



# ANNUAL REPORT

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Charity Registration 1186714 | **March 2022**



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## THANK YOU

# WELCOME

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## A NOTE FROM OUR CHAIR & CEO



Our second year of operation has been a year of remarkable growth for Access Social Care. As the impact of the pandemic has deepened, and the social care workforce and funding crisis have increased, our services have never been more needed. Determined to reach out to more people, we are proud to say that over the last year we have expanded into communities that need us the most.

The incredible dedication of our staff and volunteers, and the generous support of our funders and partners, has led to us launching our legal information chatbot, starting a new community hub in Croydon, increasing our membership, and doubling the size of our staff team. All whilst maintaining our 98% success rate with our legal cases.

As we enter our third year of operation, we are refreshing our strategy and preparing for our next phase of growth. As described in this report, the foundations are set. We are ready to use these as a springboard for the future. In this next phase of our development, we will focus on capacity building to support growth at the scale we need to realise our vision of a future where people with social care needs get the support they need to live a fulfilled life of dignity.

In this report, we set out and celebrate how we have worked towards our charitable aims and purpose. Alongside the facts and figures are the human stories. We hope that you will enjoy reading about the difference we have made to our clients. It is our clients and the people across the country with social care needs that spur us on to be the best we can be.

JANINE TREGELLES CBE, CHAIRPERSON & KARI GERSTHEIMER, CEO

# INTRODUCTION

## WHAT IS THE ISSUE WE ARE TRYING TO FIX?

Disability can feel a long way away from our reality, but 1 in 5 working age people are disabled. And by the time we're pension age it's likely that half of us will be disabled. We live in the world's 5th largest economy. We assume our society has a safety net that's there for us, but that's not the reality. Everyday millions of older and disabled people are denied the social care they need. Most local authorities can't meet the growing demand for care, none are confident they can meet their legal duties in the future. This affects all of us, we will all need social care at some point.

- **Sometimes the problem is no support** – we helped a 90-year-old with dementia, she needed prompting to ensure she remembered to wash, dress and feed herself but because she was physically able the authorities said she didn't need any help. She was left hungry in soiled clothing.
- **Sometimes it's the wrong support** - like the 18 year who had to give up her degree because she was trapped in hospital for 18 months when all she needed to go home was an accessible bathroom.
- **Sometimes the support comes too late** - like the 15-year-old we helped who just needed a few hours of support a week but instead ended up in an inpatient mental health unit, over medicated and restrained, hundreds of miles away from his mum and dad.

The cases we work on are so harrowing that we fundraise for counselling for our lawyers.

There are laws that guarantee us our basic rights and a dignified life. We all have a right to hold public bodies to account.

But most of us don't know our rights. Most of us cannot afford lawyers, so rely on legal aid. And at a time of crisis, most of us are too overwhelmed to challenge the system. People often ask us why they didn't know about this issue. We tell them it's because it is hidden behind front doors or hospital doors. It's invisible until it happens to you.

The 92% drop in legal aid cases since 2010 means we have nowhere to turn. Without access to justice, our rights do not exist. The rule of law is broken.

Source [legallaidstatisticstool](#) | [Tableau Public](#)

## DID YOU KNOW?

The number of legal aid funded community care cases has reduced by 77% since 2010. <sup>1</sup>



## DID YOU KNOW?

The numbers of carers calling helplines has increased by nearly 400% during the pandemic.<sup>1</sup>

**In an Association of Directors of Adult Services report<sup>2</sup> issued in January 2022, 43% of councils admitted re-prioritising support to those most at risk and essential activities only.**

13% report moving to 'life and limb' care only – e.g. help limited to helping to eat, hydration, toileting, and changing continence laundry in at least some of their area for at least some of the time.

**11% admit leaving people with dementia / learning disabilities / mental ill health isolated or alone for longer periods.**



<sup>1</sup> Access Social Care, State of the Nation Report May 2021 – data combined from 5 national helpline/advice organisations.

<sup>2</sup> <https://www.adass.org.uk/adass-winter-contingencies-survey>

# THE ACCESS SOCIAL CARE APPROACH

## LEGAL EXPERTS CREATING A SOCIAL CARE JUSTICE MOVEMENT

Access Social Care provides free legal advice and information for people with social care needs, helping achieve a better quality of life.

We work with communities to increase knowledge of the law and our rights. We highlight the gap left by cuts to Legal Aid and provide advice for those who can't afford it. With a 98% success rate, our network of lawyers and barristers ensure fair access to justice when things go wrong. We collaborate with social services whilst ensuring legal obligations are met. We are working towards a future where social care is adequately funded, and we all get the support we need.

### We Empower

Educating individuals and organisations on how to use the law effectively, and increasing their confidence to use the law and work with legal professionals

### We Enforce

Providing early legal help required to hold public bodies to account

### We Challenge

Collecting data and implementing strategic approaches to bring about real change within the social care sector

# THE ASC APPROACH IN PRACTICE

## We Empower

Legal Capability Training – building confidence in the use of legal language to secure better outcomes and avoid conflict

## We Enforce

Referrals, Advice, Casework – early legal help to solve problems early on

## We Challenge

Thematic Data and Evidence Capture

Influencing Work & Strategic Casework to help change the system



# LOOK INSIDE

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# MEMBERSHIPS

## NEW MEMBERSHIPS

We link our legal expertise to other organisations through a membership model.

Our current members are social care providers and charities with helplines, who join our network so that their beneficiaries can access our service. In this reporting period our charitable members are:

Mencap	Wirral Mencap	Age UK Gloucestershire
Dimensions	Croydon Mencap	Inclusion Gloucestershire
Choice Support	Milestones	Ealing Consortium (a group of advice providing organisations in Ealing).
United Response	Camphill Village Trust	
MacIntyre	HfT	
Discovery	Independent Age	
Barnet Mencap	Allsorts Gos	

We have also started working with 2 commercial partners:

### Achieve Together & Lifeways

Partnerships, networks and constellations are core to our work. Partners on our flagship data sharing partnership are:

Age UK	Independent Age	Mencap
Carers UK	RNIB	

## WHAT OUR MEMBERS SAY ABOUT US

*"Access Social Care was a lifeline during the pandemic. I don't know how we would have managed without the regular updates on changes to guidance and regulations"*

Access Social Care is an active member of the Care and Support Alliance, the Voluntary Organisations Disability Group, Advice UK, and we are represented on the Administrative Justice Council Advice Panel, Social Care Futures and Fair Pay for Care Campaign

# COMMUNITY HUBS

Our membership model works well for people who are connected to large social care providers, however, smaller community based, and user-led organisations, working with people experiencing intersectionality and multiple barriers to accessing advice, care and support cannot afford our membership fees. We are particularly interested in reaching Black, Asian, minority ethnic (BAME), and some religious communities because we know that these communities experience worse health and social care outcomes than the general population.

Academic research indicates that free legal advice improves health outcomes <sup>4</sup>. Our hypothesis is that by increasing legal confidence and capability amongst under-served communities; and by providing legal support when things go wrong, we will reduce health and social care inequalities.

In 2020 we started a place-based pilot in Gloucestershire in partnership with the [Barnwood Trust](#). Barnwood subsidise our fees enabling us to connect our service to Black and Asian communities, a disabled person led, and a family carer led organisation as well as to community groups working in the most deprived postcodes in Gloucestershire. This project is on-going and in 2021 our senior advice coordinator has reached more than 80 organisations, and trained and held workshops with more than 80 people.

In 2021 we launched our second hub in Croydon, and laid the ground work for a hub in Southwark and Lambeth. We started piloting seconding an employee from a Black-led organization called Croydon Social Prescribers into ASC to learn about the law. Our secondee works with us to plan how to ripple that learning back out into their community. By supporting communities to use our [chatbot](#) we are gathering intelligence and data, which is given back to communities so that they can then work collaboratively with local [Integrated Care Systems](#) (ICS) and use this data to support improving quality of care and address local inequalities.

We have been scoping a third hub in the North which we aim to launch in 2022.

<sup>4</sup> See Professor Dame Hazel Genn's article on the health benefits of free legal advice: [https://discovery.ucl.ac.uk/id/eprint/10071343/1/Genn\\_WhenLawisGoodforHealth.pdf](https://discovery.ucl.ac.uk/id/eprint/10071343/1/Genn_WhenLawisGoodforHealth.pdf)



Citizen led  
legal education  
networks  
powering local  
change

# CHANGING THE SYSTEM IN OUR COMMUNITY HUBS

Too often, using the law can be associated with conflict. But we believe that by taking a rights based approach, using the law positively and early on, local citizens can encourage public bodies to act lawfully, ultimately improving first instance decision making and securing better social care outcomes.



## WE'RE GROWING UP

In our second year we've been growing again. In 2022 we recruited new staff members to add to our expertise and experience allowing us to provide our members and beneficiaries with a first-class service.

### **Team increased from 22 to 29**

Further matured and developed our legal team through the appointment of 6 lawyers (3 caseworkers and 3 managers) 3 of whom are public law experts.

