

ACTION FOR FAMILY CARERS

Registered charity number: 1127164

Registered in England and Wales: 06680960

ANNUAL REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

TUESDAY



A5KRTZKW

A33

29/11/2016

#45

COMPANIES HOUSE

ACTION FOR FAMILY CARERS

CONTENTS

YEAR ENDED 31 MARCH 2016

| | Page |
|--------------------------------------|-------------|
| Legal and administrative information | i |
| Trustees' annual report | ii-xv |
| Independent auditor's report | 1-2 |
| Statement of financial activities | 3 |
| Balance sheet | 4 |
| Notes to the financial statements | 5-11 |

ACTION FOR FAMILY CARERS

LEGAL AND ADMINISTRATIVE INFORMATION YEAR ENDED 31 MARCH 2016

Company number: 06680960 (England and Wales)

Date of incorporation: 26 August 2008

Charity number: 1127164

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

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

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

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

ACTION FOR FAMILY CARERS

TRUSTEES ANNUAL REPORT YEAR ENDED 31 MARCH 2016

The Trustees, who are also Directors for the purposes of company law, have pleasure in presenting their Report and the Financial Statements of the Charity for the year ended 31 March 2016. This is also the Directors' Report, as required by s415 of the Companies Act 2006.

Legal and administrative information set out on Page 1 forms part of this Report. The Financial Statements comply with the current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice, Accounting and Reporting by Charities. This Report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The Trustees

The Directors of the Charitable Company ("the Charity") are its Trustees for the purposes of charity law.

Action for Family Carers has a diverse, strong, robust and effective Board of Trustees made up of Trustees with a variety of skills, knowledge, experience and expertise that enable a positive contribution to the governance of the Charity and business. At their annual strategic development event, the Board checks performance and reviews the strategic direction ensuring the focus remains on Carers and that the Charity delivers on the agreed priorities with the range and quality of support and services meeting need now and for the future. At each Board meeting, Trustees also receive and consider a Performance Report and Business Update on progress against the plan and priorities ensuring delivery is at the standard and pace agreed.

A Skills Audit identifies any gaps in the membership of the Board and there is an active search to recruit new Trustees that can address these and become Lead Trustees in key areas. There is a rigorous selection process and Trustees are appointed by the Board and formally elected at the Annual General Meeting. All Trustees undergo formal training in relation to trusteeship in general and of the Charity's activities to enable them to carry out their role. They also receive a thorough induction as well as training and support opportunities. The Board is mindful at all times of its governance role and the duties and responsibilities of Trustees.

The Board of Trustees meets 6 times per year and operates a Remuneration Committee to oversee the Chief Executive Officer's remuneration. The Board of Trustees delegates authority for the day to day operation of the Charity to the Chief Executive Officer. The Board has agreed a Scheme of Delegation which sets out the decision making responsibility of the Board and that of the Chief Executive.

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

Chair of Trustees

Denise Fielding

Vice Chair of Trustees

Brian Finch (from 1st April, 2015 until 4th June, 2015);

Colin Bennett (Interim from 3rd March, 2016)

ACTION FOR FAMILY CARERS

TRUSTEES ANNUAL REPORT YEAR ENDED 31 MARCH 2016

Company Secretary and Trustee

Colin Philpott

Other Trustees

Sue Bailey

Colin Bennett

Richard Bettinson

Mark Birchall (stood down 23rd October 2015)

John Jones (stood down 5th December 2015)

Rebecca Loader

Paul Osman

Judy Spiceley

Chief Executive (non-Trustee)

James Clarke

Senior Executive Remuneration

A Remuneration Committee of Trustees makes recommendations on the Chief Executive Officer's remuneration. These are based on Appraisal and Performance Review in the context of the Strategic Objectives and Priorities, meeting targets and objectives, demonstrating leadership and management, maintaining differentials and the successful leadership, management and delivery of the Charity's programmes.

Objects of the Charity

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

Our Mission

Action for Family Carers makes a positive difference to the lives of all Carers by providing valued, high quality support services in times of need.

ACTION FOR FAMILY CARERS

TRUSTEES ANNUAL REPORT YEAR ENDED 31 MARCH 2016

Our Vision

By 2018 Action for Family Carers will be recognised as a Centre of Excellence for the provision of Carer support services across Essex.

Our Values

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

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

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

Our Strategic Aims

- 1) To maintain and develop high quality services to meet the needs of the whole community of Family Carers.
- 2) To ensure the sustainability of the organisation by seeking to maximise efficiency gains, developing and securing additional, alternative income streams and optimising partnership arrangements to benefit unpaid Carers.
- 3) To build upon and promote the reputation of the organisation by securing good or better performance and outcomes in all its activities, assessments, audits and quality accreditation.

ACTION FOR FAMILY CARERS

TRUSTEES ANNUAL REPORT YEAR ENDED 31 MARCH 2016

INTRODUCTION

The last year has been a hugely significant one for unpaid Carers in Essex. The Care Act 2014 came into effect from April 2015 and put unpaid Carers, for the first time, on the same legal footing as those they care for. The Children and Families Act also came into force and enshrines in law the rights of Young Carers and those making the transition to adult services.

