

THE RELATIVES & RESIDENTS ASSOCIATION
(A company limited by guarantee)

**DIRECTORS AND TRUSTEES REPORT
AND ACCOUNTS**

FOR THE YEAR ENDED 31 MARCH 2017

Company No: 02813362
Charity No: 1020194

THE RELATIVES & RESIDENTS ASSOCIATION
(A company limited by guarantee)

REPORT AND ACCOUNTS

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THE RELATIVES & RESIDENTS ASSOCIATION
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DIRECTORS' AND TRUSTEES' REPORT

FOR THE YEAR ENDED 31ST MARCH 2017

The Trustees are pleased to present their annual directors' report together with the financial statements of the Charity for the year ended 31st March 2017, which are also prepared to meet the requirements for a directors' report and Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statements of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

KEY DEVELOPMENTS IN 2016/2017

Our Helpline remains the key and core service of the R&RA. It enables us to remain well informed about the impact of policy on practice and the day-to-day realities for those needing care and those who support them. Not only does it enable us to respond quickly and accurately to those who contact us, it also provides the foundation for everything else that we do. This means that we are always well informed about the impact of different and changing policies on day-to-day practice. It also means that we can communicate the realities of care with confidence to government departments, the regulator and others on a wide range of policy and practice topics, based on current and reliable data.

In addition to this core work of providing and maintaining a high quality and reliable Helpline five days a week between 9.30 a.m. and 4.30 p.m. throughout 2016-17, we have launched our new redesigned website, which has been found to be more attractive and easier to navigate. We have also been developing additional resources to better support care workers and relatives on mouth and teeth care and continued to work on this project with the active co-operation of Health Education England (HEE). Our February 2017 AGM stressed the importance of domiciliary dentistry, audiology and the role of the pharmacist in contributing to better care for older people. We also showed part of the video, which will accompany the revised Keep Smiling written text. We are planning to produce similar guidance documents and videos in the same series to help improve the audiological and pharmaceutical care of older people needing care.

We have initiated and held meetings with providers and unions on the need for mandatory training for care workers. We have contributed to the Competitions and Marketing Authority's (CMA) report on unfair practices and contracts and have on-going discussions with them on the development of this work. We continued to work with Waltham Forest CCG and R&RA were invited to give one of the keynote presentations at their Nurses' Conference about our work and Keys to Care. We were also invited to take part in the Alzheimer's Show at Olympia and to give a keynote address at the Pensioners' Parliament in Blackpool.

We have maintained a lively presence on the media and undertaken a number of public speaking engagements to a wider public including a number of pensioners' groups and local authority events. We have also continued to develop our links with relatives' groups, providers in all sectors, ADASS (The Association of Directors of Adult Social Services), the Care and Support Alliance, CCG's (Clinical Commissioning Groups), Healthwatch, the LGO (Local Government and Social Care Ombudsman), The National Care Forum, NHS England, relevant All-Party Parliamentary Groups (APPG's), Skills for Care and many other academic, media, statutory and voluntary organisations.

We have also attended and contributed to a number of meetings with the Department of Health on the quality of care and complaints. We continued to attend a range of Care Quality Commission (CQC) meetings and comment in depth on CQC consultation documents on proposed future developments. We commented extensively on CQC's draft guidance on visiting a care home. However, we considered the final document guidance unsatisfactory both because of its tone and some of the advice given which we considered unfortunate and misleading. We, therefore, asked to be removed from the list of 'contributors'.

We are particularly grateful for the continuing generous support of the CSIS (The Civil Service Insurance Charity Fund), the Allen Lane Foundation and a number of other loyal funders.

THE RELATIVES & RESIDENTS ASSOCIATION
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DIRECTORS' AND TRUSTEES' REPORT (Cont/d)

FOR THE YEAR ENDED 31ST MARCH 2017

OUR PURPOSE AND ACTIVITIES

Since the charity was founded in 1993, it has continued to champion the rights of older people needing care mainly by supporting their relatives and friends, as defined in our original Memorandum and Articles, to:

- *“assist in achieving and maintaining the highest possible standards of care for elderly people*
- *to alleviate distress and suffering of older people, and*
- *alleviate the conditions amongst people [including relatives] who are caring or have cared for elderly people”*

Each year we learn more from the experiences of those who contact us. We enable them to better support residents and their representatives by empowering relatives and friends with the crucial information they need. Most people are surprised by the complexity of care services and we try to ensure people are informed about their rights and learn about the Regulations and the important role of the regulator in enforcing them. We do not ration our time and we provide our callers with help in relation to their particular situation, crisis or problem.