### **Expanded our fundraising team to support organisational growth**

Recruited a finance manager to help with budgeting



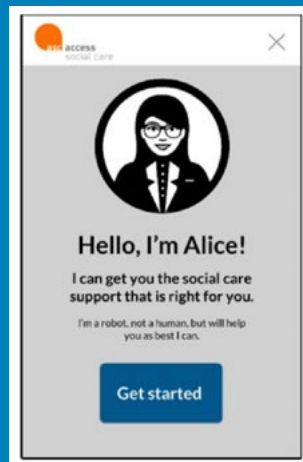
# OUR INNOVATIONS

## A LEGAL CHATBOT PROVIDING SOCIAL CARE GUIDANCE

When our legal advisors can't be there, our legal chatbot is the next best thing. Our legal chatbot is an on-line legal robot providing social care guidance:

### THE ASC CHATBOT

- Simulates conversation with social care advice seekers
- Gives accurate and timely legal information
- Helps prevent legal issues from arising
- Free at the point of use
- Available 24/7
- Accessible via desktop or mobile devices
- Gathers thematic and geographical data to help us understand advice demand and trends of unlawful public body decision making



### SAERA TOLD US:

*"I am a social prescriber, I wrote to the local authority to ask for an assessment for two of the patients I am supporting. I have been waiting for over 6 months for an assessment from social care – I was really worried because there was a real safeguarding risk. I used your chatbot and the local authority responded to the letter to arrange an assessment on the same day!"*

In 2021 we secured funding from Comic Relief and Paul Hamlyn to develop the hand-off from the chatbot to our legal team as well as an automated letter completion function. We are excited that chatbot users can now personalise legal letters within the chatbot ready to send off to public bodies.

We have been training trusted intermediaries including advocates and social prescribers (GP link workers) to use the chatbot to help people with social care needs secure better outcomes.

In 2022 our aim will be to start piloting the chatbot on the websites of other organisations.



## NEW SYSTEMS AND PROCESSES

Whilst delivering impact, as a new charity we continued to work hard to develop our systems and processes.

We worked with a consultant from Cranfield Trust to develop financial modelling and budgeting systems to support with financial management and forecasting

We have developed our legal team systems and processes; and built capacity within the team. We have not yet secured an external kitemark due to legal team capacity, however, we are confident that our quality monitoring is of a high standard and in line with the AQS requirements. We have identified where some systems require attention to improve efficiency and we are working to rectify this

We conducted a governance review. We are confident that our Board are performing well and are excelling in some areas. The Trustees have committed to prioritising Equality Diversity and Inclusion as our main development area as we move into 22/23

We appointed a Board level and an operational safeguarding lead and developed our safeguarding policies and procedures

We commissioned an independent review of our “empower” priority. We are delighted that academics Professor Lisa Vanhala and Doctor Jacqui Kinghan concluded that we are building confidence and supporting more people to acquire new legal capability skills in order to obtain better outcomes for people with social care needs. We were especially pleased that the report found that our interventions can work to improve relationships between our member organisations and public bodies by using the law and rights based approaches as a framework to solve problems

# FUNDING AND PRO-BONO RELATIONSHIPS

We would like to say a huge thank you to our funders and supporters. Without you, our work would not be possible! In this reporting period, we have benefitted from the kind support of:

Oak Foundation, Baring Foundation, Barnwood Trust, Pears Foundation, The Allen and Overy Foundation, AB Charitable Trust, Dulverton, Esmee Fairbairn, Garfield Weston, The Legal Education Foundation, Comic Relief and Paul Hamlyn and The Matrix Foundation.

We have benefitted from pro-bono and in-kind support from:

Unltd, Travers Smith, Fieldfisher, Baker McKenzie, Slaughter and May, Orrick, Herrington and Sutcliffe, Shearman and Sterling, Allen and Overy; as well as 39 Essex, Doughty Street and Landmark Chambers.



# THE PRESENT

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# WHAT WE SET OUT TO ACHIEVE



## EMPOWER

Creating culture change

## ENFORCE

Early legal help

## CHALLENGE

Data & strategic approaches



## EMPOWER

Organisational set up

## ENFORCE

Organisational model

## CHALLENGE

Income generation

# A YEAR IN REVIEW

Priority Area	What we said we would do	Did we achieve it?
<b>WE EMPOWER</b>	<p><b>Development of online resources</b> – Video resources developed by Dec 2022</p> <p><b>Rights Champions Project</b></p> <p>Have 10 rights champions by Dec 21</p> <p>L and D working groups to agree action plan to achieve culture change</p>	<p>On track</p> <p>Y</p> <p>Y</p>
<b>WE ENFORCE</b>	<p><b>CHATBOT</b></p> <p><b>Content generation</b></p> <p>Input 500 set questions, test with user groups, train team to add more data</p> <p>Letter autocompletion feature and handoff feature</p> <p><b>Testing</b></p> <p>Detailed testing with people with social care needs and people from a Black, Asian or minority ethnic background.</p> <p><b>Licensing</b></p> <p>Initial report on income generation options for the chatbot</p> <p><b>Pro-bono</b></p> <p>Run 10 cases through a new clinic</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>

<p><b>WE ENFORCE</b></p>	<p><b>Grow No. of barristers on panel</b> Grow barristers panel – 1 new barrister by Dec 20 Maintain barrister panel pick up rate at 90%</p> <p><b>Membership growth</b> – commercial and charitable providers and helpline organization</p> <p><b>Grow our Hub model</b> - Set up one hub each year</p> <p><b>Casework Success rate</b> Maintain casework success rate at 90%</p> <p><b>Maximise use of legal aid:</b> Increase options for referrals, collect data to evidence gaps in legal aid, use data to show gaps and model solutions</p>	<p>Y</p> <p>N – continued to have problems with knock on effect from Covid and barristers doing more paid work. We are in the process of a review.</p> <p>Y</p> <p>Y</p> <p>Y – success rate maintained at 98%</p> <p>Y</p>
<p><b>WE CHALLENGE AND PERSUADE</b></p>	<p><b>Increase sector wide legal literacy: through advisory panel</b></p> <p><b>Helplines group data collaboration</b> Helplines group data modelled , analysed State of the Nation report issued Working with members on strategic cases</p> <p><b>Sector wide collaboration with EHRC/legal aid lawyers</b> Shared learning on emerging themes and trends – EHRC, legal aid lawyers, pro bono counsel by Dec 21</p>	<p>Y - at least quarterly panel meetings taking place</p> <p>Y</p> <p>Y</p> <p>Y</p>



WE CHALLENGE AND PERSUADE	<p><b>National thematic work</b> 5 casework outcomes will evidence successful influencing of public authorities by Dec 22</p> <p>Develop our strategic casework practice</p> <p>Run strategic cases; learn from CELC and EHRC</p> <p>Increase Digital and traditional media presence</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
ORGANISATIONAL SET UP	<p>Governance review</p> <p><b>Development of financial systems, financial modelling to review sustainability of each cost centre</b></p> <p>Media 1 x article/month</p> <p><b>AQS</b> Submission for desk assessment by April 21</p>	<p>On track</p> <p>Y</p> <p>Y</p> <p>N - Delayed desk assessment due to legal team capacity</p>
INCOME GENERATION	<p><b>New provider members</b> - 4 per annum</p> <p><b>New helpline members</b> - 1 per annum</p> <p><b>Hub</b> - 1 per annum</p> <p><b>Fundraised income</b></p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Exceeded overall fundraising target although fell short of targets for chatbot due to size of team and struggle to identify tech funders</p>

# LEGAL EDUCATION

## TOO OFTEN PEOPLE DON'T KNOW THEIR RIGHTS OR HOW TO ENFORCE THEM

We increase confidence in the law and lawyers. Providing legal education so people know how and when to use the law. We know that by using the law positively and early on we can help avoid conflict and secure better outcomes.

We have:

- Delivered 64 training sessions, increasing legal capability for 340 care managers across nine different organisations
- Held five information sessions for Rights Champions – ambassadors for Access Social Care's work from within our member organisations
- Held workshops and provided training for family carers. We provided 6 workshops on social care issues in Gloucestershire attended by 32 people
- Trained social prescribers and local activists in Croydon and Gloucestershire on the Care Act and how to use the chatbot to uphold the rights of community members
- Told over 80 organisations in Gloucestershire about our work and trained over 50 people
- Co-designed training videos with our staff and Rights Champions, to increase the accessibility of our training and to make sure that people are equipped to uphold the rights of community members
- In consultation with our advisory panel, we have conducted a complete review of our launch training for member organisations, streamlining the session to increase uptake among managers

WE'VE BEEN  
EMPOWERING  
and CREATING  
CULTURE CHANGE

## LEGAL EDUCATION

I have been working as a Coordinator for Croydon Social Prescribers for over 5 years, as part of their local strategic Social Prescribing programme. Social Prescribers are GIP practitioners who support patients with any non-clinical intervention by either referring/signposting to local support or providing an advocacy service.

Over the last 5 years Croydon Social Prescribers have also been supporting and training Social Prescribers across SW London. During this time, we have seen first-hand how Local Authorities frequently and at times intentionally, act unlawfully around adult social care.

In addition to this already concerning situation, the Croydon Local Authority is in extreme debt and ... we are now seeing a worrying increase in challenges with patients not receiving the social care rights they are entitled to.

Thankfully during my short time working with Access Social Care, Social Prescribers have already seen a massive impact on patients obtaining the social care rights they are entitled to, after receiving training and access to case workers. We are now supporting local Rights Champions from local BAME communities to increase awareness and create cultural change in communities that are frequently disadvantaged.

Jennine Bailey – Social Prescribing Coordinator, Unconscious Bias Trainer and Senior Advice Coordinator



## LEGAL ADVICE AND INFORMATION

Problems with access to justice mean that too often people have nowhere to turn when their right to social care is not upheld. We are growing our service to right wrongs, so that people with social care needs get accurate advice and the support they have a right to.

This year we have overturned numerous unlawful charging decisions for individuals who in some cases were being left destitute by the local authority due to the amount they were being forced to pay. We secured a safeguarding investigation for an individual who was inappropriately restrained; achieved the discharge of an individual who was detained in an ATU for more than 5 years; and prevented a number of individuals being unlawfully moved from their supported living provision.

