



Involving you to improve
health and social care

BORDERS CARE VOICE
(a Scottish Charitable Incorporated Organisation)

Annual Report and Accounts
For the year ended 31 March 2020

Registered Charity – SC043731

BORDERS CARE VOICE

Annual Report and Accounts For the year ended 31 March 2020

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BORDERS CARE VOICE

Charity Information

Charity number

SC043731

Trustees

Gordon Forsyth – Chair
Kathryn Peden – Vice Chair
Pippa Dickson – Treasurer
Graeme Nisbet
Jane Douglas

Principal office

Triest House
Bridge Street
Galashiels
TD1 1SW

Independent Examiner

Elaine Alsop ACA DChA
EA Independent Ltd
1 Rosebery Place
Dunbar
East Lothian
EH42 1AQ

BORDERS CARE VOICE

Trustees' Report For the year ended 31 March 2020

The trustees present their report and receipts and payments accounts of the charity for the year ended 31 March 2020.

Structure, governance and management

The charity is a Scottish Charitable Incorporated Organisation (SCIO). It is governed by the rules of its constitution.

The management of Borders Care Voice is the responsibility of the Trustees who are elected under the terms of the constitution. New Trustees receive appropriate induction and training and are sought for their skills and representation. Every trustee stands down at the AGM but can stand again. Immediately after the AGM, at a brief board meeting, the post holders are agreed and act for a year.

Borders Care Voice currently has funding (through Scottish Borders Council and NHS Borders) to fund six posts – a Chief Officer, Depute-Chief Officer, Office and Finance Administrator, Development Worker (Mental Health), a Learning Network Training Co-ordinator and a Learning Network Programme Administrator. The posts were filled by six employees, however, Meg Roper retired from the Learning Network Training Co-ordinator post on 31st July 2019 and has not been replaced. The post is currently covered by offering some hours internally and increasing the use of independently contracted trainers. A further post is funded through the “You See it All” project.

Objectives and activities

We work with people and providers to promote equality and change in health and social care. We do this by:

- bringing people and providers in health and social care together to identify common issues and form collective voices and actions
- supporting them to speak with that voice, or representing them where required
- keeping them informed and up to date
- supporting their learning and development through training
- identifying gaps and developing new ideas to address them
- by supporting co-production at all stages in the design and delivery of health and social care in the Borders.

Achievements and performance

Last Year's Plans

- Build on and recruit to our existing user groups.
- Train and grow our pool of user/carer representatives, including delivery of standardised training.
- Develop income generation via training offers
- Further promote the use of ALISS (A Local Information System for Scotland) as an online directory resource for health and social care services.
- Engage with a range of forthcoming strategy agendas including: Mental Health Transformation, Plan for Carers, Older Person's Housing Care & Support and Public Protection.
- Strengthen the third sector profile and communication in health and social care by collaborating with the Scottish Border Third Sector Interface.

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Trustees' Report For the year ended 31 March 2020

Achievement and performance continued

Achievements against plan:

- All our groups either maintained or grew in number of individual members over the year. We agreed with SBC that we would no longer facilitate the Parent Carer Action Group, which held its last meeting in December 2019. This is due to funding restraints in our contract, and another forum being set up by Borders Additional Needs Group.
- We trained 3 new 'lived experience' representatives for Mental Health and trialed a further 2, who will be trained in 2020/21. We also supported increased involvement from 4 representatives in Dementia and offered 3 standardised induction courses through the year for representatives. We also began discussions and fundraising with people who have a personality disorder, in partnership with Serendipity Recovery Café - to help create a support group setup for them.
- Borders Care Learning Network worked with SBC Financial Inclusion to put together a briefing on Mental Health Awareness for their staff; commissioned by them. Due to SBC spending and staffing restraints delivery has been delayed until 20/21. We were also commissioned separately to deliver Mental Health First Aid.
- We engaged well through both staff and representatives with all strategic agendas led by the Health & Social Care Partnership (H&SCP). The Older Persons Housing & Care strategy has no specific governance or joint planning structure, so this is an area for development with statutory partners.
- We held an initial Health and Social Care Themed Third Sector Forum in September 2019 in collaboration with Borders TSI. The event saw good engagement from third sector providers and groups – and from the H&SCP via the Chief Officer. Follow up sessions, facilitated by the ALLIANCE, were scheduled for March and April 2020 but will be rescheduled due to the Pandemic.
- Recruited to Collective Advocacy Worker post for the You See It All project and started work in promoting and engaging on the project, with the focus on establishing a peer action group in Berwickshire.