In the current financial climate, a totally independent and informed source of sympathy and expertise is more necessary than it has ever been in the charity's history. There is much reduced expertise in both local authorities and many other formerly reliable sources of advice. This has affected both the supply and the standard of care and information. This means that many families and individuals feel isolated and bereft when faced with urgency decisions about care, often in crisis. We are more than ever aware that we need to be better known since too many of our callers hear about us too late for us to make effective interventions or representations.

ACHIEVEMENTS AND PERFORMANCE

We achieve our objectives by providing a range of services:

(a) by providing compassionate help, support and information

The Helpline does not simply supply information, it provides much needed emotional help and support at a time of great distress and trauma for many families and friends. They all too often have to make crucial decisions, often at short notice about selecting a care home and how to pay for care. The complexities of the social care system continue to shock people when they are first confronted by them. The reduced role of local authorities makes life more complicated and frustrating for those trying to penetrate the intricacies of the different policies. Most of our callers lack any awareness of the regulations and legislation governing care. They have often had to rely on partial information and know little about the rights of those in receipt of care or their carers. Many assume that care homes and home care services are staffed by qualified nurses and many are confused about their financial liabilities.

We enable our beneficiaries to feel supported and nurtured at what is often a time of great sadness and difficulty. We try to ensure that they are empowered to make the best possible choices for those needing care. The support we provide is intended to help relatives and friends to cope better with some of the difficult choices and decisions to be made, They know that they can always get in touch with us and that we shall keep in touch with them for as long as they wish, and that they can rely upon our discretion, confidentiality and independence. Our staff and volunteers have had similar experiences and can genuinely relate to the many individual situations and to the choices and decisions involved. We keep meticulous records on our confidential database, which enables us both to provide continuity and regularly review our practice.

Our staff continues to provide callers with a caring and sympathetic response to their queries and to respond with the information they need to resolve their questions and problems. Where this is not possible, or a greater level of support is required, we may also offer a more in-depth service which could include making representations on a caller's behalf to the regulator, provider, local authority or ombudsman, where appropriate and, sometimes, to all of these. We regularly receive letters of gratitude from those we have assisted which demonstrate that the service provided by our Helpline fully meets their needs and expectations and frequently exceeds them.

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FOR THE YEAR ENDED 31ST MARCH 2017

In recent years the percentage of contacts relating to poor care and human rights concerns has shown the most growth, reflecting the continuing trend for care concerns to head the list of topics people raise on the Helpline. In earlier years, as we have reported in the past, the numbers were divided equally between financial and care concerns. The current figures reflect the increasing complexity of the needs of older people now needing care and support.

Helpline trends in percentages

Relatives / residents concerns:	2015/16 %	2016/17 %
Problems with care:		
• Care concerns	37	33
• Human rights	20	19
• Evictions	1	1
• Poor management	9	10
Total	67	63
Other:		
• Financial	13	11
• Admission	5	6
• Legal	7	13
• General	8	7
Total	33	37
TOTAL	100	100

(b) by building positive relationships

- between relatives, residents, their representatives, care home providers and local authorities
- which encourage and promote the establishment of relatives' and residents' groups in homes and local areas
- with others concerned with the well being of older people in care
- supporting families and friends in their roles as advocates and befrienders
- always acting in the best interests of the older person in care

Tell us about your care home

"*Tell us about your care home*" has been a joint project with CQC for the last five years. This originally developed as a result of our representations to the former Chief Inspector and Chair of CQC about the poor response we were receiving from them to serious breaches of the Regulations which were uncovered by our Helpline. We then produced a joint leaflet with CQC, which requested feedback about care either via the R&RA or directly to CQC. We also accept anonymous feedback where our contacts request this and will also act on behalf of residents, relatives and friends, if they prefer. As an intrinsic part of our agreement, we have tried to ensure that each referral we make is monitored by CQC so that we can find out whether and what action has been taken as a result of our referrals.

