

Registered charity number 1132286 and SC048051

THE CARE WORKERS CHARITY

ACCOUNTS

**FOR THE YEAR ENDED
31 DECEMBER 2018**

C O N T E N T S

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THE CARE WORKERS CHARITY

REFERENCE AND ADMINISTRATIVE DETAILS

Charity registration number 1132286 and SC048051

Address Suite 6-8
The Sanctuary
23 Oakhill Grove
KT6 6DU

Trustees V Rayner
B Allen (Chairman)
V Baxter
A Hutchison
M Jones
K Hogan

Accountants Hazlewoods LLP
Windsor House
Bayshill Road
Cheltenham
GL50 3AT

THE CARE WORKERS CHARITY REPORT OF THE TRUSTEES for the year ended 31 December 2018

The Trustees present their report together with the financial statements ("accounts") of the Trust for the year ended 31 December 2018.

Structure, Governance and Management

The Trustees in office in the period were as follows:

A Goyal (Treasurer) (resigned 21st September 2018)
D Ludlow (resigned 21st September 2018)
R Hawkins (resigned 21st September 2018)
B Allen (Chairman)
V Baxter
A Hutchison
M Jones
V Rayner
K Hogan (appointed 12th Dec 2018)

The Trust is governed by its Trust Deed.

Trustees are appointed by election to the Board.

The Trust had its office at Oomph Wellness in London which was used by the CEO, Engagement Manager and Grants Coordinator.

Objectives and Activities

The Care Workers Charity (CWC) exists to provide prevention or relief of poverty for the public benefit, relief of financial hardship, and relief of sickness.

The Charity aims to relieve the needs of persons who are or have been engaged in the care sector, and the widows, widowers, partners, orphans and other dependents of such persons by relieving poverty.

For the purpose of this Charity, the care sector will be defined as covering care homes for older people and for younger adults, domiciliary care providers, day centres and supported living providers, to include both private (independent) and public.

Review of Activities

The Trustees are pleased to present below their review of the activities of The Care Workers Charity for the year ended 31 December 2018 and to outline their expectations for the financial year 2019.

Review of 2018

2018 was a successful year for CWC in which furthered our goals in a number of key areas:

Preventing Financial Hardship - The applications for our hardship grants soared by a staggering 386% and this year we distributed over £150,000. As of June, anyone making a grant application was simultaneously directed to support services or other benevolent funds they may be eligible for, increasing an individual's likelihood of receiving appropriate help. We also launched an online eligibility test to direct ineligible applicants to relevant support as effectively as possible, allowing us to spend more time helping those we can.

We continued to work with the Money Advice Service to offer our beneficiaries easy to use online finance management and debt advice tools. These are available on our website and were accessed hundreds of times this year, providing quick and reassuring guidance to those that need it.

In October we became a registered referrer for the BBC Children in Need Emergency Essentials Programme, securing an additional £3,205 to support 13 children living in precarious environments. We look forward to increasing the provision of our support by making more referrals to this programme in 2019

Improving Mental Wellbeing of Care Workers - Surviving on statutory sick pay and having minimal access to relevant support services has spiralling repercussions on many of the individuals who contact us. To ensure our grant distribution is more than a transaction, we work closely with a host of organisations to address the complexities in the lives of our beneficiaries.

We direct individuals to organisations and services specialising in mental and physical health support on a daily basis. These include FitForWork, MIND, Women's Aid, local Citizens Advice centres and the Samaritans helpline. The NHS digital tools available on our website also allow care workers to quickly and confidentially assess their mental and physical wellbeing.

In June we formed a partnership with Macmillan and provided £10,904 further financial assistance to 29 care workers battling with cancer. We look forward to continuing our work with Macmillan and improving the method of referral between our organisations where life limiting illness is concerned.

Raising the Profile of Care Workers - This year we were effective in encouraging care providers to join with us and align with our values and mission. Working closely with our CWC Partners and attending numerous conferences, round table discussions and award ceremonies has led to a significant increase in the visibility of the charity.

Our introductory sessions with care workers, direct marketing campaigns, social media communication and improved website content have allowed us to support more individuals within the UK's social care workforce. We also introduced personalised webpages for our CWC Partners, enabling their staff to find out more about the charity and directly access our support.

In addition to our national fundraising events, our volunteer Champions have hosted community events to expand our reach and spread our message in more localised areas.

