services are unpaid carers aged 16 and over living in the Borough of Hackney and the City of London. We also indirectly support the people our carers care for through our various services.

#### Structure, governance and management Governing Documents

The Trustees review the Articles of Association and Memorandum of Association in line with Charity Commission guidelines.

#### Statement of responsibilities of the trustees

The trustees (who are also directors of City and Hackney Carers Centre 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 and charity 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
- make judgments and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees' annual report which includes the strategic report has been approved by the trustees on 15 November 2022 and signed on their behalf by

  
ANGELINA DALY, Chair

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF**  
**CITY & HACKNEY CARERS CENTRE FOR THE YEAR ENDED 31 MARCH 2022**

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I report to the charity trustees on my examination of the financial statements of City & Hackney Carers Centre for the year ended 31 March 2022.

**Responsibilities and basis of report**

As the trustees of the City & Hackney Carers Centre (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'). You are satisfied that the accounts of the Company are not required by charity or company law to be audited and have chosen instead to have an independent examination.

Having satisfied myself that the accounts of the City & Hackney Carers Centre 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 the accounts 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**

I can confirm that I am qualified to undertake the examination because I am a registered member of the ICAEW 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 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 Charities SORP (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.



Richard Billinghamurst FCA  
**Knox Cropper LLP**  
Chartered Accountants  
65 Leadenhall Street, London, EC3A 2AD

Date: 30/11/2022

CITY & HACKNEY CARERS CENTRE

**STATEMENT OF FINANCIAL ACTIVITIES**  
**(incorporating the Income and Expenditure Account)**  
**For the year ended 31 March 2022**

	Note	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
<b>INCOME AND ENDOWMENTS FROM:</b>					
Donations and legacies	2	26,894	-	26,894	12,231
Charitable activities	3	21,543	177,001	198,544	263,338
<b>TOTAL</b>		<b>48,437</b>	<b>177,001</b>	<b>225,438</b>	<b>275,569</b>
<b>EXPENDITURE ON:</b>					
Charitable activities		39,666	187,027	226,693	219,161
<b>TOTAL EXPENDITURE</b>	4	<b>39,666</b>	<b>187,027</b>	<b>226,693</b>	<b>219,161</b>
Net income/((expenditure) before gains and losses on investments		8,771	(10,026)	(1,255)	56,408
Net income		8,771	(10,026)	(1,255)	56,408
Transfer between funds	13	(336)	336	-	-
Net outgoing resources before other recognised gains and losses		8,435	(9,690)	(1,255)	56,408
<b>NET MOVEMENT IN FUNDS</b>		<b>8,435</b>	<b>(9,690)</b>	<b>(1,255)</b>	<b>56,408</b>
TOTAL FUNDS AT 1 APRIL 2021		148,184	49,331	197,515	141,107
<b>TOTAL FUNDS AT 31 MARCH 2022</b>		<b>£ 156,619</b>	<b>£ 39,641</b>	<b>£ 196,260</b>	<b>£ 197,515</b>

**CITY & HACKNEY CARERS CENTRE**

Company limited by guarantee (registered company no. 03044523)

**BALANCE SHEET**  
**As at 31 March 2022**

	Notes	2022 £	2021 £
<b>FIXED ASSETS</b>			
Tangible assets	10	-	-
<b>CURRENT ASSETS</b>			
Debtors	11	10,430	6,118
Cash at bank and in hand		203,201	210,699
		<b>213,631</b>	<b>216,817</b>
<b>CREDITORS: amounts falling due within one year</b>	12	<b>(17,371)</b>	<b>(19,302)</b>
<b>NET CURRENT ASSETS</b>		<b>196,260</b>	<b>197,515</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>196,260</b>	<b>197,515</b>
<b>NET ASSETS</b>		<b>£ 196,260</b>	<b>£ 197,515</b>
<b>FUNDS</b>			
Unrestricted funds:			
General fund	13	156,619	148,184
Restricted funds	13	39,641	49,331
		<b>£ 196,260</b>	<b>£ 197,515</b>

The financial statements have been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 relating to small companies and the Financial Reporting Standard 102.