(c) by producing resources and publications

We continue to build on the success of our original *Keep Smiling* guidance on oral health care, by providing a brand new version plus a short video intended to support care workers and relatives. There will be a printed priced publication but it will also be freely downloadable from our website.

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FOR THE YEAR ENDED 31ST MARCH 2017

(d) by influencing public, political and professional opinion

With over twenty years of working on the crucial topic of older people receiving care, the R&RA has become a leading and respected national voice in this arena. Our in-depth knowledge enables us to meet with Ministers, regulators, care home and home care providers and others as well as to respond authoritatively to consultations and provide statistics and case studies to substantiate our evidence. We also disseminate information and influence practice through conferences, projects, and publications.

(e) by speaking out in the media

The charity's voice is increasingly respected and we continue to be sought after by the media to comment on matters affecting the quality of life of older people in care. We are regularly consulted or asked to appear on a wide range of national and local radio and TV channels including BBC programmes like *You & Yours*, Radio 5 Live, *Drive Time* and early morning local and national programmes.

Our staff and volunteers

Our core staff members, Trevor Greenidge and Emma Williams continue to provide a superb and much appreciated service with warmth and dedication. We are also fortunate in the contributions made by Jane Collisson, Janice Gardner, Ernest Muller, Georges Olivier, Bob Walters, David Watson and many others to our work.

The charity is fortunate in both the quality and commitment of its staff and volunteers, who regularly help with a wide range of activities. A number of our volunteers have sufficient knowledge and expertise to staff the Helpline. Others contribute in a range of other ways in the office with a variety of administrative tasks. A number also contribute to their expertise in kind, for example, by providing us with valuable IT, PR, analytical, editing, graphic design and other relevant expertise as required. Their total contribution is equivalent to approximately one and a half full-time members of staff.

Public benefit statement

In shaping our objectives for the year and planning our activities, the Trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a Charity (PD2)'. The achievements and activities above demonstrate the public benefit arising through the Charity's activities.

FINANCIAL REVIEW

The Statement of Financial Activities showed a net deficit of £43,659 (2016 – surplus £11,985) for the year and reserves stand at £37,284 (2016 - £80,943).

Principal funding sources

The main funding sources for the Charity are from charitable foundations, contract work, membership and sales of resources.

FUTURE ACTIVITIES

Trustees met towards the end of the financial year to review the charity's future direction and strategy and reaffirmed our objective was to achieve a sustainable future and we began the process of succession planning. In addition, Trustees decided that it was important to work towards improving the charity's visibility and to build its image more widely when funds become available.

Fundraising activities

No costs were incurred by the charity in making applications for funds from charitable funds.

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DIRECTORS' AND TRUSTEES' REPORT (Cont/d)

FOR THE YEAR ENDED 31ST MARCH 2017

Reserves policy

The Trustees have reviewed the reserves of the Association and the aim remains to build unrestricted funds reserves up to a level equivalent to between three to six months operating costs. The unrestricted funds not designated or invested in tangible fixed assets held by the Charity are £35,051 (2016 - £64,417).

Investment powers and policy

Under the Memorandum and Articles of Association, the Charity has the power to invest in any way the Trustees wish. The policy of the Trustees is to invest any surplus funds on bank deposit.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Relatives & Residents Association (the word 'Limited' being omitted by licence from the then Department of Trade) is a Charity, which is registered under the Companies Act 2006 as a company limited by guarantee and not having a capital divided by shares.

The company was incorporated on 28th April 1993 and became a registered Charity on 30th April 1993. It is constituted as a company limited by guarantee under the Memorandum and Articles of Association. The Charity registration number is 1020194 and the company registration number is 02813362.

Appointment of Trustees

All Trustees are elected for three years, with one third being subjected to election each year at the Annual General Meeting. The officers are subject to election each year.

The Trustees are also the Directors of the company. The Trustees in office in the year are set out on page 2. The Board has the power to appoint additional Trustees. In accordance with the Articles of Association, officers were duly elected by the Annual General Meeting held on 4 April 2017 and two new Trustees were elected.

The Trustees have no beneficial interest in the company other than as members.