2018 Achievements

All of the Key Performance indicators that we set ourselves at the start of the year were met or surpassed. For clarity, these are set out in the table below

KPI	Achievement
1. To grow the CWC Partnership Programme with 50% more new members and renew 70% of current members	<ul style="list-style-type: none"> - 87 CWC Partners donated a total of £276,920 to CWC - This is a 5% increase on the target of £263k - And a 61% increase on last year's total of £172k - A further £185,393 was raised through fundraising events
2. To increase grant awards by over 70% to £120k	<ul style="list-style-type: none"> - £156,629 was paid out in grants to 383 individuals - This exceeded target by 30% - CWC experienced a 386% increase in the number of grant applications compared with 2017
3. End 2018 with £200k in cash reserves	<ul style="list-style-type: none"> - End of year cash position was £223k - Exceeding target by 11%
4. Host a series of events	<ul style="list-style-type: none"> - 2 Champion Conferences (Reading and Sheffield) - Yorkshire Three Peaks Challenge - 2 Supporter Club retention events - The Going the Extra Miles Campaign - Participants in Manchester 10k and Bristol Half Marathon
5. Launch a new support service to care workers	<ul style="list-style-type: none"> - 511 Grant applicants were signposted to relevant services and support - 9 NHS tools and calculators were made available on the CWC website

Plans for 2019

CWC's objectives for 2019 are defined under 4 areas:

- **Impact** – describing the change that we will achieve in care workers lives
- **Income** – describing the money CWC will generate to underpin its work
- **Influence** – describing how we will bring stakeholders together in support of our vision and raise the status of both care workers and the charity in society
- **Infrastructure** – describing the resources we will develop to deliver our work and grow the charity

IMPACT:

Objective 1 - Care workers overcome financial hardship

Objective 2 - Care workers feel valued at work and proud of their career choice

Objective 3 - Care workers enjoy improved physical and mental health

We will continue to build on the growth we have seen in our grant giving by budgeting additional spend in this area and streamlining our administrative functions. Despite this additional investment, it is anticipated that there will come a point in the year when demand for financial assistance starts to out-strip the funds available and it will become necessary for us to turn down some eligible applicants. In anticipation of this we will:

- Seek to develop our giving criteria and assessment processes, so we are better able to objectively grade applications
- Pilot a 'salary stretching' initiative - a membership scheme which aims to pass on discounts on essential items to care workers
- Improve our online resources – providing advice and signposting to financial support services, and other relevant charities

We also recognise that grants are not always the answer. There are almost 2 million care workers in the UK, many of whom are facing life-changing challenges; including poverty, domestic violence, workplace stress and deteriorating mental and physical health. These are challenges that go way beyond the scope of a grant. If we are to support them effectively, then we will also seek to develop services that go beyond financial support, including:

- Researching and developing a care worker support programme that will identify the ways to work with care workers to overcome their most pressing concerns (including financial concerns)
- Re-developing our volunteering programme so as to offer improved volunteering opportunities that will have a real impact on the lives of care workers whilst also supporting CWC in the delivery of our wider programmes

We will continue to work through our supporter club scheme to reach out to care workers, ensuring there are opportunities to:

- Work with us in the co-production of our new services
- Benefit from our growing service offering

INCOME:

Objective 4 - CWC grows its income

Objective 5 - CWC diversifies its income

The CWC Partnership Programme (formerly the Supporters Club) remains CWC's most significant income stream. During 2019 we will seek to protect and grow this stream by:

- Creating a *Head of Partnerships* role, with the remit of securing supporter club renewals and new supporters from amongst the SME and larger sector of the market
- Remodelling the CWC Partnership with a streamlined offer that we can better accommodate at volume and a revised pricing structure that will appeal to SMEs
- A more focussed sponsorship offer that will better appeal to suppliers/corporates

In addition, we will continue to build our events income; adding new CWC fundraising events to our calendar and finding new ways to promote both these and events that supporters organise themselves but choose to do in aid of CWC.

At the same time, we will explore new income streams for CWC including:

- 'In memory of' donations
- Trust/Philanthropic Foundation Grants
- Major Donor Development

INFLUENCE

Objective 6 - Care Providers prioritise and invest in employee wellbeing

Objective 7 - CWC has a thorough understanding of the issues facing care workers and identifies potential solutions

Objective 8 - The status of care workers is raised across society

Objective 9 - Increase awareness of CWC

One of the most effective ways for an organisation to achieve its vision is to influence the people who have their hands on the levers of power. This can happen at many different levels, and CWC has already proven itself to be effective in encouraging a number of care providers to join with us and align with our values and mission. Whilst we are not proposing that CWC develop a structured lobbying function in 2019, we will seek to increase our influence within the sector. To this end we will:

