



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 2023

Registered Charity – SC043731

BORDERS CARE VOICE

Annual Report and Accounts For the year ended 31 March 2023

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BORDERS CARE VOICE

Charity Information

Charity number

SC043731

Current Trustees

The following were re-appointed on 18th October 2022:

Dr Jane Douglas – Chair

Kathryn Peden – Vice Chair (until April 2023)

Kelly Brown

Marc Bremner

Sandy Devers

Other Trustees serving during the year

The following resigned on 18th October 2022:

Gordon Forsyth

Corrina Beighton

Principal office

Triest House

Bridge Street

Galashiels

TD1 1SW

Independent Examiner

Elaine Alsop ACA DChA FCIE

EA Independent Ltd

1 Rosebery Place

Dunbar

East Lothian

EH42 1AQ

BORDERS CARE VOICE

Trustees' Report For the year ended 31 March 2023

The trustees present their report and receipts and payments accounts of the charity for the year ended 31 March 2023.

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 five posts – a Chief Officer, Depute-Chief Officer, Office and Finance Administrator, Development Worker (Mental Health), and a Learning Network Programme Administrator.

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 Plan for 2022/23

1. Continue and extend use of remote technology for a blended approach across all our work – supporting digital access and retaining in-person offers where appropriate and best practice to do so.

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Trustees' Report For the year ended 31 March 2023

Last Year's Plan for 2022/23 (continued)

2. Continue to work in partnership to improve co-production with people with lived experience across the health and social care partnerships, developing work with people with learning disabilities.
3. Continue to develop the third sector's relationship and influence both as part of the Integrated Joint Board and as members of the Health and Social Care Partnership.
4. Strengthen Borders Care Voice's strategic planning and governance by continuing to recruit to the Board of Trustees in line with skills requirements.
5. Establish hybrid learning and meeting space on our premises via new technology and facilitate hybrid meetings off premises.
6. Achieve Living Wage Employer Accreditation
7. Achieve Disability Confident accreditation via completion of recruitment processes.

Achievements against plans:

1. All our working groups returned to in person meetings with a hybrid option for those unable to travel. Digital support to individuals to enable this is still offered. Although staff now work in majority from our offices, a significant proportion of delivery is still via remote meetings and events. Staff are able to work from home as required, in accordance with flexible working and disability / illness adjustment policies.
2. We worked in partnership to co-produce services as part of the Health and Social Care Partnership. We were also commissioned to facilitate Local Citizen's Panels for people with a learning disability.
3. We extended our involvement in representing the sector at HSCP by engaging with a number of new initiatives, including Integrated Workforce Planning. For more detail can be found in our full Annual Report.
4. Five trustees from the previous year remained with the organisation for 2022/23, with the development of a new trustee taking on the role of vice chair.
5. Financial prudence and an increase in equipment costs meant we did not establish our hybrid training rooms this year, however the upgrade will remain in our business plan to establish as/when appropriate funding/reserves can be secured. Our BCLN Training programme remains a mixture of on and offline training and we adapted training between these formats as the needs of providers and workforce required.

BORDERS CARE VOICE

Trustees' Report For the year ended 31 March 2023

Achievements against plans (continued):

6. All our staff are paid above the Living Wage, but we did not achieve formal accreditation in 2022/23 due to staff shortages, we were not able to prioritise this. It will remain in our business plan for 2023/24.

7. Disability Confident Accreditation was achieved in year.

Financial Review

We thank our funders Scottish Borders Council and NHS Borders for their continuing support. We also thank other funders in the year. We would also like to thank the Life Changes Trust/National Lottery for the Dementia Voices project, and the Joint Health Improvement Team (JHIT) for their specific commissions in relation to public engagement and training delivery.

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 £187,063 (2022: £168,935) and payments of £185,112 (2022: £179,908) resulting in net receipts of £1,951 (2022: net payments of £10,973). Total funds under management of the charity at 31 March 2023 are £113,140 which are represented by cash and bank balances. The unrestricted fund, including general and designated funds stands at £83,371, while those funds dedicated to specific projects are £29,769.