Organisation

The Trustees meet regularly in order to manage the affairs of the Charity. The officers meet more frequently to deal with personnel and finance issues. Day to day running of the Charity is the responsibility of the Chair and Acting Chief Executive who manages the staff and reports regularly to the officers and Board of Trustees.

Related parties

The Charity works collaboratively with several other voluntary and not-for-profit organisations in pursuing its charitable activities.

Risk management

Risks have been re-assessed and a register compiled and kept up-to-date. Systems are established to mitigate any major risks to which the Charity is exposed. Policies and procedures across the range of the Charity's operation have been reviewed, revised where appropriate, and updated by the Board, this also applies to the Charity's business plan.

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DIRECTORS' AND TRUSTEES' REPORT (Cont/d)
FOR THE YEAR ENDED 31ST MARCH 2017

REFERENCE AND ADMINISTRATIVE DETAILS

Company Number: 02813362

Charity Number: 1020194

Trustees/ directors

Ms Judy Downey – Chair
Ms Sheila Lycholit – Deputy Chair
Mr Patrick Howell – Company Secretary
Dr Susan Chesters
Ms Patricia Davies
Mr Desmond Kelly – Elected 28/02/2017
Mr Phillip Sowter – Resigned 14/09/2016
Ms Jane Collisson – Resigned 14/09/2016
Mr Bob Walters – Resigned 14/09/2016
Mr Dilip Agarwal
Ms Emma Jones – Elected 28/02/2017

Company Secretary: Mr Patrick Howell

Senior Management: Ms Judy Downey - CEO

Registered Office: 1 The Ivories, 6-18 Northampton Street, London N1 2HY

Independent Examiner: David Terry FCA,
Ramon Lee & Partners, Eagle House, 167 City Road, London EC1V 1AW

Bankers: The Co-operative Bank Plc., P.O. Box 250, Delf House, Southway, Skelmersdale WN8 6WT
Aldermore Bank plc, Lynch Wood, Peterborough PE2 6FZ

Charitable and political donations

During the year the company made no political or charitable donations.

Trustees' responsibilities in relation to the financial statements

The Trustees (who are also directors of The Relatives & Residents Association 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 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 business.

THE RELATIVES & RESIDENTS ASSOCIATION
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DIRECTORS' AND TRUSTEES' REPORT (Cont/d)

FOR THE YEAR ENDED 31ST MARCH 2017

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.

Preparation of the report

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

APPROVAL

This report was approved by the Board of Trustees and signed on its behalf by:

MRS JUDY DOWNEY
CHAIR

14 SEPTEMBER 2017

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF

THE RELATIVES & RESIDENTS ASSOCIATION

(A company limited by guarantee)

I report on the accounts of the company for the year ended 31 March 2017, which are set out on pages 10 to 19.

Respective responsibilities of Trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the Charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**DAVID TERRY FCA
RAMON LEE & PARTNERS
CHARTERED ACCOUNTANT**

14TH SEPTEMBER 2017

**EAGLE HOUSE
167 CITY ROAD
LONDON EC1V 1AW**

THE RELATIVES & RESIDENTS ASSOCIATION
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STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31ST MARCH 2017

	Notes	Unrestricted Funds £	Restricted Funds £	2017 £	2016 £
Income					
Donations and legacies	2	14,576	-	14,576	29,612
Income from charitable activities	3	70,643	5,000	75,643	154,913
Other trading activities	4	-	-	-	960
Investment income	5	711	-	711	59
Total income		<u>85,930</u>	<u>5,000</u>	<u>90,930</u>	<u>185,544</u>
Expenditure					
Costs of generating funds	6	6,136	-	6,136	6,587
Expenditure on charitable activities	6	109,526	18,927	128,453	166,972
Total expenditure		<u>115,662</u>	<u>18,927</u>	<u>134,589</u>	<u>173,559</u>
Net income/(expenditure) and net movement in funds for the year		(29,732)	(13,927)	(43,659)	11,985
Reconciliation of funds					
Total funds, brought forward		67,016	13,927	80,943	68,958
Total funds, carried forward		<u><u>37,284</u></u>	<u><u>-</u></u>	<u><u>37,284</u></u>	<u><u>80,943</u></u>

CONTINUING OPERATIONS

None of the company's activities were acquired or discontinued during the above two financial years.