Financial Review

We thank our funders Scottish Borders Council and NHS Borders for their continuing support.

We also thank People's Health Trust (Active Communities) and The Robertson Trust for their funding of the Collective Advocacy Project (You see it all).

We are very appreciative of the volunteers, including lived experience representatives - who ensure we meet our objectives and whose contribution is not financially reflected in the accounts.

The charity had receipts in the year of £201,408 (2019: £194,541) and payments of £179,983 (2019: £170,221) resulting in net receipts of £21,425 (2019: net receipts of £24,320). Total funds under management of the charity at 31 March 2020 are £122,627, which are represented by cash and bank balances. The unrestricted fund, including general and designated funds stands at £82,939, while those funds dedicated to specific projects are £39,686.

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Trustees' Report For the year ended 31 March 2020

Reserves

There are two reserves policies - one for the core service represented by the general reserves and one for the Learning Network represented by its restricted balance.

The Trustees consider that it is prudent for them to aim to cover between three and six months' of expenditure for the core service (shown under the unrestricted funds) and at 31st March consider that the balance is at a satisfactory level.

They also consider that the Learning Network should aim to cover three to six months' worth of key funding. They consider the balance on the restricted fund is at a satisfactory level now that the training budget is incorporated within the contract.

Major risks facing the charity

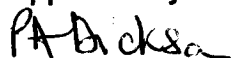
The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks. The principal risk facing the charity is withdrawal of the major funding streams. All reserves are regularly monitored by the Trustees to ensure that sufficient funds are held to cover likely eventualities.

Plans for future periods

The following have been agreed as plans for future action:

- Manage through the present Covid-19 pandemic and identify ways to operate within the Government restrictions and guidelines. In particular identify safe ways to restore, temporarily suspended, training and meetings.
- Improve co-production with older people living and using health and social care services in the community, by recruiting more lived experience representation for greater engagement in this field.
- Improve co-production within Mental Health services by increasing use of technology and online tools, supporting more feedback and involvement from people with lived experience.
- Continue to improve and develop joint working with TSI partners to improve third sector representation and communication in health and social care.
- Strengthen Borders Care Voice's strategic planning and governance by continuing to recruit to the Board of Trustees in line with skills requirements. In addition, offering Trustee opportunities for young people and those with disabilities.
- Ensure our planning is robust by working with our funders to adjust our business plan and contract to make it fit for purpose

Approved by the Trustees and signed on their behalf



**P Dickson
Treasurer
19 June 2020**

BORDERS CARE VOICE

Independent Examiner's Report to the Trustees of Borders Care Voice

I report on the accounts of the charity for the year ended 31 March 2020, which are set out on pages 7 and 8 and the related notes on pages 9 to 11.

Respective responsibilities of trustees and examiner

The charity's Trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006(as amended) ("the 2006 Regulations"). The charity's Trustees consider that the audit requirement of Regulation 10(1) (d) of the Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1) (c) of the Act and to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination is carried out in accordance with Regulation 11 of the 2006 Regulations. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeks explanations from the Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with Section 44(1) (a) of the 2005 Act and Regulation 4 of the 2006 Regulations
 - to prepare accounts which accord with the accounting records and comply with Regulation 9 of the 2006 Accounts Regulationshave not been met, or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Elaine Alsop ACA DChA
1 Rosebery Place
Dunbar
East Lothian
19 June 2020