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022. The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved, and authorised for issue, by the Board of Trustees and signed on 15 November 2022 their behalf by:-

  
ANGELINA DALY, Chair

  
MALCOLM AICKIN, Treasurer

CITY & HACKNEY CARERS CENTRE

**CASH FLOW STATEMENT**

For the year ended 31 March 2022

	<b>2022</b>	<i>2021</i>
	<b>£</b>	<i>£</i>
<b>Cash flows from operating activities</b>		
Net income/(expenditure) for the financial year	<b>(1,255)</b>	56,408
Adjustments for:		
(Increase)/decrease in debtors	<b>(4,312)</b>	(3,135)
Increase/(decrease) in creditors	<b>(1,931)</b>	8,527
	<b>(7,498)</b>	61,800
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>(7,498)</b>	61,800
Cash and cash equivalents at 1 April 2021	<b>210,699</b>	<b>148,899</b>
<b>Cash and cash equivalents at 31 March 2022</b>	<b>£ 203,201</b>	<i>£ 210,699</i>
<b>Components of cash and cash equivalents</b>		
Cash at bank and in hand	<b>203,201</b>	210,699

**NOTES TO THE FINANCIAL STATEMENTS**

For the year ended 31 March 2022

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**1. ACCOUNTING POLICIES**

***Basis of preparation of financial statements***

The financial statements of the charity, which is a public benefit entity under FRS102, have been prepared under the historical cost convention. They have been prepared in accordance with applicable United Kingdom accounting standards, the requirements of the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2015), in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) and the Charities Act 2011. The presentational currency of the financial statements is Pound Sterling (£).

***Company status***

City & Hackney Carers Centre is a company limited by guarantee. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

***Going concern***

The trustees have prepared cash flows and budgets for the next twelve months and consider that the company is able to realise its assets and discharge its liabilities in the normal course of business. The trustees have an expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For these reasons, they continue to adopt the going concern basis of accounting in preparing the annual financial statements.

***Fund accounting***

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objects of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the Charity for particular purposes. The cost of administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements. Statutory grants which are given as contributions towards the Charity's core services are treated as unrestricted.

***Income***

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

***Expenditure***

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

***Tangible fixed assets and depreciation***

All assets costing more than £1,000 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixture and Equipment	-	4 Years
Office equipment	-	4 Years

**NOTES TO THE FINANCIAL STATEMENTS**  
For the year ended 31 March 2022

***Cash at bank and in hand***

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

***Short-term debtors and creditors***

Debtors are recognised when the charity is legally entitled to the income after any performance conditions have been met, the account can be measured reliably and it is probable that the income will be received. Creditors are recognised when the charity has a present legal or constructive obligation resulting from a past event to make payment to a third party, it is probable that settlement will be required and the amount due to settle the obligation can be measured or estimated reliably.

***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 which are subsequently measured at amortised cost using the effective interest method.

***Pensions***

The company operates a stakeholder pension scheme. If employees choose to join, the company contributes 3% of gross salary. Alternatively, the company contributes 5% of gross salary to an employee's personal pension fund. The pension charge represents the amounts payable by the company to the funds in respect of the year.

**2. DONATIONS AND LEGACIES**

	<b>Unrestricted Funds 2022 £</b>	<b>Restricted Funds 2022 £</b>	<b>Total Funds 2022 £</b>	<i>Total Funds 2021 £</i>
Donations	25,092	-	25,092	1,023
Other income	1,802	-	1,802	11,208
	<b>£ 26,894</b>	<b>£ Nil</b>	<b>£ 26,894</b>	<b>£ 12,231</b>

CITY & HACKNEY CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Carer's support services	3,455	130,711	134,166	240,251
Advice	18,088	46,290	64,378	23,087
	<b>£ 21,543</b>	<b>£ 177,001</b>	<b>£ 198,544</b>	<b>£ 263,338</b>