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). At the end of March 2023, the unrestricted reserves cover more than six months' expenditure. However, the trustees consider this is appropriate given current economic conditions and they will continue to monitor the reserves in light of rising costs.

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.

BORDERS CARE VOICE

Trustees' Report For the year ended 31 March 2023

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:

1. Continue to work in partnership to improve co-production with people with lived experience across the health and social care partnerships, developing work with people with learning disabilities.
2. Review Borders Care Voice's Objectives, Outcomes and Branding (including organisational name) to ensure it is fit for purpose.
3. Continue to develop the third sector's relationship and influence both as part of Integrated Joint Board and as members of the Health and Social Care Partnership, forming active partnerships with the newly reformed Third Sector Interface (TSI).
4. Strengthen Borders Care Voice's strategic planning and governance by continuing to recruit to the Board of Trustees in line with skills requirements.
5. Begin a review of our aims and objectives, along with our branding – aiming to complete both processes by 2024/25.
6. Improve use of hybrid learning and meetings for our activities wherever feasible.
7. Achieve Living Wage Employer accreditation.
8. Begin 'Disability Confident Leader' accreditation for completion within 2 years.

Approved by the Trustees and signed on their behalf



**Jane Douglas
Chair
7 September 2023**

BORDERS CARE VOICE

Independent Examiner's report For the year ended 31 March 2023

I report on the accounts of the charity for the year ended 31 March 2023, 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 FCIE
1 Rosebery Place
Dunbar
East Lothian
11 September 2023

BORDERS CARE VOICE

Receipts and Payments Account For the year ended 31 March 2023

| | Notes | Unrestricted 2023 £ | Restricted 2023 £ | Total 2023 £ | Total 2022 £ |
|---|-------|---------------------------|-------------------------|------------------------------|-----------------------|
| Receipts | | | | | |
| Grants and donations | 2 | 102,541 | 78,843 | 181,384 | 168,273 |
| Investment income | | 123 | - | 123 | 52 |
| Other income from charitable activities | 3 | 4,926 | 630 | 5,556 | 610 |
| | | <u>107,590</u> | <u>79,473</u> | <u>187,063</u> | <u>168,935</u> |
| Payments | | | | | |
| Staff costs | 4 | 91,879 | 27,544 | 119,423 | 115,351 |
| Repayment of grant | 5 | - | - | - | 8,046 |
| Other costs | 6 | 31,422 | 34,267 | 65,689 | 56,511 |
| Total payments | | <u>123,301</u> | <u>61,811</u> | <u>185,112</u> | <u>179,908</u> |
| Net receipts/(payments) before transfers | | (15,711) | 17,662 | 1,951 | (10,973) |
| Transfers | | <u>5,957</u> | <u>(5,957)</u> | <u>-</u> | <u>-</u> |
| Net receipts/(payments) for the year | | (9,754) | 11,705 | 1,951 | (10,973) |
| Opening funds at 1 April | | <u>93,125</u> | <u>18,064</u> | <u>111,189</u> | <u>122,162</u> |
| Closing funds at 31 March | | <u><u>83,371</u></u> | <u><u>29,769</u></u> | <u><u>113,140</u></u> | <u><u>111,189</u></u> |