We have also successfully overturned decisions to reassess individuals for continuing health care; ensured advocates have been appointed for clients who need support for their voices to be heard; and obtained legal aid for individuals on a wide range of issues from housing to mental health.

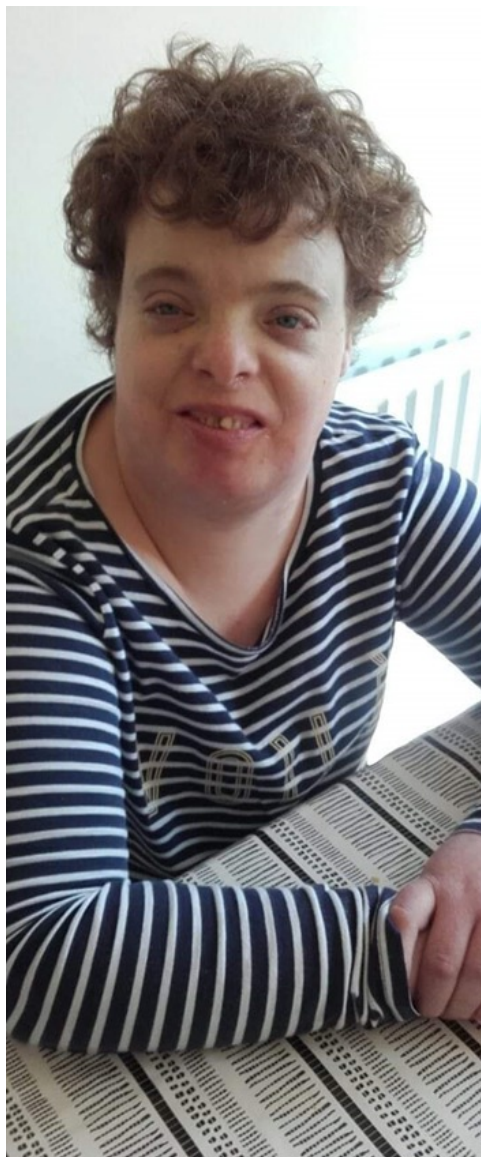
We have been providing early legal help to hold public bodies to account:

- We have provided 529 one – off pieces of advice and worked on 101 cases.
- We have maintained our 98% casework success rate.
- We have relaunched our pro bono clinics embedding them as part our strategic casework at a local authority level. We have been delighted to be joined by one new law firm and one new chambers during this relaunch.
- This year we developed an innovative letter completion feature for our chatbot. In conversation with the user, the chatbot gathers relevant information and completes a bespoke legal letter, which reminds the local authority of their statutory duties under the Care Act.



WE'VE BEEN  
ENFORCING

## CASE STUDY: KIRSTY MCARTHUR



THIS CASE WAS FUNDED BY ONE OF OUR MEMBER ORGANISATIONS, THE ROYAL MENCAP SOCIETY.

Kirsty has a severe learning disability. When we were first in contact with Julie (Kirsty's Mum), Kirsty lived at home. Devon County Council were trying to secure a residential placement for Kirsty. A respite provider who knew Kirsty well offered her a supported living placement, but the local authority identified a cheaper care home placement which was unsuitable and would not have met Kirsty's needs appropriately.

The local authority panel decided that the cheaper care home placement was suitable. However, the costings for the cheaper placement did not reflect the amount of support which Kirsty would need and it was clear that Kirsty's quality of life would be much better in the supported living accommodation.

Having tried unsuccessfully to resolve the matter, in May 2020, we sent a judicial review pre-action letter. The local authority agreed to complete a new needs assessment and make a new decision. Following the new assessment, the local authority continued to assert that the care home would meet Kirsty's needs.

We continued to support Julie and Kirsty and sent a further judicial review pre-action letter in March 2021. We notified the local authority that we were referring Kirsty's case out to legal aid solicitors as their decision making appeared to still be unlawful. The local authority agreed to increase Kirsty's personal budget from £1982.74 per week to £2369.85 per week to cover the cost of the preferred placement. A move into the supported living accommodation was approved.

We are pleased to hear that Kirsty is doing well in her own home and wish her all the very best for the future. Kirsty's Mum, Julie, describes the support from Access Social Care as "life-changing".

SUPPORTED BY SENIOR LEGAL CASEWORKER JULIE HINNIGAN



# SYSTEM CHANGE

WE CONTINUE TO BE AT THE VANGUARD OF CAPTURING AND ANALYSING SOCIAL CARE DATA.

- Our monthly reports continue to assist us to identify referral and subject matter patterns as well as emerging trends in unlawful behaviour.
- Our innovative helpline data sharing project continues to grow with national organisations Mencap, Age UK, Independent Age, Carers UK and RNIB all participating to share their advice demand data. We published our inaugural State of the Nation report in May 2021 demonstrating a shocking nearly 400% increase in calls from carers into helplines during the pandemic.
- We submitted evidence to the Joint Committee on Human Rights on human rights breaches in social care and were a lead organisation to the Equality and Human Rights Commission recent social care inquiry.





## WE HAVE USED OUR EVIDENCE AND DATA TO RESPOND TO A RANGE OF INQUIRIES AND CONSULTATIONS OVER THE PAST YEAR

- We challenged the Ministry of Justice's short consultation deadline to legal aid and whilst unsuccessful in extending the deadline, got coverage in national press for our attempts. We submitted a response to the judicial review consultation on behalf of 8 member organisations to highlight the particular access to justice issues for those in receipt of social care.
- We submitted a response to the Bill of Rights consultation, highlighting the deep concern we have for individuals who have suffered serious breaches of their human rights to be able to challenge such decisions in the future.
- We submitted a response to the Comprehensive Spending Review, highlighting the flaws in central government assumptions in reaching settlement decisions for local authority spend. We continue to develop this work by convening a taskforce to look at the shortfalls in adult social care funding at a deeper level.
- We provided both oral and written evidence to the Covid – 19 inquiry as to its terms of reference, highlighting concerns that much of the social care sector had been forgotten with its focus on care homes.

## WE ARE WORKING ACROSS A RANGE OF SOCIAL CARE AND ACCESS TO JUSTICE THEMES:

- We continue to support those detained in assessment and treatment units and are working with Mencap and the National Autistic Society to drive change for those who continue to be detained.
- At a local authority level, we are working to challenge unlawful assessment and charging processes providing them with evidence from the cases we have worked on.
- We collected data on the problems with establishing and maintaining a career pathway in Community Care and have worked with the legal aid sector to create solutions.

WE'VE BEEN  
CHALLENGING

WE CHALLENGE THE SYSTEM AND INFLUENCE VIA OUR WORK IN THE MEDIA – STRIVING TO HOLD PUBLIC BODIES TO ACCOUNT AND BRING ABOUT SYSTEM CHANGE.

Our CEO, Kari Gerstheimer's reputation as a social care commentator has grown, with regular op-eds, social care news commentary and regularly being invited to talk on the likes of LBC and Talk Radio.

We have had coverage, featured or commented on 112 media placements this year covering: National; print, online and broadcast media, central and local government outreach and legal trade and legal blogs.

WE'VE BEEN  
CHALLENGING

Some examples of national radio:-

- [LBC, Shelagh Fogarty](#)
- [Times Radio, Early Morning Breakfast](#)
- [Talk Radio, 2:15](#)

Some examples of national news:

- [BBC News](#)
- [Sky News](#)
- [GB News with Arlene Foster](#)

Some examples of national press:

- [Daily Mirror 'Vaccine mandate for care workers will push crumbling system to breaking point'](#)
- [Independent](#)

• [Daily Mail](#)

Other examples:

- [Bloomberg podcast](#)
- [Law Gazette](#)
- [Birmingham Mail](#)

# INCOME GENERATION

We have been fortunate to benefit from a start-up grant from the Oak Foundation, but we know that we need to make sure that we are a sustainable organisation going forwards. We have worked hard to diversify and increase our income streams over the past year.

- We have continued to generate income from our membership fees which covers the cost of our legal team.
- Chatbot - We are working towards generating income from our chatbot technology.
- Grant givers – we have nurtured our existing relationships and built new ones.
- We now have a small and growing Fundraising Team, able to remain on target for KPIs to reach Trusts & Foundations during the next financial year. We now have 1 x senior and 1 x junior Philanthropy fundraiser and benefit from the support of a prospect researcher to help us reach our target KPIs from Trust & Foundation applications.
- We have created a Development Board to assist with our Major Donor Fundraising and we hope to grow the board in size during the next financial year.
- Our individual donations have exceeded target and we endeavour to keep in touch with this small growing group of ex clients and general public who engage with ASC's work.



# OUR CHALLENGES AND LEARNINGS

Our successes haven't been without their challenges. World events from the continued pressure of the pandemic, to cost of living rises continue to impact upon our staff and the people who need us the most. However, quickly adapting and creating solutions means we have been able to minimise impact and disruption.

The social care workforce have continued to be under incredible strain, managing pandemic related crises in their own services.

Overwhelmed by information and focussed on keeping people alive and safe, managers within our member organisations have not always found the time to call us to ask for advice. We also heard from staff that workforce pressures meant that making referrals to Access Social Care is difficult because they were focussing on meeting basic needs and didn't feel able to be more aspirational in the support they were offering.

Service managers struggled to attend our training due to pandemic pressures, and issues with recruitment and retention meant that ensuring new managers know about our service was challenging. When staff were booked on training, they often could not attend as the need to cover services to provide support took priority.