TOTAL RECOGNISED GAINS AND LOSSES

The company has no recognised gains or losses other than the above movement in funds for the above two financial years.

The notes on pages 12 to 19 form part of these accounts.

THE RELATIVES & RESIDENTS ASSOCIATION
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BALANCE SHEET AS AT 31ST MARCH 2017

	Notes	2017		2016	
		£	£	£	£
Fixed assets					
Tangible fixed assets	11		233		599
Current assets					
Debtors	12	16,449		7,766	
Cash at bank and in hand		62,898		83,173	
		79,347		90,939	
Liabilities					
Creditors falling due within one year	13	(42,296)		(10,595)	
Net Current Assets			37,051		80,344
Net assets			37,284		80,943
The funds of the charity:					
Unrestricted funds:					
General	14		35,284		65,016
Designated	14		2,000		2,000
Restricted funds	14		-		13,927
Total charity funds			37,284		80,943

In preparing these financial statements:

For the financial period ended 31st March 2017 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial period and of its profit or loss for the financial period in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

These accounts were approved by the Board of Directors and Trustees 14th September 2017 and signed on its behalf by:

..... **MRS JUDY DOWNEY (CHAIR)**

Company No: 02813362

The notes on pages 12 to 19 form part of these accounts.

THE RELATIVES & RESIDENTS ASSOCIATION
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NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31ST MARCH 2017

1. ACCOUNTING POLICIES

1.1 Basis of preparation of accounts

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charity SORP (FRS 102) Revised), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Relatives & Residents Association meets the definition of a public benefit entity under FRS 102.

The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

1.2 Preparation of accounts on a going concern basis

Subsequent to the balance sheet date, the Charity received a substantial legacy, which will provide a sound financial base for the future.

1.3 Income recognition

Income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and amount can be measured reliably.

- (a) Income received by way of donations and legacies are included in full in the Statement of Financial Activities when received, unless they relate to a specified future period, in which case they are deferred.
- (b) Legacies entitlement is taken as the earlier of the date on which either: the Charity is aware that the probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Charity that the distribution is made, or when a distribution is received from the estate.
- (c) Income from charitable activities received by way of revenue grants and donations are credited to restricted incoming resources on the earlier date of when they are received or when they are receivable, unless they relate to a specified future period, in which case they are deferred.
- (d) Grants and donations of general nature which are not conditional on delivering certain levels of service are included as part of donations and legacies as shown under note 2. Performance related grants and donations which have conditions for a specific outcome are include as Income from Charitable Activities as shown in Note 3.
- (e) Capital grants for the purchase of fixed assets are credited to restricted incoming resources on the earlier date of when they are received or receivable. Deprecation on the related fixed assets is charged against the restricted fund.
- (f) Income from charitable activities include income recognised as earned (as the related goods and services are provided) under contract.
- (g) Resources income is recognised as earned (that is, as the related goods are provided).
- (h) Membership fees credited to income on the earlier date of when they are received or when they are receivable, unless they relate to a specified future period, in which case they are deferred.
- (i) Investment income is included when receivable.

1.4 Volunteers and donated services, facilities and goods

Donated professional services and donated facilities are recognised as income when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time of the Charity is not recognised in the main body of the financial accounts but detail is contained in the Trustees report.

On receipt, donated professional services, donated facilities and goods are recognised on the basis of the value of the gift to the Charity which is the amount the Charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

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NOTES TO THE ACCOUNTS (Cont/d)

FOR THE YEAR ENDED 31ST MARCH 2017

1.5 Expenditure recognition and irrecoverable VAT

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

Expenditure is classified under the following activity headings:

- (a) Costs of raising funds comprise the costs of seeking grants and donations and other trading activities that raise funds and their associated support costs.
- (b) Expenditure on charitable activities include expenditure associated with the main objectives of the Charity and include both direct costs and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

1.6 Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include back office costs, finance and administration personnel, payroll and governance costs which support the Charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 7.