It has also been a year in which Action for Family Carers has made progress in its mission of campaigning for change and in reaching our longer term vision of being recognised as a Centre of Excellence for the provision of Carer Support Services across Essex.

On 1st April 2015 Action for Family Carers merged with Caring for Harlow Carers strengthening our capacity and capability to meet the needs of more unpaid Carers across the county. Over the year we have significantly increased the support we receive from volunteers so that volunteer numbers now match those of our paid staff and with their valuable contribution of skills, experience and expertise have enabled our teams to reach out and do even more for unpaid Carers.

Since 1st April 2015 Action for Family Carers has also led a group of charities providing countywide support for unpaid Carers of all ages under the name of 'Supporting Carers in Essex'. This initiative and leadership has transformed the way organisations engage with unpaid Carers working together across Essex to plan and deliver streamlined services and support that are Carer-Centred. A significant change this year that has made a huge difference is that, if you are a Carer for someone that couldn't manage without your help, there is now simplified access to a full range of support through a single phone number.

We have ended the previous 'postcode lottery' by ensuring that Carers have access to support across the community, in the acute hospitals and, for Young Carers, in secondary schools and across the county. We have extended our pioneering work with Young Adult Carers from Colchester and Mid Essex to cover the whole county. We have built upon our positive partnership with Macmillan extending our support for Carers of people approaching the end of life from Mid Essex only to the whole of the county including Southend and Thurrock.

Over the last year our coordination of 'Supporting Carers in Essex' has made an impact and increased the positive outcomes for individual Carers. Together we have provided individual support for nearly 5,000 people and carried out well over 30,000 individual interventions (including home visits, phone calls, peer support groups, training, trips, practical and emotional support). Action for Family Carers has undertaken further work in addition to this including delivery of an advocacy service for Carers, respite day care opportunities in Maldon, Burnham, Harlow, and Mersea and Young Carer club nights in Colchester, Maldon, Epping Forest, Harlow and Uttlesford.

As noted, the last year has seen a great leap forward for unpaid Carers in Essex. However, we are not complacent and we must never give up on our campaign to raise awareness and doing more. That process has already started as we participate in further new initiatives such as a pilot project based within GP practices in Castle Point and Rochford. We actively engage with commissioners of services and with policy and decision makers such as County Councillors as we seek to ensure that Carers are identified and supported even when we are not there. We also participate in campaigning via the Carers Trust's regional and nationwide activity and contributing to the consultation on the new National Carers Strategy.

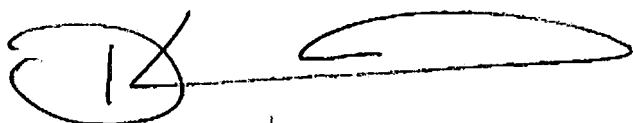
ACTION FOR FAMILY CARERS

TRUSTEES ANNUAL REPORT YEAR ENDED 31 MARCH 2016

It is evident that there is a lot more work to be done. We are currently carrying out a review and pilot for the future looking at need and provision for those unpaid Carers as young as 5 years of age.

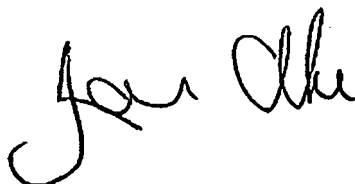
Quality is also at the top of the agenda as a Carers Trust Centre of Excellence. We are committed to excellence in all that we do. This will include building upon our PQASSO level 2 Quality Award by striving to achieve level 3 as soon as possible.

In 2015 Action for Family Carers also celebrated 25 Years of supporting Carers in Essex thanks to your support including that of awareness and fund raising. We aim to do even more over the next year and indeed 25 years with your ongoing support and commitment to make a difference in the lives of unpaid **Carers across Essex.**



Denise Fielding - Chair

1 September 2016



James Clarke - Chief Executive

1 September 2016

ACTION FOR FAMILY CARERS

TRUSTEES ANNUAL REPORT YEAR ENDED 31 MARCH 2016

Activities and Achievements

Supporting Carers in Essex

Supporting Carers in Essex is a countywide, all-age support service for unpaid Carers which is delivered by a group of local charities led by Action for Family Carers. The service started in April 2015 and addresses the previous postcode lottery of service provision by providing a range of services across the county which are accessed via a single phone number. The group of charities all use a single database, Charitylog and referrals can also be made via a dedicated website.

Supporting Carers in Essex is funded by Essex County Council with the 5 NHS Clinical Commissioning Groups plus matched funding from Macmillan Cancer Support for the Macmillan Carers Service. Some services within Supporting Carers in Essex are funded via other grants notably from Comic Relief and Carers Trust for parts of the Young Adult Carer Transition Support provision.

Key achievements in Supporting Carers in Essex during the first 12 months included:

Successful implementation

- Countywide service fully established within first 6 months including active delivery in 46 secondary schools and ongoing presence in the 4 acute hospitals.

Evidence of reducing demand on health and social care

- 39% of Carers said that if they had not received support from Supporting Carers in Essex, they would have gone to their GP.
- 26% of Carers said that if they had not received support from Supporting Carers in Essex, they would have gone to Social Care.

