# ST RICHARD OF CHICHESTER CHRISTIAN CARE ASSOCIATION LTD

England & Wales · Charity number 1000830

## Details

| | |
|---|---|
| **Other names** | CCA, CHRISTIAN CARE ASSOCIATION |
| **Status** | Registered |
| **Legal form** | Charitable company |
| **Company number** | 02504171 |
| **Registered** | 1990-11-09 |
| **Register** | View on the Charity Commission register |

## Contact

| | |
|---|---|
| **Address** | Stonepillow<br>39 Southgate<br>Chichester<br>West Sussex<br>PO19 1DP |
| **Phone** | 01243537934 |
| **Email** | admin@stonepillow.org.uk |
| **Website** | www.stonepillow.org.uk |

## Activities

**Objects:** TO RELIEVE POVERTY IN PARTICULAR IN RELATION TO THE RELIEF OF HOMELESSNESS AND SOCIAL EXCLUSION IN THE COUNTY OF WEST SUSSEX INCLUDING PROVIDING HOMELESS OR OTHERWISE SOCIALLY EXCLUDED PERSONS WITH SHELTER, DAY CENTRE SERVICES, HOUSING, SOCIAL HOUSING ACCOMMODATION AND OTHER ASSISTANCE RELEVANT TO THEIR CONDITIONS AND ANY OTHER PURPOSES CONNECTED WITH OR INCIDENTAL TO THE PROVISION AND MANAGEMENT OF SOCIAL HOUSING AND ACCOMMODATION

**Activities:** The charity operating as Stonepillow is principally engaged in the relief of homelessness and social exclusion. Services include hostels, day centres, a furniture recycling social enterprise project, supported accommodation and a recovery project for those dependent on drugs, alcohol and suffer from mental health.

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## Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment
- **Who:** People With Disabilities, Other Defined Groups, The General Public/mankind

## Geography

- **Area of benefit:** THE AREA OF CHICHESTER AND ARUN DISTRICT COUNCIL
- West Sussex

## Finances

| Period end | Income | Expenditure | Assets | Employees |
|---|---|---|---|---|
| 2025-03-31 | £5,133,912 | £5,163,797 | £2,790,242 | 82 |
| 2024-03-31 | £4,757,381 | £4,919,830 | £2,820,127 | 91 |
| 2023-03-31 | £4,316,778 | £4,438,401 | £2,982,576 | 88 |
| 2022-03-31 | £2,542,042 | £3,537,392 | £3,104,199 | 77 |
| 2021-03-31 | £2,073,278 | £2,797,735 | £2,785,358 | 60 |

## Trustees

| Name | Role | Appointed |
|---|---|---|
| **Oliva Pinkney** | Chair | 2023-11-29 |
| ANTHONY FAWCETT FCA | | 2014-11-05 |
| Andrew Jeremy Harrop | | 2020-12-03 |
| David Coulthard | | 2019-11-28 |
| Michael Peter Cullen | | 2023-11-29 |
| REBECCA JANE RANDELL | | 2023-11-29 |
| Roanne Weekes | | 2025-11-27 |
| Susan Rosalind Newman | | 2023-11-29 |

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**ST RICHARD OF CHICHESTER CHRISTIAN CARE ASSOCIATION LTD**

England & Wales - Charity number 1000830

# Accounts

REGISTERED COMPANY NUMBER: 02504171 (England & Wales)
REGISTERED CHARITY NUMBER: 1000830
HOMES ENGLAND REGISTERED PROVIDER NUMBER: 4738

# Report of the Trustees and Financial Statements for the year ended 31st March 2025 for

# St Richard of Chichester Christian Care Association Ltd Known as "Stonepillow"

St Richard of Chichester Christian Care Association Ltd

**Contents of the Financial Statements**
**for the year ended 31st March 2025**


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**Vision**
We will prevent all forms of homelessness.

**Mission Statement**
STONEPILLOW will empower people at risk of and experiencing homelessness to restore their lives and achieve sustainable independence.

## LEGAL AND ADMINISTRATIVE INFORMATION

### Constitution
St Richard of Chichester Christian Care Association is a company limited by guarantee and a registered charity governed by its memorandum and articles of association. The company was incorporated on 21 May 1990 (company number 2504171) and was registered as a charity (number 1000830), as defined by the Charities Act, on 9th November 1990.

The company trading name is **STONEPILLOW**.

### Directors and Trustees
The directors of the charitable company are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. Trustees are appointed at the AGM by the members in accordance with Article 35 or by the trustees under Article 36.

The trustees serving during the year and since the year end were as follows:

**Chair of Trustees**
Olivia Pinkney CBE QPM DL

**Vice Chair**
Anthony Fawcett

**Trustees**

| | |
|---|---|
| Clare Apel | |
| David Coulthard | |
| Michael Cullen | Appointed 29 November 2023 |
| Philip Day | |
| Mike Fry | Co-opted February 2025 |
| Andrew Harrop | |
| Shelagh Legrave CBE DL | |
| Susan Newman | |
| Rebecca Randell | |
| Peter Stevens | |
| Roanne Weekes | Co-opted June 2025 |

**Chief Executive**
Hilary Bartle

**Company Secretary**
Tim O'Reilly

## LEGAL AND ADMINISTRATIVE INFORMATION

**Principal and Registered Office**
39 Southgate
Chichester
West Sussex
PO19 1DP

**Auditors**
Lewis Brownlee (Chichester) Limited
Chartered Accountants and Registered Auditors
Appledram Barns
Chichester
West Sussex
PO20 7EQ

**Solicitors**
Bennett Griffin
Eastgate Square
10 Eastgate Square
Chichester
West Sussex
PO19 1JH

**Bankers**
Barclays Bank plc
74/75 East Street
Chichester
West Sussex
PO19 1HT

## Report of the Chair
## for the year ended 31st March 2025

The 2025 Stonepillow annual report reflects all that the brilliant staff, volunteers and supporters have achieved, for and with our clients.

The world moves fast around us and we have demonstrated our consistent ability to operate in a manner which holds our clients as our guiding focus: we have a mature knowledge of our services; the needs which are to be met; the network of partnerships within which we operate, and the local context which flexes around us.

As we reflect upon our first year of our 2025-2028 Strategy, that clarity of thinking has helped the Board of Trustees in our decision making and I remain grateful for the energy, focus, experience and insight which each Trustee brings to our collective effort.

A significant focus for the Board has been to move our funding profile to one of greater self-sufficiency, relying less on funding from the public sector, which may have an uncertain future over the next few years. A considerable amount of work has taken place this year to shift our skills and capacity accordingly.

As a result, Stonepillow is on a firm footing and, whilst in a perfect world there would be no need to prevent homelessness and restore lives, we live in the world as it is and remain tirelessly committed to our clients and to each colleague who plays their part.

On behalf of the Board of Trustees, I would like to extend our heartfelt thanks to the executive team, staff, and volunteers who have worked tirelessly throughout the year to ensure that our mission—preventing and relieving homelessness, and restoring the lives of our clients—remains at the heart of everything they do.

*Olivia Pinkney CBE QPM DL*

**St Richard of Chichester Christian Care Association Ltd**

**Chief Executive Report**
**for the year ended 31st March 2025**

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I am proud to present Stonepillow's 2025 Annual Report, which reflects a year of meaningful progress, resilience, and renewed ambition. A key milestone this year was the launch of our new three-year strategy—**Ambitions for the Future 2025–2028**—unveiled at our AGM in November 2024. This strategy sets out a bold vision, clear priorities, and a purposeful direction to guide our work through to 2028.

In 2024/25, we supported over 1,000 individuals through safe accommodation, outreach, and tailored pathways to independence. We enhanced our trauma-informed models of support and strengthened our digital tools to improve engagement, accessibility, and data insight—helping us better demonstrate outcomes and impact.

Our partnerships with local authorities, health services, and community organisations continued to grow, enabling more joined-up, person-centred support. We also deepened our commitment to sustainability. Restore, our social enterprise, remains a leader in circular economy practices—diverting over 400 tonnes of goods from landfill each year while delivering social value through training and volunteering opportunities.

Despite these achievements, the year brought significant challenges. Rising demand, funding pressures, and the ongoing cost-of-living crisis placed considerable strain on our services. Yet, thanks to the unwavering dedication of our staff, volunteers—who contributed over **22,000 hours**—and supporters, we continued to deliver high-quality, compassionate services.

We also strengthened our '**Client Voice**' programme, ensuring that those with lived experience are at the heart of shaping our services. Through co-production and increased volunteering, clients are helping to drive change and improve outcomes across our organisation and more widely across wider health, social care, criminal justice and housing system.

Looking ahead, our strategy focuses on prevention, innovation, and advocacy—ensuring Stonepillow remains a catalyst for change. We are committed to transparency, continuous learning, and working collaboratively to tackle the root causes of homelessness.

Thank you to everyone who has supported us this year. Your belief in our mission enables us to build hope, restore dignity, and create lasting pathways to a better future.

*Hilary Bartle, CEO of Stonepillow*

## Report of the Trustees
## for the year ended 31st March 2025

The trustees are pleased to present their report together with the financial statements for the year ended 31st March 2025.

Legal and administrative information set out on pages 1 and 2 forms part of this report. The financial statements have been prepared in accordance with applicable accounting standards including Financial Standard 102. The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Statement of Recommended Practice for Social Housing Providers 2018, and with the Accounting Direction for Private Registered Providers of Social Housing in England 2022.

### STRUCTURE, GOVERNANCE AND MANAGEMENT

St. Richard of Chichester Christian Care Association (Stonepillow) is a company limited by guarantee. The members of the company appoint trustees at the AGM with one third of the existing Trustee Board coming up for reappointment each year. The number of trustees is flexible. The Trustee Board may co-opt new trustees during the year, but such people have to present themselves for appointment by the members at the next AGM. Trustees elect their own officers annually and appoint a Company Secretary. There are written statements outlining the roles and responsibilities of the Chair of the Trustee Board and of individual trustees, standing orders governing Trustee Board procedures and a Trustee Code of Conduct. All members of the board give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 6 of the accounts. There is a formal induction process for new trustees which aims to provide them with an understanding of the organisation and Trustees are encouraged to undertake any training course relevant to the performance of their duties.

The trustees have joint corporate responsibility for all the activities of Stonepillow but, apart from the statutory obligations that fall directly upon them as a Board, exercise much of that responsibility through controlled delegation. This involves setting policies, arranging for them to be carried out with agreed resources and then monitoring operational and financial performance. Implementation of agreed policies involving day-by-day management of the staff and the work of Stonepillow is the responsibility of the Chief Executive, appointed by the trustees and answerable to them. Long-term strategic development and the yearly update of the Business Plan are discussed jointly by the Trustee Board and the Chief Executive. There is a joint commitment between the Trustee Board and the Chief Executive to carry out the agreed Business Plan. Implementation of project and service development set out in the Business plan is primarily the responsibility of the Chief Executive, monitored through regular progress reports. A Finance and Internal Audit committee acts on behalf of the Board in relation to the regular monitoring of the Association's finances and the preliminary appraisal of other financial matters, including internal procedures. Other sub committees are in place for Services, People and Fundraising and Communications. These committees are led by Trustees and provide scrutiny and oversight, including ensuring alignment to the strategic ambitions of Stonepillow, working with the Executive team.

The trustees confirm that they have complied with their duty under section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission in deciding what activities the charity should undertake.

**Risk management**

The charity's activities are subject to a variety of regulations and legal compliance. By applying appropriate governance and management structures, risk is adequately managed. The Board of Trustees acknowledges its ultimate responsibility for monitoring and reviewing the risks Stonepillow faces through a risk register which is scrutinised and updated by the Finance & Audit Committee on behalf of the trustees. The CEO and the management team are responsible for implementing all practical measures that can be taken to reduce or eliminate the risks identified at that time. The system of internal control is designed to provide reasonable assurance that key business objectives will be achieved, and the charity's assets safeguarded.

Stonepillow identifies the key risks, the likelihood of those risks occurring, their potential impact and the actions being taken to reduce and mitigate the risks. Risks are prioritised using a consistent scoring system.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Risk management

| Key | |
|---|---|
| E | Extreme risk, immediate action. Escalate as an issue. |
| H | High risk, action should be taken to compensate. |
| M | Moderate risk, action should be taken to monitor. |
| L | Low risk, routine acceptance of risk. |

| | STONEPILLOW RISK REGISTER | IMPACT | MITIGATION |
|---|---|---|---|
| | **Governance** | | |
| 1 | The charity lacks direction, strategy and forward planning. | E | H |
| 2 | Board of Trustees fail to have the right skills, knowledge and understanding of the governance structures in place, preventing effective accountability and oversight of regulatory obligations which include the Care Quality Commission (CQC) and Charity Commission. | H | L |
| 3 | Inadequate or inaccurate information is reported to Trustees, resulting in poor quality decision making. | H | M |
| 4 | Negative PR and/or media coverage. | E | M |
| 5 | Failure to achieve a satisfactory compliance rating following a CGC inspection | E | H |
| | **Financial** | | |
| 6 | Finance and resources dependent upon a limited number of contracts. | E | H |
| 7 | Poor contract delivery and service provision. | H | M |
| 8 | Inaccurate financial reporting and ineffective budgetary control. | H | M |
| 9 | Failure to deliver on fundraising ambitions due to lack of coherent fundraising strategy and loss of community commitment. | H | H |
| | **Operational** | | |
| 10 | Lack of clear management structure, leading to uncertainty amongst staff of roles and duties. | H | M |
| 11 | Failure to adhere to Health and Safety regulations, policies and regulatory requirements. Poor security of staff, arising from lack of knowledge of procedures and policies. Action being taken without proper authority, caused by lack of induction/training. | E | E |
| 12 | Failure to adhere to regulatory framework of CQC. | H | M |
| 13 | Employment issues arising from a failure to follow effective policies and procedures to regulate staff and volunteers' activities. Lack of managerial oversight and monitoring of work, conduct and performance. Non-compliance by staff and volunteers with CQC requirements, H&S legislation and regulations. | E | H |
| 14 | Poor disaster recovery and business continuity planning, leading to computer system failures or loss of data, the destruction of property, equipment, records through fire, flood or similar damage. | H | M |
| 15 | Failure to comply with GDPR requirements for clients, staff and donors. | H | L |
| 16 | Nationwide Pandemic. | E | H |
| 17 | Cyber Security. | E | H |
| 18 | Government legislative and policy changes. | E | E |
| 19 | Recruitment & Retention. | E | E |
| 20 | Insurance Cover Inadequate. | E | M |

### Remuneration policy

Salaries are reviewed on an annual basis and bench marked against the National Joint Council (NJC) scales. There is no commitment to match the latest scale value, increases are only applied after consideration of financial viability.

## ACHIEVEMENTS AND PERFORMANCE

### About Stonepillow. Who we are and What we do.

### Stonepillow: Preventing Homelessness, Restoring Lives

Stonepillow is a compassionate and community-driven charity based in West Sussex, dedicated to supporting people who are homeless or at risk of homelessness. Since its founding in 1989, Stonepillow has worked tirelessly to provide safe accommodation, essential services, and long-term pathways to independence.

We offer a holistic range of support, including a range of proactive prevention services, emergency day provision, recovery services, and supported housing. Our team works closely with individuals to address the root causes of homelessness—whether it's mental health, addiction, or financial hardship—and empowers them to rebuild their lives with dignity and purpose.

Through innovation, collaboration, and unwavering commitment, Stonepillow continues to be a lifeline for those in crisis, helping them move from homelessness to hope.

### Introduction

Across England, homelessness is reaching critical levels. According to the Financial Times (17 May 2024), the number of households living in temporary accommodation more than doubled between 2020 and 2023—from 48,000 to 112,000. The highest figure since records began. Rough sleeping has also surged, with an estimated 4,677 people sleeping rough on a single night in Autumn 2024, increasing 20% since 2023 (Ministry of Housing, Communities and Local Government – Rough Sleeping Snapshot in England: autumn 2024). These figures reflect a deepening crisis driven by the cost-of-living pressures, rising rents, and a chronic shortage of affordable housing.

In this challenging landscape, Stonepillow continues to be a vital lifeline. On any given night, we can provide a safe place to sleep for up to 124 people. Over the past year, we have supported more than 1,000 individuals—each with their own story, their own challenges, and their own path to recovery. Our work spans open access day hub services, hostel and longer term supported accommodation, outreach, and specialist services, all designed to meet the often complex and interwoven needs of those we serve.

In 2025, the Trustees of Stonepillow proudly launched our new organisational strategy for 2025–2028 '**Ambitions for the Future**', setting a clear and ambitious direction for the years ahead. This strategy reaffirms our unwavering commitment to preventing homelessness and restoring lives and provides a focused framework to guide our work across all services. At its heart are key objectives designed to strengthen early intervention, enhance trauma-informed and psychologically informed care, expand access to sustainable housing, and empower individuals through recovery and empowerment. The strategy also places a strong emphasis on collaboration, innovation, and lived experience, ensuring that our services remain responsive, inclusive, and impactful. As we move forward, this strategic vision will shape every aspect of our operations, partnerships, and advocacy, helping us deliver meaningful change for those most at risk.

At the heart of our approach is a belief in individualised and collaborative wrap around support and care. We work closely with local and national partners to ensure that our clients can navigate the often-fragmented system of services with greater ease and dignity. Every journey is unique, and we are committed to walking alongside each person as they move towards independence and wellbeing.

## ACHIEVEMENTS AND PERFORMANCE

Our operations are guided by five core pillars:

- **Prevent** homelessness and rough sleeping through early intervention and planned transitions.
- **Relieve** immediate hardship by meeting basic needs and providing support in crisis to source emergency accommodation.
- **Recover** health, wellbeing, and independence through tailored casework, accommodation and support.
- **Resettle** individuals into sustainable housing solutions.
- **Restore** lives by equipping people with the skills and confidence to thrive independently and reconnect with their communities.

In the face of rising need, Stonepillow remains steadfast in its mission: to offer hope, dignity, and a pathway forward for those experiencing homelessness.

### Strategic Influence

As CEO, Hilary Bartle plays a pivotal role in shaping local and national responses to homelessness and systemic inequality. Through strategic leadership positions—including serving as the VCSE representative on the Changing Futures Executive Board, Chair of the Reducing Harm Steering Group for West Sussex, and active membership on the Mental Health Transformation Board and Safer West Sussex Partnership Board—Hilary brings deep sector knowledge and frontline insight to the heart of policy and system reform. These roles amplify the voices of staff and those with lived experience, helping to dismantle barriers, influence service design, and drive improvements that lead to more effective, compassionate and life-changing support.