- Enhance our credibility as the 'voice of care workers' by reaching out and engaging with increased numbers
- Grow our reputation as a thought leader across the sector by:
 - o Gaining a much better understanding of the issues that are of greatest concern to care workers through focus groups, desk research, surveys and interviews
 - o Identifying the gaps in service provision in order to better inform where our services can have the greatest impact
 - o Piloting and evaluating new service delivery models to identify programmes that have a demonstrable impact on care workers
- Build our public profile, fuelling public interest in the issues that affect care workers
- Build alliances with organisations and individuals working across the care sector, adding our voice to their campaigns and seeking to develop joint programmes of work.

INFRASTRUCTURE

Objective 10 - CWC has a diverse, skilled and motivated staff team

Objective 11 - CWC is an effectively managed and governed organisation

As CWC continues to grow and develop a more multi-faceted service offering, it is important that our infrastructure can cope with the increasing demands that we are placing upon it. During 2019 we have laid down a number of plans to reinforce our infrastructure, including:

- **To scope out and acquire a Client Relationship Management (CRM) system** – As we broaden out what CWC does so will we have increasingly complex relationships with our stakeholders. For example, grant recipients may also become service users and/or volunteers. A CRM will allow us to communicate with our stakeholders in a more joined up way. It also has the potential to help us streamline a number of key processes including
 - o Grant fulfilment
 - o Event management
 - o Distribution of resources
 - o Payments
- **To develop a raft of policies and procedures** – whilst not wishing to over burden the charity with bureaucracy, it is important that we have proportionate policies in place that protect and value our staff and stakeholders
- **To identify and move into new office space** – CWC remains hugely grateful to Oomph for the use of its office space over the last 2 years. However, with the move to Surbiton and in the context of CWC needing to attract new staff and new partnerships; our intention is to locate a more central London location

Reserves Policy

Reserves are carried forward and the Trustees feel that the level of reserves is sufficient for the foreseeable future. At their discretion, the Trustees may spend all or part of the capital of the Charity in furthering the objectives described above.

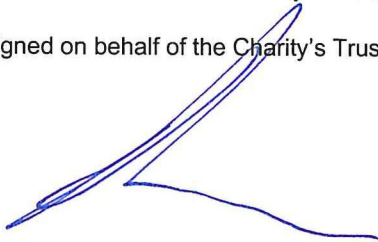
The Trustees consider that the level of reserves enables the Trust to meet the anticipated levels of grant applications.

Financial Review and Future Plans

In 2018, the Charity raised £562,597 in cash by way of donations, grants and sponsorships, £142,886 of this income has been deferred and will be recognised on an accruals basis in 2019 and further unreceived revenue of £30,500 has been recognised in revenue and debtors. Total grants were £156,629 in the period with reserves maintained to ensure that future needs can be met. The Trustees will continue to invest in raising the profile of the Charity so that more people from the care sector can be assisted.

The Trustees declare that they have approved the Trustee's Report above.

Signed on behalf of the Charity's Trustees



Ben Allen

17th April 2019

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE CARE WORKERS CHARITY

I report to the Trustees on my examination of the accounts of The Care Workers Charity (the Trust) for the year ended 31 December 2018.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

- 1) accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
- 2) the accounts do not accord with those records; or
- 3) the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.



Rachael Anstee ACCA
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Gloucestershire
GL50 3AT

30/4/2019

THE CARE WORKERS CHARITY
STATEMENT OF FINANACIAL ACTIVITIES
for the year ended 31 December 2018

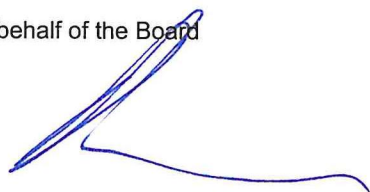
	Note	Restricted funds 2018 £	Unrestricted funds 2018 £	Total 2018 £	Total & unrestricted funds 2017 £
INCOMING RESOURCES					
Incoming resources from generated funds:					
Voluntary income – Donations		35,000	487,323	522,323	204,790
Investment income – Bank interest		-	32	32	-
TOTAL INCOMING RESOURCES	5	35,000	487,355	522,355	204,790
RESOURCES EXPENDED					
Charitable activities	2	35,000	444,653	479,653	188,520
TOTAL RESOURCES EXPENDED	5	35,000	444,653	479,653	188,520
NET INCOMING RESOURCES	5	-	42,702	42,702	16,270