Analysis of funding

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
<b>Carer's support services</b>				
Carers Trust - Aspiration Fund	-	4,825	4,825	-
Brocols - Public Health Fund	-	33,451	33,451	-
London Borough Hackney	-	-	-	144
Connect Hackney/ Hackney Council for Voluntary services	-	-	-	69,967
East London NHS Foundation Trust	-	-	-	14,057
Mercers Charitable Foundation	-	-	-	21,200
The National Community Fund	-	-	-	56,437
Carers Trust - Making Carers Count	-	31,670	31,670	44,413
Hackney Giving	-	38,840	38,840	-
London Catalyst	-	-	-	3,000
The London Community Foundation	-	20,000	20,000	23,354
Counselling income	1,605	-	1,605	3,255
THCC Tier 1 and Upper Tribunal	1,850	-	1,850	-
West Hackney Parochial Charity	-	-	-	4,424
Kings Park Moving Together	-	1,925	1,925	-
	<b>3,455</b>	<b>130,711</b>	<b>134,166</b>	<b>240,251</b>
<b>Advice</b>				
City Bridge Trust	-	46,290	46,290	-
Citizens Advice East End	18,088	-	18,088	18,088
Hackney Parochial Charities	-	-	-	4,999
	<b>18,088</b>	<b>46,290</b>	<b>64,378</b>	<b>23,087</b>
	<b>£ 21,543</b>	<b>£ 177,001</b>	<b>£ 198,544</b>	<b>£ 263,338</b>

CITY & HACKNEY CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS  
For the year ended 31 March 2022

4. RESOURCES EXPENDED

	Direct Staff costs £	Other direct costs £	Support costs £	Total 2022 £	Total 2021 £
Cost of charitable activities					
Carers's support services	111,408	57,374	2,763	171,545	210,522
Advice	52,869	2,126	153	55,148	8,639
<b>Total 2022</b>	<b>£ 164,277</b>	<b>£ 59,500</b>	<b>£ 2,916</b>	<b>£ 226,693</b>	
<i>Total 2021</i>	<i>£ 129,021</i>	<i>£ 83,645</i>	<i>£ 6,495</i>		<i>£ 219,161</i>

Resources expended include:

	2022 £	2021 £
Independent Examiner's fee	2,090	1,440

Details of staff costs are given in Note 6.

Details of Support costs is given in Notes 5.

5. SUPPORT COSTS

	Total 2022 £	Total 2021 £
Office and supply costs	732	596
Governance costs	13	-
Premises costs	81	4,459
Independent Examiner's fee	2,090	1,440
	<b>£ 2,916</b>	<b>£ 6,495</b>

6. STAFF NUMBERS AND COSTS

	2022 £	2021 £
Wages and salaries	151,152	116,147
Social security costs	6,983	6,019
Pension costs	6,142	5,798
Redundancy costs	-	1,057
	<b>£ 164,277</b>	<b>£ 129,021</b>

The average monthly number of employees during the year was 8 staff. (2021 - 5 staff)

No employee received remuneration of more than £60,000. (2021 - None)

The key management personnel of the charitable company are those persons having authority and responsibility for planning, directing and controlling the activities of the charitable company, directly or indirectly, including any trustee of the charitable company. In addition to the trustees of City and Hackney Carers Centre, key management personnel includes the Chief Operations Officer. Total employee benefits including employer pension contributions paid to key management personnel in the period amounted to £33,157 (2021 - £35,101).

**CITY & HACKNEY CARERS CENTRE**

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**NOTES TO THE FINANCIAL STATEMENTS**

For the year ended 31 March 2022

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**7. TRUSTEES REMUNERATION AND BENEFITS**

During the year, no members of the Board of Trustees received any remuneration (2021 - £NIL).  
No members of the Board of Trustees received reimbursement of expenses (2021 - £NIL).

**8. Taxation**

City & Hackney Carers Centre is a registered charity and is potentially exempt from taxation in respect of income and capital gains received within the categories covered by Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to charitable purposes.

**9. INTANGIBLE FIXED ASSETS**

	£
Software:	
<b>Cost</b>	
At 1 April 2021	9,880
At 31 March 2022	<u>£ 9,880</u>
<b>Amortisation</b>	
At 1 April 2021	9,880
At 31 March 2022	<u>£ 9,880</u>
<b>Net book value</b>	
At 31 March 2022	<u>£ Nil</u>

Goodwill is being written off in equal annual instalments over its estimated economic life of 5 years.