Evidence that Supporting Carers in Essex is achieving significant outcomes for Carers

- 90% of Carers have increased knowledge of the support and information available.
- 84% of Carers reported that Supporting Carers in Essex has helped them to maintain or improve their health and wellbeing.
- 81% of Carers feel less isolated.
- 86% of Carers feel more able to continue in their caring role.

Successful delivery against indicative numbers

- Between 1st April 2015 and 31st March 2016 **4,924** Carers actively accessed individualised support exceeding expectations.
- **33,385** individual interventions (actions) in our first year. These included **10,305** receiving support over the telephone, **1,135** via home visits and **2,786** by email.

ACTION FOR FAMILY CARERS

TRUSTEES ANNUAL REPORT YEAR ENDED 31 MARCH 2016

The following services form part of the Supporting Carers in Essex provision:

Adult Carer Services

Adult Carer support in the community

During the year we were able to reach out and support **4,317** Carers across Essex, **1,975** of which were 'new' adult Carers who received support, information and guidance for the first time.

The team provided home visits, emotional support, information, advice and signposting, training and awareness sessions, access to carer's grants, social outings to promote health and wellbeing, support with medical appointments and social care meetings.

We expanded our range of services by introducing Volunteer-led telephone befriending. New support groups were developed in Wickford and Basildon and a peer support network in Halstead and Braintree. Our counselling service has also continued to develop with sessions now being offered in Castlepoint and Rochford and in Basildon.

Macmillan Carers Service

Funded jointly by Macmillan Cancer Support, Essex County Council and the NHS Clinical Commissioning Groups, this service offers support for Carers of people in need of end of life care across Essex, including Southend and Thurrock.

Carers who provide support to someone in the last year of life are allocated a Macmillan Carer Support Worker who offers vital emotional and practical support during this difficult time. This support may continue through their first year of bereavement helping them after the loss of their loved one.

The service is delivered through outreach sessions in the community, a regular presence in Chelmsford, Southend and Harlow acute hospitals through their Information Centres and, increasingly, through collaboration with other health service providers. The team now delivers integrated support from within St Luke's Hospice and the Early Supported Admissions Avoidance Unit in Mid Essex. Home visits made to Carers identify individual needs and priorities and support the aims of hospices, hospital trusts and GPs in ensuring there is a seamless end of life service that benefits both the Carer and the Cared-for.

Over the year **675** Carers accessed the service with **225** actively receiving individual support and a further **450** accessing Information Centre outreach.

Carer Hospital Liaison

The aim of this service is to ensure that Carers feel supported whilst their Cared-for are inpatients in an acute hospital setting and that they continue to be supported post-discharge by referral to our other services including community support, Macmillan, formal advocacy and respite. Carers have reported to us that the service has been an invaluable mechanism of support at a time when they needed it most as even those who have been in a caring role for some time find it difficult when in a hospital environment with unfamiliar processes and language.

ACTION FOR FAMILY CARERS

TRUSTEES ANNUAL REPORT YEAR ENDED 31 MARCH 2016

As part of Supporting Carers in Essex, carer support is offered in Colchester, Basildon, Broomfield and Princess Alexandra Hospitals. During the year we supported over **400** Carers with over **2,000** individual interventions and we also made contact with a further **1,480** Carers and hospital staff via outreach work.

The objectives of the service are to facilitate safe, timely and appropriate discharges for the Cared-for, as well as to support Carers within hospital settings with safeguarding, mental capacity, best interest decisions, onward referral and signposting. The most commonly accessed support was person-centred individual support planning following one-to-one conversations between the Carer's Hospital Liaison Worker and the unpaid Carer, allowing them to make informed choices and empowering them to access further support if needed.

Young Carer Services

Over the last year the service engaged with **566** Young Carers aged 8 years and over, and **171** Young Adult Carers aged 16-24. Out of the **737** young people accessing the service **463** were new to Action for Family Carers. The services outlined below demonstrate how Action for Family Carers has recognised and responded to this demand and to the needs of young people in Essex.

Young Carer Support in Schools

Over the past 12 months we have actively worked in **46** secondary schools across Essex. We provided practical and emotional one-to-one sessions and group drop-in sessions with Young Carers ensuring young people are supported within the education setting and can continue to achieve following transition into further education, employment or training. **1,766** individual one to one sessions were delivered with **392** young people. These individual sessions were supported by **111** group drop-in sessions. A further **4,485** individuals benefitted through our outreach work. In addition to this Action for Family Carers is supporting **4** secondary schools to achieve the Carers Trust and Children's Society's Young Carers in School Award.

Young Adult Carer Transition Support

The Young Adult Carers Transition Support service supports Young Adult Carers aged 16-24 across the county through their transition into adulthood. The service operates in the community with individual support sessions within academic institutions. Over the past 12 months we have been focusing on working with further and higher education institutions building on drop-in sessions, training and awareness raising. We have held engagement events with the youth service, self-esteem and confidence building activities including a two night residential in Uttlesford, and we have delivered training workshops for groups of professionals, including apprenticeship providers and jobcentres, to raise awareness and understanding about Young Adult Carers and their support needs.