### Volunteers

Volunteers are integral to Stonepillow. Their dedication, compassion, and generosity are woven into every aspect of our work. At the core of our volunteer culture is a deep commitment to equality—every individual, regardless of their role, is valued equally and treated with the same respect and appreciation.

Over the past year, **120 volunteers** have collectively contributed more than **22,000 hours** of their time. Their impact is felt across our shops, hubs, and hostels, where they help create welcoming, supportive environments for customers, supporters and those we serve.

Corporate volunteer teams have made a tangible difference by transforming our gardens and interior spaces, turning them into places of calm and dignity. Others have supported our fundraising efforts and food stores—braving the elements for bucket collections, assisting at events, collecting food donations from local retailers, and lending a hand with maintenance projects.

This year, we've also seen a growing number of our clients choosing to give back. Some volunteer while still receiving support, others return after moving on from our services. The volunteers with lived experience of homelessness bring unique insight and empathy to their roles—cooking meals at our hubs and hostels, mentoring peers, supporting skill-building activities, and helping in our Restore shops. Several have also shared their personal stories to foster greater understanding and compassion within the wider community.

Stonepillow simply could not do what it does without its volunteers. Their time, energy, and lived experience are not only invaluable, but they are also transformative.

## ACHIEVEMENTS AND PERFORMANCE

### Lived Experience

At Stonepillow, we believe that those who have experienced homelessness or housing insecurity firsthand are uniquely equipped to shape the services designed to support them. Their insights are not only powerful—they are essential to driving meaningful

Our commitment to embedding lived experience is reflected at every level of the organisation. We are proud to have two trustees who are former clients with lived experience serving on our board, ensuring that decision-making is informed by real-world understanding.

In October 2024, we created a dedicated role—**Community Inclusion Coordinator**—to strengthen this commitment. Since then, a group of individuals with lived experience has been established to ensure their voices are heard, amplified and their feedback actively informs service delivery, policy, and practice across Stonepillow and more widely across Sussex and the UK.

A key focus this year has been the collection of life stories, told in the clients' own words. Throughout 2025, we will be sharing these stories to foster empathy, deepen community understanding, and reach those who may be facing similar challenges. These narratives are a powerful reminder of the resilience of the human spirit—and of the importance of listening to those who have walked the path.

### Being Trauma and Psychologically Informed

At Stonepillow, we recognise that many of our clients have experienced complex trauma and face multiple disadvantages. A trauma-informed approach is therefore essential to our work. Over the past year, we have deepened our commitment to trauma-informed and psychologically informed practice across all services.

We have introduced private, low-stimulus rooms in each service to create safer, calmer environments. Enhancements to the safety and design of our hubs—aligned with trauma-informed principles—have led to a significant reduction in incidents by one third. Following a detailed audit, we have developed a strategic plan to improve our buildings in line with new standards for supported accommodation and psychologically informed environments.

These changes reflect our belief that restoring lives begins with safety, dignity, and trust—and that the physical and emotional environment plays a vital role in recovery.

### Our People

At the heart of Stonepillow's impact is a dedicated team of around 82 permanent staff, supported by a network of relief and agency colleagues. Their compassion, resilience, and unwavering commitment are the driving force behind everything we do. Whether working on the frontline, behind the scenes, or in partnership with others, our staff consistently go above and beyond to support those facing homelessness and complex challenges.

This year, we have seen extraordinary examples of teamwork, innovation, and care—often in the face of increasing demand and complexity. We are proud to celebrate their achievements and deeply value the professionalism and empathy they bring to their roles every day. Their work not only changes lives—it restores hope.

Over the past year, we have actively listened to our teams and taken meaningful steps to support their wellbeing, foster collaboration, and reduce staff turnover.

Key developments include:

- Consultation on rota patterns in hostels to better support work-life balance.
- A centrally led induction programme, complete with a comprehensive guide and induction pack, alongside mandatory training for all staff.
- Ongoing training in de-escalation, professional boundaries, trauma-informed care, risk assessment, and suicide awareness and prevention.
- Structured and prioritised supervision sessions, which have seen marked improvements in quality and consistency.
- The launch of an Effective Practice Group, bringing together staff from all levels to co-design service-wide improvements. This includes enhanced welfare checks, incident response protocols, lone working policies and devices, and a thorough review of our risk assessment processes.

These initiatives reflect our commitment to investing in our people, ensuring they feel supported, equipped, and empowered to deliver the highest standard of care.

## ACHIEVEMENTS AND PERFORMANCE

### Our Adult Service Offer

### Day Hubs - Chichester and Bognor Regis

Our **Day Hubs** are vital access points for individuals who are rough sleeping, homeless, or living in temporary accommodation. They provide a safe and welcoming space where people can access hot meals, drinks, showers, laundry facilities, GP services, and referrals to accommodation and specialist support.

Regular services and groups include:

- Domestic abuse support
- Narcotics Anonymous and Alcoholics Anonymous
- Change Grow Live (CGL)
- Confide Counselling
- Samaritans
- Hepatitis C Trust clinics
- Monthly visits from Haircuts for Homeless

In Chichester, we've introduced art, music and IT groups, offering creative and practical engagement opportunities.

Our hubs also operate the Severe Weather Emergency Provision (SWEP) in partnership with Chichester and Arun District Councils. When temperatures drop below zero for three consecutive nights, we provide emergency overnight accommodation. In winter 2024/25, SWEP was activated 47 times, supporting 81 individuals with warmth, food, and safety—often serving as a first step into wider support.

### Pathways Home

Commissioned by Chichester District Council, our Pathways Home team supports households at risk of eviction due to rent arrears, mortgage difficulties, or debt—often linked to the cost-of-living crisis. Over the past year, the team helped 52 households, 30 were still being supported at the end of the year while 15 had maintained their tenancies or were rehoused into more suitable homes.

### Bognor Resource Hub

Our Resource Hub offers a flexible space for small group activities focused on health, wellbeing, and recovery. Services include:

- GP appointments
- IT access
- Confidential 1:1 counselling offer

In 2024/25, we delivered:

- Art classes
- Domestic abuse support
- Education, training, and employment sessions
- Support for non-English speakers

We are also working with the Creating Future Opportunities (CFO) programme to support individuals managed by the probation service. With over 2,000 visits last year, we are expanding the hub's reach by integrating it more closely with our community outreach team.

## ACHIEVEMENTS AND PERFORMANCE

### Rough Sleeper Initiative (RSI)

Funded by the Department for Levelling Up, Housing and Communities, our RSI team provides person-centred support to individuals who are rough sleeping or at risk of homelessness due to complex needs. In the past year, the team supported **177 individuals** across Chichester and Arun, helping them access housing, mental health and substance misuse services, and maintain existing tenancies.

### Accommodation for Ex-Offenders (AFEO)

Our AFEO team works closely with the Probation Service and private landlords to support prison leavers. Staff attend a weekly hub at **HMP Ford**, offering assessments, housing plans, and support with mental health, substance use, budgeting, and employment.

In 2024/25, we supported **180 individuals**:

- **58** secured tenancies
- **32** accessed temporary accommodation
- **13** reconnected with friends or family

This work is critical in reducing both rough sleeping and reoffending.

### Integrated Health Team

The number of clients with co-occurring mental health and substance misuse issues has grown from 39 to 146 over the past four years. Our Integrated Health Team provides tailored support for this group, helping them to engage with appropriate services.

We also have a Hospital Liaison Officer, recognising that being discharged from hospital into homelessness is a high-risk event. This role ensures smoother transitions and better outcomes for vulnerable individuals.

### Accommodation Services

### 24-Hour Hostels – Chichester and Bognor Regis

Our two hostels offer **27 beds** and provide a safe, stable environment for individuals with complex needs, including substance use, mental health challenges, and offending histories. In the past year, **75 individuals** accessed this accommodation, each supported by a dedicated keyworker to build stability and plan for the future.

### Supported Accommodation

In 2024/25 our supported accommodation service, where clients can remain a tenant for up to two years, provided 84 clients with wraparound support.

**Hicks' House** offers 12 self-contained studios. It supported 21 clients with multiple and complex needs.

We also expanded our number of move-on properties from 10 to 11, to respond to demand/need in Bognor Regis, now accommodating **48 clients** across Chichester, Bognor Regis, and Barnham. These properties range from single self-contained flats to 9-bed shared houses. In 2024/25 we supported 73 clients across these sites.

## ACHIEVEMENTS AND PERFORMANCE

We also have a specialist women's therapeutic project for survivors of domestic abuse who have multiple and compound needs.

In 2024-25, of the 11 clients supported, one client successfully transitioned into an independent tenancy and two moved into supported housing which provided more independence, assisting their transition to an independent tenancy.

Clients who live in all our supported accommodation receive help with:

- Tenancy and licence management
- Budgeting and financial planning
- Employment, training, and volunteering
- Community engagement

**Recovery Service**
Our Recovery Service in Bognor Regis is the only CQC-registered, abstinence based residential programme in West Sussex. With 12 beds, it supports individuals in recovery from substance misuse through structured group work, volunteering, education, and creative activities, including a popular art room created by a former client. This programme offers support for a period of 6 to 12 months.

We also operate three move-on houses, offering continued support as clients progress toward independence. Clients can be accommodated and supported here for up to two years.

In 2024/25:

- 16 clients moved on and sustained positive housing and abstinence outcomes during the year.

**Stonepillow's Young Persons Service offer**
National data shows that one in four people experiencing homelessness has spent time in care. At Stonepillow, we are committed to changing this trajectory by providing holistic, trauma-informed support for young people aged 16–25. Our approach is rooted in personalised assessment, wraparound care, and strong partnerships with services such as Child and Adolescent Mental Health Services (CAMHS), Change Grow Live (CGL), and other key providers.

We operate two supported accommodation services in Chichester for older looked-after children and care leavers aged 16–17, commissioned by West Sussex County Council (WSCC). One service supports young people with high needs, while the other is tailored for those requiring moderate support.

We are proud that over 74% of the young people we supported in 2024/25 engaged in education, training, or employment (ETE). For those not currently in ETE, we provided person-centred support to help them identify meaningful goals and take steps toward positive outcomes. Among those able to work, 65% are now in paid employment, a testament to their resilience and the tailored support they received.

In Littlehampton, we run a dedicated service for unaccompanied asylum-seeking children (UASC) aged 18–25, also on behalf of WSCC. This facility can accommodate up to five individuals. Over the past year, five UASC clients successfully transitioned into secure accommodation. Our team supports them in settling into the community, accessing education, and developing essential life skills such as budgeting and tenancy sustainment.

We maintain a close working relationship with the WSCC Care Leavers Advisory Board (CLAB), co-delivering training and events that ensure young people's voices are heard and valued—an ongoing priority for both Stonepillow and CLAB.

In 2024, we launched TempFest, a celebration bringing together all three of our young people's services. The event fostered connection and community through games, barbecues, and shared experiences, helping young people and staff build stronger relationships.

Stonepillow's commitment to young people is also reflected at a strategic level. Our CEO, Hilary Bartle, sits on the Children First Board for West Sussex and the Pan-Sussex Children and Young People's Board of the Integrated Care Board (ICB), ensuring that the voices and needs of vulnerable young people are represented in regional decision-making.

## ACHIEVEMENTS AND PERFORMANCE

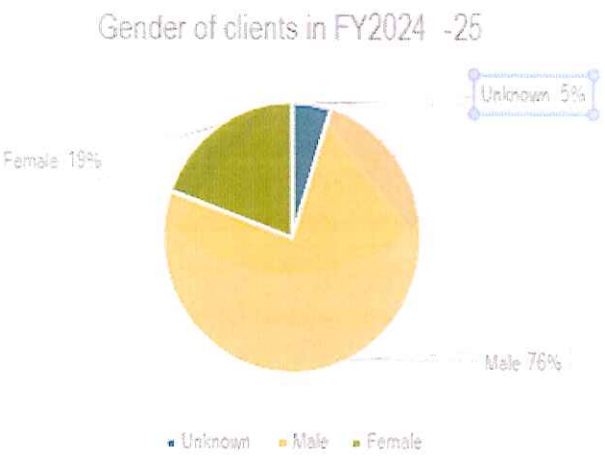
### Data and Information

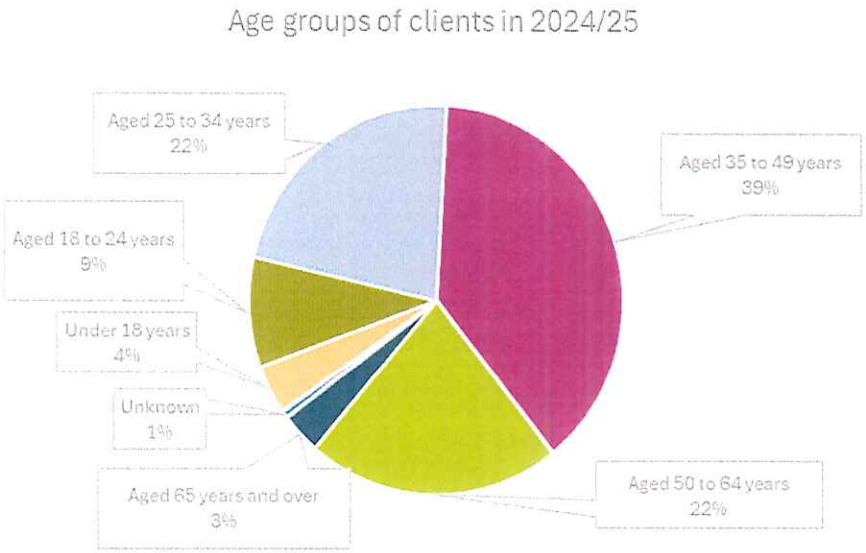
Stonepillow supports around 1,000 individuals annually through a range of services tailored to those most at risk—from rough sleepers and people in temporary accommodation to those facing the loss of their home. Many clients engage with multiple services throughout the year, ensuring they receive the wraparound support needed to progress toward independent or supported living.

| Project/service provided for our community | FY 2021-22 | FY 2022-23 | FY 2023-24 | FY 2024-25 | Primary focus of support |
|---|---|---|---|---|---|
| Clients supported by our charity, Stonepillow | 954 | 1113 | 1094 | 1072 | Homelessness, preventions and intervention |
| Community Outreach clients | 325 | 392 | 376 | 346 | Helping those in the local community, (RSI, AfEO, DD, Housing First) |
| RSI & DD | 301 | 295 | 225 | 177 | Rough Sleepers |
| Accommodation for Ex-Offenders (AfEO) | 30 | 110 | 158 | 180 | Offenders without accommodation support upon release to find a tenancy and reduce re-offending |
| Housing First | 23 | 19 | 21 | 13 | The revolving clients |
| Integrated Homelessness & Mental Health (IHMH) clients | 39 | 115 | 135 | 146 | Integrated Homelessness & Mental Health, including substance use and compound needs |
| Substance Misuse & Well-being | 1 | 32 | 80 | 71 | Additional support for clients with substance misuse and mental health issues |
| IHMH Lead | 14 | 62 | 29 | 20 | Mental health one-to-one support |
| Changing Futures | 0 | 10 | 30 | 24 | For clients who experience three or more: homelessness, offending, substance misuse, domestic abuse, and mental ill health. One general specialist, one domestic abuse specialist |
| WSCC Specialist Workers | 25 | 35 | 20 | 58 | Clients with ARBI (alcohol related brain injury) and Hospital based work to reduce re-occurring hospital stays for individuals with substance use |
| Hubs (day service) clients | 776 | 848 | 788 | 725 | First point of contact for rough sleepers and others in critical housing need. Self or other stakeholder-referral for support, provision of hygiene facilities and providing food and sessions to improve health and welbeing outcomes for all our clients |
| Supported Accommodation clients | 125 | 142 | 152 | 125 | Pathways Home to prevent loss of home and resettlement and provision of Supported Accommodation |
| Pathways Home Floating Support | 47 | 64 | 61 | 52 | For all clients at risk of losing their homes |
| Supported Accommodatio | 64 | 63 | 68 | 73 | Provision of accommodation with support to enable clients to move on to private accommodation |
| Hicks House | 17 | 20 | 32 | 21 | Provision of self-contained units and support |
| Recovery Service | 46 | 47 | 44 | 47 | Abstinent focused accommodation and support |
| Hostels | 81 | 70 | 88 | 75 | Short-term accommodation with support, staffed 24/7 |
| Young People's Service (YPS) | 12 | 34 | 28 | 29 | Accommodation for 16-17 years old with support, staffed 24/7 and for unaccompanied asylum-seeking children aged who are now 18-25 years old |

## ACHIEVEMENTS AND PERFORMANCE

Stonepillow's client demographics reflect national trends, with a high proportion of our clients being men aged 24 to 64—mirroring the national picture where men make up the majority of visible homelessness and rough sleeping. Women, while less represented in official counts, are significantly more likely to experience hidden homelessness, often staying in unsafe or informal settings to avoid the risks of sleeping rough. Change Grow Live. (2023). Women's Rough Sleeping Census Report.




**Clients experiencing homelessness and complex needs**

People experiencing homelessness often face a range of interconnected challenges that extend beyond the absence of stable housing. These may include mental and physical health issues, trauma, substance use, and social isolation—factors that contribute to the complexity of their needs.

At Stonepillow, we actively monitor these overlapping challenges and provide wrap-around support to help clients engage with external services. Our approach recognises that homelessness is rarely the result of a single issue, and effective support must address the broader context of the client's situation.

The key areas we track alongside homelessness include mental health difficulties, substance use, physical health conditions, experiences of domestic abuse and trauma and histories of offending.

A significant proportion of our clients present with multiple needs simultaneously. In fact, 32% of those we support have three or more of these complex needs at any one time.

## ACHIEVEMENTS AND PERFORMANCE




This data is based on a random sample of our client's data in 2024/25.