BORDERS CARE VOICE

Receipts and Payments Account For the year ended 31 March 2020

	Notes	Unrestricted 2020 £	Restricted 2020 £	Total 2020 £	Total 2019 £
Receipts					
Grants	2	110,083	88,288	198,371	193,860
Investment income		52	-	52	52
Other income from charitable activities	3	1,118	1,867	2,985	629
		<u>111,253</u>	<u>90,155</u>	<u>201,408</u>	<u>194,541</u>
Payments					
Staff costs	4	85,713	44,415	130,128	116,525
Other costs	5	27,847	22,008	49,855	53,696
Total payments		<u>113,560</u>	<u>66,423</u>	<u>179,983</u>	<u>170,221</u>
Net receipts/(payments) before transfers		(2,307)	23,732	21,425	24,320
Transfers		11,211	(11,211)	-	-
Net receipts for the year		<u>8,904</u>	<u>12,521</u>	<u>21,425</u>	<u>24,320</u>

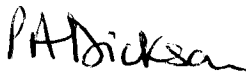
The notes on pages 8 to 10 form part of these accounts

BORDERS CARE VOICE

Statement of Balances As at 31 March 2020

	Notes	Unrestricted 2020 £	Restricted 2020 £	Total 2020 £	Total 2019 £
Bank balances at 1 April 2019		74,037	27,165	101,202	76,882
Net receipts for the year		8,904	12,521	21,425	24,320
Bank balances at 31 March 2020	7	<u>82,941</u>	<u>39,686</u>	<u>122,627</u>	<u>101,202</u>
Fixed assets (for information only)					
		£	£	£	£
Office furniture and equipment (cost)		<u>17,079</u>	<u>710</u>	<u>17,789</u>	<u>16,291</u>
Office furniture and equipment (NBV)		<u>5,069</u>	<u>533</u>	<u>5,602</u>	<u>5,970</u>
Creditors (for information only)					
		£	£	£	£
Independent examiners fee		<u>750</u>	<u>-</u>	<u>750</u>	<u>750</u>
		<u>750</u>	<u>-</u>	<u>750</u>	<u>750</u>

Approved by the Trustees on 19 June 2020 and signed on their behalf by:



P Dickson
Treasurer

The notes on pages 8 to 10 form part of these accounts

BORDERS CARE VOICE

Notes to the Accounts For the year ended 31 March 2020

1. Accounting policies

Basis of accounting

The accounts have been prepared on a Receipts and Payments basis in accordance with the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

VAT

The charity is not registered for VAT and, accordingly, expenditure includes VAT where appropriate.

Resources expended

Expenditure incurred has been classified on a basis appropriate to the charity's circumstances. All expenditure relates to the charitable activities.

Governance costs are included in "Other costs" and are separately identified in the relevant note to the accounts.

2. Grants

	Unrestricted 2020 £	Restricted 2020 £	Total 2020 £	Total 2019 £
SBC (Core Services)	62,862	-	62,862	68,100
SBC (BCLN)	-	35,735	35,735	35,735
NHS Borders (Core Services)	35,407	-	35,407	35,407
SBC (BCLN Training)	-	25,500	25,500	25,500
SBC (Mental Health Hours)	11,314	-	11,314	11,315
People's Health	-	11,553	11,553	11,553
Robertson Trust	-	8,000	8,000	-
SBCares – training	-	7,500	7,500	5,250
SCVO Training Grant (designated)	500	-	500	-
Roxburgh Landward Benevolent Trust	-	-	-	1,000
	<u>110,083</u>	<u>88,288</u>	<u>198,371</u>	<u>193,860</u>

3. Other income from charitable activities

	£	£	£	£
Forest Research Training	-	950	950	-
Asda Dementia Group (designated)	500	-	500	-
Hire of facilities	618	517	1,135	104
Other charges	-	400	400	525
	<u>1,118</u>	<u>1,867</u>	<u>2,985</u>	<u>629</u>

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Notes to the Accounts For the year ended 31 March 2020