THE CARE WORKERS CHARITY
BALANCE SHEET
As at 31 December 2018

	Notes	2018 £	2017 £
FIXED ASSETS	3	1,335	2,141
CURRENT ASSETS			
Cash at bank		223,586	131,256
Debtors		31,685	29,482
		<u>255,271</u>	<u>160,738</u>
LIABILITIES			
Creditors: amounts falling due within one year	4	156,392	105,367
		<u>156,392</u>	<u>105,367</u>
NET CURRENT ASSETS		98,879	55,371
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>100,214</u>	<u>57,512</u>
THE FUNDS OF THE CHARITY:			
Unrestricted income funds	5	<u>100,214</u>	<u>57,512</u>

These financial statements were approved and authorised for issue by the Board on 17th April 2019.

On behalf of the Board



Ben Allen
Trustee

1. STATEMENT OF ACCOUNTING POLICIES

Basis of preparation

The financial statements have been prepared under the historical cost convention, adopting the following principal accounting policies all of which are in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice – Accounting and Reporting by Charities (SORP FRS102) issued in July 2014.

The financial statements are presented in Pounds Sterling.

Incoming resources

Donations are recognised where there is an entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Where corporate sponsorship is based on an annual fee the income is spread equally over the annual membership period.

Resources expended

All expenditure is accounted for on an accruals basis. Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure.

Grants payable

Grant expenditure is recognised only when the grants become payable. Grants approved for payment in future years are disclosed as commitments, but not recorded as expenditure until they become due for payment.

Fixed assets

Fixed assets are stated in the balance sheet at cost less depreciation.

Depreciation

Depreciation is calculated so that fixed assets are written off over their estimated useful lives in annual instalments on the following basis:

Computer equipment - Straight line over 3 years

THE CARE WORKERS CHARITY
NOTES TO THE ACCOUNTS (continued)
for the year ended 31 December 2018

2. RESOURCES EXPENDED ON CHARITABLE ACTIVITIES

	2018	2017
	£	£
DIRECT CHARITABLE ACTIVITIES		
Grants paid out (includes £35,000 restricted funds)	156,629	66,144
Wages and salaries including NIC	164,326	65,275
Pension costs	5,815	137
Charity events	43,311	5,711
Training and development	2,355	1,899
Travelling and hotels	12,335	14,471
	<hr/>	<hr/>
	384,771	153,637
	<hr/>	<hr/>
SUPPORT COSTS		
Rent and utilities	7,385	-
Telephone and internet	1,004	709
Consultancy	45,274	17,288
Insurance	732	651
Printing, stationery and computer costs	5,184	2,726
Marketing and Publications	32,497	11,184
Depreciation	806	275
Accountancy fees	2,000	2,050
	<hr/>	<hr/>
	94,882	34,883
	<hr/>	<hr/>
Total resources expended on charitable activities	479,653	188,520
	<hr/> <hr/>	<hr/> <hr/>

THE CARE WORKERS CHARITY
NOTES TO THE ACCOUNTS (continued)
for the year ended 31 December 2018

3. FIXED ASSETS

	Computer Equipment £
Cost	
At 1 January 2018 and at 31 December 2018	2,877
	<hr/>
Depreciation	
At 1 January 2018	736
Depreciation charge	806
	<hr/>
At 31 December 2018	1,542
	<hr/>
Net book value	
At 31 December 2017	2,141
	<hr/>
At 31 December 2018	1,335
	<hr/>

4. CREDITORS

	2018 £	2017 £
Social security and other taxes	5,231	5,049
Accruals	7,467	4,206
Outstanding defined contribution pension costs	808	-
Deferred income	142,886	96,112
	<hr/>	<hr/>
	156,392	105,367
	<hr/>	<hr/>

The deferred income relates to amounts paid for an annual membership for The Care Workers Charity Supporters Club.

5. RESERVES

	At 1 January 2018 £	Incoming Resources £	Resources Expended £	At 31 December 2018 £
Unrestricted income	57,512	487,355	444,653	100,214
Restricted income	-	35,000	35,000	-
	<hr/>	<hr/>	<hr/>	<hr/>
	57,512	522,355	479,653	100,214
	<hr/>	<hr/>	<hr/>	<hr/>

The restricted income relates to two specific grants received. The grants are restricted to be spent on the Hardship Grants Programme and the Volunteering Programme.

6. TRUSTEES REMUNERATION AND EXPENSES

During the period expenses totalling £nil (2017: £nil) were reimbursed to the Trustees in respect of costs incurred on behalf of the entity. No Trustee received a salary in the year.