To address these pressures we:

- Revised our launch training for managers to reduce the commitment from attending three separate sessions to one session.
- Developed short explainer videos for the members' area of our website to enable managers to learn at a time convenient to them.
- Increased our availability to enable referrals to take place.
- Found other ways to meet our members needs e.g. by producing resources for them or in production with them.

COVID  
CONCERNS &  
SOCIAL CARE  
WORKFORCE  
PRESSURES





# OUR TEAMS

## COVID-19 MEANT CONTINUED PRESSURES OF ISOLATION AND HEALTH CONCERNS FOR OUR STAFF

- We are delighted that we have secured funding to roll out a professional team counselling programme in partnership with Doctors in Distress to support legal team wellbeing in the face of ever-increasing trauma and pressure associated with an often harrowing caseload that needs urgent action taken
- We have setup a wellbeing working group which consists of 8 members of the team across all departments, who produce an annual calendar of events. Each month provides staff a different focus to support individual wellbeing, creating a supportive environment and regular communications to staff with reminders about work life balance, and healthy techniques to avoid stress and the physical impact of working from home
- We have continued to offer flexible hours and supported staff to prioritise to safeguard our impact
- We have supported staff to arrange face to face team and one to one meetings when it was safe to do so. This was regularly cited as a wellbeing priority. We have more provided more opportunities for staff to work together and with people from other teams which has been not only an effective way to problem solve but has also brought some light relief from the 'day job.' As a remote team we have taken the time to celebrate life events and seasonal celebrations in video calls with team members
- We have instigated a system of recognition that highlights achievements and value-driven work



# THE FUTURE

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# A STRATEGY REFRESH - OUR PLANS FOR 22/23 & BEYOND

We have learnt a lot in the first two years of operation. As we end our second reporting period we have conducted a strategy refresh to reflect our revised impact and enabling priorities:

Vision: People get the health and social care support they need to live fulfilled lives.

Mission: ASC will be the leading specialist health and social care advice provider. We will collaborate, educate and challenge to drive system change and ensure rights are met.

## Empower

Communities use the law early on to get better outcomes

## Enforce

People get early legal advice and support when they need it

## System change

We use data to challenge, persuade and influence to improve quality, policy and practice locally and nationally

## Technology

We innovate and use technology to increase efficiency and impact

## People

Our people strategy protects the social care law career pathway and ensures ASC is the best place to work

## Income generation

Our diverse income streams grow to support increased impact

## MORE EMPOWERING

We know that managers in our member organisations and community partners feel more confident and better equipped to use the law to uphold the rights of the people they support when they have attended our legal education sessions. We also know that workforce issues mean it is increasingly difficult for managers to attend regular training. We want to make it as easy as possible for managers to take on legal knowledge, develop confidence in using the law, and know how to take action. We will:

Offer a flexible approach to training delivery for new member organisations, co-designing training roll outs in ways that work for their existing practice; ensure that new managers receive an introduction to Access Social Care as part of their induction programme; and offer refresher training opportunities to managers of organisations in their second year of membership

Provide workshops on the issues that matter to communities

Improve the reach of our communications in consultation with member and partner organisations through disseminating information in ways that accord with their internal practices and networks

Develop our online offer and have at least 100 minutes of short explainer videos with quizzes to check learning by the end of the year

Make it easier for managers to contact us and for cases to be discussed

In 22/23 we will continue to reach more people through the development of our legal chatbot. We will build partnerships with community organisations to encourage use of the chatbot. New grants secured will allow next level development with new functionality and content. In 22/23 we will pilot licensing the product to other organisations to increase our impact

Measure the impact of our training through surveys and semi-structured interviews and learn from these to continuously improve what we offer

## MORE ENFORCING

We will continue to grow our membership – focussing on charitable and commercial providers

We will ensure that our advice continues to be relevant to our members and community partners piloting co-produced advice toolkits and other resources addressing common problems

We will continue to grow and develop our pro- bono clinics and Barristers panel. The new clinic model provides support to individuals on failure to assess and charging, the issues most frequently reported through our Helplines data

We will continue to grow our national network of community hubs. Each hub will be co-designed and co-produced with the communities it serves. We will collaborate with more organisations to reach into communities to understand the issues of critical importance to them

By working on more cases, we will develop a body of evidence to demonstrate to Local Government and the Social Care Ombudsman the systemic issues with decision making and information sharing in assessments and charging

We will gather learning and insight from our casework with all of our members so that we can assist them in understanding the different approaches that appear to work in different local authority areas

## MORE SYSTEM CHANGE

Over the past year we gathered qualitative and quantitative data about social care and advice provision. When the data helped us identify concerns we ran individual cases to deepen our understanding of the issues and develop an evidence base.

In 21/22 we used this evidence to respond to consultations. Over the next year we will use this evidence base as a springboard for strategic casework on specific themes. We anticipate quality of assessments, assessment delays and assessments refusals to be strong themes alongside charging and cost of living. We will continue to develop our work in using the Local Government and Social Care Ombudsman as an alternative remedy in obtaining systemic change at a local authority level. We will continue to support those detained in assessment and treatment units, looking for ways to work with our external partners in discharging individuals and preventing the admission of those at risk.

We will continue to grow our Hub model, particularly in the North of England where we hope to collaborate with some local authorities, supporting with a citizen led approach to improving social care in their local areas. Initial discussions are taking place with the ten Adult Social Care Directors across Greater Manchester as well as engaging with the Greater Manchester Director of Adult Social Care Transformation and the Northwest Directors of Adult Social Care Forum.

We will continue to build our networks. We will reach out to other national social care and health umbrella groups including National Care Forum, Care England, Healthwatch England and NHS England, to highlight our work at their national conferences in 2023 enabling us to use these routes to reach a wider audience. We will target national organisations as well as establish direct links with regionally/locally based Black and Minority and Ethnic (BAME) communities to support our ambition to be more culturally inclusive.

As an organisation bridging the gap between social care and access to justice, we will continue to provide evidence at central government level both to committees and to consultations to highlight the risk of rights being eroded. We will lead the charge in tackling the crisis in adult social care funding by leading a taskforce that will focus on the challenge of funding those with unmet needs.

# OUR ENABLING PRIORITIES

## PEOPLE

- We will develop a People strategy to ensure that we recruit and retain the best people; and to ensure that we protect our culture and values as we grow.
- We will develop a community care law pathway strategy to prevent the extinction of community care law as a specialist career pathway for social justice lawyers. We will continue to focus on the needs of the legal team and recruit expertise to the team where we can. We will continue to invest in learning, development and career progression of our staff.
- Working with formal and informal community leaders we are building relationships and trust, co-creating a framework which ensures parity of esteem, and responds effectively to cultural ethnic and hyper local sensitivities. We want Access Social Care to be an organisation that celebrates difference, where all employees, clients and partners feel equally valued.
- We recognize that we need to do more ensure greater diversity at Board level and this will be a particular focus as we move into 22/23. As an organisation we are standing shoulder to shoulder with Black and Asian led organisations and disabled person and carer led organisations to reach underserved communities within our community hubs to tackle health and social care inequalities. It is critical that we have people with experience of the communities we serve on our Board.

## TECHNOLOGY

- We will make the best use of technology to support our growth.
- We will introduce new systems and processes to increase efficiency.
- We will expand our use of technology and data to increase our impact.

## INCOME GENERATION

- We will continue to increase revenue from our membership subscriptions.
- We will start to make the organisational transition towards becoming a product developer, piloting and testing the chatbot with prospective commercial partners.
- We will continue to diversify our fundraised income from Trusts and Foundations and Philanthropy. We will pilot event and regional fundraising.

# THE FINANCIAL REPORT AND LEGAL INFORMATION

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# GOING CONCERN

As a start-up charity, Access Social Care is well placed to manage the business risks we face. This position is supported by strong liquidity, sufficient reserves for business continuity and development plans, a good relationship with our key funders and proven ability to retain and secure new services.

We have set out in this report a review of Access Social Care's financial performance, the reserves position and principal risks and uncertainties. Notwithstanding the ongoing pandemic related pressures, the performance to date has been robust in terms of income generation. Whilst the pandemic has continued to present operational challenges, Access Social Care has remained firmly in control of its service quality and financial performance throughout the operating period.

When we launched in 2020, we had no reserves. We have worked hard to continue to accrue reserves in this operating period so that at the end of our start up grant (in December 2023) we are in a strong and stable financial position. We have accrued £477,189 of reserves to date. As set out in our reserves policy, we are working towards having 6 months operating costs to ensure business continuity and the ability to continue providing casework for our clients in the event of financial disruption. Access Social Care has maintained its cash and reserves at levels which provide a good degree of financial protection against a continuation of the pandemic through FY 22/23.

As a new charity Access Social Care is still developing financial management processes.

We have carried out a range of cashflow projections and financial modelling exercises over the past year, supported in particular by the Cranfield Trust. We appointed our new financial lead, Sara King in March 2022 who has helped us to develop department budgets and strengthen our financial management systems.

The 2022/23 budget has been approved by the Access Social Care Board. Our planning processes, including financial projections, take into consideration the current economic climate and its potential impact on the various sources of income and planned expenditure. The trustees therefore have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future being at least twelve months from the date of approval of these financial statements. Accordingly, the financial statements continue to be prepared on the going concern basis.

## STATEMENT OF PUBLIC BENEFIT

The trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have regard to the Charity Commission's general guidance on public benefit, "Charities and Public Benefit". Access Social Care's charitable objects are enshrined within its memorandum and articles and as such the trustees ensure that the charity's activities are carried out for the public benefit through its strategic priorities. This is done primarily through the delivery of services aimed at people with a social care needs as well as those who support them. This report allows us to show how our charitable funds are spent and the impact and benefits that has on those using our services, as well as the wider impact on society.