Over the year **89** Young Adult Carers engaged in **356** support sessions and **112** group sessions. **8** Young Adult Carers participated in additional activities with other Young Adult Carers across the UK to increase recognition and identification of Young Adult Carers nationally and to promote attendance at university. Also **4** Young Adult Carers joined Essex County Council's Young Carer Engagement Group.

ACTION FOR FAMILY CARERS

TRUSTEES ANNUAL REPORT YEAR ENDED 31 MARCH 2016

The following services are separate and additional to the Supporting Carers in Essex services:

Young Carer Support

The service was provided throughout the year supporting Young Carers with practical and emotional support outside of school. We provided **127** club night sessions in Colchester, Epping Forest, Harlow, Maldon and Uttlesford which were accessed by **162** young people aged 8 years and over. The service also provided **21** trips and opportunities for new experiences for **188** young people and **16** personal development activities for **90** young people.

Young Carers who access this service are allocated a Young Carer Support and Development Worker, who works with the young person to create an individual action plan, which may include the Young Carers group, trips or activities and which offer opportunities for new experiences with young people in similar situations, alongside one to one support and access to activities which promote personal development and life skills.

Respite Day Care

The demand for day care provision at our main Day Centre at Brickhouse Farm in Maldon has continued to grow. Over the last year we provided a total of **2,106** breaks for social care service users and a further **1236** breaks for private clients. Overall there has been a **77%** increase in the number of individual spot placements compared to the previous year. We have continued to invest in providing a modern and comfortable environment and a choice of activities that is tailored to meet individual needs.

Our fortnightly outreach day care provision continued to operate successfully at Burnham on Crouch, Harlow, West Mersea and Springfield. The services at Great Baddow and Tollesbury have now ceased due to the lack of demand for our service in these areas though we are seeking to develop new services in other areas where there is unmet need. In total, **2796** individual days of respite day care were provided across the outreach services.

Thriving Third Sector Project

Funded by Essex Community Foundation, this project was set up to assess and further develop the capacity and sustainability of voluntary sector carer support providers in Essex. During the first six months the project organised a launch event attended by 11 organisations, followed by Initial Assessments and Organisational Health Checks to identify common themes and priorities. Information from these assessments has now been collated and will form the basis of planned interventions which will take the project forward, focusing initially on business planning.

ACTION FOR FAMILY CARERS

TRUSTEES ANNUAL REPORT YEAR ENDED 31 MARCH 2016

Volunteering

Volunteers support and enhance delivery of many of the Charity's services described in this Annual Report. The Henry Smith Charity funds a Volunteer Coordinator who works closely with the Lead Trustee, Volunteers reporting to the Board on the achievement of this aspect of the strategic plan.

The Coordinator supported the achievement of the Macmillan Volunteering Quality Standard in line with our commitment to provide our Volunteers with a high-quality volunteering experience and to ensure a consistent approach across our organisation. The Volunteer Coordinator has also supported Volunteers to gain recognition through the Pride of Essex Awards, Youth Enquiry Service, Who Will Care Awards, Marsh Carers Awards and The Prime Minister's Points of Light Charity.

Our Volunteer Project has substantially increased the number of Volunteers, currently well over sixty, carrying out a wider range of tasks and roles within the Charity. This has increased our capacity to support more Carers, added value to the work of our paid staff and helped us deliver a more sustainable service.

Through ongoing accredited and non-accredited training courses our Volunteers' knowledge and skills have increased. Volunteers have provided input on our Carers' policy, planning and decision making by being part of our Quality Working Group, 25 Year Task Group and Carer Campaigners Group.

ACTION FOR FAMILY CARERS

TRUSTEES ANNUAL REPORT YEAR ENDED 31 MARCH 2016

REVIEW OF FINANCIAL ACTIVITIES

This has been a year of significant growth as we embarked upon a two-year project to provide a more integrated service for Carers across Essex. Action for Family Carers is leading a group of locally-based registered charities to support unpaid Carers of all ages across Essex.

We also continued to diversify our income streams and we have adopted a more proactive approach to developing new services. All figures below are correct to the nearest £k.

Income

Income during 2015/16 was £1,626k which was an increase of £721k on the previous year. This was driven almost exclusively by grants, in particular Supporting Carers in Essex (Essex County Council/NHS grant funding). We also received a balance transfer of £124K from our merger with Caring for Harlow Carers.

Expenditure

Expenditure was £1,444k. This is £680k above last year. The in-year surplus of £182K is due to the balance transfer of £124K and a budgeted underspend of £58K. The Supporting Carers in Essex initiative is funded for 2015/16 and 2016/17 and we budgeted for a first year surplus followed by a second year deficit. Over the two years we anticipate breaking even.

Funds

Total funds at the end of the year were £588k which is £182k above last year due to the in-year surplus. We increased our unrestricted funds by £149k to £388k in line with The Board of Trustees' Financial Reserves Policy. This figure includes 'free reserves' of £358k and Fixed Assets to the value of £30k. Fixed Assets are all items of enduring value – this includes our computer servers and telephone system.

We continue to invest the majority of our unrestricted reserves in deposit accounts which have generated a small but welcome amount of interest for investment in the Charity.