**Client move-ons**

| Invention or support project or service closed (move ons) | | | | | |
|---|---|---|---|---|---|
| | 2021-2022 | 2022-2023 | 2023-24 | 2024-25 | |
| Total number of positive move ons | 352 | 375 | 376 | 567 | Moved in to accommodation (off-street to private rent/returned home), our intervention complete, retained tenancy, engaging with external appropriate support, moved on/floated away (client's decision) |
| Total number of neutral move ons | 264 | 376 | 386 | 123 | Taken into custody, moved out of area, relinquished support/ abandoned accommodation, passed away |
| Total number of negative move ons | 34 | 68 | 62 | 91 | Evicted due to incurring significant debt on rent due or breaches of behaviour expectations, returned to sleeping rough, disengaged from support |

**Move on from Stonepillow accommodation services**

Stonepillow's accommodation services provide clients with a safe, temporary home and dedicated key worker support to help them prepare for independent living. While move-ons to temporary accommodation rose from 49 to 63, this trend highlights the lack of affordable private and social housing availability.

| Stonepillow accommodated clients - move ons | | | | | |
|---|---|---|---|---|---|
| | 2021-2022 | 2022-2023 | 2023-24 | 2024-25 | |
| Number of accommodation units in Stonepillow | 101 | 120 | 115 | 124 | Supported accommodation, Recovery, Young Persons Service, Hostels units. Tenancies can last up to 2yrs in SP accommodation or even longer if no move on options are available to meet client needs |
| Private rental or owned occupied | 13 | 12 | 8 | 10 | Clients moved on from SP accommodation into private rental accommodation or owner-occupied accommodation |
| Social landlords | 8 | 22 | 23 | 20 | Clients moved on from SP accommodation into social landlord tenancies |
| Temporary accommodation | 49 | 47 | 60 | 63 | Moved on to alternative temporary accommodation either within Stonepillow or external provision |
| Friends or family | 20 | 11 | 8 | 13 | Staying with friends or family |
| Returned home | 4 | 2 | 1 | 3 | Returned home (improved relations) |

## ACHIEVEMENTS AND PERFORMANCE

### Fundraising and Income Generation 2024/25

In 2024/25, Stonepillow raised a total of £672,611, a testament to the generosity of our supporters and the resilience of our fundraising efforts during a year of transition and renewal. Despite changes in key fundraising personnel, we maintained strong momentum—driven by the dedication of our team and the strength of our community relationships.

This year saw a renewed focus on community engagement, with a series of events that not only raised vital funds but also fostered solidarity with those facing homelessness. Highlights included the Stonepillow Fashion Show, Big Sleep Out, and our poignant Christmas campaign, *Invisible Struggles Require Visible Support*—each exceeding expectation. The Annual Stonepillow Football Tournament, hosted at Arun Sports Arena, welcomed 26 teams and showcased the power of community spirit in action.

We were proud to collaborate with local organisations and individuals who brought creativity and compassion to their fundraising efforts. Notable contributions included:

- The Dekker Trust's Southdown Soloist concert
- Andrew Cameron's 1:300,000 photo documentary, exhibited at Chichester Cathedral following the Big Sleep Out
- Student-led sleep outs at Oakwood and Seaford Colleges
- Our partnership with Newpark Cinema for Screen on the Green, which added a new dimension to our outreach and awareness

We are especially grateful to our corporate partners, including Barratt Homes, Knights Brown Construction, Martin Sewell Builders, Headload, and SMR Solicitors, whose support has been instrumental.

Over the past year, we've been fortunate to receive support from a wide range of organisations and individuals. These include The Rotary, West Wittering Beach Estate, The Windmill Theatre, Chichester Gala, Chichester Pride, Chichester Cathedral, Bonito Lounge Bognor Regis, Arun Sports Arena, The Regis School, Thyme and Chillies Restaurant, Chichester Festival Theatre, St. Paul's Church, the YAP Fernleigh Art Exhibition, Ford Prison, and Apollo Fire. Together, they've helped us host a variety of fundraising events in support of our cause.

Individual donations remained a cornerstone of our income, contributing over £130,000, while legacies provided £33,939, allowing us to carry forward the passion of our supporters to prevent homelessness and restore lives. Additional income from corporate and church donations, Gift Aid, and membership contributions also played a vital role.

We have successfully secured over £425,000 from grants for both restricted and unrestricted funding including trusts, foundations, and local authorities. Many of these funders have supported our work for several years, and their continued generosity sustains our essential services.

Notable funders such as The Henry Smith Foundation, The National Lottery, and Homes England supported key services including Housing First, women's projects, and supported accommodation.

This year also marked a turning point in our strategic approach to fundraising. With expert guidance from Andy Taylor-Whyte of The Inspiration Bureau, we undertook a comprehensive review of our fundraising model. As a result, we have restructured and strengthened our approach, and in 2025/26 we will formally launch our updated fundraising strategy, designed to align with and support the priorities of our new organisational strategy.

Our communications and engagement efforts have continued to grow, enabling us to reach wider audiences and strengthen our connection with supporters.

We've made significant progress in sharing our impact and activities with both existing and new audiences. Our LinkedIn following increased by 26%, from 1,137 to 1,143. Facebook saw an 8% growth, rising from 4,043 to 4,369 followers, while Instagram grew by 18%, from 1,632 to 1,937 followers.

One of our most successful social media posts this year was our winter campaign video, which garnered nearly 60,000 views and played a key role in raising £78,000 in donations.

Supporter email communications achieved an impressive average open rate of 42.6%—well above the non-profit sector average of 25.9%. We also increased our volunteer communications, sending 9 emails compared to 5 the previous year. Internally, our bi-weekly staff newsletter maintained a strong average open rate of 55.6%.

## ACHIEVEMENTS AND PERFORMANCE

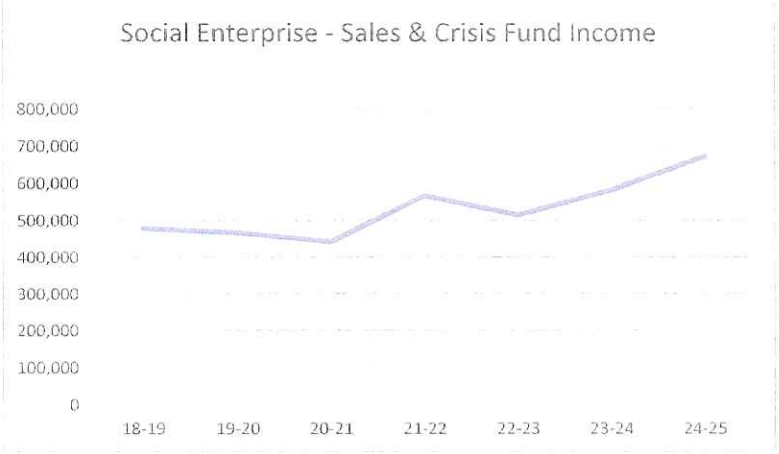
### Restore - Social Enterprise

Restore continues to play a vital role in delivering Stonepillow's mission. It serves as a dynamic social enterprise that:

- Provides supported volunteering, upskilling, and employment opportunities for our clients.
- Generates unrestricted income to help fund our core services.
- Acts as a bridge to the wider community, fostering engagement and support.
- Supports clients transitioning into independent living.

### Growth and Impact

Restore has seen consistent growth year on year. With the opening of the new Restore Chichester shop and the separation of donation processing from retail operations, we have streamlined our systems, improved the donor experience, and increased Gift Aid contributions. These changes have significantly boosted income generation.




The enterprise operates through a dedicated team of paid staff and volunteers. Volunteers are integral to our operations—welcoming donations, managing collections, and delivering sold items using our two vans. In 2024–25, volunteers contributed over 20,000 hours to Restore. Many of these individuals come from diverse backgrounds, including those referred by the local Community, those seeking asylum who are unable to engage in paid work although highly skilled, Stonepillow Clients, Job Centre, community payback schemes, and Ford Open Prison. Restore offers them a valuable opportunity to build confidence, gain work experience, and reconnect with the community.

### Supporting Independence and Crisis Response

Restore plays a crucial role in furnishing Stonepillow's supported accommodation and helping clients establish independent homes. We also deliver crisis furniture packages on behalf of Arun, Chichester, and Worthing District/Borough Councils. These packages are provided to individuals and families in urgent need, as assessed by local authorities, helping them to recover from crisis and maintain stable housing.

### Financial Performance 2024-25

- Shop & Online Sales: £525,216 (up from £485,356 in 2023–24)
- Crisis Grant Income: £145,417 (up from £95,503 in 2023–24)

### Environmental Impact

Restore contributes significantly to environmental sustainability by recycling and reusing donated goods. In 2024–25, we diverted approximately 400 tonnes of items from landfill, aligning with our commitment to environmental responsibility and the core purpose of Restore: to increase Stonepillow's unrestricted income while supporting people and the planet.

## FUTURE PLANS

### Our Mission Statement

Will empower people at risk of and experiencing homelessness to restore their lives and achieve sustainable independence.

### Our vision

We will prevent all forms of homelessness.

### In essence

Stonepillow Prevent Homelessness and Restore Lives

### Our Core Calues

As an organisation, we are committed to:

- **Being client focused** - putting clients at the heart of what we do and engaging them to actively participate at all levels of the charity.
- **Working collaboratively** - working with clients, local communities, stakeholders and partners to reduce homelessness and end rough sleeping.
- **Valuing diversity** – in our clients, staff, volunteers, trustees and communities.
- **Innovation and quality** – delivering high-quality services which evidence value for money and positive outcomes of clients.
- **Being professional, respectful and kind** – when delivering services to our clients, when working with our communities and in our behaviour towards each other.

We've identified five strategic objectives that will guide our work over the next three years:

1. Prevent Homelessness
   - We aim to intervene earlier, working with partners to identify those at risk and provide timely, tailored support.
   - This includes expanding outreach, education, and tenancy sustainment services.

2. Provide Safe and Supportive Accommodation
   - We will continue to offer a range of accommodation options—from hostels to supported housing—ensuring they are trauma-informed, inclusive, and recovery-focused.

3. Empower People to Thrive
   - Beyond housing, we're committed to helping individuals rebuild their lives through access to mental health support, addiction recovery, skills training, and employment opportunities.

4. Strengthen Partnerships and Influence Change
   - We will work collaboratively with local authorities, health services, and community partners to influence policy and improve systems that impact those we support.

5. Build a Sustainable and Resilient Organisation
   - To ensure long-term impact, we're investing in our people, infrastructure, and income generation—embracing innovation and digital transformation where it adds value and building this into a sustainability model with the ambition to promote and achieve net zero by 2030.

## FINANCIAL REVIEW

The financial result for the year was a deficit of £29,885 vs. the budgeted deficit of £131,539. The positive variance vs budget is due to a number of income streams outperforming budget e.g. Social Enterprise Sales, Trust Funds, Crisis Furniture Fund and Local Authority grants.

### Financial management policies

The main financial management policies applied by the Charity are to:

- Enter each financial year with a balanced budget or sufficient cash in reserves to cover any projected deficiency.
- Monitor the monthly out-turn against that budget through detailed management accounts.
- Monitor the monthly cash flow position.
- Ensure that any new projects are adequately funded before being implemented.
- Ensure that any contract work makes an adequate contribution to the administrative and managerial overheads.
- Find replacement funding for grants before their cessation date.

### Policy on reserves

The trustees have agreed that the minimum liquid reserves required is 2.5 months, if the calculation falls below this an action plan to address this situation must be put in place.

The unrestricted reserves of the Charity are held to meet deficiencies in the provision of services between one year and another and to even out cash flow variations within the year. Reserves may also be used to support activities which are inadequately funded on a temporary basis pending the receipt of fresh funding. The major financial risk faced by the Charity is disruption to its cash flow by a major funder, being unable to make payments when due. On 31st March 2025 our liquid reserves would cover 2.8 months' expenditure.

The reserves are calculated monthly by the management team and formally agreed on a quarterly basis by the trustees. Any adverse impact on the reserves will be notified to the trustees immediately.

### Asset Cover for funds

Note 14 sets out an analysis of the assets attributable to the various funds and Note 15 a description of the restricted funds. The assets are sufficient to meet the charity's obligations on a fund-by-fund basis.

### Future Plans & Income Concerns

A major contributing factor in the 2024/25 deficit is the continued difficulties in recruitment, causing increased recruitment costs and the need to utilise agency staff to cover vacancies and absences. The cost of agency staff is 1.8 times more per hour than our own staff. Agency costs during the financial year were £396,251, (2023-24 £335,985). Moving forward we are looking to work with a recruitment agency who will take on the management of our night staff cover. With the reduced hourly charge agreed, we envisage savings on the cost of staff cover.

## FINANCIAL REVIEW

### Future Plans & Income Concerns

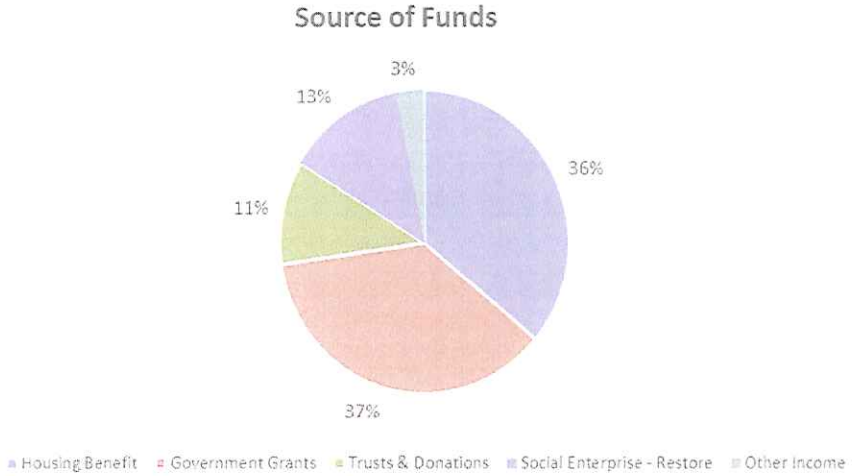
The financial impact of the cost-of-living crisis continues, some of this is caused by global conditions, such as the continued war in Ukraine. The government change has yet to bring clarity and makes for an uncertain financial future for both government income and our own income generation. Our concerns are: -

- Uncertainty of future government funding, grants could be reduced as the government looks to make savings, to help fund salary increases and absorb the impact of the rise in inflation in their expenditure.
- The impact of the National Insurance increase imposed by the government.
- The potential minimum wage increase, which for the last 4 years has been above the percentage increase and has been above our salary increase award.
- Recruitment and staff retention across all sectors is difficult. Competitive salaries, which are not helped by the high minimum wage increases, the impact on Stonepillow is the high cost and continued use of agency staff.
- Income from voluntary sectors will be harder to bring in. There is more demand on an individual's budget, plus competition from other organisations for grants and funding is likely to increase. To mitigate this Stonepillow has reviewed and strengthened our Funding Team.
- The impact of inflation increasing will result in higher expenditure. Energy, repair & maintenance and food costs are a concern.
- Housing Benefit – This is income stream remains a concern as it could be an area our government could again target. Should a cap be introduced a 25% decrease would amount to a reduction in income of £300,050 per annum. The Government are reviewing the structure / criteria for payments; it is not yet known whether this will impact us.

### Sources of Funds and their Deployment

Our principal funding sources in the year were as follows:

| | |
|---|---|
| Housing Benefit | £1,852,120 |
| Government Grants | £1,884,833 |
| Trusts and Donations* | £565,448 |
| Social Enterprise - Restore | £670,673 |
| Other Income | £160,838 |
| | **£5,133,912** |

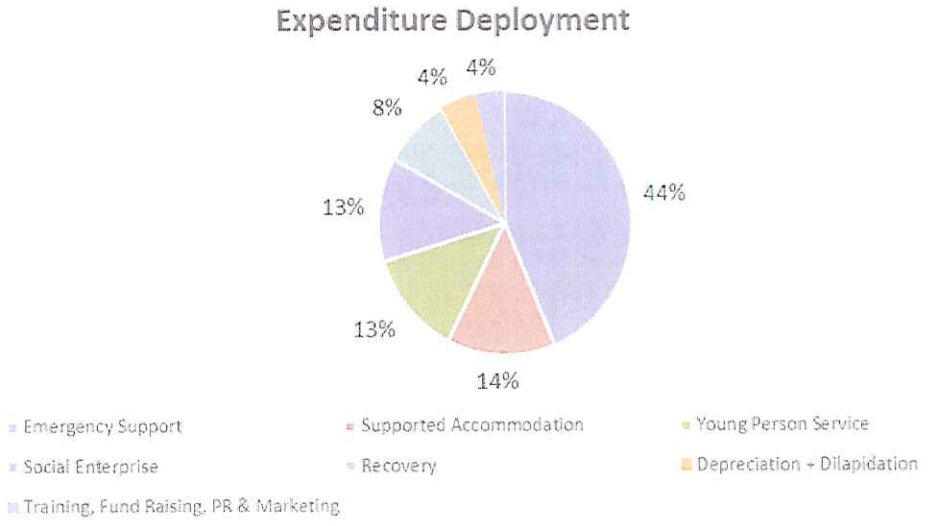



* **Note:** Trusts and Donations includes Fund Raising.

## FINANCIAL REVIEW

Our expenditure in support of our key objectives was as follows:

| | |
|---|---|
| Emergency Support | £2,256,124 |
| Supported Accommodation | £713,201 |
| Young Person Service | £663,932 |
| Social Enterprise | £660,225 |
| Recovery | £443,775 |
| Depreciation and dilapidations | £235,606 |
| Training, Fundraising, PR & Marketing | £190,934 |
| | **£5,163,797** |




### Trusts and Grants support

We gratefully acknowledge financial support received either in the year to 31 March 2025, or before or after the year but relating to our work for that year, from the following trusts, and foundations:

| Trust or Business | Amount |
|---|---|
| Henry Smith Charity Trust | £100,460 |
| The Sommer Charitable Trust | £100,000 |
| The Henry Smith Foundation - Bognor Hub | £29,800 |
| The National Lottery – Women's project | £23,436 |
| The National Lottery – Volunteer Coordinator | £19,495 |
| Hyde Charitable Trust | £11,772 |
| The Boltini Trust | £10,000 |
| The Lennox Trust Company Ltd | £10,000 |
| Chichester City Council | £5,000 |
| The Patricia Routledge Foundation | £5,000 |
| Voluntary Action Arun and Chichester – Sussex Resilience | £4,944 |
| Centrepoint – More Than A Roof | £3,600 |
| The Friarsgate Trust | £3,000 |
| St James's Place Charitable Foundation | £2,500 |
| The Arthur Willliams Charitable Trust | £2,000 |
| The David Fogwill Charitable Trust | £1,500 |
| Grants under £1,000 | £4,054 |
| **Total** | **£336,561** |

## STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of St Richard of Chichester Christian Care Association for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period. 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 Registered Social Housing Providers SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## DISCLOSURE TO AUDITORS

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

## AUDITORS

Lewis Brownlee (Chichester) Limited –are the appointed auditors to the company during the year. A resolution proposing that they be reappointed will be put to the Annual General Meeting.