# CURRENT POSITION & CHARITABLE ACTIVITIES

## TOTAL INCOME

Our total income for our second reporting period (April 21 – March 22) was £1,679,661 against a budget of £1,383,434. The main reason for income being overbudget was timing on receipt of the Oak grant for charitable activities that will take place in 2022/23.

The largest part of our income comes from our start up grant from the Oak Foundation. This income in was £844,946 in the operating period. Income from other grants and donations was £512,318.

We have grown our membership subscription income to £320,404.

## TOTAL EXPENDITURE

Total expenditure in the reporting period was £1,161,236. Our main areas of spend are staff, consultancy for system change and chatbot.

Spend on further development of the chatbot this year was £193,072. As the chatbot is now being used by our team and in the hubs we have started to depreciate the asset. Work will continue to further enhance the Chatbot capabilities during the next financial year.

Our risk management processes help identify where we might need reserves, and our financial management policies then determine how our resources are managed and how investment decisions are made. Annually, our board of trustees considers what resources will be required to meet Access Social Care's objectives and obligations and what the risks are that might threaten the desired outcomes.

## RESERVES POLICY FOR THE CHARITY

Reserves are maintained at a level that enables the charity to manage operational financial risks and short-term income volatility. They allow the charity to sustain service delivery, in particular legal casework support to our clients, over the long term, as well as ensuring that financial commitments can be met as they fall due.

Of the charity's £1,157,788 total funds at the end of March 2022, £391,914 are restricted funds and not available for general purposes.

The remaining £765,874 of total funds are unrestricted, and of these we identify £477,189 as "free reserves". Reserves are those unrestricted funds which are freely available to the trustees to spend on any of the charity's purposes. However, they exclude amounts which, if spent, would adversely affect the charity's ability to deliver its aims. Reserves do not therefore include property, funds which are set aside for programmes specifically to further our charitable objectives, or amounts set aside for essential costs.

## RESERVES 31 MARCH 2022

The trustees have set a target for reserves based upon an analysis of the potential financial impacts of significant risks identified through the charity's risk management processes, as well as the need to continue to provide legal services to our clients. Reserves of £477,189 do not yet achieve our target reserves of £745,372. Our policy is to retain 6 months operating costs. We recognise that this is generous, but we consider it necessary because there is a national shortage of community care lawyers and the legal casework we conduct could not be referred out. We therefore need to have enough reserves to enable us to close off our casework in an orderly fashion, to protect the interests of our clients. As our budget for next year includes continued growth we need to further increase our reserves.

# MANAGING RISK

## RISK MANAGEMENT AND INTERNAL CONTROL FOR THE CHARITY

Access Social Care continually reviews its risk framework, ensuring that it aligns with the organisation's strategic aims and objectives. The board of trustees reviews strategic risks on a quarterly basis. Independent assurance is provided by an outsourced independent audit function from Godfrey Wilson accountants. Risk management at the operational level is managed by the executive directors and departmental Heads, who review risks regularly both within their directorates and as a group.

PRINCIPAL RISKS FOR ACCESS SOCIAL CARE	HOW WE MITIGATE THE RISKS	OVERALL RISK LEVEL AFTER MITIGATION
Need to increase fundraised, membership and chatbot income and bank reserves over next 2 years	Expanding organizational capacity to support the diversification of income streams across a range of commercial and fundraising activities including: <ul style="list-style-type: none"> <li>• Membership subscriptions</li> <li>• Development of the chatbot as a commercial product</li> <li>• Trusts and foundations</li> <li>• Major donors and the set up a of a development board</li> <li>• Exploration of research grants and public body commissioning</li> </ul>	Likelihood 3x impact - 5 = 15
Need to deliver on current contracts to a range of grant makers including Oak	Business plan, Gantt, monitoring evaluation, accountability and KPI systems in place. Financial monitoring work progressing well. Communication plans in place.	Likelihood - 1 x Impact - 5 = 5
Need to deliver own contracts to partner agencies	We have implemented recruitment, training and retention plans. We have strengthened the expertise in the legal team.	Likelihood - 2 x Impact - 5 = 10
Maintain and develop social care expertise to deliver excellent legal advice	Successful recruitment of managers and caseworkers with relevant expertise. We need to retain these staff members. 2022 plans to develop a people and career pathway strategy.	Likelihood - 2 x Impact - 5 = 10

Retention of key staff	<p>HR processes in place. Note dedicated HR role will be required when staff head count is 40-50.</p> <p>L and D and pay costs built into budget.</p>	Likelihood - 2 x Impact - 5 =10
People and Culture	<p>We conducted a staff survey and responded to staff needs.</p> <p>We are delivering coaching for the legal team.</p> <p>We have developed a framework for challenging conversations to support some team members with communicating challenge in a positive way in line with our values.</p> <p>We are addressing concerns raised around our IT systems to improve efficiency.</p>	Likelihood - 2 x Impact - 5 =10
Define and agree service model	<p>Advisory board meetings with network partners set up to seek on-going advice on fees and model.</p> <p>Seeking commercial org. members as a result of financial modelling work.</p> <p>Hub model pilot live and seeking funding for roll out in other areas.</p> <p>Address concerns around IT systems – CMS project.</p>	Likelihood - 1 x Impact - 5 =5
Develop and enshrine effective governance arrangements and board oversight	<p>Agreed requirements and timeline with board.</p> <ul style="list-style-type: none"> <li>Governance review document complete, review ongoing</li> </ul>	Likelihood - 2 x Impact - 4 =8
Put in place effective staff and volunteer policies and procedures	<p>Handbook complete.</p> <p>Plan to review reserves policy with the Board in 2022.</p>	Likelihood - 2 x Impact - 4 =8
Develop and implement organisational systems and IT	<p>We know that we need a more sophisticated case management system. Scoping work for this is ongoing, plans to implement new system in 2022.</p>	Likelihood - 2 x Impact - 3 =6

<p>Failure to protect clients from harm caused by staff or corporate negligence.</p>	<p>Working towards AQS – senior legal manager has supported this work. The new legal team structure will enable the Head of legal role to focus on quality and the internal operational needs of the legal team.</p> <p>Barristers panel and external consultancy (Karen Ashton) assisting with the quality of advice.</p> <p>Professional indemnity insurance in place.</p>	<p>Likelihood – 1 x Impact - 5 =5</p>
<p>Ensure Compliance with regulatory bodies i.e. Charity commissioner, ICO, Fundraising Regulator</p>	<p>First independent audit completed in 2021.</p> <p>SRA compliance advice from Slaughter and May, we are now registered with SRA and we are making other organisational changes in line with recommendations.</p>	<p>Likelihood – 2 x Impact - 4 =8</p>
<p>Enshrine effective internal and external communication strategies and identify and mitigate reputational risk</p>	<p>Contracted with external communications agency.</p> <p>Policies and procedures agreed.</p>	<p>Likelihood – 2x Impact - 5 =10</p>
<p>Covid-19 impacts delivery.</p>	<p>Covid Impact mitigation plans agreed.</p> <p>Actions being taken to support team.</p>	<p>Likelihood 5 Impact 4= 20</p>

# FUNDRAISING

Access Social Care now has a small and growing fundraising team, with one executive member of staff committed to supporting fundraising and the CEO supporting and signing off applications of more than £100k.

The team is made up of one senior and one junior philanthropy fundraiser as well as a prospect researcher to assist in growing a pipeline of qualified grant giving bodies, in order that the team hit their KPI target to remit the fundraising budget for the year. The team also work with a part time contractor to support the target number of lower value Trusts & Foundations, which frees up the small staff team to work on and explore other areas of Fundraising disciplines with a view to expanding the work which relies on Fundraised income in future years.

This year we have launched a Development Board to help grow our Major Donor income. The board is Chaired by our Trustee Chris Hale and currently has two other members. We have recruited an experienced fundraising consultant who has extensive high value fundraising experience as well as specific experience in setting up and working with successful Development Boards, she will help us in the set-up phase of the Development Board. We will be hosting a launch event in May 22, with a view to engaging with prospective high value givers and board members. We aim to grow the board to around 6-8 people by the end of 22/23. The board will meet each quarter and we will set specific targets around how each member will help ASC reach new high value audiences and achieving its major donor income targets.

We have exceeded our income target for individual donations this year, with many donors being ex-clients, and the team are looking at compelling ways in which they can engage with those of this group who opt in to our communications. We are setting up a process to ask ex-clients, following case closures, to opt in to further communication from the charity whereby we can engage with this group about our work, fundraising efforts and regular donation asks.





We are keeping an eye on the changing landscape of Charity of the Year partnerships. Some of the law firms we have spoken to have described a desire to move away from the CSR 'tick box' and have expressed how younger employees are wanting to see more impact for CSR. This might be an interesting area of fundraising for ASC and one which we might test with the law firms that we work with.

Access Social Care's compelling 'ask' continues to stand us in good stead with grant giving bodies, particularly with our growing hub model and many funders wanting to support the communities with which they reside in. Our strength continues to grow in high value 'relationship' based grant givers whose interest is in longer term system change as opposed to service models with more of a 'sticking plaster' impact and no long-term change. Our national model, hubs and chatbot gather critical and powerful data that demonstrates to funders the impact of collaboration and a strengths-based approach.

ACCESS is committed to ensuring that fundraising activities are carried out in an ethical manner.