1.7 Funds structure

- The general fund comprises those monies, which may be used toward meeting the charitable objectives of the company at the discretion of the management board.
- Designated funds are unrestricted funds of the Charity which the Trustees have decided at their discretion to set aside to use for a specific purpose.
- The restricted funds are monies raised for, and their use restricted to, a specific purpose or donations subject to donor imposed conditions.

1.8 Operating leases

The Charity classifies the lease of property and telephone rental as an operating lease. The rentals are charged to the Statement of Financial Activities on a straight-line basis over the lease duration. No assets are held under hire purchase agreements.

1.9 Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Individual fixed assets costing £500 or more are capitalised at cost.

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

Computer equipment	25% on cost
Office equipment	25% on cost

1.10 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short term cash deposits.

1.12 Creditors and provisions

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

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NOTES TO THE ACCOUNTS (Cont/d)

FOR THE YEAR ENDED 31ST MARCH 2017

1.13 Financial instruments

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

1.14 Judgement and key sources of estimation uncertainty

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

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

1.15 Cash flow statement

The charitable company qualifies as a small company and advantage has been taken of the exemption provided by SORP (FRS 102) as amended by Bulletin 1, not to prepare a cash flow statement.

1.16 Taxation

The Charity is a registered Charity and, therefore, is not liable to Income Tax or Corporation Tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

2. DONATIONS AND LEGACIES

	Unrestricted Funds £	2017 £	2016 £
Bisgood Charitable Trust	2,500	2,500	-
Ericson Trust	3,000	3,000	3,000
Anonymous Trust	-	-	4,300
M N Falkner - legacy	-	-	1,000
Rupert Hughes - legacy	-	-	10,000
Other donations under £1,000	5,026	5,026	7,562
Microsoft - Donation in kind	1,800	1,800	1,500
Individual - Donation in kind	2,250	2,250	2,250
	<u>14,576</u>	<u>14,576</u>	<u>29,612</u>

The donations and legacies income in 2016 totalling £29,612 was attributed to £25,312 unrestricted funds and £4,300 restricted funds.

The Charity is indebted to Microsoft for providing free email services and an individual for providing pro bono management and financial consultancy services. The values placed on these contributions by the Trustees are respectively £1,500 (2015 - £1,500) and £2,250 (2015 - £2,250). The income equivalents are recognised within income as donations, and a corresponding charges are included within expenditure under communication costs and professional expenses.

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(A company limited by guarantee)

NOTES TO THE ACCOUNTS (Cont/d)

FOR THE YEAR ENDED 31ST MARCH 2017

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	2017 £	2016 £
Projects & development				
Grants and donations:				
Comic Relief	-	-	-	20,000
Contract income:				
Care Quality Commission	9,989	-	9,989	12,000
Individuals - Donations in kind	4,723	-	4,723	-
	<u>14,712</u>	<u>-</u>	<u>14,712</u>	<u>32,000</u>
Helpline activities				
Grants and donations:				
The Allen Lane Foundation	-	5,000	5,000	-
Contract income:				
Care Quality Commission	14,983	-	14,983	18,000
	<u>14,983</u>	<u>5,000</u>	<u>19,983</u>	<u>18,000</u>
Resources				
Resources sales	4,245	-	4,245	16,169
Grants and donations:				
CSiS Charity Fund - Keys to Care App promotion	-	-	-	5,000
Individuals - Donations in kind	17,500	-	17,500	35,000
	<u>21,745</u>	<u>-</u>	<u>21,745</u>	<u>56,169</u>
Membership services				
Membership fees	18,403	-	18,403	48,744
	<u>18,403</u>	<u>-</u>	<u>18,403</u>	<u>48,744</u>
Conferences & events				
Individuals - Donations in kind	800	-	800	-
	<u>800</u>	<u>-</u>	<u>800</u>	<u>-</u>
	<u>70,643</u>	<u>5,000</u>	<u>75,643</u>	<u>154,913</u>

The income from charitable activities in 2016 totalling £154,913 was attributed to £129,913 unrestricted funds and £25,000 restricted funds.