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

Approved by the Trustees and signed on their behalf by:



Olivia Pinkney CBE QPM DL - **Chair of Stonepillow Trustees**

Date: 25th September 2025

**Opinion**

We have audited the financial statements of St Richard of Chichester Christian Care Association for the year ended 31st March 2025 on pages 25 to 36. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year 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 Companies Act 2006 and the Accounting Direction for private registered providers of social housing in England 2019.

**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 Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company's ability to continue as a going concern for a peiod of at least twelve months from when the financial statements are authorised for issue.

Our responsibilites and the responsibilites 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 statement and or Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and 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 statement 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 fianncial 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 information, we are required to report that fact. We have nothing to report in this regard.

**Opinion on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Responsibilities of Trustees**

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 the trustees 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 charitable company'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 charitable company 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 a Report of the Independent Auditors 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 extent to which our procedures are capable of detecting irregularities, including fraud is listed below:

- Enquiry of management, those charged with governance and the entity's solicitors around actual and potential litigation and claims.
- Reviewing minutes of meetings of those charged with governance.
- Auditing the risk of management override of controls including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.
- Reviewing financial satement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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. This description forms part of our Report of the Independent Auditors.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Sarah Alexander FCCA FCA (Senior Statutory Auditor)
for and on behalf of Lewis Brownlee (Chichester) Limited
Chartered Accountants and Registered Auditors
Appledram Barns
Birdham Road
Chichester
West Sussex
PO20 7EQ

Date: 30.10.2025

## Statement of Comprehensive Income
## for the year ended 31st March 2025

| | Notes | 2025 £ | 2024 £ |
|---|---|---|---|
| **Turnover** | 2 | 5,119,614 | 4,749,699 |
| Operating expenditure | | (5,163,797) | (4,919,830) |
| **Operating (deficit)/surplus** | 4 | (44,183) | (170,131) |
| Interest receivable and similar income | 5 | 14,298 | 7,682 |
| **Total Comprehensive (Deficit)/Income for the year** | | (29,885) | (162,449) |

### Statement of Changes in Reserves

| | 2025 Income and Expenditure Reserve | 2024 Income and Expenditure Reserve |
|---|---|---|
| Balance at 1 April 2024 | 2,820,127 | 2,982,576 |
| (Deficit) from Statement of Comprehensive Income | (29,885) | (162,449) |
| Transfers | - | - |
| Balance as at 31 March 2025 | 2,790,242 | 2,820,127 |

All income and expenditure arise from continuing activities.

The notes on pages 28 to 36 form part of these financial statements.

The financial statements were approved by the Board of Trustees and authorised for issue on 25th September 2025 and were signed on its behalf by:

.....
Ms O Pinkney CBE QPM DL
Trustee

.....
Mr A C F Fawcett FCA
Trustee

## Statement of Financial Position
## as at 31st March 2025

| | Notes | 2025 £ | 2024 £ |
|---|---|---|---|
| **FIXED ASSETS** | | | |
| Housing properties - depreciated cost | 8 | 3,468,818 | 3,663,248 |
| Other tangible assets | 9 | 35,387 | 57,841 |
| | | 3,504,205 | 3,721,088 |
| **CURRENT ASSETS** | | | |
| Debtors | 10 | 638,221 | 436,518 |
| Cash at bank and in hand | | 1,212,860 | 1,113,064 |
| | | 1,851,081 | 1,549,582 |
| **CREDITORS** | | | |
| Amounts falling due within one year | 11 | (742,137) | (515,246) |
| **NET CURRENT ASSETS** | | 1,108,944 | 1,034,336 |
| **TOTAL ASSETS LESS CURRENT LIABILITIES** | | 4,613,149 | 4,755,425 |
| **CREDITORS** | | | |
| Amounts falling due after more than one year | 12 | (1,822,907) | (1,935,298) |
| **NET ASSETS** | | 2,790,242 | 2,820,127 |
| **RESERVES** | | | |
| **Unrestricted reserves** | | | |
| General reserve | 15 | 1,264,376 | 1,211,382 |
| Property reserve | 15 | 1,525,866 | 1,608,745 |
| Capital reserves | 15 | - | - |
| | | 2,790,242 | 2,820,127 |

The notes on pages 28 to 36 form part of these financial statements.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees and authorised for issue on 25th September 2025 and were signed on its behalf by:

Ms O Pinkney CBE QPM DL
Trustee

Mr A C F Fawcett FCA
Trustee

St Richard of Chichester Christian Care Association Ltd

Cash Flow Statement
for the Year Ended 31st March 2025

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| **Cash flows from operating activities:** | | |
| Cash generated from operations (see below) | 100,220 | 282,352 |
| **Net cash provided by operating activities** | 100,220 | 282,352 |
| **Cash flows from investing activities:** | | |
| Purchase of tangible fixed assets | (14,722) | (14,662) |
| Interest received | 14,298 | 7,682 |
| **Net cash used in investing activities** | (424) | (6,980) |
| **Change in cash and cash equivalents in the reporting period** | 99,796 | 275,372 |
| **Cash and cash equivalents at the beginning of the reporting period** | 1,113,064 | 837,692 |
| **Cash and cash equivalents at the end of the reporting period** | 1,212,860 | 1,113,064 |

**RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| **Net (deficit)/income for the reporting period (as per the statement of comprehensive income)** | (29,885) | (162,449) |
| **Adjustments for:** | | |
| Depreciation charges | 231,606 | 245,305 |
| Interest received | (14,298) | (7,682) |
| (Increase)/decrease in debtors | (201,703) | 161,434 |
| Increase in creditors | 114,500 | 45,744 |
| **Net cash provided by operating activities** | 100,220 | 282,352 |

## 1. ACCOUNTING POLICIES

### Accounting convention

St Richard of Chichester Christian Care Association Ltd is a company limited by guarantee, incorporated in England and Wales, a registered charity and a private registered provider of social housing in the United Kingdom. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are detailed in the Trustees' Annual Report.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements have been prepared in accordance with applicable accounting standards including Financial Reporting Standard 102 The Financial Reporting Standard Applicable in the UK and Republic of Ireland (FRS 102), the Statement of Recommended Practice for Social Housing Providers 2019, and with the Accounting Direction for Private Registered Providers of Social Housing in England 2022. The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling, which is the functional currency of the charity, and rounded to the nearest £.

### Turnover

Turnover is accounted for in the statement of comprehensive income when the company becomes legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants receivable and local authority fees are credited to the statement of comprehensive income in the year for which they are due. Other voluntary income sources are credited to the statement of comprehensive income in the year in which the charity becomes legally entitled to the income .

### Operating costs

Operating costs are accounted for on an accruals basis and have been classified under headings that aggregate all costs relating to that category.

### Tangible fixed assets

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its useful economic life, as follows:

| | |
|---|---|
| Housing properties | 4% straight line |
| Fixtures, fittings and equipment | 25% and 33.3% straight line |

Assets costing less than £3,000 are written off to expenditure.

As the estimated useful economic life of the buildings are greater than 50 years, the trustees undertake an annual impairment review. They have concluded that no adjustment is required in the current accounting period.

### Social housing grant and deferred income

Social housing grants are grants made to the charity towards the cost of development of housing properties. They are repayable under certain circumstances but will normally be restricted to net proceeds of sale. Housing grants are recognised in the statement of comprehensive income over their estimated useful economic life of 25 years. Grants which have been received but have not been recognised as income are credited to deferred income.

## 1. ACCOUNTING POLICIES - continued

**Pension costs and other post-retirement benefits**
The company operates a defined contribution pension scheme. Contributions payable to the company's pension scheme are charged to the statement of comprehensive income in the period to which they relate.

**Operating lease commitments**
Rentals payable under operating leases are charged against the statement of comprehensive income on a straight line basis over the period of the lease.

**Taxation**
The charitable company is exempt from corporation tax on its charitable activities.

**Restricted Reserves**
Restricted Reserves are those reserves which are only expendable in accordance with the wishes of the funder or regulatory body. Restricted reserves include funds raised in response to a specific appeal. Revenue and expenditure cannot be directly set against restricted reserves but is taken through the statement of comprehensive income and then a transfer to restricted reserves is made as appropriate.

## 2. TURNOVER

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Donations | 420,508 | 414,570 |
| Fundraising income | 50,845 | 55,327 |
| Housing benefit | 1,852,120 | 1,656,206 |
| Grants | 2,053,711 | 1,947,850 |
| Release of capital grant | 70,674 | 70,674 |
| Client contributions | 80,598 | 84,538 |
| Restore sales | 525,216 | 485,356 |
| Legacies | 33,939 | 7,425 |
| Other income | 32,003 | 27,753 |
| | 5,119,614 | 4,749,699 |

## 3. ACCOMMODATION IN MANAGEMENT

Number of units managed by the charity at the end of the year:

| | 2025 | 2024 |
|---|---|---|
| Recovery Service | 22 | 22 |
| Hostels | 55 | 61 |
| Supported Accommodation | 48 | 38 |
| | 125 | 121 |

## 4. OPERATING SURPLUS

Operating surplus is stated after charging/(crediting):

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Auditors' remuneration | 8,700 | 7,900 |
| Non-audit fees | 4,021 | 6,515 |
| Depreciation - housing properties | 194,430 | 194,430 |
| Depreciation - other tangible assets | 37,176 | 50,875 |

## 5. INTEREST RECEIVABLE AND SIMILAR INCOME

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Deposit account interest | 14,298 | 7,682 |

## 6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2025 nor for the year ended 31st March 2024.

**Trustees' expenses**
There were no trustees' expenses paid for the year ended 31st March 2025 nor for the year ended 31st March 2024.

## 7. STAFF COSTS

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 3,077,983 | 2,864,630 |
| Social security costs | 228,548 | 224,195 |
| Other pension costs | 101,894 | 90,952 |
| | 3,408,425 | 3,179,777 |

The average monthly number of employees during the year was as follows:

| | 2025 | 2024 |
|---|---|---|
| Project workers | 67 | 75 |
| Administration and publicity | 15 | 16 |
| | 82 | 91 |

One employee received emoluments in excess of £60,000 (2024 - one).

The total value of employee benefits received by key management personnel during the year was £299,031 (2024 - £319,121).

The Chief Executive is an ordinary member of the staff pension scheme, and no special terms apply. This is a workplace defined contribution scheme, whereby the individual contributes at least 5% and Stonepillow will contribute 5%.

## 8. TANGIBLE FIXED ASSETS - HOUSING PROPERTIES

| | Freehold Housing Property 2025 £ | Freehold Housing Property 2024 £ |
|---|---|---|
| **COST** | | |
| At 1st April 2024 | 4,860,762 | 4,846,100 |
| Additions | - | 14,662 |
| Disposals | - | - |
| At 31st March 2025 | 4,860,762 | 4,860,762 |
| **DEPRECIATION** | | |
| At 1st April 2024 | 1,197,514 | 1,003,084 |
| Charge for year | 194,430 | 194,430 |
| Depreciation on disposal | - | - |
| At 31st March 2025 | 1,391,944 | 1,197,514 |
| **NET BOOK VALUE** | | |
| At 31st March 2025 | 3,468,818 | 3,663,248 |
| At 31st March 2024 | 3,663,248 | 3,843,016 |

## 9. TANGIBLE FIXED ASSETS - OTHER

| | Fixtures & Fittings 2025 £ | Fixtures & Fittings 2024 £ |
|---|---|---|
| **COST** | | |
| At 1st April 2024 | 441,580 | 441,580 |
| Additions | 14,722 | - |
| Disposals | - | - |
| At 31st March 2025 | 456,302 | 441,580 |
| **DEPRECIATION** | | |
| At 1st April 2024 | 383,739 | 332,864 |
| Charge for year | 37,176 | 50,875 |
| Depreciation on disposal | - | - |
| At 31st March 2025 | 420,915 | 383,739 |
| **NET BOOK VALUE** | | |
| At 31st March 2025 | 35,387 | 57,841 |
| At 31st March 2024 | 57,841 | 108,716 |

## 10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2025 £ | 2024 £ |
|---|---|---|
| Trade debtors | 166,052 | 115,665 |
| Other debtors | 105,285 | 74,040 |
| Prepayments and accrued income | 366,884 | 246,813 |
| | 638,221 | 436,518 |

## 11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Bank loans | 49,372 | 48,531 |
| Social security and other taxes | 51,477 | 52,488 |
| Other creditors | 65,910 | 43,619 |
| Accruals, dilapidations and deferred income | 575,378 | 370,608 |
| | 742,137 | 515,246 |

Included within the Accruals, dilapidations and deferred income figure of £575,378 (2024: £370,608) are grants due for release in 2025-26 amounting to £70,674 (2024: £70,674).

## 12. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Bank loans | 677,542 | 719,259 |
| Deferred income | 1,145,365 | 1,216,039 |
| | 1,822,907 | 1,935,298 |

An analysis of the maturity of loans is given below:

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Amounts falling due within one year on demand | 49,372 | 48,531 |
| Amounts falling due between one and two years | 52,088 | 51,175 |
| Amounts falling due between two and five years | 174,234 | 171,009 |
| Amounts falling due in more than five years | 451,220 | 497,075 |

There is a legal charge over St Joseph's, Whyke Lane, Ellasdale Road and Westhampnett Road as security for the long term bank loan.

The bank loan on St Joseph's and Whyke Lane is payable by instalments at an interest rate of 5.85% per annum, with the final repayment date being December 2036.

During the year ended 31 March 2019 two new bank loans were taken out against the purchase and refurbishment of Ellasdale Road. The first bank loan is payable by instalments at an interest rate of 2.69%. The second bank loan is payable by instalments at an interest rate of 4.46%. The final repayment dates for these loans are both November 2034.

During the year ended 31 March 2023 a new bank loan was taken out agaist the purchase of Westhampnett Road. The bank loan is repayable by instalments at an interest rate of 4.83%. The final repayment date for this loan is November 2038.

## 13. DEFERRED INCOME

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Brought forward | 1,286,712 | 1,357,386 |
| New grants | - | - |
| Release of capital grant | (70,674) | (70,674) |
| Carried forward | 1,216,038 | 1,286,712 |

Deferred income represents social housing grants made to the charity towards the cost of development of housing properties, which are released to the income and expenditure account over their estimated useful lives.

## 14. ANALYSIS OF NET ASSETS BETWEEN RESERVES

| | Unrestricted reserves | Restricted reserves | 2025 Total reserves | 2024 Total reserves |
|---|---|---|---|---|
| Fixed assets | 3,504,205 | - | 3,504,205 | 3,721,089 |
| Current assets | 1,851,081 | - | 1,851,081 | 1,549,582 |
| Current liabilities | (742,137) | - | (742,137) | (515,246) |
| Long term liabilities | (1,822,907) | - | (1,822,907) | (1,935,298) |
| | 2,790,242 | - | 2,790,242 | 2,820,127 |

## 15. RESERVES

| | At 1.4.24 £ | Surplus/ (deficit) £ | Transfers £ | At 31.3.25 £ |
|---|---|---|---|---|
| **Unrestricted reserves** | | | | |
| General reserve | 1,211,382 | (29,885) | 82,879 | 1,264,376 |
| Property reserve | 1,608,745 | - | (82,879) | 1,525,866 |
| Designated Capital reserve | - | - | - | - |
| | 2,820,127 | (29,885) | - | 2,790,242 |
| **Restricted reserves** | | | | |
| Chichester Hub (Old Glassworks) | - | - | - | - |
| Bognor Regis Hub (Glenlogie) | - | - | - | - |
| Recovery Service (Sands + Move-on) | - | - | - | - |
| Chichester Hostel (St Joseph's + Hicks House) | - | - | - | - |
| Bognor Regis Hostel (Ellasdale Road) | - | - | - | - |
| Supported Accommodation (Move-on) | - | - | - | - |
| Outreach | - | - | - | - |
| Young Person Service | - | - | - | - |
| Women's Project | - | - | - | - |
| | - | - | - | - |
| **TOTAL RESERVES** | 2,820,127 | (29,885) | - | 2,790,242 |

During the year ended 31st March 2019 the trustees decided to create a new Property reserve. This reserve is made up of the book value of freehold properties owned by the Charity less associated bank debt and deferred capital grants relating to these properties.

## 15. RESERVES - continued

Net movement in reserves, included in the above are as follows:

| | Total income £ | Total expenditure £ | Surplus/ (deficit) £ |
|---|---|---|---|
| **Unrestricted reserves** | | | |
| General reserve | 3,119,018 | (3,148,903) | (29,885) |
| **Restricted reserves** | | | |
| Chichester Hub (Old Glassworks) | 146,542 | (146,542) | - |
| Bognor Regis Hub (Glenlogie) | 86,290 | (86,290) | - |
| Recovery Service (Sands + Move-on) | 98,611 | (98,611) | - |
| Chichester Hostel (St Joseph's + Hicks House) | 80,522 | (80,522) | - |
| Bognor Regis Hostel (Ellasdale Road) | 95,126 | (95,126) | - |
| Supported Accommodation (Move-on) | 130,994 | (130,994) | - |
| Outreach | 776,151 | (776,151) | - |
| Young Person Service | 577,222 | (577,222) | - |
| Women's Project | 23,436 | (23,436) | - |
| | 2,014,894 | (2,014,894) | - |
| | 5,133,912 | (5,163,797) | (29,885) |

| **Comparatives for movement in funds** | At 1.4.23 £ | Surplus/ (deficit) £ | Transfers £ | At 31.3.24 £ |
|---|---|---|---|---|
| **Unrestricted reserves** | | | | |
| General reserve | 1,297,816 | (162,449) | 76,015 | 1,211,382 |
| Property reserve | 1,684,760 | - | (76,015) | 1,608,745 |
| Designated Capital reserve | - | - | - | - |
| | 2,982,576 | (162,449) | - | 2,820,127 |
| **Restricted reserves** | | | | |
| Chichester Hub (Old Glassworks) | - | - | - | - |
| Bognor Regis Hub (Glenlogie) | - | - | - | - |
| Restore - Social Enterprise (Bognor Regis & Chichester) | - | - | - | - |
| Recovery Service (Sands + Move-on) | - | - | - | - |
| Chichester Hostel (St Joseph's + Hicks House) | - | - | - | - |
| Bognor Regis Hostel (Ellasdale Road) | - | - | - | - |
| Supported Accommodation (Move-on) | - | - | - | - |
| Outreach | - | - | - | - |
| Young Person Service | - | - | - | - |
| Women's Project | - | - | - | - |
| | - | - | - | - |
| **TOTAL RESERVES** | 2,982,576 | (162,449) | - | 2,820,127 |

## 15. RESERVES - continued

Comparitive net movement in reserves, included in the above are as follows:

| | Total income £ | Total expenditure £ | Surplus/ (deficit) £ |
|---|---|---|---|
| **Unrestricted reserves** | | | |
| General reserve | 2,839,212 | (3,001,661) | (162,449) |
| **Restricted reserves** | | | |
| Chichester Hub (Old Glassworks) | 95,200 | (95,200) | - |
| Bognor Regis Hub (Glenlogie) | 39,829 | (39,829) | - |
| Restore - Social Enterprise (Bognor Regis & Chichester) | 12,500 | (12,500) | - |
| Recovery Service (Sands + Move-on) | 128,162 | (128,162) | - |
| Chichester Hostel (St Joseph's + Hicks House) | 83,029 | (83,029) | - |
| Bognor Regis Hostel (Ellasdale Road) | 95,126 | (95,126) | - |
| Supported Accommodation (Move-on) | 128,237 | (128,237) | - |
| Outreach | 708,305 | (708,305) | - |
| Young Person Service | 559,441 | (559,441) | - |
| Women's Project | 68,340 | (68,340) | - |
| | 1,918,169 | (1,918,169) | - |
| | 4,757,381 | (4,919,830) | (162,449) |

**Restricted reserves**
The Chichester Hub reserve was set up to fund the operations of the day centre located at the Old Glassworks.