The Access Social Care policy on donations and fundraising applies to the Board, casual, permanent and contract staff and volunteers. It lays out clear processes and guidelines, with a clear position on fundraising practice and the standards expected in raising funds from the community. Building on the work that Access Social Care has already produced on fundraising policies and ethical activity, Access is committed to continuing this work and will start the process of registering with the likes of the Fundraising Regulator and the Chartered Institute of Fundraising in 22/23.

The Fundraising Regulator badge demonstrates that a charity has committed to fundraise in a way that is legal, open, honest, and respectful. Displaying the badge on ASC's website and material provides confidence to donors in a charity's methods of fundraising. In addition, we are looking at potential membership with the Chartered Institute of Fundraising. The CIF works closely with the Fundraising Regulator. Members sign up to support a fundraising code of practice, which champions excellent fundraising and inspires people and organisations to give and makes donors feel good about giving.



# CHARITY INFORMATION

## CHARITY DETAILS

Charity number: **1186714**  
 Registered office: **Coventry Law Centre, Oakwood House,  
 Cheylesmore, Coventry, England, CV1 2HL**

## THE TRUSTEES WHO SERVED DURING THE PERIOD AND UP TO THE DATE OF THIS REPORT WERE AS FOLLOWS:

Jan Tregelles	Chair of the Board
Rhoda Iranloye	Appointed 12 July 2022
Christopher Hale	Trustee
Rebecca Mills	Resigned 3 May 2022
Linda Redford	Trustee
Kevin McGuirk	Appointed 25 May 2021
Joyce Sarpong	Appointed 12 July 2022
Robbie Turner	Appointed 12 July 2022

**CEO AND FOUNDER** Kari Gerstheimer

## SENIOR MANAGEMENT TEAM

Joanne Williams	Director of Partnerships and Engagement
Lainey Gough	Director of Operations and Impact
Catriona Filmer	Head of Legal
Anna Gaughan	Director of Policy and Collaboration
Miriam Valencia	Head of Operations
Hannah Hewish	Legal Strategy Manager
Sara King	Finance lead
Sian Simon	Executive assistant to the Board and CEO

## ORGANISATIONS PROVIDING PROFESSIONAL ADVICE TO THE CHARITY DURING THE REPORTING PERIOD ARE AS FOLLOWS:

Central England Law Centre,  
 Oakwood House,  
 St Patricks Road Entrance,  
 Coventry,  
 CV1 2HL

COMMUNICATIONS AND PR  
 CONSULTANCY  
 BLJ  
 15 & 17 Grosvenor Gardens,  
 London,  
 SW1W 0BD

### AUDITORS

Godfrey Wilson Limited,  
 5th Floor, Mariner House,  
 62 Prince Street,  
 Bristol,  
 BS1 4QD

### LEGAL ADVICE

Fieldfisher  
 Riverbank House,  
 2 Swan Lane, London,  
 EC4R 3TT

### FINANCE CONSULTANCY

Cranfield Trust  
 1 Bell St,  
 Romsey,  
 SO51 8GY

### BANKERS

The Co-Operative Bank,  
 118-120 Colmore Row,  
 Birmingham,  
 B3 3BD

The Charity is constituted as a CIO and does not currently have any subsidiary undertakings. Details of governing document (e.g. memorandum & articles of association, trust deed, etc.) can be found on our website: <https://www.accesscharity.org.uk/governance>

# THE BOARD OF TRUSTEES AND DELEGATED ARRANGEMENTS

Access Social Care follows Charity Commission best practice guidance on recruitment and induction of new trustees. Skills gaps relevant to the strategic objectives of the charity are identified on the board by way of informal audit (last conducted in Summer 2022). These are addressed through the recruitment of new trustees. Potential trustees submit a CV and covering letter, and meet the CEO and one other member of the Executive team. The Chair of trustees and two other trustees then conduct and interview to assess suitability of the candidate. New trustees are offered an induction programme including a set of key documents, meetings with other trustees, visits to the charity office and discussions with staff. Opportunities for training are offered to support trustees in their roles.

In line with our Diversity aims, we are working hard to encourage applications from a diverse range of candidates and guarantee interviews for people from under-represented groups. We have a Governance Toolkit including an induction checklist for new trustees.

The Articles of Association include terms of office for trustees, with the exception of two of the founding trustees, an initial appointment is made for a 3-year term and trustees will be eligible for reappointment for one further term of 3 years. The two founding trustees are appointed as follows and will be eligible for a further term of 3 years:

**Janine Tregelles – 5 years**

**Chris Hale – 4 years**

The board of trustees is responsible for determining the overall strategic direction of the charity and for developing policies and plans to support the delivery of charitable objects. The board monitors progress across all areas of activity including legal requirements and financial performance. Governance review work is on track and on-going. If the CIO is wound up, the trustees as members of the CIO have no liability to contribute to its assets and no personal responsibility for settling its debts and liabilities.

A Chief Executive Officer (CEO) is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the authority for operational matters including financial management, employment and performance relating to agreed key objectives is delegated to the CEO and other members of the Executive team. Any decisions outside of the strategic direction agreed by the board or more than £100,000 outside of the agreed budget are referred to trustees for approval.

Pay and remuneration of the charity's key management personnel is reviewed by the board each year and any changes made are based on performance, an assessment of the market, the financial position of the organisation and relativity across the team.

# VOLUNTEERS

At least 150 people provided voluntary service to the charity in 2021/22.

Access Social Care volunteers support the charity's work in many ways and the charity benefits greatly from their experience and commitment to the cause. The trustees are grateful for the dedicated efforts of the volunteers who are involved in:

- The development of the chatbot
- The provision of legal advice
- The provision of legal education

We are also grateful to our team of Rights Ambassadors who help spread the word about the use of the law in their communities.



# TRUSTEES RESPONSIBILITIES STATEMENT

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales 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 charity and the incoming resources and application of resources, including the net income or expenditure, of the charity for the year. In preparing those 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 accounting estimates that are reasonable and prudent;**
- **state whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and**
- **prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.**

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

If the CIO is wound up, the members of the CIO have no liability to contribute to its assets and no personal responsibility for settling its debts and liabilities. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

AUDITORS. Godfrey Wilson Limited were reappointed as auditors to the charity during the year and have expressed their willingness to continue in that capacity.

Approved by the trustees on 27 September 2022 and signed on their behalf by

JANINE TREGELLES - CHAIR

TO THE MEMBERS OF ACCESS YOUR RIGHT TO CARE

## OPINION

We have audited the financial statements of Access Your Right To Care (the 'charity') for the period ended 31 March 2022 which comprise the statement of financial activities, balance sheet, statement of cash flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the period then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

## BASIS FOR OPINION

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

## CONCLUSIONS RELATING TO GOING CONCERN

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.



## OTHER INFORMATION

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

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

We have nothing to report in this regard.

## MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report. We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 requires us to report to you if, in our opinion:

- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

## RESPONSIBILITIES OF THE TRUSTEES

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

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

## OUR RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

(1) We obtained an understanding of the legal and regulatory framework that the charity operates in, and assessed the risk of non-compliance with applicable laws and regulations. Throughout the audit, we remained alert to possible indications of non-compliance.

(2) We reviewed the charity's policies and procedures in relation to:

- Identifying, evaluating and complying with laws and regulations, and whether they were aware of any instances of non-compliance;
- Detecting and responding to the risk of fraud, and whether they were aware of any actual, suspected or alleged fraud; and
- Designing and implementing internal controls to mitigate the risk of non-compliance with laws and regulations, including fraud.

(3) We inspected the minutes of trustee meetings.

(4) We enquired about any non-routine communication with regulators and reviewed any reports made to them.

(5) We reviewed the financial statement disclosures and assessed their compliance with applicable laws and regulations.

(6) We performed analytical procedures to identify any unusual or unexpected transactions or balances that may indicate a risk of material fraud or error.

(7) We assessed the risk of fraud through management override of controls and carried out procedures to address this risk. Our procedures included:

- Testing the appropriateness of journal entries;
- Assessing judgements and accounting estimates for potential bias;
- Reviewing related party transactions; and
- Testing transactions that are unusual or outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. Irregularities that arise due to fraud can be even harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## USE OF OUR REPORT

This report is made solely to the charity's trustees, as a body, in accordance with section 144 of the Charities Act 2011 and the regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Date: 29 September 2022**

## GODFREY WILSON LIMITED

Chartered accountants and statutory auditors  
5th Floor Mariner House  
62 Prince Street  
Bristol  
BS1 4QD

# FINANCIAL INFORMATION

## STATEMENT OF FINANCIAL ACTIVITIES For the year ended 31 March 2022

				2022	16 months 2021
	Note	Restricted £	Unrestricted £	Total £	Total £
INCOME FROM:					
Donations	3	1,056,547	300,717	<b>1,357,264</b>	1,145,580
Charitable activities	4	-	322,291	<b>322,291</b>	231,711
Investments		-	106	<b>106</b>	13
TOTAL INCOME		<u>1,056,547</u>	<u>623,114</u>	<b><u>1,679,661</u></b>	<u>1,377,304</u>
EXPENDITURE ON:					
Raising funds		33,203	102,597	<b>135,800</b>	88,426
Charitable activities		701,131	324,305	<b>1,025,436</b>	649,515
TOTAL EXPENDITURE	6	<u>734,334</u>	<u>426,902</u>	<b><u>1,161,236</u></b>	<u>737,941</u>
NET INCOME		322,213	196,212	<b>518,425</b>	639,363
Transfers between funds		<u>(163,073)</u>	<u>163,073</u>	-	-
NET MOVEMENT IN FUNDS	7	159,140	359,285	<b>518,425</b>	639,363
RECONCILIATION OF FUNDS:					
Total funds brought forward		<u>232,774</u>	<u>406,589</u>	<b><u>639,363</u></b>	-
TOTAL FUNDS CARRIED FORWARD		<u><u>391,914</u></u>	<u><u>765,874</u></u>	<b><u><u>1,157,788</u></u></b>	<u><u>639,363</u></u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in notes to the accounts.