The Charity is indebted to a number of individuals for providing the following pro bono services:

- Experienced CQC inspector, for commenting on consultation documents and writing responses.
- Experienced media producer of film, broadcasting and publications and editor for work creating a new website, rewriting the dental publication, creating the video, attending meetings on our behalf both in and outside the office and with the Dementia Friendly Dental Group.
- Research student for worked in the office on data analysis for different reports and feedback.
- Freelance PR consultant for promotional work.
- Graphic designer for providing free and reduced rate for promotional work and attendance at meetings on website and publications.
- Former Department of Health official and social care professional for commenting on consultation documents and writing responses.
- Former BBC film producer and trainer and teacher for Folkestone filming for attendance at meetings and subsequent work on dental and audiology planning.

The aggregate value placed on these contributions by the Trustees for the year 2017 is £23,023 (2016 - £35,000). The income equivalents are recognised within income as donations, and corresponding charges included within expenditure under other direct costs.

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NOTES TO THE ACCOUNTS (Cont/d)

FOR THE YEAR ENDED 31ST MARCH 2017

4. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted Funds £	2017 £	2016 £
Card sales	-	-	960
	-	-	960

5. INVESTMENT INCOME

The investment income arises from an interest bearing bank accounts.

6. ANALYSIS OF EXPENDITURE

	Raising funds £	Projects & development £	Helpline activities £	Resources £	Membership services £	Conferences & events £	2017 £	2016 £
Staff costs	2,877	14,384	23,746	6,172	-	2,877	50,056	49,331
Publications	-	-	-	258	-	-	258	13,309
Conferences and events	-	-	-	-	-	4,205	4,205	4,605
Volunteer expenses	-	-	290	-	-	-	290	8
Other direct costs	625	12,070	108	18,374	1,067	1,695	33,939	61,250
Support costs (Note 7)	2,360	11,803	19,827	4,721	-	2,360	41,071	41,690
Governance costs (Note 7)	274	1,371	2,303	548	-	274	4,770	3,366
	6,136	39,628	46,274	30,073	1,067	11,411	134,589	173,559

Of the £134,589 expenditure in 2017 (2016 - £173,559), £115,662 was charged to unrestricted funds (2016 - £134,640) and £18,927 to restricted funds (2016 - £38,919).

7. ANALYSIS OF SUPPORT AND GOVERNANCE COSTS

The Charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the Charity's key activities undertaken (see note 6) in the year. All the general support and governance costs have been apportioned to the various charitable activities on the basis of staff time allocated to each activity.

	General support £	Governance function £	2017 £	2016 £
General office staff costs	7,480	-	7,480	7,371
Premises and office costs	18,135	-	18,135	17,478
Communication costs	3,808	-	3,808	5,675
Information technology	4,142	-	4,142	4,088
Professional expenses	5,448	-	5,448	4,280
Insurance	1,225	-	1,225	1,168
Miscellaneous expenses	833	-	833	1,630
Trustees expenses	-	2,130	2,130	726
Independent Examination	-	2,640	2,640	2,640
	41,071	4,770	45,841	45,056

8. NET INCOME/(EXPENDITURE) FOR THE YEAR

	2017 £	2016 £
This is stated after charging:		
Independent examination	2,640	2,640
Depreciation	366	366
Operating lease - equipment	-	1,785
Operating lease - rent	15,486	14,823

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NOTES TO THE ACCOUNTS (Cont/d)

FOR THE YEAR ENDED 31ST MARCH 2017

9. ANALYSIS OF STAFF COSTS, TRUSTEES REMUNERATION AND EXPENSES, AND COST OF KEY MANAGEMENT PERSONNEL

STAFF COSTS	2017	2016
	£	£
Salaries	55,162	53,550
National Insurance	2,373	3,153
	57,535	56,703

There were no employees whose annual emoluments were £60,000 or more. The key management personnel of the Charity comprise the chair of Trustees. She was not employed or paid fees by the Charity.

During the year no Trustees received any remuneration (2016 - £nil). One trustee received reimbursement of travel expenses amounting to £416 (2016 – One Trustee £379).