The Chichester Hostel reserve is held for the St Joseph's hostel and Hicks House in Chichester.

The Restore reserve is for use in the Social Enterprise project. Donated furniture is recycled and trainees are taught the skills required to gain employment, one based in Chichester, the other in Bognor Regis.

The Recovery Service reserve is held for use at the Sands residential recovery project which provides a rehabilitation service for people with drug and alcohol problems.

The Bognor Regis Hostel/Hub covers the hostel at Ellasdale Road and the day centre at Glenlogie.

The Supported Accommodation reserve is for our accommodation, excluding the hostels, previously known as move-on accommodation.

## 16. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid within one year:

| | Land and buildings | |
|---|---|---|
| | 2025 £ | 2024 £ |
| Expiring: | | |
| Within one year | 340,588 | 240,336 |
| Between one and five years | 159,600 | 295,500 |
| In more than five years | - | - |
| | 500,188 | 535,836 |

## 17. RELATED PARTY DISCLOSURES

Peter Stevens, a trustee of the charity, is also a Director of Pure Employment Law Limited. During the year the charity incurred nil (2024: £720) on professional fees from Pure Employment Law Limited.

Michael Cullen, a trustee of the charity, is also a Partner of Bennett Griffin LLP. During the year the charity incurred £3,471 (2024: nil) on legal fees from Bennett Griffin LLP.

The Jull Housing Trust is a charity under the control of St Richard of Chichester Christian Care Association. During the year a management charge of £22,982 (2024: £21,035) was charged to the Jull Housing Trust and at the year end the charity owed £21,621 (2024: £17,028) to the Jull Housing Trust.

Clare Apel, a trustee of the charity, is also a Councillor of Chichester District Council. During the year the charity received grants and benefits from Chichester District Council of £1,089,673 (2024: £945,625), and incurred expenditure of £76,784 (2024: £109,875). All transactions were conducted on an arms length basis and neither trustee was directly involved in decisions relating to the charity and its funding.

Andy Harrop, a trustee of the charity, is also a trustee of New Park Community and Arts Association. During the year the charity incurred £210 (2024: nil) on room hire fees.

## Detailed Income and Expenditure Account
## for the year ended 31st March 2025

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| **Turnover** | | |
| **Voluntary income** | | |
| Church donations | 13,054 | 17,024 |
| Private and other donations | 165,139 | 176,131 |
| Trust funds | 242,315 | 221,415 |
| | 420,508 | 414,570 |
| **Activities for generating funds** | | |
| Fundraising income | 50,845 | 55,327 |
| **Income from charitable activities** | | |
| Housing benefit | 1,852,120 | 1,656,206 |
| Local authority grants | 320,283 | 270,360 |
| Grants | 1,733,428 | 1,677,490 |
| Release of capital grant | 70,674 | 70,674 |
| Client contributions | 80,598 | 84,538 |
| Restore sales | 525,216 | 485,356 |
| Legacies | 33,939 | 7,425 |
| Other income | 31,613 | 27,363 |
| Membership subscriptions | 390 | 390 |
| | 4,648,261 | 4,279,802 |
| **Total turnover** | 5,119,614 | 4,749,699 |
| **Operating costs** | | |
| Wages and salaries | 2,681,731 | 2,528,645 |
| Agency staff | 396,251 | 335,985 |
| Social security | 228,548 | 224,195 |
| Pensions | 101,894 | 90,952 |
| Total staff costs | 3,408,424 | 3,179,777 |
| Insurance | 43,977 | 41,275 |
| Postage and stationary | 22,957 | 15,992 |
| Other costs | 407,834 | 410,554 |
| Property costs | 863,504 | 836,789 |
| Staff related costs | 66,687 | 76,175 |
| Mortgage interest | 51,878 | 55,104 |
| Auditors' remuneration | 8,700 | 7,500 |
| Legal and professional fees | 58,230 | 51,359 |
| Depreciation of tangible fixed assets | 231,606 | 245,305 |
| | 5,163,797 | 4,919,830 |
| **Operating (deficit)/surplus** | (44,183) | (170,131) |
| Interest receivable and similar income | 14,298 | 7,682 |
| **(Deficit)/surplus for the financial year** | (29,885) | (162,449) |

**ST RICHARD OF CHICHESTER CHRISTIAN CARE ASSOCIATION LTD**

England & Wales - Charity number 1000830

# Accounts

REGISTERED COMPANY NUMBER: 02504171 (England & Wales)
REGISTERED CHARITY NUMBER: 1000830
HOMES ENGLAND REGISTERED PROVIDER NUMBER: 4738

# Report of the Trustees and Financial Statements for the year ended 31st March 2024 for

# St Richard of Chichester Christian Care Association Ltd Known as "Stonepillow"

**Contents of the Financial Statements**
**for the year ended 31st March 2024**


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**Legal and Administrative Information**
**for the year ended 31st March 2024**

**Mission Statement**

STONEPILLOW offers shelter, information and support to empower homeless and vulnerable individuals to make positive changes in their lives.

It aims to create a safer environment that promotes social inclusion with practical assistance and without predjudice for all.

## LEGAL AND ADMINISTRATIVE INFORMATION

**Constitution**
St Richard of Chichester Christian Care Association is a company limited by guarantee and a registered charity governed by its memorandum and articles of association. The company was incorporated on 21 May 1990 (company number 2504171) and was registered as a charity (number 1000830), as defined by the Charities Act, on 9th November 1990.

The company trading name is **STONEPILLOW.**

**Directors and Trustees**
The directors of the charitable company are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. Trustees are appointed at the AGM by the members in accordance with Article 35 or by the trustees under Article 36.

The trustees serving during the year and since the year end were as follows:

**Chair of Trustees**

| | |
|---|---|
| Angela Wormald | Resigned 13 June 2023 |
| David Coulthard | From 13 June 2023 to 25 January 2024 |
| Olivia Pinkney CBE QPM DL | From 25 Janaury 2024 |

**Vice Chair**

| | |
|---|---|
| Yvonne Thomson | Resigned 12 June 2023 |
| Anthony Fawcett | From 12 June 2023 |

**Trustees**

| | |
|---|---|
| Clare Apel | |
| Martyn Bell | Resigned 26 April 2023 |
| David Coulthard | |
| Michael Cullen | Appointed 29 November 2023 |
| Philip Day | |
| Anthony Fawcett | |
| Andrew Harrop | |
| Shelagh Legrave CBE DL | |
| Greg Mahon | Resigned 30 May 2023 |
| Susan Newman | Appointed 29 November 2023 |
| Olivia Pinkney CBE QPM DL | Appointed 29 November 2023 |
| Rebecca Randell | Appointed 29 November 2023 |
| Peter Stevens | |
| Yvonne Thomson | Resigned 12 June 2023 |
| Angela Wormald | Resigned 13 June 2023 |
| Amanda Worne | Resigned 7 June 2023 |

**Chief Executive**
Hilary Bartle

**Company Secretary**
Tim O'Reilly

## LEGAL AND ADMINISTRATIVE INFORMATION

**Principal and Registered Office**
39 Southgate
Chichester
West Sussex
PO19 1DP

**Auditors**
Sheen Stickland
Chartered Accountants and Registered Auditors
7 East Pallant
Chichester
West Sussex
PO19 1TR

**Solicitors**
Irwin Mitchell LLP
Thomas Eggar House
Friary Lane
Chichester
West Sussex
PO19 1UF

**Bankers**
Barclays Bank plc
74/75 East Street
Chichester
West Sussex
PO19 1HT

## Report of the Chair
## for the year ended 31st March 2024

Stonepillow has had another impactful year, delivering essential services for those in great need within our communities. We empower people at risk of and experiencing homelessness to restore their lives and achieve sustainable independence. Our vision is to prevent all forms of homelessness.

Trustees, staff, volunteers and clients had intended to develop a new strategy at the start of 2024, which will now be in place for 2025 – wisely delayed so that the new Chair, trustees and Director of Services could build up a learning curve upon joining the already strong teams. The new strategy developed weaves in many perspectives and will confidently guide us for 2025-28.

This year has felt unusual in that the recent general election was on the horizon throughout, meaning that a number of statutory funded income strands became more uncertain as the year went on. This inevitably resulted in employment uncertainty for some of our staff, service uncertainty for some clients, and challenges to planning for senior leaders and trustees. We all look forward to clarity arising from a new government.

Inflation has altered the balance of our funding available for service delivery – our utility bills and the cost-of-living for our staff and clients have burgeoned as they have for all sectors. One example is that the bill for food we provide every day for our clients has grown over 184% over the previous two years. Recruitment and retention of staff has been impacted; we understand that there is a wide range of drivers that motivate people to join our team, and we continue to work tirelessly to be an employer of choice. Gaps in our skilled workforce impact clients and colleagues alike and I am grateful for the flexibility and 'extra-mile' demonstrated by staff and volunteers each day.

Good data and data analysis lies at the heart of every effective organisation. Within Stonepillow we have invested in improved data collection systems within our finance, volunteer and client management operations. More remains to be done but the insight they bring is improving our effectiveness and efficiency. One challenge is to maximise gift aid collection, encouraging our donors to gift-aid all donations: to enable this we have improved our systems to make the process as easy as possible.

Throughout the year, our partnerships with wider charitable, business, academic and statutory agencies have remained extremely strong. We work primarily in the Chichester and Arun areas, but our influence has become much wider due to our reputation and experience.

I am grateful to the CEO, her senior leadership team, the staff and volunteers for all that they do and achieve. Each trustee volunteers their skill and experience with great effect and, on a personal level, I am grateful to David Coulthard who chaired the trustees brilliantly for eight months of this year.

*Olivia Pinkney CBE QPM DL (From 25 January 2024)* *David Coulthard (To 25 January 2024)*

**Chief Executive Report**
**for the year ended 31st March 2024**

I would like to thank all Stonepillow staff, volunteers and trustees for their commitment, support and resilience over the last year. Another thank you to our supporters, who have donated goods, money and time to support us during this challenging economic environment. A final thank you to our commissioners, who have demonstrated continued faith and trust in the services we deliver.

We have continued to see a growth in numbers of clients year on year, particularly within our day services (Hubs) and outreach services, which support rough sleepers off the streets. Our hostels and supported accommodation services continue to be fully utilised.

Despite the challenges in recruitment and retention of staff, our teams continue to pull out the stops and deliver high quality person-centred, supportive and kind services. Enabling so many of our clients to find hope and achieve lifechanging outcomes.

We aspired to end rough sleeping by 2024, in line with government expectations. But numbers have continued to grow locally and nationally, with HomelessLink reporting a 12.3% growth in homeless households over the year. Stonepillow worked with over 1000 individuals during this last year: clients have presented themselves with ever growing complexity of needs and life challenges. We have seen significant physical and mental ill health being compounded with long term trauma, substance misuse, ex offending and domestic abuse, which have in many cases led to or are a result of their homelessness status.

The impact of the cost-of-living increases has impacted on our clients' ability to afford or retain homes. This results in people sofa surfing, living in cars and vans and in many cases trying to work at the same time.

For Stonepillow the cost-of-living rises have also placed additional pressures on our budgets, increasing food, utility, building repairs and maintenance costs.

We have successfully and actively influenced some of the wider systemic, strategic and operational agendas. As a result, we have expanded our services for those leaving prison and hospital to enable their timely and smooth transition into accommodation. We have strengthened our services which address health inequalities experienced by those who are homeless, remembering the average age of death for a person who is homeless is 44 years old. We have expanded our women's offer to include a specialist domestic abuse navigator and a move on flat for our women's therapeutic service.

We have expanded our provision of furniture packages to ensure people don't move into empty properties without the furniture they require.

Working with other specialists, we have strengthened access to education, training and employment. Our partnership with the University of Chichester continues to offer placements for clients on the Adversity to University Bridging Course – 35 clients have graduated from this course and nearly half have accessed higher education and successfully achieved their degrees and masters. This is only possible because of the financial donations our supporters give, and its impact is truly life changing.

**Prevent, Relieve, Recover, Resettle and Restore** are the 5 pillars that drive our strategic direction and operational delivery. Going forward we will continue to prevent homelessness, relieve it should it occur and restore the lives of those who have experienced the impact of homelessness including those with multiple and compound needs.

*Hilary Bartle, CEO of Stonepillow*

The trustees are pleased to present their report together with the financial statements for the year ended 31st March 2024.

Legal and administrative information set out on pages 1 and 2 forms part of this report. The financial statements have been prepared in accordance with applicable accounting standards including Financial Standard 102. The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Statement of Recommended Practice for Social Housing Providers 2018, and with the Accounting Direction for Private Registered Providers of Social Housing in England 2022.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

St. Richard of Chichester Christian Care Association (Stonepillow) is a company limited by guarantee. The members of the company appoint trustees at the AGM with one third of the existing Trustee Board coming up for reappointment each year. The number of trustees is flexible. The Trustee Board may co-opt new trustees during the year, but such people have to present themselves for appointment by the members at the next AGM. Trustees elect their own officers annually and appoint a Company Secretary. There are written statements outlining the roles and responsibilities of the Chair of the Trustee Board and of individual trustees, standing orders governing Trustee Board procedures and a Trustee Code of Conduct. All members of the board give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 6 of the accounts. There is a formal induction process for new trustees which aims to provide them with an understanding of the organisation and Trustees are encouraged to undertake any training course relevant to the performance of their duties.

The trustees have joint corporate responsibility for all the activities of Stonepillow but, apart from the statutory obligations that fall directly upon them as a Board, exercise much of that responsibility through controlled delegation. This involves setting policies, arranging for them to be carried out with agreed resources and then monitoring operational and financial performance. Implementation of agreed policies involving day-by-day management of the staff and the work of Stonepillow is the responsibility of the Chief Executive, appointed by the trustees and answerable to them. Long-term strategic development and the yearly update of the Business Plan are discussed jointly by the Trustee Board and the Chief Executive. There is a joint commitment between the Trustee Board and the Chief Executive to carry out the agreed Business Plan. Implementation of project and service development set out in the Business plan is primarily the responsibility of the Chief Executive, monitored through regular progress reports. A Finance and Internal Audit sub-committee acts on behalf of the Board in relation to the regular monitoring of the Association's finances and the preliminary appraisal of other financial matters, including internal procedures, and a Services sub-committee has been set up to monitor the operations of the association.

The trustees confirm that they have complied with their duty under section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission in deciding what activities the charity should undertake.

### Risk management

The charity's activities are subject to a variety of regulations and legal compliance. By applying appropriate governance and management structures, risk is adequately managed. The Board of Trustees acknowledges its ultimate responsibility for monitoring and reviewing the risks Stonepillow faces through a risk register which is scrutinised and updated by the Finance & Audit Committee and the Services Committee on behalf of the trustees. The CEO and the management team are responsible for implementing all practical measures that can be taken to reduce or eliminate the risks identified at that time. The system of internal control is designed to provide reasonable assurance that key business objectives will be achieved, and the charity's assets safeguarded.

Stonepillow identifies the key risks, the likelihood of those risks occurring, their potential impact and the actions being taken to reduce and mitigate the risks. Risks are prioritised using a consistent scoring system.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Risk management

| Key | |
|---|---|
| E | Extreme risk, immediate action. Escalate as an issue. |
| H | High risk, action should be taken to compensate. |
| M | Moderate risk, action should be taken to monitor. |
| L | Low risk, routine acceptance of risk. |

| | STONEPILLOW RISK REGISTER | IMPACT | MITIGATION |
|---|---|---|---|
| | **Governance** | | |
| 1 | The charity lacks direction, strategy and forward planning. | E | H |
| 2 | Board of Trustees fail to have the right skills, knowledge and understanding of the governance structures in place, preventing effective accountability and oversight of regulatory obligations which include the Care Quality Commission (CQC) and Charity Commission. | H | L |
| 3 | Inadequate or inaccurate information is reported to Trustees, resulting in poor quality decision making. | H | M |
| 4 | Negative PR and/or media coverage. | E | M |
| 5 | Failure to achieve a satisfactory compliance rating following a CGC inspection | E | H |
| | **Financial** | | |
| 6 | Finance and resources dependent upon a limited number of contracts. | E | H |
| 7 | Poor contract delivery and service provision. | H | M |
| 8 | Inaccurate financial reporting and ineffective budgetary control. | H | M |
| 9 | Failure to deliver on fundraising ambitions due to lack of coherent fundraising strategy and loss of community commitment. | H | H |
| | **Operational** | | |
| 10 | Lack of clear management structure, leading to uncertainty amongst staff of roles and duties. | H | M |
| 11 | Failure to adhere to Health and Safety regulations, policies and regulatory requirements. Poor security of staff, arising from lack of knowledge of procedures and policies. Action being taken without proper authority, caused by lack of induction/training. | E | E |
| 12 | Failure to adhere to regulatory framework of CQC. | H | M |
| 13 | Employment issues arising from a failure to follow effective policies and procedures to regulate staff and volunteers' activities. Lack of managerial oversight and monitoring of work, conduct and performance. Non-compliance by staff and volunteers with CQC requirements, H&S legislation and regulations. | E | H |
| 14 | Poor disaster recovery and business continuity planning, leading to computer system failures or loss of data, the destruction of property, equipment, records through fire, flood or similar damage. | H | M |
| 15 | Failure to comply with GDPR requirements for clients, staff and donors. | H | L |
| 16 | Nationwide Pandemic. | E | M |
| 17 | Cyber Security. | E | M |

### Remuneration policy

Salaries are reviewed on an annual basis and bench marked against the National Joint Council (NJC) scales. There is no commitment to match the latest scale value, increases are only applied after consideration of financial viability.