## BALANCE SHEET As at 31 March 2022

	Note	£	2022 £	2021 £
FIXED ASSETS				
Tangible assets	10		-	7,397
Intangible assets	11		<u>288,685</u>	<u>143,509</u>
			<b>288,685</b>	150,906
CURRENT ASSETS				
Debtors	12	119,211		111,739
Cash at bank and in hand		<u>977,551</u>		<u>547,594</u>
		1,096,762		659,333
LIABILITIES				
Creditors: amounts falling due within 1 year	13	<u>227,659</u>		<u>170,876</u>
NET CURRENT ASSETS			<u>869,103</u>	<u>488,457</u>
NET ASSETS	15		<u><b>1,157,788</b></u>	<u>639,363</u>
FUNDS				
Restricted funds	16		<b>391,914</b>	232,774
Unrestricted funds:				
Designated funds			-	24,605
General funds			<u><b>765,874</b></u>	<u>381,984</u>
TOTAL CHARITY FUNDS			<u><b>1,157,788</b></u>	<u>639,363</u>

Approved by the trustees on 27 September 2022 and signed on their behalf by Janine Tregelles - Chair

**STATEMENT OF CASH FLOWS** For the year ended 31 March 2022

	<b>2022</b>	2021
	<b>£</b>	£
NET MOVEMENT IN FUNDS	<b>518,425</b>	639,363
Adjustments for:		
Amortisation charges	<b>47,896</b>	-
Depreciation charges	-	2,835
Dividends, interest and rents from investments	<b>(106)</b>	(13)
Loss / (profit) on the sale of fixed assets	<b>7,397</b>	-
Decrease / (increase) in debtors	<b>(7,472)</b>	(111,739)
Increase / (decrease) in creditors	<b>56,783</b>	170,876
	<u><b>622,923</b></u>	<u>701,322</u>
NET CASH PROVIDED BY OPERATING ACTIVITIES		
CASH FLOWS FROM INVESTING ACTIVITIES:		
Dividends, interest and rents from investments	<b>106</b>	13
Purchase of tangible fixed assets	-	(10,232)
Purchase of intangible fixed assets	<u>(193,072)</u>	<u>(143,509)</u>
NET CASH USED IN INVESTING ACTIVITIES	<u>(192,966)</u>	<u>(153,728)</u>
INCREASE IN CASH AND CASH EQUIVALENTS IN THE PERIOD	<b>429,957</b>	547,594
Cash and cash equivalents at the beginning of the period	<u>547,594</u>	<u>-</u>
CASH AND CASH EQUIVALENTS AT THE END OF THE PERIOD	<u><b>977,551</b></u>	<u>547,594</u>

The charity has not provided an analysis of changes in net debt as it does not have any long term financing arrangements.



# NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

## 1. ACCOUNTING POLICIES

### A) BASIS OF PREPARATION

- The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).
- Access Your Right To Care meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

### B) GOING CONCERN BASIS OF ACCOUNTING

- The accounts have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves. There are no material uncertainties about the charity's ability to continue as a going concern.

### C) INCOME

- Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.
- Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.
- Income from subscriptions received in advance is deferred until criteria for income recognition are met.

### D) DONATED SERVICES AND FACILITIES

- 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 the economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised.
- On receipt, donated professional services and donated facilities 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.

## 1. ACCOUNTING POLICIES (CONT)

- As discussed in the trustees' report, the charity benefitted from significant pro bono support in 2021 and 2022, however these have not been recognised in the accounts on the basis that the charity would not have been able to afford these services if not provided for free.

### E) INTEREST RECEIVABLE

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

### F) FUNDS ACCOUNTING

- Unrestricted funds are available to spend on activities that further any of the purposes of the charity. 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. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

### G) EXPENDITURE 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.
- Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

### H) ALLOCATION OF SUPPORT AND GOVERNANCE COSTS

- Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities based on the proportion of direct costs, as follows:

	<b>2022</b>	2021
Raising funds	<b>12%</b>	12%
Charitable activities	<b>88%</b>	88%

## 1. ACCOUNTING POLICIES (CONT)

### I) TANGIBLE FIXED ASSETS

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

**Computer equipment** **3 years straight line**

Items of equipment are capitalised where the purchase price exceeds £5,000.

### J) INTANGIBLE FIXED ASSETS

- Internally generated intangible assets meeting the relevant recognition criteria are initially measured at cost. Intangible fixed assets relate to the costs incurred in developing the charity's ChatBot asset.
- Amortisation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The amortisation rate in use for ChatBot is 4 years straight line.

### K) 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.

### L) CASH AT BANK AND IN HAND

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

### M) CREDITORS

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.

## 1. ACCOUNTING POLICIES (CONT)

### N) FINANCIAL INSTRUMENTS

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

### O) PENSION COSTS

The charity operates a defined contribution pension scheme for its employees. There are no further liabilities other than that already recognised in the SOFA.

### P) ACCOUNTING ESTIMATES AND KEY JUDGEMENTS

- In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying 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 if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.
- The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are determining the value of additions to capitalised intangible assets and the associated amortisation policy.

## 2. PRIOR PERIOD COMPARATIVES: STATEMENT OF FINANCIAL ACTIVITIES

	16 months 2021		
	Restricted	Unrestricted	Total
INCOME FROM:			
Donations and legacies	1,059,150	86,430	1,145,580
Charitable activities	-	231,711	231,711
Investments	-	13	13
	<u>1,059,150</u>	<u>318,154</u>	<u>1,377,304</u>
TOTAL INCOME			
EXPENDITURE ON:			
Raising funds	88,426	-	88,426
Charitable activities	606,941	42,574	649,515
	<u>695,367</u>	<u>42,574</u>	<u>737,941</u>
TOTAL EXPENDITURE			
NET INCOME	<u>363,783</u>	<u>275,580</u>	<u>639,363</u>
Transfers between funds	<u>(131,009)</u>	<u>131,009</u>	<u>-</u>
NET MOVEMENT IN FUNDS	<u><u>232,774</u></u>	<u><u>406,589</u></u>	<u><u>639,363</u></u>

## 3. INCOME FROM DONATIONS

	Restricted	Unrestricted	2022 Total
	£	£	£
Oak Foundation grant	844,946	-	<b>844,946</b>
Trusts and foundations	208,934	247,979	<b>456,913</b>
Corporate donations	-	39,018	<b>39,018</b>
Individual donations	2,667	7,825	<b>10,492</b>
Coronavirus Job Retention Scheme	-	97	<b>97</b>
Kickstart Scheme	-	5,798	<b>5,798</b>
	<u>1,056,547</u>	<u>300,717</u>	<u><b>1,357,264</b></u>
TOTAL INCOME FROM DONATIONS			
			<b>16 months</b>
	Restricted	Unrestricted	2021
	£	£	
<b>PRIOR PERIOD COMPARATIVE:</b>			
INCOME FROM:			
Oak Foundation grant	757,091	-	<b>757,091</b>
Trusts and foundations	302,059	38,233	<b>340,292</b>
Corporate donations	-	45,500	<b>45,500</b>
Individual donations	-	1,772	<b>1,772</b>
Coronavirus Job Retention Scheme	-	925	<b>925</b>
	<u>1,059,150</u>	<u>86,430</u>	<u><b>1,145,580</b></u>
TOTAL INCOME FROM DONATIONS			

#### 4. INCOME FROM CHARITABLE ACTIVITIES

			2022	16 months
	Restricted	Unrestricted	Total	Total
	£	£	£	£
Consultancy income	-	1,887	<b>1,887</b>	6,533
Subscriptions	-	320,404	<b>320,404</b>	225,178
TOTAL INCOME FROM CHARITABLE ACTIVITIES	-	322,291	<b>322,291</b>	231,711

All income from charitable activities in the prior year was unrestricted.

#### 5. GOVERNMENT GRANTS

The charity received government grant funding under the Coronavirus Job Retention Scheme and the Kickstart Scheme in the period ending 31 March 2022. The total amount received was £5,895 (2021: £925). There are no unfulfilled conditions or contingencies attaching to these grants.



## 6. TOTAL EXPENDITURE

	Raising funds	Charitable activities	Support and governance costs	2022 TOTAL
	£	£	£	£
EXPENDITURE:				
Staff costs (note 8)	102,908	693,933	106,274	<b>903,115</b>
Other staff costs	225	14,007	15,081	<b>29,313</b>
Evaluation	-	17,125	-	<b>17,125</b>
Workshops	-	8,318	-	<b>8,318</b>
Consultancy	10,700	64,690	5,350	<b>80,740</b>
IT and telephone costs	-	11,966	17,892	<b>29,858</b>
Office costs	12	1,720	2,513	<b>4,245</b>
Finance and governance	-	-	19,336	<b>19,336</b>
Depreciation and amortisation	-	47,896	-	<b>47,896</b>
Irrecoverable VAT	-	-	13,893	<b>13,893</b>
Loss on disposal	-	-	7,397	<b>7,397</b>
Sub-total	<u>113,845</u>	<u>859,655</u>	<u>187,736</u>	<b><u>1,161,236</u></b>
Allocation of support and governance costs	<u>21,955</u>	<u>165,781</u>	<u>(187,736)</u>	<u>-</u>
TOTAL EXPENDITURE	<u><u>135,800</u></u>	<u><u>1,025,436</u></u>	<u><u>-</u></u>	<b><u><u>1,161,236</u></u></b>

Total governance costs were £13,718 (2021: £4,950).