10. STAFF NUMBERS

The average weekly equivalent full time number of staff employed by the Charity during the period was as follows:

	2017	2016
Direct charitable work	2	2
	2	2

11. TANGIBLE FIXED ASSETS

NET BOOK VALUES	2017	2016
	£	£
Computer equipment	232	598
Office equipment	1	1
	233	599

MOVEMENTS IN YEAR

<u>Cost</u>	Opening Balances	Additions	Disposals	Closing Balances
	£	£	£	£
Computer equipment	2,511	-	-	2,511
Office equipment	3,000	-	-	3,000
	5,511	-	-	5,511
<u>Depreciation</u>	Opening Balances	Charge For Year	Disposals	Closing Balances
	£	£	£	£
Computer equipment	1,913	366	-	2,279
Office equipment	2,999	-	-	2,999
	4,912	366	-	5,278

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NOTES TO THE ACCOUNTS (Cont/d)

FOR THE YEAR ENDED 31ST MARCH 2017

12. DEBTORS

	2017	2016
	£	£
Trade debtors	13,256	3,949
Gift Aid tax receivable	492	1,009
Prepayments	269	376
Other debtors	2,432	2,432
	16,449	7,766

13. CREDITORS: amounts falling due within one year

	2017	2016
	£	£
Trade creditors	263	229
Taxation and social security	-	1,342
Accruals	3,865	9,024
Deferred income (note 16)	38,168	-
	42,296	10,595

14. ANALYSIS OF CHARITABLE FUNDS

	Balance at 01.04.16	Income	Expenditure	Balance at 31.03.17
	£	£	£	£
Restricted Funds:				
The Allen Lane Foundation	-	5,000	5,000	-
Anonymous Trust	6,299	-	6,299	-
CSiS Charity Fund - Website development	7,628	-	7,628	-
Total restricted funds	13,927	5,000	18,927	-
Unrestricted funds:				
Designated Funds:				
Staff Commitment Fund	2,000	-	-	2,000
	2,000	-	-	2,000
General funds	65,016	85,930	115,662	35,284
Total unrestricted funds	67,016	85,930	115,662	37,284
Total funds:	80,943	90,930	134,589	37,284

Description, nature and purpose of restricted funds:

Allen Lane Foundation – This funding is towards helpline salary costs.

Anonymous Trust – This funding was towards the cost of the Charity's IT and communications systems upgrade.

CSiS Charity Fund – Web Development – This funding is towards redesigning and improving the R&RA website.

Description, nature and purpose of unrestricted funds:

General fund represents funds available to spend at the discretion of the Trustees after allowing for all the designated funds.

Purpose of designated funds:

Staff Commitment Fund - Represents the commitments necessary if redundancy notices had to be issued.

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NOTES TO THE ACCOUNTS (Cont/d)

FOR THE YEAR ENDED 31ST MARCH 2017

15. ANALYSIS OF FUND BALANCES BETWEEN NET ASSETS

	General Funds £	Designated Funds £	Restricted Funds £	Total £
Tangible fixed assets	233	-	-	233
Net current assets	35,051	2,000	-	37,051
	<u>35,284</u>	<u>2,000</u>	<u>-</u>	<u>37,284</u>

16. DEFERRED INCOME

	2017 £	2016 £
Balance as at 1st April 2016	-	-
Amount released to income in the year	-	-
Amount deferred in the year	38,168	-
Balance as at 31st March 2017	<u>38,168</u>	<u>-</u>

Deferred income comprises:

- Grant income received from CSIS Charity Fund of £30,000 towards the cost of a Chief Executive Officer. The Charity is in the process of filling this position, therefore, the grant is deferred in the 2017/18 accounts. Permission to carry forward the grant has been approved by the funder.
- Grant income received from on Anonymous Trust of £5,675 towards the cost of a Chief Executive Officer and Development Officer/Fundraiser. The Charity is in the process of filling these positions, therefore, the grant is deferred in the 2017/18 accounts. Permission to carry forward the grant has been approved by the funder.
- Contract income received from Care Quality Commission of £2,493 towards Help Line running costs of April 2017.

17. SHARE CAPITAL

The company is limited by guarantee and does not have a share capital divided by shares.

18. OTHER FINANCIAL COMMITMENTS

The Charity has operating lease commitments as shown below:

	2017 Rent £	2016 Rent £
Less than one year	6,450	14,823
Two to five years	-	6,450
	<u>6,450</u>	<u>21,273</u>

19. POST BALANCE SHEET EVENTS

Subsequent to the balance sheet date, the Charity received notice of a substantial legacy, which, it is hoped, will help provide a sound financial base for the future.