## ACHIEVEMENTS AND PERFORMANCE

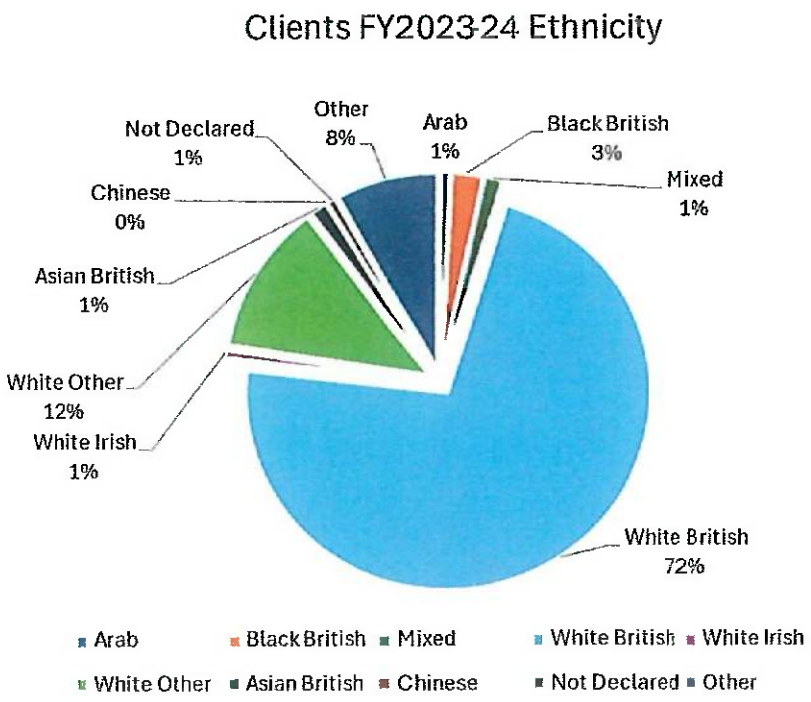
### Stonepillow - who we are

### Clients

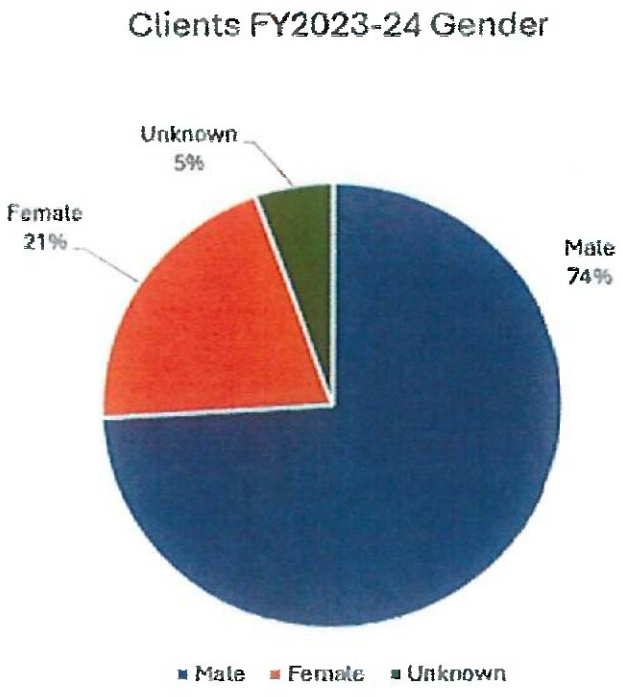
Homelessness services are essential to providing a safety net for those in the community who are vulnerable and do not have a secure place to reside due to a variety of reasons. Stonepillow places all clients at the heart of what we do, with support planning coproduced between keyworker and client. A client once said *'It's not me who is complex, but the services around me'*; the partnerships we establish aim to make wider service provision more accessible and integrated, to enable a smoother journey for clients needing to navigate their way through them.

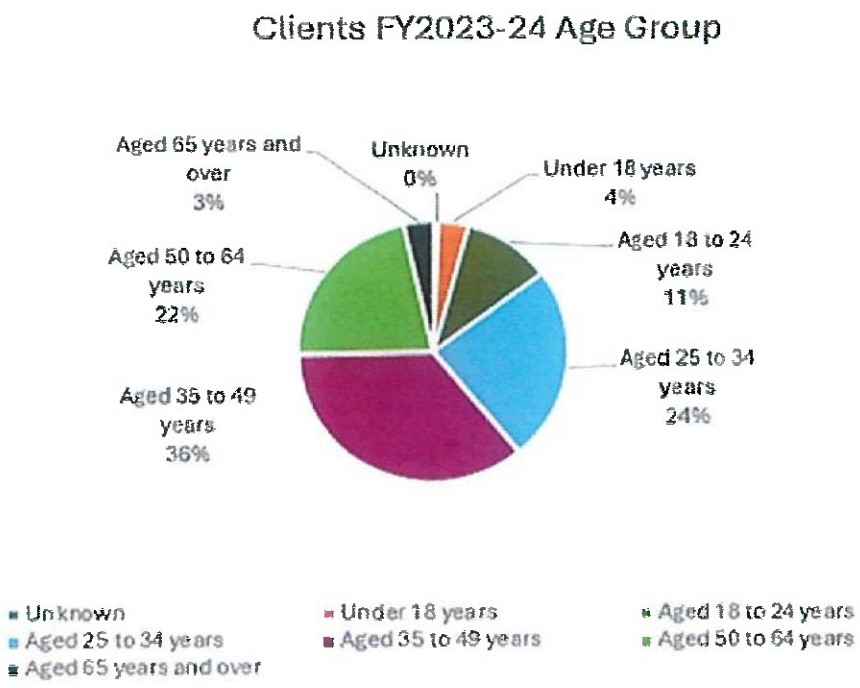
Stonepillow are committed to an enabling and empowering person-centered service model. Staff are trained and skilled in this approach. The values of the organisation reinforce this approach by expecting all staff to live the values set out. However, we can always improve, and a key objective within the 3-year strategy is to improve how clients can be meaningfully involved at all levels of the organisation. In particular, we have made huge steps in regard to their involvement in the governance of the charity, with an ex-client appointed to the board and the client engagement work underway. This will provide us with a roadmap to achieving full engagement and involvement throughout our governance, strategies and operations.

### Demographics - our clients in 2023-24

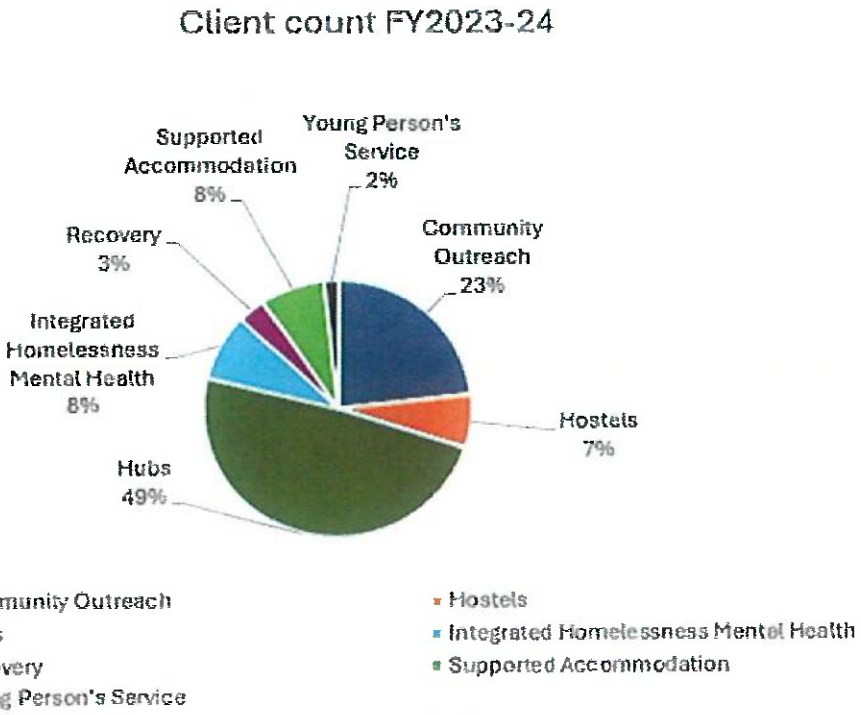


## ACHIEVEMENTS AND PERFORMANCE



## ACHIEVEMENTS AND PERFORMANCE




### Staff

On average over the financial year FY23-24, Stonepillow employed 82 staff (FY22-23 - 83), with additional full time equivalent relief hours worked over the year equating to 9 full time staff (FY22-23 - 5) to cover for staff sickness and holiday.

We continue, together with the rest of the social care sector, to experience significant challenges relating to the recruitment and retention of staff in the wake of events such as the pandemic and the ending of the freedom of movement following Brexit, which resulted in a reduction of half a million potential applicants who became economically inactive.

The impact has been a sharp increase in vacancy rates in the sector, with increasing competition in recruitment with other sectors such as hospitality and retail, creating pressures on recruitment and retention of staff. The skills shortages in the adult social care workforce have resulted in an increased reliance on expensive agency workers which has substantially increased our operating expenses. To mitigate this, we have entered a partnership with an organisation who have significant recruitment expertise in the sector and with them will build and train a relief team, embedding Stonepillow values to provide the same high standards of support that our permanent staff deliver for our clients. In addition to improved delivery standards, we anticipate seeing our agency costs reduce as an increasing proportion of the relief shifts are undertaken by this newly developed relief bank. This will enable us in time to gain greater control over our increasing staffing costs, and ensure we have the capacity for growth.

The complexity of our clients' support needs continues to increase, which means we need to ensure additional support in managing the staff's own mental wellbeing. We have introduced an improved Employee Assistance Programme offering up to 8 in-person counselling sessions for each member of staff per issue, provided access to wellbeing sessions from local providers and increased our provision of reflective and clinical supervision to support staff. In addition, to help with the cost-of-living crisis, we continue to provide a cashback scheme for medical expenses and access to a wide range of discounts.

We held a staff away day in May 2024 to involve our staff in the drafting of our new strategy. We continue to use staff surveys to understand how we can improve the employee experience.

## ACHIEVEMENTS AND PERFORMANCE

### Volunteers

Volunteers play an important role in the operation of Stonepillow and the key to this is that equality is embedded in our culture. This means that everyone is treated the same and their place in the team carries equal standing and respect. Stonepillow has 120 active volunteers who during the financial year provided over 22,000 hours of their time.

Our Social Enterprise would not be able to provide the service it does without the commitment and hard work of our volunteer team, who assisted with:

- Shop sales.
- Answering our donation hotline.
- Providing support on our vans for both deliveries and collections.
- Greeting donors
- Stock rotation.
- Sorting donations for sale via the best income stream
- Supporting and mentoring other volunteers.

In our hubs and hostels:

- Cook for our clients, using their creativity to put together meals from food donations, often with help from our clients.
- Support our clients by helping to create a safe and welcoming environment.
- Contribute differing specialist skillsets, such as hairdressing and providing haircuts for our clients.

Individual volunteers also make a valuable contribution to our fundraising and food donations. This can include bucket collecting in all weathers, assisting at fundraising events, collecting donated food from local shops, gardening and decorating. Corporate volunteers help with maintenance projects in our service and provide a valuable resource in our warehouse.

## ACHIEVEMENTS AND PERFORMANCE

### Operations

Following the ongoing strategic review that Stonepillow's senior leadership team have been undertaking in collaboration with our board of trustees, all operations at Stonepillow now fall under one or more of these five pillars of support. We

- **Prevent** homelessness and rough sleeping through supporting people early to retain their homes or make positive and planned moves. We work with young people leaving care and with unaccompanied asylum-seeking children, providing accommodation for them to avoid homelessness.
- **Relieve** the suffering of those who find themselves homeless or with nowhere stable to live through provision of basic needs e.g., showers, laundry, food, and crisis support, as well emergency or temporary accommodation.
- **Recover** our client's health, wellbeing and independence through focused casework addressing the root causes of a person's homelessness or insecure housing.
- **Resettle** into new, sustainable supported or independent housing.
- **Restore** lives; preparing clients to be tenancy ready, with the skills they need to live independently, and equipped to reintegrate into the community.

These pillars enable us to focus on and communicate the breadth and depth of the work that we undertake with some of the most vulnerable people in our community.

## ACHIEVEMENTS AND PERFORMANCE

### Highlights and Challenges

In the last year Stonepillow has continued to provide vital support to adults experiencing homelessness, those at risk of homelessness and looked after young people, to empower them to build their lives and achieve sustainable independence and wellbeing. We accommodate up to 115 people on any given night within our range of accommodation services that meet the varying multiple and complex needs of those we support.

Across all our services we supported over 1000 people in the past year, 214 of whom were women. This encompasses both accommodation support services and our wider outreach and specialist support teams. Across all services, frontline staff strive to end rough sleeping in the areas where we work, and to support individuals to overcome barriers to take steps towards living independent lives and achieving their potential.

Stonepillow has identified the need to build upon our first pillar: the prevention of homelessness. National statistics suggest that around 25% of those experiencing homelessness have at some point been in care. We are committed to significantly lowering this statistic by providing holistic assessment and wrap around, individualised support, creating effective pathways for young people. For this purpose, in 2021 we successfully bid for two West Sussex County Council accommodation and support services for age 16-17 older looked after children and care leavers; and in April 2022 opened both new services in Chichester. These provisions are in addition to our already established young people's service in Littlehampton which supports unaccompanied asylum-seeking young people aged 18-24.

The focus on prevention has also led us to establish a Pathways Home team, commissioned by Chichester District Council and supporting households that are struggling with rent, mortgages, tenancies and debts, many due to the cost of living, that could result in their eviction. Over the last 12 months our Pathways Home team have supported 64 households in the community to manage debt and avoid evictions.

Another focus of the last year has included strengthening our client engagement. Stonepillow places all clients at the heart of what we do, and we are committed to the continual improvement of clients' meaningful involvement at all levels of the organisation. We have reviewed our engagement processes with clients to ensure that we are capturing their voice at every stage of our involvement with them, from induction through to exit interviews. We have also approached a local lived experience charity to conduct an analysis of how Stonepillow currently captures client engagement, what actions we can take to improve this and to consider our next steps; including having an outside partner organisation take on the role for us. This would ensure we are as objective as we can be in relation to client engagement and co-production.

We strive to support every individual with their journey to independence and positive wellbeing in a way that is meaningful for them. No journey is the same and the voice of the individual is always at the heart of what we do.

The nature of the service we deliver at Stonepillow requires us to work in partnership with a range of local and national organisations. Collaboration ensures wider support is integrated into our pathway and accessible to our clients. This means that clients experience a smoother journey when navigating through the complexity of often many different service providers. They have often told us that they find having to do this a huge barrier to successful recovery. Regular services/groups are provided in our hubs include CDC/ ADC Housing Options, NA/ AA, Change Grow Live (substance misuse service), Confide Counselling, Samaritans, GPs, and Hepatitis C Trust clinics. Haircuts are also offered monthly to clients by Haircuts for Homeless.

The past year has not been without challenges, with upwards of 1000 people needing to access our support. The increasing need for homelessness support within our local community, coincides with a nationally recognised rise in general health and mental health needs, and at a time when statutory services are also under increased pressure.

In preparation and response to these challenges, we at Stonepillow have developed an Integrated Homelessness and Mental Health team to strengthen our mental health support for clients. This involves navigating the complexities of statutory services. We have navigators who work with alcohol related brain damage, substance misuse and wellbeing and a support worker based in our local hospital picking up clients who present as homeless and with a range of health and mental health needs. We have also a service supporting our staff teams who are increasingly at risk of vicarious trauma through decompression support after any incidents and through reflective practice sessions.

## ACHIEVEMENTS AND PERFORMANCE

Following receiving funding from Changing Futures Sussex (CF), part of the national Changing Futures programme funded by The Department of Levelling Up, Housing and Communities (DLUCH) and The National Lottery Community Fund, we have successfully recruited a CF Homelessness Navigator, and a Homelessness and Domestic Abuse Navigator. Our Changing Futures Navigator works in partnership across our communities to deliver meeting the needs of the most vulnerable people, experiencing multiple disadvantage: defined as people who experience three or more of homelessness, current or historical offending, substance misuse, domestic abuse, and mental ill health.

### Client serices and support overview

**Day Hubs: Chichester and Bognor Regis**
Stonepillow day hubs provide support and advice for people who are rough sleeping, homeless or placed in temporary accommodation. For most clients they are the first point of contact for people accessing Stonepillow services. Dedicated support workers are available to give help and advice to those who are homeless or at risk of becoming homeless. The hubs offer a range of facilities including meals, hot drinks, a GP surgery, showers, laundry, accommodation referrals, and signposting and referrals to other services such as alcohol and substance treatment and mental health services all of whom are co-located within our hubs.

In partnership with Chichester and Arun District Councils our hubs also operate Severe Weather Emergency Provision (SWEP). When the temperature is predicted to drop below zero degrees for three consecutive nights the hubs provide emergency accommodation overnight for rough sleepers. From January - March 2024, Stonepillow operated SWEP 9 times across Chichester and Bognor Regis. Many rough sleepers accessed this service, some on several occasions, and were given food and a warm and safe place to sleep.

### Rough Sleeper Initiative (RSI)

Funded from central government to deliver the DLUHC goal of prevention, in the last year our team of RSI specialist support workers have supported 215 individuals in total across Chichester and Arun districts. The RSI team provide person-centred support to those that are rough sleeping, those with co-occurring mental health and substance misuse, and those who require prevention support to remain within their current home.

### Housing First

Housing First is a person-centred, evidence-based approach to supporting homeless people experiencing multiple complex needs who have histories of entrenched or repeat homelessness and rough sleeping, to live in their own homes. It has been widely adopted across the US and Europe and increasingly in the UK. Currently part funded by The Henry Smith charity and Garfield Weston, we provide support through the principles of Housing First; including prioritising access to housing as quickly as possible without waiting until the person has stabilised or progressed through standard homelessness routes. This support offer is for life. Housing First has continued to be successful in supporting 21 clients with a history of rough sleeping and multiple complex needs. Of those 21 clients, 6 have graduated to a full tenancy.

The savings to the public purse of one successful Housing First placement are estimated at around over £30,000 per annum.