Reserves Policy

The Board of Trustees has established various funds and reserves – both designated and undesignated – as a contingency against unforeseen and unexpected future costs. The Reserves Policy states that the Charity will build reserves to a minimum 25% and a maximum 50% of budgeted annual operating costs. Annual operating costs for 2016-17 are budgeted to be £1.6m so based on that reserves should be between £400k and £800k. Current unrestricted funds are £388k however the levels of these funds are reviewed regularly and the Trustees feel that the current levels of the fund are sufficient. Conscious of the importance of reserves to ensure resilience of the Charity to uncertain future events, the Board will be conducting a review of this Policy in the autumn of 2016.

Investment Policy

The purpose of the Investment Policy is to maximise available expenditure on services for unpaid Carers. The Charity will ensure that at least 50% of unrestricted reserves are immediately available and that all investments are risk assessed and covered by the Financial Conduct Authority and Financial Services Compensation Scheme.

ACTION FOR FAMILY CARERS

TRUSTEES ANNUAL REPORT YEAR ENDED 31 MARCH 2016

Future Funding

The Charity has secured funding from a range of funders for at least a further one-year period in line with our strategic plan. The Charity's major programme in 2015-16 was the Supporting Carers in Essex initiative, being the first year of two-year grant funding for the period ending 31st March 2017 from Essex County Council and five Essex NHS Clinical Commissioning Groups. We have received confirmation that this funding will continue until 31st March 2018. The Charity will need to achieve matched funding to maintain the full programme in 2017-18.

The Supporting Carers in Essex programme is being delivered in partnership with Action for Family Carers as the lead provider. The other providers are Essex Carers Support; Crossroads Tendring and Colchester; Crossroads Care Braintree District and Chelmsford; Carers Trust Epping Forest, Harlow, Havering & Redbridge - Crossroads Carer Services, and Crossroads Care Brentwood and Basildon.

We remain a robust organisation in a sound financial position ready to fulfil our Mission for the benefit of unpaid Carers and we are confident that by 2018 Action for Family Carers will be recognised as a Centre of Excellence for the provision of Carer support services across Essex.

Our Funders

The Big Lottery
Brentwood and Basildon, Castle Point and Rochford, Mid, North East and West Essex NHS Clinical Commissioning Groups
Carers Trust
Charles French
Chelmsford City Council
Children in Need
Comic Relief
Essex County Council
Essex Community Foundation - Thriving Third Sector Fund
Fowler Smith and Jones
The Henry Smith Charity
Macmillan Cancer Support
Mulberry Trust
Rotary Club of Colchester
Santander
SEAP (Support, Empower, Advocate, Promote)
The Charity of William John Cook

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

ACTION FOR FAMILY CARERS

TRUSTEES ANNUAL REPORT YEAR ENDED 31 MARCH 2016

Risk Review

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

A Significant Risk Management Plan is maintained and regularly reviewed. Areas of potentially significant risk identified include Funding, IT, Health and Safety, HR, Quality, Reputation, Finance, Insurance and Partnership. Actions and Interventions and Contingency Positions are identified for each of these areas and the level of risk then rated as High, Medium or Low. On this basis there are no areas currently identified as High Risk. The key risk to continued delivery of the charitable objectives is considered to be funding which is being addressed as described in the Future Funding section of this report.

RESPONSIBILITIES OF THE TRUSTEES

The Trustees (who are also the Directors of Action for Family Carers for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charitable Company and of the incoming resources and application of resources, including the income and expenditure, of the Charitable Company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue in operation.

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

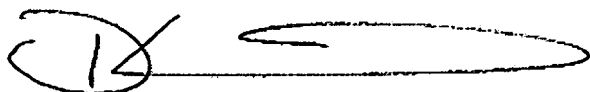
ACTION FOR FAMILY CARERS

TRUSTEES ANNUAL REPORT YEAR ENDED 31 MARCH 2016

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


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

This report was approved by The Board of Trustees on 1 September 2016 and signed on its behalf.



.....
D FIELDING

Chairman



.....
R BETTINSON

Trustee

ACTION FOR FAMILY CARERS

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF ACTION FOR FAMILY CARERS FOR THE YEAR ENDED 31 MARCH 2016

We have audited the financial statements of Action for Family Carers for the year ended 31 March 2016 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The relevant financial reporting framework that has been applied in their preparation is the Companies Act 2006 and the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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.

Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement, 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. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the FRC's website at www.frc.org.uk/auditscopeukprivate

Opinion on financial statements

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 2016, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (applicable to smaller entities); and
- have been prepared in accordance with the requirements of the Companies Act 2006.