**CITY & HACKNEY CARERS CENTRE**

**NOTES TO THE FINANCIAL STATEMENTS**  
For the year ended 31 March 2022

**10. TANGIBLE FIXED ASSETS**

	<b>Fixture and Equipment £</b>
<b>Cost</b>	
At 1 April 2021 and 31 March 2022	<u>8,574</u>
<b>Depreciation</b>	
At 1 April 2021 and 31 March 2022	<u>8,574</u>
At 31 March 2022	<u>8,574</u>
<b>Net book value</b>	
<b>At 31 March 2022</b>	<u>£ Nil</u>
At 31 March 2021	<u>£ Nil</u>

**11. DEBTORS**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
<b>Due within one year</b>		
Trade debtors	<b>9,288</b>	4,995
Prepayments	<b>1,142</b>	1,123
	<u><b>£ 10,430</b></u>	<u>£ 6,118</u>

**12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Trade creditors	<b>9,308</b>	11,645
Social security and other taxes	<b>3,493</b>	3,663
Other creditors	<b>721</b>	764
Accruals	<b>3,849</b>	3,230
	<u><b>£ 17,371</b></u>	<u>£ 19,302</u>

CITY & HACKNEY CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

13. STATEMENT OF FUNDS

	Brought Forward	Incoming Resources	Resources Expended	Transfers and investment gains/(losses)	Carried Forward
	£	£	£	£	£
<b>RESTRICTED FUNDS</b>					
Carer's support services	28,131	130,711	(127,343)	-	31,499
Mercers Charitable Foundation	21,200	-	(21,536)	336	-
City Bridge Trust	-	46,290	(38,148)	-	8,142
	<u>£ 49,331</u>	<u>£ 177,001</u>	<u>£ (187,027)</u>	<u>£ 336</u>	<u>£ 39,641</u>

**SUMMARY OF FUNDS**

General Funds	148,184	48,437	(39,666)	(336)	156,619
Restricted Funds	49,331	177,001	(187,027)	336	39,641
	<u>£ 197,515</u>	<u>£ 225,438</u>	<u>£ (226,693)</u>	<u>£ Nil</u>	<u>£ 196,260</u>

**COMPARATIVE STATEMENT OF FUNDS**

**RESTRICTED FUNDS**

Carer's support services	12,160	189,243	(173,272)	-	28,131
Mercers Charitable Foundation	21,200	21,200	(21,200)	-	21,200
	<u>£ 33,360</u>	<u>£ 210,443</u>	<u>£ (194,472)</u>	<u>£ Nil</u>	<u>£ 49,331</u>

**SUMMARY OF FUNDS**

General Funds	107,747	65,126	(24,689)	-	148,184
Restricted Funds	33,360	210,443	(194,472)	-	49,331
	<u>£ 141,107</u>	<u>£ 275,569</u>	<u>£ (219,161)</u>	<u>£ Nil</u>	<u>£ 197,515</u>

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
Net current assets	156,619	39,641	196,260
	<u>£ 156,619</u>	<u>£ 39,641</u>	<u>£ 196,260</u>
<i>Comparative analysis of net assets</i>	<u>£ 148,184</u>	<u>£ 49,331</u>	<u>£ 197,515</u>

15. RELATED PARTIES

There were no other related party transactions in the year.

CITY & HACKNEY CARERS CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

16 COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES

	<i>Unrestricted Funds 2021 £</i>	<i>Restricted Funds 2021 £</i>	<i>Total Funds 2021 £</i>
<b>INCOME AND ENDOWMENTS FROM:</b>			
Donations and legacies	11,231	1,000	12,231
Charitable activities	53,895	209,443	263,338
<b>TOTAL</b>	<u>65,126</u>	<u>210,443</u>	<u>275,569</u>
<b>EXPENDITURE ON:</b>			
Charitable activities	<u>24,689</u>	<u>194,472</u>	<u>219,161</u>
Net expenditure	40,437	15,971	56,408
<b>NET MOVEMENT IN FUNDS</b>	<u>40,437</u>	<u>15,971</u>	<u>56,408</u>
TOTAL FUNDS AT 31 MARCH 2020	107,747	33,360	141,107
<b>TOTAL FUNDS AT 31 MARCH 2021</b>	<u>£ 148,184</u>	<u>£ 49,331</u>	<u>£ 197,515</u>