### Accommodation for Ex-Offenders (AFEO)

Last year we continued the service commissioned by CDC and ADC to support ex-offenders leaving prison who have no support or accommodation, and no access to local authority housing, to enable a smooth transition into appropriate housing. Without this support, rough sleeping and reoffending is likely. Our 3 dedicated Stonepillow workers help clients resettle into the community, completing assessments and personal housing plans, and facilitating support for mental health, substance treatment, budgeting, wellbeing, and gaining employment; ultimately to secure private rented sector (PRS) accommodation and sustain a tenancy. The team have now supported 158 individual prison leavers, 32 to secure private rented sector (PRS) tenancies which is a significant achievement in consideration of the rising cost of PRS and limited PRS availability. 68 individuals were supported to access temporary accommodation and 22 returned to live with friends and family following positive reconnection.

We have built strong partnership with prisons and probation services and continue to build partnerships with private landlords.

## ACHIEVEMENTS AND PERFORMANCE

### Integrated Health Team

Stonepillow's Integrated Health Team is led by our Integrated Homelessness Mental Health Manager and consists of two substance misuse and wellbeing support workers, funded by the Rough Sleeper and Alcohol Treatment Grant, and two Changing Futures specialist support workers, including specialist support for those experiencing homelessness and/or domestic violence, an ARBD navigator and a navigator based at the local hospital. Our Changing Futures Support Workers are funded through the Sussex-wide Changing Futures programme, awarded to improve the way that local systems and services work for adults experiencing multiple disadvantages. The aim of the programme is to create an environment where these individuals can receive flexible, trauma informed, person-centred support when they need it, leading to increased periods of stability and more opportunities to make positive changes in their lives.

### Two 24-hour hostels, Chichester and Bognor Regis

Stonepillow has two 24/7 residential hostels in Chichester and Bognor Regis providing accommodation to a total of 27 residents.

In the last year 107 individuals have accessed accommodation and support in a safe and stable environment (an increase of over 33% on the previous financial year). We provide intensive support to enable clients to stabilise and move on to more suitable accommodation. Clients have often lived chaotic lives - they may have alcohol or drug issues, mental health issues or offending backgrounds. Each has a dedicated support worker to assist them with identifying areas in which they need support.

Adjacent to our Chichester hostel, Hicks House offers 12 self-contained studios. Hicks House provides accommodation and support that recognises the need for longer term temporary accommodation and intensive wrap around support, typically up to 2 years, for those with multiple and complex needs. Last year Hicks House supported 32 individuals, an increase of over 50% compared to the previous year.

### Supported accommodation

Stonepillow provides move-on accommodation in Chichester, Bognor Regis and Barnham from 10 properties that accommodate a total of 39 individuals. Our portfolio includes a specialist women's therapeutic project and 4 single person

Supported accommodation is offered to clients moving on from hostel or emergency accommodation towards a greater level of independence. Staff prepare clients for independent living; to manage and sustain a license or tenancy agreement, looking at housing options, personal budgeting, securing employment, training, education or volunteering opportunities and getting involved in community activities. They help clients secure sustainable and appropriate move-on accommodation and achieve positive personal health and wellbeing outcomes.

Clients usually stay in supported accommodation for up to 2 years. In the last year 11 clients have been supported to move into their own tenancies.

## ACHIEVEMENTS AND PERFORMANCE

### Recovery Service

Stonepillow Recovery Service is a CQC registered service located in Bognor Regis.

The 12 bed Recovery Service is the only provision in West Sussex that uses an abstinence-based model of accommodation and support for people who are tackling their substance misuse and addiction. Working in close partnership with Turning Tides and Emerging Futures, structured support is provided to maintain abstinence and to rebuild lives through group sessions, volunteering, education, and training. Activities are client-led and a trauma-informed, collaborative approach is effectively embedded into its ethos. For example, there is an art room in the service set up by the residents as a space for creativity and relaxation. Residents have been successful in engaging with local galleries. There is a strong connection with Chichester University with residents attending their 'Adversity to University' bridging course and often moving onto an undergraduate degree course.

The service also includes three move-on houses to allow residents to move to the next stage of independence whilst remaining supported by staff.

In 23-24, we had 19 successful completions within the Recovery Service. From a total of 10 clients who relapsed in 22-23 in this reporting year we only had 3, indicating an increase in successful outcomes for the service. In September 2022 the Recovery Service received its first inspection by the Care Quality Commission (CQC), receiving a Good overall outcome, recognising the dedicated support of staff and the safe and effective support the recovery service provides. We are awaiting our next inspection from CQC.

### Resource Hub

Located adjacent to Bognor Hostel, The Resource Hub provides a multi-agency response to single homeless people that focuses predominantly on promoting health and well-being with a particular focus on alcohol treatment and therapeutic services, while also addressing housing, social support, employment, education, and life skills. The majority of our services are appointment only, with multiple partnership agencies providing group sessions to support health and wellbeing, alcohol and substance recovery, training workshops and support for those who have experienced domestic and sexual violence.

In the last year the range of support sessions and groups have been attended over 2500 times. A GP service, IT suite and confidential 1:1 room for counselling services are also available.

### Young People

Stonepillow provides 2 separate locations in Chichester that offer accommodation and support to older looked after children and care leavers aged 16-17 who are under the care of WSCC. Adhering to a trauma-informed model of support, the young people's service partners with Child and Adolescent Mental Health Services (CAMHS), CGL, and other providers to offer a fully holistic approach. During the financial year 2023/24 over 70% of the young people we supported were engaged in education, training, or employment, providing focussed goals to build a life of wellbeing and independence. Those not engaged in education, training and employment are encouraged to identify individual meaningful goals, with person centred support to identify steps to achieve positive outcomes.

In addition to our 2 new young people's services in Chichester, our established unaccompanied asylum-seeking Children (UASC) service in Littlehampton provides support and accommodation for up to 10 individual unaccompanied asylum-seeking young people aged 18+, also on behalf of WSCC. While their claim for leave to remain is processed, they are cared for by a local authority. Support is provided to settle and engage within the community, access education and support with budgeting and tenancy sustainment.

## ACHIEVEMENTS AND PERFORMANCE

**Operations - Statistics**

| Project/service provided for our community | 2021-2022 | 2022-2023 | 2023-2024 | Primary focus os support |
|---|---|---|---|---|
| **Total clients supported by our charity** | 954 | 1,113 | 1,094 | Homelessness, prevention and intervention |
| **Community Outreach clients (RSI, AfEO, DD, Housing First) – total clients** | 325 | 392 | 376 | Rough sleepers |
| RSI & DD | 301 | 295 | 225 | Rough sleepers in the community |
| AFEO | 30 | 110 | 158 | Ex-offenders in the community |
| Housing First | 23 | 19 | 21 | Rough sleeping/ multiple ans complex needs clients |
| **Integrated mental health - total clients** | 39 | 115 | 135 | |
| Substance Misuse & Wellbeing | 1 | 32 | 80 | Additional support for clients with substance misuse and mental health issues |
| Integrated mental health practitioner | 14 | 62 | 29 | Mental health therapy |
| Changing Futures | 0 | 10 | 30 | For clients who experience three or more issues: homelessness, offending, substance misuse, domestic abuse, and mental ill health. |
| WSCC Specialist workers, including HARP, ARBD project | 25 | 35 | 20 | Clients with ARBD and regular stays in hospital |
| **Hubs – total clients accessing across Bognor Regis and Chichester Hubs** | 776 | 848 | 788 | First point of contact for self-referral for support, provision of facilities and sessions |
| **Supported Accommodation – total clients supported** | 110 | 123 | 124 | Those moving on through the pathway to lower level support |
| Pathways Home Floating Support | 47 | 64 | 61 | Those at risk of losing their homes |
| Supported Accommodation | 64 | 63 | 68 | Provision of accommodation with support to enable clients to move on to private accommodation |
| **Recovery - Drug and Alcohol rehabilitation service** | 46 | 47 | 44 | |
| **Hostels - Short term first stage accommodation** | 89 | 86 | 107 | |
| **YPS - Young Person Service** | 12 | 34 | 28 | |

## ACHIEVEMENTS AND PERFORMANCE

**Operations - Statistics**

| Intervention. Support project or service closed - move ons | 2021-2022 | 2022-2023 | 2023-2024 | |
|---|---|---|---|---|
| Total number of positive move ons | 352 | 375 | 376 | |
| Total number of neutral move ons | 264 | 376 | 386 | |
| Total number of negative move ons | 34 | 68 | 62 | |
| | | | | |
| **Stonepillow accommodated clients – move ons** | | | | |
| Total number of support units of accommodation across Stonepillow | 101 | 120 | 115 | Including SA, Recovery, YPS, Hostels units. Tenancies can last up to 2yrs in SP accommodation or even longer if no move on options are available to meet client needs. |
| Clients moved on from SP accommodation into private rental accommodation or owner-occupied accommodation | 13 | 12 | 8 | |
| Clients moved on from SP accommodation into social landlord tenancies | 8 | 22 | 23 | |
| Moved on to alternative temporary accommodation either within Stonepillow or external provision | 49 | 47 | 60 | |
| Staying with friends or family | 20 | 11 | 8 | |
| Returned to previous home | 4 | 2 | 1 | |

| Identified issues requiring intervention in FY2023-24 | |
|---|---|
| Clients added to waiting list or received help or treatment for mental health | 447 |
| Client affected by domestic abuse | 94 |
| Client referred to or receiving treatment for substance misuse | 419 |
| Clients known to be or have been a rough sleeper | 353 |

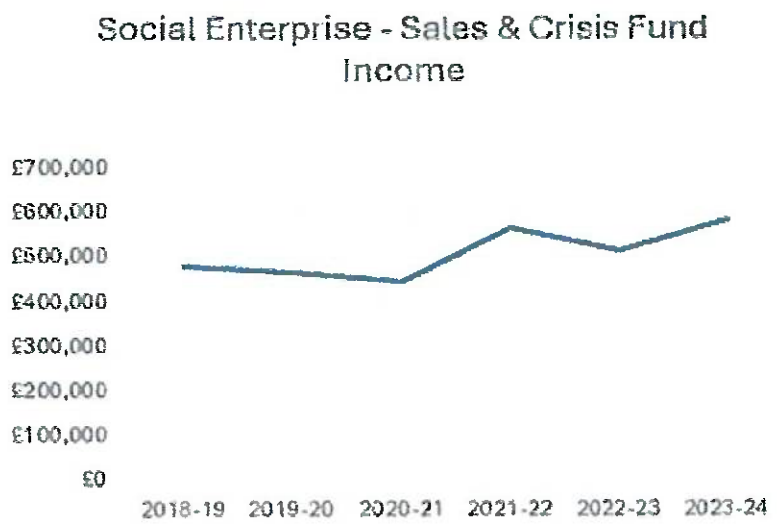
**Restore - Social Enterprise**

Restore remains imprtant to the Stonepillow mission, it provides:

- Supported volunteering, upskilling, and work opportunities to our clients.
- Generates an unrestricted revenue stream to help support our core services.
- Offers and interface with the wider community who support us.
- Assistance to clients moving into independence.

## ACHIEVEMENTS AND PERFORMANCE

Yearly growth of restore




2023-24 is the first full year of trading in the new shop which opened in January 2023. The conversion of the previous shop into a donation's hub has helped us generate additional income. This growth will be sustained by increasing the percentage of gift aided donations. During 2023-24 Restore generated gift aid of £27,345.

The social enterprise operates through a team of both paid employees and volunteers, all playing a vital part in keeping the shops open, greeting donors, collecting donations and delivering sold items with our two vans. Restore also offers crucial work and volunteer opportunities to not only our clients, but also external volunteers paying back to the community or seeking work experience when others may not be willing or able to provide the opportunity. Restore has engaged volunteers from those furthest from employment; from Ford Open Prison, community payback, or referred by the Job Centre; helping to build confidence in individuals and their ability to socially interact. Volunteers have contributed over 20,000 hours at Restore over the course of the financial year 2023-24.

An important function of Restore is to provide furniture to other Stonepillow services and clients, often helping clients move into their own independent property. In addition, we fulfil crisis furniture grants on behalf of both Arun and Chichester District Councils. This is an emergency provision for both individuals and families. From July 2023 this provision extended to Adur & Worthing Borough Council.

In 2023-24 Restore again generated sales of:

- Shop & Online £485,356 (previous year £491,189).
- Crisis Grant income £95,503 (previous year £58,555).

In addition to these outcomes Restore has a positive impact on our environment by recycling materials and reducing wastage. This aligns with our mission and vision as well as aligning with the purpose of Restore; to increase Stonepillow's own unrestricted income.

## ACHIEVEMENTS AND PERFORMANCE

### Fundraising and Communications

This year kicked off with Stonepillow joining in local celebrations at Chichester Pride and Chichester Gala, raising awareness and funds for the charity. We were delighted that both Seaford College and Oakwood Preparatory School took up the challenge to host their own Big School Sleep Outs in May – offering their children and families a unique opportunity to empathise with the plight of rough sleepers whilst having fun together and raising vital sponsorship income.

July saw our annual football tournament hosted at Arun Sport Centre, which provided a wonderful opportunity to involve staff, clients and supporters together and showcase the skills of client football team the 'Breen Machines'. And of course, the Big Sleep Out took place in October at Chichester Cathedral; as always, an inspiring event in which 80 sleepers participated and raised, together with the school sleepers, over £15,000 for our charity. Thank you to all the performers who freely gave time to entertain sleepers and supporters – there are too many to mention!

We are hugely grateful to all our supporters who use their time, skills and networks to fundraise for us – these are too many to mention all, but particular thanks this year to Naomi Dekker, who hosted an evening with the South Downs Soloists in July, at the Woolpack Inn in Fishbourne, a Stonepillow partner throughout the pandemic, for hosting their annual Woolstock event in aid of us in June – Stonepillow staff very much enjoyed getting behind the outdoor bar and pulling a few pints! The Regis Hair Salon for their fundraising day, Bosham Inn for their 3-month charity partnership; the Itchenor Society, Nurseplus, the Wittering Quilters, Midhurst Rother and Chris Merrien who rallied his church group to carol sing at Chichester Festival Theare, raising over £3000. We would also like to thank all the businesses in our local area whose sponsorship and support in other ways has been invaluable; with special mentions this year to Barratt Homes, Sanctuary Spa, Wiley, Chichester Racquets and Fitness Club, Kiwi Recruitment, V2 Radio, Everyone Active and Quality First.

As the impact of cost-of-living crisis kicks in individual giving continues to be a challenge as fewer people are giving regularly – a pattern echoed across the sector. However, those that do give, give more – and this has cemented our commitment to focussing growth potential on our major donor strategy. December also saw the roll out of new branding and a new website thanks to Flintlock Marketing. Improved ease of donating online combined with an effective winter campaign saw a huge influx in donations during December, as well as a growth in direct debit giving, which shored up our end of year results. Strong support was also forthcoming from trusts and foundations – funders and grants listed on p22. We were delighted with a final fundraised income total of £602,052 against a budget of £547,930.

Our communications team continues to make strides forward in better communicating our activity and our impact. During this reporting period, **LinkedIn** following grew from 381 followers to 1137, an increase of 198%. **Facebook** following grew from 3503 to 4043 and **Instagram** from 1223 followers to 1632. The community love to hear our client stories, and 3 went viral on **Facebook**, totalling over 275,000 views and over 4,000 engagements. Our 4 supporter newsletters had an average open rate of 37.1%: significantly higher than the non-profit industry average newsletter open rate of 25.9%.

## FUTURE PLANS

### Our Mission Statement

Stonepillow support and empower homeless and vulnerable people to achieve sustainable independence and wellbeing.

### Our vision

Working in collaboration with our clients, communities and stakeholders, we will end rough sleeping and support people from homelessness to home. We will do this by:

- Providing wraparound services which put the client at the heart of what we do.
- Providing safe, secure, high-quality accommodation and support.
- Strengthening the client pathway by understanding the gaps in provision and proactively responding to them.
- Enabling clients to achieve their journey to recovery, wellbeing and sustainable independence.

## FUTURE PLANS

### Our core values

As an organisation, we are committed to:

- **Being client focused** - putting clients at the heart of what we do and engaging with them to actively participate at all levels of the charity.
- **Working collaboratively** - working with clients, local communities, stakeholders and partners to reduce homelessness and end rough sleeping.
- **Valuing diversity** - in our clients, staff, volunteers, trustees and communities.
- **Innovation and quality** - delivering high-quality services which evidence value for money and positive outcomes of clients.
- **Being professional, respectful and kind** - when delivering services to clients, when working with our communities and in our behaviour towards each other.

### Our Objectives

To enable, empower and effectively respond to the needs of present and future clients by building them into our strategic planning process. We will do this by:

1. Delivering a high-quality, outcome-focused client pathway which enables successful recovery and independence for all.
2. Demonstrating strong organisational governance, accountability and leadership which drives forward the Stonepillow vision.
3. Having a skilled and motivated workforce.
4. Expanding and developing our Social Enterprise opportunities.
5. Strengthening partnerships and postive relationships with communities, voluntary and statutory agencies to deliver a wider wellbeing agenda to the vulnerable and those in need.
6. Being financially viable.
7. Delivering effective Fundraising and Communications strategies.
8. Delivering our Volunteering strategy which engages, supports and values all volunteers.

## FINANCIAL REVIEW

The financial result for the year was a deficit of £162,449.

The main contributing factor was the continued difficulties in recruitment, causing increased recruitment costs and the need to utilise agency staff to cover vacancies and absences. The cost of agency staff was 1.8 times more per hour than our own staff. Agency cost during the financial year was £335,985, (2022-23 £412,089).

Moving forward we are looking to work with a recruitment agency who will take on the management of our staff cover. With the reduced hourly charge agreed, we envisage savings on the cost of staff cover.

### Financial management policies

The main financial management policies applied by the Charity are to:

- Enter each financial year with a balanced budget or sufficient cash in reserves to cover any projected deficiency.
- Monitor the monthly out-turn against that budget through detailed management accounts.
- Monitor the monthly cash flow position.
- Ensure that any new projects are adequately funded before being implemented.
- Ensure that any contract work makes an adequate contribution to the administrative and managerial overheads.
- Find replacement funding for grants before their cessation date.

## FINANCIAL REVIEW

### Policy on reserves

The policy of the trustees is to aim to hold liquid reserves up to a maximum of 6 months' total expenditure. It is recognised that this is important to help ensure service continuity in the event of any income stream being changed.