ACTION FOR FAMILY CARERS

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF ACTION FOR FAMILY CARERS FOR THE YEAR ENDED 31 MARCH 2016

Opinion on other matter prescribed by the Companies Act 2006

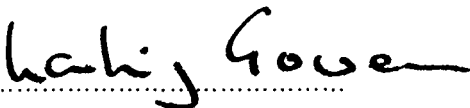
In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

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

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

Signed:



Giles Kerkham FCA DChA (Senior Statutory Auditor)

for and on behalf of

Larking Gowen

Chartered Accountants

Colchester

Date: 30 September 2016

ACTION FOR FAMILY CARERS

STATEMENT OF FINANCIAL ACTIVITIES (including income and expenditure account) YEAR ENDED 31 MARCH 2016

| | Notes | Unrestricted funds £ | Restricted funds £ | Total 2016 £ | Total 2015 £ |
|---|-------|----------------------------|--------------------------|-----------------------|-----------------------|
| Income | | | | | |
| Donations and legacies | 4 | 17,972 | 14,999 | 32,971 | 15,788 |
| Income from charitable activities | 5 | 176,296 | 1,282,634 | 1,458,930 | 876,891 |
| Other trading activities | | 9,736 | - | 9,736 | 11,011 |
| Other income | 16 | 124,107 | 16 | 124,123 | - |
| Income from investments | | 434 | - | 434 | 1,039 |
| Total income | | <u>328,545</u> | <u>1,297,649</u> | <u>1,626,194</u> | <u>904,729</u> |
| Expenditure | | | | | |
| Expenditure on raising funds | | 4,140 | 180 | 4,320 | 4,683 |
| Expenditure on charitable activities | 6 | 175,330 | 1,264,826 | 1,440,156 | 759,687 |
| Total expenditure | | <u>179,470</u> | <u>1,265,006</u> | <u>1,444,476</u> | <u>764,370</u> |
| Net income and net movement in funds in the year | | <u>149,075</u> | <u>32,643</u> | <u>181,718</u> | <u>140,359</u> |
| Funds as at 1 April 2015 | | 239,187 | 167,985 | 407,172 | 266,813 |
| Funds as at 31 March 2016 | | <u><u>388,262</u></u> | <u><u>200,628</u></u> | <u><u>588,890</u></u> | <u><u>407,172</u></u> |

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

The notes on pages 5 - 11 form part of these financial statements

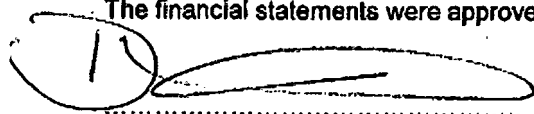
ACTION FOR FAMILY CARERS

BALANCE SHEET AS AT 31 MARCH 2016

| | Note | Total 2016 £ | Total 2015 £ |
|--|------|-----------------------|-----------------------|
| Fixed assets | | | |
| Tangible fixed assets | 8 | 29,551 | 45,723 |
| Current assets | | | |
| Debtors | 9 | 107,213 | 59,793 |
| Cash at bank and in hand | | 499,094 | 325,783 |
| | | <u>606,307</u> | <u>385,576</u> |
| Current liabilities | | | |
| Creditors: amounts falling due within one year | 10 | 46,968 | 24,127 |
| Net current assets | | <u>559,339</u> | <u>361,449</u> |
| Net assets | | <u><u>588,890</u></u> | <u><u>407,172</u></u> |
| Accumulated funds | | | |
| Unrestricted funds | 12 | 388,262 | 239,187 |
| Restricted funds | 12 | 200,628 | 167,985 |
| | | <u><u>588,890</u></u> | <u><u>407,172</u></u> |

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

The financial statements were approved by the Trustees on 1 September 2016 and signed on their behalf, by;



D Fielding



R Bettinson

The notes on pages 5 to 11 form part of these financial statements.

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2016

1. Accounting policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement on Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Enterprises published on 16 July 2014, the Financial Reporting Standard for Smaller Enterprises (effective 1 January 2015) 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 note(s).

1.2 Income and expenditure

Donations and similar incoming resources

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

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

Grants and fees receivable

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

Investment income

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

Expenditure

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

1.3 Tangible fixed assets and depreciation

These are stated at cost or valuation less depreciation.

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

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

| | |
|------------|----------------------------------|
| All assets | Between 10% to 50% Straight line |
|------------|----------------------------------|

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2016

1.4 Funds

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

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

1.5 Merger with Caring for Harlow Carers

The Charity merged with Caring for Harlow Carers (charity number 1112328) on 1 April 2015, on which date operations, assets and liabilities of an aggregate net value of £124,123 were transferred to Action for Family Carers with no consideration paid. The assets were included in incoming resources at their fair values at date of transfer. There has been no material fair value adjustments from book value. Liabilities were transferred to Action for Family Carers and paid.

1.6 Operating Lease

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

2. Income

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

3. Taxation

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

| 4. Donations and legacies | Unrestricted funds | Restricted funds | Total 2016 | Total 2015 |
|--------------------------------------|-----------------------|---------------------|------------------|----------------|
| | £ | £ | £ | £ |
| General | 9,771 | 447 | 10,218 | 5,511 |
| Supporting Carers in Essex | - | 1,817 | 1,817 | - |
| Respite services | 8,201 | - | 8,201 | 4,536 |
| Adult services | - | 596 | 596 | 1,459 |
| Young carer services | - | 12,139 | 12,139 | 4,282 |
| | <u>17,972</u> | <u>14,999</u> | <u>32,971</u> | <u>15,788</u> |
| 5. Income from charitable activities | Unrestricted funds | Restricted funds | Total 2016 | Total 2015 |
| | £ | £ | £ | £ |
| General | - | 47,354 | 47,354 | 3,000 |
| Supporting Carers in Essex | - | 1,020,619 | 1,020,619 | 98,755 |
| Respite services | 156,821 | 32,864 | 189,685 | 203,361 |
| Adult services | 19,475 | 14,350 | 33,825 | 301,413 |
| Young carer services | - | 167,447 | 167,447 | 270,362 |
| | <u>176,296</u> | <u>1,282,634</u> | <u>1,458,930</u> | <u>876,891</u> |