The notes on pages 9 to 11 form part of these accounts

BORDERS CARE VOICE

Statement of Balances As at 31 March 2023

| | Notes | Unrestricted 2023 £ | Restricted 2023 £ | Total 2023 £ | Total 2022 £ |
|---------------------------------------|-------|---------------------------|-------------------------|-----------------------|--------------------|
| Cash and bank balances | | | | | |
| Opening balance at 1 April | | 93,125 | 18,064 | 111,189 | 122,162 |
| Net receipts/(payments) for the year | | (9,754) | 11,705 | 1,951 | (10,973) |
| Closing balance at 31 March | 8 | <u>83,371</u> | <u>29,769</u> | <u>113,140</u> | <u>111,189</u> |
| Represented by charity funds | | <u>83,371</u> | <u>29,769</u> | <u>113,140</u> | <u>111,189</u> |
| Fixed assets | | | | | |
| | | £ | £ | £ | £ |
| Office furniture and equipment (cost) | | <u>20,488</u> | <u>710</u> | <u>21,198</u> | <u>21,198</u> |
| Office furniture and equipment (NBV) | | <u>3,670</u> | <u>225</u> | <u>3,895</u> | <u>5,193</u> |
| Creditors | | | | | |
| | | £ | £ | £ | £ |
| Pension charge 21/22 | | - | - | - | 2,766 |
| Independent examiners fee | | <u>800</u> | - | <u>800</u> | <u>800</u> |
| | | <u>800</u> | - | <u>800</u> | <u>3,566</u> |

Approved by the Trustees on 7th September 2023 and signed on their behalf by:



Jane Douglas
Chair

The notes on pages 9 to 11 form part of these accounts

BORDERS CARE VOICE

Notes to the Accounts For the year ended 31 March 2023

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 and donations

| | Unrestricted 2023 £ | Restricted 2023 £ | Total 2023 £ | Total 2022 £ |
|---|---------------------------|-------------------------|-----------------------|--------------------|
| SBC (Core Services) | 54,432 | - | 54,432 | 59,380 |
| SBC (BCLN) | - | 30,889 | 30,889 | 30,889 |
| NHS Borders (Core Services) | 33,449 | - | 33,449 | 33,449 |
| SBC (BCLN Training) | - | 25,500 | 25,500 | 25,500 |
| SBC (Mental Health Hours) | 11,540 | - | 11,540 | 11,540 |
| SBC Learning Disability Local Citizens Panel | - | 19,382 | 19,382 | - |
| Greespace Scotland | - | 3,000 | 3,000 | - |
| SBC (Mental Health Improvement) | 3,000 | - | 3,000 | - |
| Life Changes Trust | - | - | - | 7,500 |
| Donations | 120 | 72 | 192 | 15 |
| | <u>102,541</u> | <u>78,843</u> | <u>181,384</u> | <u>168,273</u> |

3. Other income from charitable activities

| | £ | £ | £ | £ |
|-------------------|--------------|------------|---------------------|------------|
| Training delivery | <u>4,926</u> | <u>630</u> | <u>5,556</u> | <u>610</u> |

BORDERS CARE VOICE

Notes to the Accounts For the year ended 31 March 2023

4. Staff costs

| | Unrestricted 2023 £ | Restricted 2023 £ | Total 2023 £ | Total 2022 £ |
|------------------------------|---------------------------|-------------------------|-----------------------|--------------------|
| Gross Salaries | 80,686 | 24,115 | 104,801 | 106,032 |
| Employers National Insurance | 2,281 | 1,341 | 3,622 | 3,674 |
| Pension | 8,912 | 2,088 | 11,000 | 5,645 |
| | <u>91,879</u> | <u>27,544</u> | <u>119,423</u> | <u>115,351</u> |

Employers National Insurance is the amount incurred net of the £5,000 employment allowance
The average number of staff per month is 6 (2022: 6)

5. Repayment of grant

| | £ | £ | £ | £ |
|-------------------------|---|---|---|--------------|
| Repayment of YSIA grant | - | - | - | <u>8,046</u> |

The trustees repaid the balance of the You See It All funding in 21/22 as the unspent portion of the funding as the project was could not function due to the COVID-19 pandemic.