## 6. TOTAL EXPENDITURE (CONT)

## PRIOR PERIOD COMPARATIVE

	Raising funds	Charitable activities	Support and governance costs	16 MONTHS 2021 TOTAL
	£	£	£	£
EXPENDITURE:				
Staff costs (note 8)	70,903	473,392	66,150	610,445
Other staff costs	-	2,136	13,601	15,737
Evaluation	-	6,875	-	6,875
Consultancy	-	34,238	-	34,238
IT and telephone costs	-	2,767	39,560	42,327
Office costs	-	1,397	4,145	5,542
Finance and governance	-	-	17,569	17,569
Depreciation and amortisation	-	-	2,835	2,835
Irrecoverable VAT	-	-	2,373	2,373
	<hr/>	<hr/>	<hr/>	<hr/>
Sub-total	70,903	520,805	146,233	737,941
Allocation of support and governance costs	17,523	128,710	(146,233)	-
TOTAL EXPENDITURE	<u>88,426</u>	<u>649,515</u>	<u>-</u>	<u>737,941</u>

## 7. NET MOVEMENT IN FUNDS

	2022	16 months 2021
	£	£
This is stated after charging:		
Trustees' remuneration	Nil	Nil
Trustees' reimbursed expenses	Nil	199
Loss on disposal of fixed assets	<b>7,397</b>	-
Auditors' remuneration:		
• Statutory audit (ex VAT)	<b>5,400</b>	4,950
• Other services (ex VAT)	<b>7,083</b>	2,280

During the period no trustees were reimbursed for expenses (2021: 1 trustee reimbursed £199 for travel expense).

## 8. STAFF COSTS AND NUMBERS

	<b>2022</b>	16 months 2021
STAFF COSTS WERE AS FOLLOWS:		
Salaries and wages	<b>781,049</b>	545,888
Social security costs	<b>71,219</b>	38,761
Pension costs	<b>36,165</b>	25,508
Freelancers	<u>14,682</u>	<u>288</u>
	<b><u>903,115</u></b>	<b><u>610,445</u></b>

	<b>2022</b>	2021
NUMBER OF EMPLOYEES EARNING IN THE RANGE OF:	<b>No.</b>	No.
£70,000 - £80,000	<b>1</b>	1
£80,000 - £90,000	<b>1</b>	1

The key management personnel of the charity comprise the Trustees, Chief Executive Officer, and Senior Management Team. The total employee benefits of the key management personnel for the period were £380,797 (2021: £353,625).

	<b>2022</b>	2021
AVERAGE HEAD COUNT:	<b>No.</b>	No.
	<b>26</b>	14

## 9. TAXATION

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

## 10. TANGIBLE FIXED ASSETS

	IT equipment
COST	£
At 1 April 2021	10,232
Disposals in period	<u>(10,232)</u>
At 31 March 2022	<u>-</u>
DEPRECIATION	
At 1 April 2021	2,835
On disposal	<u>(2,835)</u>
At 31 March 2022	<u>-</u>
NET BOOK VALUE	
AT 31 MARCH 2022	<u>-</u>
AT 31 MARCH 2021	<u><u>7,397</u></u>

## 11. INTANGIBLE FIXED ASSETS

	ChatBot app £
COST	
At 1 April 2021	143,509
Additions in period	<u>193,072</u>
At 31 March 2022	<u>336,581</u>
AMORTISATION	
At 1 April 2021	-
Charge for the period	<u>47,896</u>
At 31 March 2022	<u>47,896</u>
NET BOOK VALUE	
At 31 March 2022	<u><u>288,685</u></u>
At 31 March 2021	<u><u>143,509</u></u>

Intangible fixed assets relates to the charity's ChatBot app which has now been brought into use, but continues to be developed. The app will be amortised over 4 years as each stage of development is complete.

## 12. DEBTORS

	2022	2021
	£	£
Trade debtors	112,478	93,920
Prepayments	6,733	3,195
Accrued income	-	1,600
Other debtors	-	13,024
	<u>119,211</u>	<u>111,739</u>

## 13. CREDITORS: AMOUNTS DUE WITHIN 1 YEAR

	2022	2021
	£	£
Trade creditors	19,166	9,391
Accruals	22,228	14,881
Other taxation and social security	47,505	27,712
Deferred income (see note 14)	138,760	118,892
	<u>227,659</u>	<u>170,876</u>



## 14. DEFERRED INCOME

	2022	2021
	£	£
At 1 April 2021	<b>118,892</b>	-
Deferred during the period	<b>138,760</b>	118,892
Released during the period	<b>(118,892)</b>	-
At 31 March 2022	<b><u>138,760</u></b>	<b><u>118,892</u></b>

Deferred income relates to subscription income invoiced in advance.

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds £	Designated funds £	General funds £	Total funds £
Intangible fixed assets	-	-	288,685	<b>288,685</b>
Current assets	391,914	-	704,848	<b>1,096,762</b>
Current liabilities	-	-	(227,659)	<b>(227,659)</b>
NET ASSETS AT 31 MARCH 2022	<u>391,914</u>	<u>-</u>	<u>765,874</u>	<u><b>1,157,788</b></u>

PRIOR YEAR COMPARATIVE

	Restricted funds £	Designated funds £	General funds £	Total funds £
Tangible fixed assets	-	-	7,397	<b>7,397</b>
Intangible fixed assets	-	-	143,509	<b>143,509</b>
Current assets	282,774	24,605	351,954	<b>659,333</b>
Current liabilities	(50,000)	-	(120,876)	<b>(170,876)</b>
NET ASSETS AT 31 MARCH 2021	<u>232,774</u>	<u>24,605</u>	<u>381,984</u>	<u><b>639,363</b></u>

16. MOVEMENT OF FUNDS

	At 1 April 2021	Income	Expenditure	Transfers between funds	At 31 March 2022
	£	£	£	£	£
<b>RESTRICTED FUNDS</b>					
Oak Foundation	3,650	844,946	(574,880)	-	<b>273,716</b>
Hub / Casework	54,870	123,334	(72,842)	(8,090)	<b>97,272</b>
ChatBot	174,254	70,667	(69,012)	(154,983)	<b>20,926</b>
Public Legal Education	-	17,600	(17,600)	-	-
<b>TOTAL RESTRICTED FUNDS</b>	<b>232,774</b>	<b>1,056,547</b>	<b>(734,334)</b>	<b>(163,073)</b>	<b>391,914</b>
<b>UNRESTRICTED FUNDS</b>					
Designated funds	24,605	-	-	(24,605)	-
General funds	381,984	623,114	(426,902)	187,678	765,874
<b>TOTAL UNRESTRICTED FUNDS</b>	<b>406,589</b>	<b>623,114</b>	<b>(426,902)</b>	<b>163,073</b>	<b>765,874</b>
<b>TOTAL FUNDS</b>	<b>639,363</b>	<b>1,679,661</b>	<b>(1,161,236)</b>	<b>-</b>	<b>1,157,788</b>

#### PURPOSES OF RESTRICTED FUNDS

- **OAK FOUNDATION**

This a core grant which has enabled the set up of Access Social Care. The majority of the grant covers the cost of salaries.

- **HUB / CASEWORK**

These funds are to set up the place-based hub in Gloucestershire and Croydon, fund community care casework, strategic casework and strategic data work.

- **CHATBOT**

These funds are to develop a legal information chatbot, which will be free at the point of use and available on the Access Social Care website.

- **PUBLIC LEGAL EDUCATION**

These funds are to increase legal knowledge and legal capability and to improve the career pathway for community care law.

#### PURPOSES OF DESIGNATED FUNDS

Designated funds represented grant income which was internally designated for programme work, mainly on the ChatBot project. This has been fully expended in 2022.

#### TRANSFERS BETWEEN FUNDS

Transfers between funds relate to restricted capital expenditure for the ChatBot project. The restriction on the funds has been discharged by the purchase of the asset, as the ongoing use of the asset is not restricted.

## PRIOR YEAR COMPARATIVE

	At 3 December 2019	Income	Expenditure	Transfers between funds	At 31 March 2021
	£	£	£	£	£
RESTRICTED FUNDS					
Oak Foundation	-	718,591	(628,212)	(86,729)	3,650
Hub / Casework	-	120,749	(65,879)	-	54,870
ChatBot	-	219,810	(1,276)	(44,280)	174,254
		<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
TOTAL RESTRICTED FUNDS	-	1,059,150	(695,367)	(131,009)	232,774
UNRESTRICTED FUNDS					
Designated funds	-	35,000	(10,395)	-	24,605
General funds	-	283,154	(32,179)	131,009	381,984
		<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
TOTAL UNRESTRICTED FUNDS	-	318,154	(42,574)	131,009	406,589
		<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
TOTAL FUNDS	-	<u>1,377,304</u>	<u>(737,941)</u>	-	<u>639,363</u>

## 17. RELATED PARTY TRANSACTIONS

There were no related party transactions during the current or prior year.

# THANK YOU

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A note of thanks to all donors, volunteers and other supporters of ASC. Without you none of our achievements and successes would have been possible. We sincerely hope that you will continue to stand by our side as we continue on our journey, working towards a future where we all get the social care we have a right to.

With best wishes

The Access Social Care Team