4. Staff costs

	Unrestricted 2020 £	Restricted 2020 £	Total 2020 £	Total 2019 £
Gross Salaries	79,589	41,636	121,225	108,216
Pension	6,124	2,779	8,903	8,309
	<u>85,713</u>	<u>44,415</u>	<u>130,128</u>	<u>116,525</u>

Gross salaries include employers national insurance net of £3,000 employment allowance

The average number of staff per month is 6 (2019: 6)

5. Other costs

	Unrestricted 2020 £	Designated 2020 £	Restricted 2020 £	Total 2020 £	Total 2019 £
Costs of charitable activities					
Purchased training	-	-	13,728	13,728	11,718
Premises costs	9,126	-	2,000	11,126	13,008
Office costs	7,016	4,209	2,764	13,989	15,827
Consultants	-	1,535	-	1,535	315
Venue hire & catering	1,079	207	1,054	2,340	3,451
Staff & volunteer travel	1,310	74	640	2,024	3,781
Training/supervision of staff	682	-	118	800	1,418
Publicity, surveys & reports	279	78	969	1,326	1,630
Legal & professional fees	-	-	-	-	22
Repairs & maintenance	162	-	-	162	162
Equipment purchases	-	788	710	1,498	890
Bank charges	115	72	-	187	206
Sundries	308	-	-	308	200
	<u>20,077</u>	<u>6,963</u>	<u>21,983</u>	<u>49,023</u>	<u>52,628</u>
Governance costs					
Trustees travel	57	-	25	82	318
Independent examination	750	-	-	750	750
	<u>807</u>	<u>-</u>	<u>25</u>	<u>832</u>	<u>1,068</u>
Total Costs	<u>20,884</u>	<u>6,963</u>	<u>22,008</u>	<u>49,855</u>	<u>53,696</u>

The fee for the Independent Examination of the 19/20 annual accounts is £750 and is included in the statement of balances.

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Notes to the Accounts For the year ended 31 March 2020

6. Trustees and Related Parties

No remuneration was paid to trustees during the year (2019: £Nil). Travel expenses were paid to one trustee (2019: 1), totalling £82 over the year (2019: £318).

The charity paid £400 for workshop facilitation in the year to Think Thrive, a community interest company in which a trustee is a director.

7. Funds

	Balance at 1 April 2019 £	Receipts £	Payments £	Transfers £	Balance at 31 March 2020 £
Unrestricted Funds					
General fund	67,075	110,253	(106,596)	(1,736)	68,996
<i>Designated fund:</i>					
Development & Research	6,962	1,000	(6,964)	12,947	13,945
	<u>74,037</u>	<u>111,253</u>	<u>(113,560)</u>	<u>11,211</u>	<u>82,941</u>
Restricted Funds					
Borders Care Learning Network	14,233	70,602	(51,194)	(8,264)	25,377
You See it All	11,553	19,553	(15,061)	(1,736)	14,309
Carers Information Fund	1,379	-	(168)	(1,211)	-
	<u>27,165</u>	<u>90,155</u>	<u>(66,423)</u>	<u>(11,211)</u>	<u>39,686</u>
Total Funds	<u>101,202</u>	<u>201,408</u>	<u>(179,983)</u>	<u>-</u>	<u>122,627</u>

Designated fund:

Development & Research represents funds designated for the purposes of funding new or existing projects as need arises. Spend this year was on support of computer network, ongoing telephone leasing, IT equipment and the Dementia Working Group. The transfer represents a management fee from "You See it All", the transfer of the Carers Information Fund and £10,000 from the general fund to fund future known costs and new projects.

Restricted funds:

Borders Care Learning Network (BCLN) funds a specific project to identify and provide training to those working and volunteering in health and social care. The transfer represents costs charged to the project from BCV.

You See It All – Collective Advocacy Project – new two-year project started April 2019 funded by People's Health Trust and Robertson Trust. Project aimed at giving a voice to the most marginalised and socially isolated in the Scottish Borders. The transfer represents a management charge.

Carers Information Fund – transferred to development and research as group no longer specifically in operation.