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2016

| 6. Expenditure on charitable activities | Unrestricted funds | Restricted funds | Total 2016 | Total 2015 |
|---|--------------------|------------------|------------------|----------------|
| | £ | £ | £ | £ |
| Staff costs | 109,334 | 734,615 | 843,949 | 537,096 |
| Trustee expenses | 30 | - | 30 | 87 |
| Staff expenses (travelling, CRB's) | 5,761 | 74,487 | 80,248 | 49,628 |
| Volunteer expenses | - | 1,899 | 1,899 | - |
| Food, transport and direct costs | 35,515 | 43,420 | 78,935 | 54,015 |
| Equipment repairs and renewals | 451 | 76,049 | 76,500 | 13,745 |
| Telephone, postage and stationery | 1,600 | 35,750 | 37,350 | 21,804 |
| Rent of halls | 5,655 | 13,612 | 19,267 | 12,037 |
| Bookkeeping and accountancy fees | 1,003 | 16,060 | 17,063 | 10,517 |
| Re-organisation costs | 4,356 | - | 4,356 | 3,600 |
| Consultant | 567 | 10,352 | 10,919 | 3,555 |
| Legal and professional fees | - | 4,276 | 4,276 | 25 |
| Insurance | 229 | 3,605 | 3,834 | 2,464 |
| Advertising | 3,464 | 27,587 | 31,051 | 8,157 |
| Printing | 311 | 5,152 | 5,463 | 8,736 |
| Cleaning | 432 | 6,536 | 6,968 | 6,240 |
| Payments to partners | - | 176,235 | 176,235 | - |
| Miscellaneous office costs | 2,860 | 18,581 | 21,441 | 9,145 |
| Depreciation | 3,762 | 12,410 | 16,172 | 14,636 |
| Audit fees | - | 4,200 | 4,200 | 4,200 |
| | 175,330 | 1,264,826 | 1,440,156 | 759,687 |

Miscellaneous office costs includes - storage, office refurbishment and general running costs.

| 6. Expenditure on charitable activities (continued) | Unrestricted funds | Restricted funds | Total 2016 | Total 2015 |
|---|--------------------|------------------|------------------|----------------|
| | £ | £ | £ | £ |
| General | 7,365 | 51,563 | 58,928 | 10,036 |
| Supporting Carers in Essex | - | 1,023,367 | 1,023,367 | 8,637 |
| Respite services | 149,489 | 32,749 | 182,238 | 169,126 |
| Adult services | 18,476 | 6,012 | 24,488 | 307,366 |
| Young carer services | - | 151,135 | 151,135 | 260,322 |
| | 175,330 | 1,264,826 | 1,440,156 | 755,487 |

| 6. Expenditure on charitable activities (continued) | Unrestricted funds | Restricted funds | Total 2016 | Total 2015 |
|---|--------------------|------------------|----------------|----------------|
| | £ | £ | £ | £ |
| Staff costs | | | | |
| Gross salaries | 97,805 | 682,997 | 780,802 | 504,498 |
| Employers NIC | 9,302 | 42,190 | 51,492 | 32,598 |
| Self Employed Staff | - | 3,403 | 3,403 | - |
| Pensions | 2,227 | 6,025 | 8,252 | - |
| | 109,334 | 734,615 | 843,949 | 537,096 |

Average number of employees

57

39

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

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2016

| 8. Tangible fixed assets | | | |
|--|---|--------------------------------|--------------------|
| | Computers, equipment & furniture £ | Fixtures & Fittings £ | Total £ |
| Cost | | | |
| As at 1 April 2015 | 51,399 | 15,406 | 66,805 |
| As at 31st March 2016 | 51,399 | 15,406 | 66,805 |
| Depreciation | | | |
| As at 1 April 2015 | 17,538 | 3,544 | 21,082 |
| Charge for the year | 13,202 | 2,970 | 16,172 |
| As at 31st March 2016 | 30,740 | 6,514 | 37,254 |
| Net Book Value | | | |
| As at 31 March 2016 | 20,659 | 8,892 | 29,551 |
| As at 31st March 2015 | 33,861 | 11,862 | 45,723 |
| 9. Debtors | | | |
| | | 2016 £ | 2015 £ |
| Accounts receivable | | 65,015 | 48,847 |
| Accrued income | | 34,835 | 10,029 |
| Prepayments | | 7,363 | 917 |
| | | 107,213 | 59,793 |
| 10. Creditors: amounts falling due within one year | | | |
| | | 2016 £ | 2015 £ |
| Deferred income | | - | 8,054 |
| Taxes and social security | | - | - |
| Other creditors and accruals | | 46,968 | 16,073 |
| | | 46,968 | 24,127 |
| Deferred income analysis | | | |
| | Unrestricted funds £ | Restricted funds £ | Total 2016 £ |
| Balance at 31 March 2015 | - | 8,054 | 8,054 |
| Amount released to incoming resources | - | (8,054) | (8,054) |
| Amount deferred in the year | - | - | - |
| Balance at 31 March 2016 | - | - | - |