6. Other costs

| | Unrestricted 2023 £ | Designated 2023 £ | Restricted 2023 £ | Total 2023 £ | Total 2022 £ |
|---------------------------------------|---------------------------|-------------------------|-------------------------|----------------------|--------------------|
| Costs of charitable activities | | | | | |
| Purchased training | - | 4,250 | 15,185 | 19,435 | 16,191 |
| Premises costs | 9,754 | - | 2,380 | 12,134 | 12,633 |
| Office costs | 4,361 | 4,552 | 2,498 | 11,411 | 14,110 |
| Venue hire & catering | 1,021 | 994 | 795 | 2,810 | 885 |
| Staff & volunteer expenses | 2,676 | 341 | 1,415 | 4,432 | 2,959 |
| Training/supervision of staff | - | - | - | - | 1,026 |
| Publicity, surveys & reports | 25 | - | 139 | 164 | - |
| Insurance, fees & subs. | 1,339 | - | 130 | 1,469 | 1,252 |
| Legal & professional fees | 260 | 622 | 11,725 | 12,607 | 3,883 |
| Equipment purchases | 300 | - | - | 300 | 2,688 |
| Bank charges | 127 | - | - | 127 | 134 |
| | <u>19,863</u> | <u>10,759</u> | <u>34,267</u> | <u>64,889</u> | <u>55,761</u> |
| Governance costs | | | | | |
| Independent examination | 800 | - | - | 800 | 750 |
| | <u>800</u> | <u>-</u> | <u>-</u> | <u>800</u> | <u>750</u> |
| Total Costs | <u>20,663</u> | <u>10,759</u> | <u>34,267</u> | <u>65,689</u> | <u>46,099</u> |

The fee for the Independent Examination of the 22/23 annual accounts is £800 and is included in the statement of balances.

BORDERS CARE VOICE

Notes to the Accounts For the year ended 31 March 2023

7. Payments to Trustees and Related Parties

No remuneration was paid to trustees during the year (2022: £Nil). No travel expenses were paid to any trustees in the year (2022: £Nil).

There were no related party transactions in the year.

8. Funds

| | Balance at 1 April 2022 £ | Receipts £ | Payments £ | Transfers £ | Balance at 31 March 2023 £ |
|-------------------------------|------------------------------------|----------------|------------------|----------------|-------------------------------------|
| Unrestricted Funds | | | | | |
| General fund | 51,359 | 99,700 | (110,799) | 5,180 | 45,440 |
| <i>Designated fund:</i> | | | | | |
| Development & Research | 17,514 | 3,090 | (6,328) | 777 | 15,053 |
| Training | 24,252 | 4,800 | (6,174) | - | 22,878 |
| | <u>93,125</u> | <u>107,590</u> | <u>(123,301)</u> | <u>5,957</u> | <u>83,371</u> |
| Restricted Funds | | | | | |
| Borders Care Learning Network | 6,925 | 57,091 | (47,206) | (4,930) | 11,880 |
| Life Changes Trust | 11,139 | - | (10,112) | (1,027) | - |
| Greenspace Scotland | - | 3,000 | (3,000) | - | - |
| Local Citizens Panels | - | 19,382 | (1,493) | - | 17,889 |
| | <u>18,064</u> | <u>79,473</u> | <u>(61,811)</u> | <u>(5,957)</u> | <u>29,769</u> |
| Total Funds | <u>111,189</u> | <u>187,063</u> | <u>(185,112)</u> | <u>-</u> | <u>113,140</u> |

Designated funds:

Development & Research represents funds designated for the purposes of funding new or existing projects as need arises as well as IT costs for the charity.

Training represents funds designated for the purposes of training required going forward.

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.

Life Changes Trust – funding received for a project commencing in 2021/22 for Dementia Voices work. Project now complete.

Greenspace Scotland – national funding received for ‘Remembering Together’ project to create a memorial in each local authority area for the COVID-19 pandemic. As local partners we contracted freelance staff to support the first phase of the project. Now complete.

Local Citizens Panels – funding representing a new 3 year commission from the Learning Disability Service via the Health and Social Care Partnership, to empower the voice of people with a learning disability and unpaid carers.