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2016

11. Gift in kind

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

| 12. Reconciliation of funds | As at 01/04/15 | Incoming resources | Outgoing resources | Transfers | As at 31/03/16 |
|-----------------------------|-------------------|-----------------------|-----------------------|-----------|-------------------|
| Unrestricted funds | <u>239,187</u> | <u>328,545</u> | <u>(179,470)</u> | <u>-</u> | <u>388,262</u> |
| Restricted funds | | | | | |
| General | 4,331 | 47,817 | (51,563) | - | 585 |
| Supporting Carers in Essex | 90,118 | 1,022,436 | (1,023,367) | - | 89,187 |
| Respite services | 20,981 | 32,864 | (32,749) | - | 21,096 |
| Adult services | 39,270 | 14,946 | (6,192) | - | 48,024 |
| Young carer services | 13,285 | 179,586 | (151,135) | - | 41,736 |
| | <u>167,985</u> | <u>1,297,649</u> | <u>(1,265,006)</u> | <u>-</u> | <u>200,628</u> |
| Total funds | <u>407,172</u> | <u>1,626,194</u> | <u>(1,444,476)</u> | <u>-</u> | <u>588,890</u> |

Supporting Carers in Essex fund

The Supporting Carers in Essex fund arises from a funding award from Essex County Council towards a comprehensive countywide universal and targeted carer support service.

The main project is due to run from April 2015 to March 2017 and overall project value is £1.910 million.

Respite services

The project is the running of the day centres in Maldon, Mersea, Chelmsford and Burnham.

Adult services

The project is to support adult carers.

Young carer services

The project is to support young and young adult carers.

General

This is the general running of the charity.

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2016

| 13. Analysis of net assets between funds | Unrestricted funds | Restricted funds | Total 2016 | Total 2015 |
|--|--------------------|------------------|----------------|----------------|
| | £ | £ | £ | £ |
| Fixed assets | 29,551 | - | 29,551 | 45,723 |
| Current assets | 45,910 | 61,303 | 107,213 | 59,793 |
| Cash at bank and in hand | 312,801 | 186,293 | 499,094 | 325,783 |
| Current liabilities | - | (46,968) | (46,968) | (24,127) |
| | <u>388,262</u> | <u>200,628</u> | <u>588,890</u> | <u>407,172</u> |

14. Operating lease commitments

As at 31st March 2016 the Charity had future minimum lease payments under non-cancellable operating leases as follows:

| | 2016 | 2015 |
|-------------------------------------|---------------|--------------|
| | £ | £ |
| Within 1 year | 6,697 | 3,230 |
| Operating lease ending 2 to 5 years | 12,011 | 4,030 |
| | <u>18,708</u> | <u>7,260</u> |

15. Related party transactions

1 Trustee in 2016 (2015: 1) were reimbursed £30 (2015: £87) in respect of travel costs.

No emoluments or any other transactions (2015: no emoluments) were paid to any trustees during the year.

16. Merger with Caring for Harlow Carers

The Charity merged with Caring for Harlow Carers (charity number 1112328) on 1 April 2015, on which date operations, assets and liabilities of an aggregate net value of £124,000 were transferred to Action for Family Carers with no consideration paid. The net assets of £124,000 consisted of £129,000 of cash, £6,000 of current assets and £11,000 of current liabilities.

ACTION FOR FAMILY CARERS

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2016

17. Statement of Financial Activities for 2015

| | Notes | Unrestricted funds £ | Restricted funds £ | Total 2015 £ | Total 2014 £ |
|--------------------------------------|-------|----------------------------|--------------------------|-----------------------|-----------------------|
| Income | | | | | |
| Donations and legacies | 4 | 6,314 | 9,474 | 15,788 | 11,500 |
| Income from charitable activities | 5 | 111,885 | 765,006 | 876,891 | 657,103 |
| Other trading activities | | 10,686 | 325 | 11,011 | 4,097 |
| Income from investments | | 1,039 | - | 1,039 | 1,755 |
| Total income | | <u>129,924</u> | <u>774,805</u> | <u>904,729</u> | <u>674,455</u> |
| Expenditure | | | | | |
| Expenditure on raising funds | | 4,683 | - | 4,683 | 6,806 |
| Expenditure on charitable activities | 6 | 90,342 | 669,345 | 759,687 | 646,258 |
| Total expenditure | | <u>95,025</u> | <u>669,345</u> | <u>764,370</u> | <u>653,064</u> |
| Net incoming resources | | <u>34,899</u> | <u>105,460</u> | <u>140,359</u> | <u>21,391</u> |
| Funds as at 1 April 2014 | | 204,288 | 62,525 | 266,813 | 245,422 |
| Funds as at 31 March 2015 | | <u><u>239,187</u></u> | <u><u>167,985</u></u> | <u><u>407,172</u></u> | <u><u>266,813</u></u> |