The unrestricted reserves of the Charity are held to meet deficiencies in the provision of services between one year and another and to even out cash flow variations within the year. Reserves may also be used to support activities which are inadequately funded on a temporary basis pending the receipt of fresh funding. The major financial risk faced by the Charity is disruption to its cash flow by a major funder being unable to make payments when due. On 31st March 2024 our liquid reserves would cover 2.8 month's expenditure.

The reserves are calculated monthly by the management team and formally agreed on a quarterly basis by the trustees. Any adverse impact on the reserves will be notified to the trustees immediately.

### Asset cover for funds

Note 14 sets out an analysis of the assets attributable to the various funds and Note 15 a description of the restricted funds. The assets are sufficient to meet the charity's obligations on a fund by fund basis.

### Future Plans & Income Concerns

The financial impact of the cost-of-living crisis caused by global conditions and following on from the pandemic makes for an uncertain financial future from both government income and our own income generation. Our concerns are: -

- Future government grants may be reduced as the government looks to make savings, help fund salary increases and absorb the impact of the rise in inflation in their expenditure.

- Income from individuals, together with fundraising event income is currently lower than pre-pandemic levels and this appears to be the current trend. All charities are experiencing this trend and this has made fundraising difficult and is likely to continue as individuals are impacted by the cost of living crisis, including high inflation, all of which will affect the level of individual giving.

- The impact of inflation increasing will result in higher expenditure. Energy, repair & maintenance and food costs are a concern.

- Recruitment and staff retention across all sectors is difficult and this could ensure. The impact on Stonepillow is the high cost and increased use of agency staff.

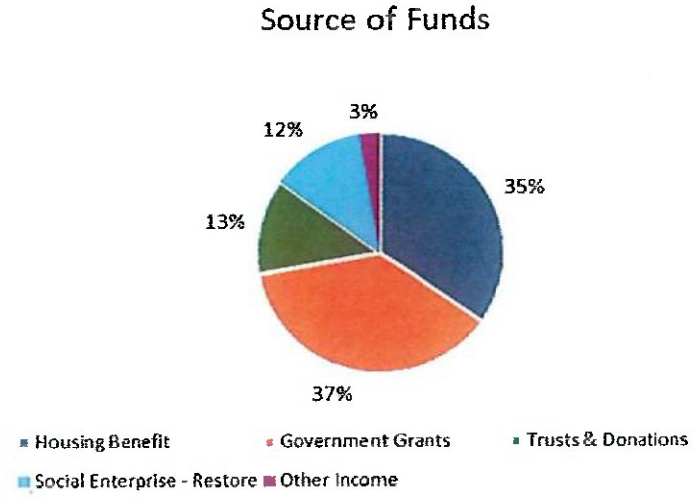
- Housing Benefit – This is our largest income stream and remains a concern as it could be an area our government could again target. Should a cap be introduced a 25% decrease would amount to a reduction in income of £414,051 per annum. The Government are reviewing the structure / criteria for payments; it is not yet known whether this will impact us.

## FINANCIAL REVIEW

### Sources of Funds and their Deployment

Our principal funding sources in the year were as follows:

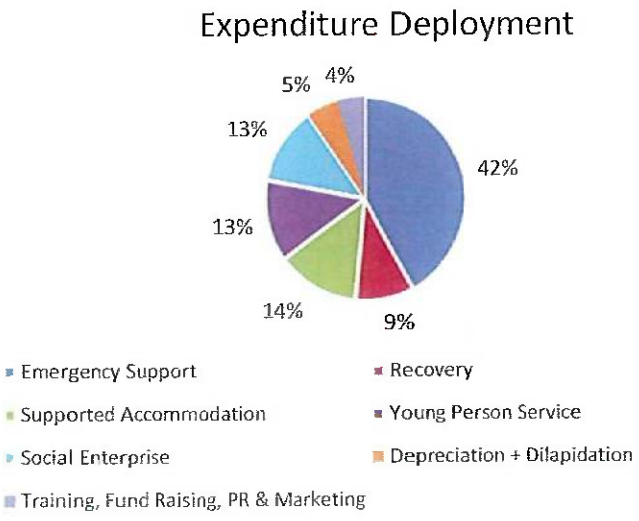
| | |
|---|---|
| Housing Benefit | £1,656,206 |
| Government Grants | £1,780,482 |
| Trusts and Donations* | £612,437 |
| Social Enterprise - Restore | £580,859 |
| Other Income | £127,397 |




* **Note:** Trusts and Donations includes Fund Raising.

Our expenditure in support of our key objectives was as follows:

| | |
|---|---|
| Emergency Support | £2,077,932 |
| Recovery | £457,739 |
| Supported Accommodation | £662,444 |
| Young Person Service | £641,469 |
| Social Enterprise | £612,292 |
| Depreciation and dilapidations | £249,305 |
| Training, Fundraising, PR & Marketing | £218,648 |



## FINANCIAL REVIEW

### Trusts and Grants support

We gratefully acknowledge financial support received either in the year to 31 March 2024, or before or after the year but relating to our work for that year, from the following trusts, foundations and businesses:

| Trust or Business | Amount |
|---|---|
| Henry Smith Charity Trust | £73,800 |
| National Lottery | £68,340 |
| National Lottery | £60,000 |
| Henry Smith Charity Trust | £59,100 |
| National Lottery | £32,793 |
| East Sussex Community Fund | £28,481 |
| Sussex Community Fund | £20,000 |
| Ernest Kleinwort Trust | £18,535 |
| Clothworkers Trust | £17,800 |
| Garfield Weston Foundation | £15,000 |
| Brighton & Hove City Council | £7,150 |
| Albert Hunt Trust | £7,000 |
| Patricia Routledge Foundation | £5,000 |
| VAAC | £2,600 |
| Arun & Chichester Citizen Advice | £2,160 |
| Arthur Williams Trust | £2,000 |
| PCC Sussex | £1,950 |
| Sainsbury's | £1,500 |
| Bassil Shippam Trust | £1,000 |
| Bernadette Trust | £1,000 |
| David Hunt Trust | £1,000 |
| Jacaranda Trust | £1,000 |

## STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of St Richard of Chichester Christian Care Association for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period. 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 Registered Social Housing Providers SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## DISCLOSURE TO AUDITORS

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

## AUDITORS

Sheen Stickland were appointed auditors to the company during the year. A resolution proposing that they be reappointed will be put to the Annual General Meeting.

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

Approved by the Trustees and signed on their behalf by:



Olivia Pinkney CBE QPM DL - **Chair of Stonepillow Trustees**

Date: 26th September 2024

**Opinion**
We have audited the financial statements of St Richard of Chichester Christian Care Association for the year ended 31st March 2024 on pages 26 to 37. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31st March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year 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 Companies Act 2006 and the Accounting Direction for private registered providers of social housing in England 2019.

**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 Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company's ability to continue as a going concern for a peiod of at least twelve months from when the financial statements are authorised for issue.

Our responsibilites and the responsibilites 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 statement and or Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and 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 statement 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 fianncial 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 information, we are required to report that fact. We have nothing to report in this regard.

**Opinion on other matters prescribed by the Companies Act 2006**
In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**Matters on which we are required to report by exception**
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Responsibilities of Trustees**

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 the trustees 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 charitable company'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 charitable company 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 a Report of the Independent Auditors 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.

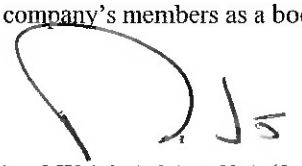
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting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

- Enquiry of management, those charged with governance and the entity's solicitors around actual and potential litigation and claims.
- Reviewing minutes of meetings of those charged with governance.
- Auditing the risk of management override of controls including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.
- Reviewing financial satement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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. This description forms part of our Report of the Independent Auditors.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Paul Wright FCA DChA (Senior Statutory Auditor)
for and on behalf of Sheen Stickland
Chartered Accountants and Registered Auditors
7 East Pallant
Chichester
West Sussex
PO19 1TR

Date: 26th September 2024.

## Statement of Comprehensive Income
## for the year ended 31st March 2024

| | Notes | 2024 £ | 2023 £ |
|---|---|---|---|
| **Turnover** | 2 | 4,749,699 | 4,315,951 |
| Operating expenditure | | (4,919,830) | (4,438,401) |
| **Operating (deficit)/surplus** | 4 | (170,131) | (122,450) |
| Interest receivable and similar income | 5 | 7,682 | 827 |
| **Total Comprehensive (Deficit)/Income for the year** | | (162,449) | (121,623) |

### Statement of Changes in Reserves

| | 2024 Income and Expenditure Reserve | 2023 Income and Expenditure Reserve |
|---|---|---|
| Balance at 1 April 2023 | 2,982,576 | 3,104,199 |
| (Deficit)/surplus from Statement of Comprehensive Income | (162,449) | (121,623) |
| Transfers | - | - |
| Balance as at 31 March 2024 | 2,820,127 | 2,982,576 |

All income and expenditure arise from continuing activities.

The notes on pages 29 to 37 form part of these financial statements.

The financial statements were approved by the Board of Trustees and authorised for issue on 26TH SEPTEMBER 2024 and were signed on its behalf by:

Ms O Pinkney CBE QPM DL
Trustee

Mr A C F Fawcett FCA
Trustee

## Statement of Financial Position
## as at 31st March 2024

| | Notes | 2024 £ | 2023 £ |
|---|---|---|---|
| **FIXED ASSETS** | | | |
| Housing properties - depreciated cost | 8 | 3,663,248 | 3,843,016 |
| Other tangible assets | 9 | 57,841 | 108,716 |
| | | 3,721,089 | 3,951,732 |
| **CURRENT ASSETS** | | | |
| Debtors | 10 | 436,518 | 597,952 |
| Cash at bank and in hand | | 1,113,064 | 837,692 |
| | | 1,549,582 | 1,435,644 |
| **CREDITORS** | | | |
| Amounts falling due within one year | 11 | (515,246) | (353,285) |
| **NET CURRENT ASSETS** | | 1,034,336 | 1,082,359 |
| **TOTAL ASSETS LESS CURRENT LIABILITIES** | | 4,755,425 | 5,034,091 |
| **CREDITORS** | | | |
| Amounts falling due after more than one year | 12 | (1,935,298) | (2,051,515) |
| **NET ASSETS** | | 2,820,127 | 2,982,576 |
| **RESERVES** | | | |
| **Unrestricted reserves** | | | |
| General reserve | 15 | 1,211,382 | 1,297,816 |
| Property reserve | 15 | 1,608,745 | 1,684,760 |
| Capital reserves | 15 | - | - |
| | | 2,820,127 | 2,982,576 |

The notes on pages 29 to 37 form part of these financial statements.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees and authorised for issue on 26th SEPTEMBER 2024 and were signed on its behalf by:

Ms O Pinkney CBE QPM DL
Trustee

Mr A C F Fawcett FCA
Trustee

## Cash Flow Statement
## for the Year Ended 31st March 2024

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| **Cash flows from operating activities:** | | |
| Cash generated from operations (see below) | 282,352 | 534,088 |
| **Net cash provided by operating activities** | 282,352 | 534,088 |
| **Cash flows from investing activities:** | | |
| Purchase of tangible fixed assets | (14,662) | (743,155) |
| Interest received | 7,682 | 827 |
| **Net cash used in investing activities** | (6,980) | (742,328) |
| **Change in cash and cash equivalents in the reporting period** | 275,372 | (208,240) |
| **Cash and cash equivalents at the beginning of the reporting period** | 837,692 | 1,045,932 |
| **Cash and cash equivalents at the end of the reporting period** | 1,113,064 | 837,692 |

## RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| **Net (deficit)/income for the reporting period (as per the statement of comprehensive income)** | (162,449) | (121,623) |
| **Adjustments for:** | | |
| Depreciation charges | 245,305 | 247,808 |
| Interest received | (7,682) | (827) |
| Decrease in debtors | 161,434 | 214,457 |
| Increase/(decrease) in creditors | 45,744 | 194,273 |
| **Net cash provided by operating activities** | 282,352 | 534,088 |

## 1. ACCOUNTING POLICIES

### Accounting convention

St Richard of Chichester Christian Care Association Ltd is a company limited by guarantee, incorporated in England and Wales, a registered charity and a private registered provider of social housing in the United Kingdom. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are detailed in the Trustees' Annual Report.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements have been prepared in accordance with applicable accounting standards including Financial Reporting Standard 102 The Financial Reporting Standard Applicable in the UK and Republic of Ireland (FRS 102), the Statement of Recommended Practice for Social Housing Providers 2019, and with the Accounting Direction for Private Registered Providers of Social Housing in England 2022. The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling, which is the functional currency of the charity, and rounded to the nearest £.

### Turnover

Turnover is accounted for in the statement of comprehensive income when the company becomes legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants receivable and local authority fees are credited to the statement of comprehensive income in the year for which they are due. Other voluntary income sources are credited to the statement of comprehensive income in the year in which the charity becomes legally entitled to the income .

### Operating costs

Operating costs are accounted for on an accruals basis and have been classified under headings that aggregate all costs relating to that category.

### Tangible fixed assets

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its useful economic life, as follows:

| | |
|---|---|
| Housing properties | 4% straight line |
| Fixtures, fittings and equipment | 25% and 33.3% straight line |

Assets costing less than £2,000 are written off to expenditure.

As the estimated useful economic life of the buildings are greater than 50 years, the trustees undertake an annual impairment review. They have concluded that no adjustment is required in the current accounting period.

### Social housing grant and deferred income

Social housing grants are grants made to the charity towards the cost of development of housing properties. They are repayable under certain circumstances but will normally be restricted to net proceeds of sale. Housing grants are recognised in the statement of comprehensive income over their estimated useful economic life of 25 years. Grants which have been received but have not been recognised as income are credited to deferred income.

## 1. ACCOUNTING POLICIES - continued

**Pension costs and other post-retirement benefits**
The company operates a defined contribution pension scheme. Contributions payable to the company's pension scheme are charged to the statement of comprehensive income in the period to which they relate.

**Operating lease commitments**
Rentals payable under operating leases are charged against the statement of comprehensive income on a straight line basis over the period of the lease.

**Taxation**
The charitable company is exempt from corporation tax on its charitable activities.

**Restricted Reserves**
Restricted Reserves are those reserves which are only expendable in accordance with the wishes of the funder or regulatory body. Restricted reserves include funds raised in response to a specific appeal. Revenue and expenditure cannot be directly set against restricted reserves but is taken through the statement of comprehensive income and then a transfer to restricted reserves is made as appropriate.

## 2. TURNOVER

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Donations | 414,570 | 354,133 |
| Fundraising income | 55,327 | 42,412 |
| Housing benefit | 1,656,206 | 1,367,112 |
| Grants | 1,947,850 | 1,877,777 |
| Release of capital grant | 70,674 | 70,674 |
| Client contributions | 84,538 | 70,238 |
| Restore sales | 485,356 | 491,189 |
| Legacies | 7,425 | 20,921 |
| Other income | 27,753 | 21,495 |
| | 4,749,699 | 4,315,951 |

## 3. ACCOMMODATION IN MANAGEMENT

| | 2024 | 2023 |
|---|---|---|
| Number of units managed by the charity at the end of the year: | | |
| Recovery Service | 22 | 22 |
| Hostels | 61 | 61 |
| Supported Accommodation | 38 | 38 |
| | 121 | 121 |

## 4. OPERATING SURPLUS

| Operating surplus is stated after charging/(crediting): | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Auditors' remuneration | 7,900 | 6,900 |
| Non-audit fees | 6,515 | - |
| Depreciation - housing properties | 194,430 | 193,844 |
| Depreciation - other tangible assets | 50,875 | 53,964 |

## 5. INTEREST RECEIVABLE AND SIMILAR INCOME

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Deposit account interest | 7,682 | 827 |

## 6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2024 nor for the year ended 31st March 2023.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31st March 2024 nor for the year ended 31st March 2023.

## 7. STAFF COSTS

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 2,864,630 | 2,646,113 |
| Social security costs | 224,195 | 202,788 |
| Other pension costs | 90,952 | 79,957 |
| | 3,179,777 | 2,928,858 |

The average monthly number of employees during the year was as follows:

| | 2024 | 2023 |
|---|---|---|
| Project workers | 75 | 74 |
| Administration and publicity | 16 | 14 |
| | 91 | 88 |

One employee received emoluments in excess of £60,000 (2023 - one).

The total value of employee benefits received by key management personnel during the year was £319,121 (2023 - £345,579).

The Chief Executive is an ordinary member of the staff pension scheme, and no special terms apply. This is a workplace defined contribution scheme, whereby the individual contributes at least 5% and Stonepillow will contribute 5%.

## 8. TANGIBLE FIXED ASSETS - HOUSING PROPERTIES

| | Freehold Housing Property 2024 £ | Freehold Housing Property 2023 £ |
|---|---|---|
| **COST** | | |
| At 1st April 2023 | 4,846,100 | 4,207,201 |
| Additions | 14,662 | 638,899 |
| Disposals | - | - |
| At 31st March 2024 | 4,860,762 | 4,846,100 |
| **DEPRECIATION** | | |
| At 1st April 2023 | 1,003,084 | 809,240 |
| Charge for year | 194,430 | 193,844 |
| Depreciation on disposal | - | - |
| At 31st March 2024 | 1,197,514 | 1,003,084 |
| **NET BOOK VALUE** | | |
| At 31st March 2024 | 3,663,248 | 3,843,016 |
| At 31st March 2023 | 3,843,016 | 3,397,961 |

## 9. TANGIBLE FIXED ASSETS - OTHER

| | Fixtures & Fittings 2023 £ | Fixtures & Fittings 2022 £ |
|---|---|---|
| **COST** | | |
| At 1st April 2023 | 441,580 | 337,324 |
| Additions | - | 104,256 |
| Disposals | - | - |
| At 31st March 2024 | 441,580 | 441,580 |
| **DEPRECIATION** | | |
| At 1st April 2023 | 332,864 | 278,900 |
| Charge for year | 50,875 | 53,964 |
| Depreciation on disposal | - | - |
| At 31st March 2024 | 383,739 | 332,864 |
| **NET BOOK VALUE** | | |
| At 31st March 2024 | 57,841 | 108,716 |
| At 31st March 2023 | 108,716 | 58,424 |

## 10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Trade debtors | 115,665 | 343,741 |
| Other debtors | 74,040 | 105,244 |
| Prepayments and accrued income | 246,813 | 148,967 |
| | 436,518 | 597,952 |

## 11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Bank loans | 48,531 | 36,068 |
| Social security and other taxes | 52,488 | 50,233 |
| Other creditors | 43,619 | 49,668 |
| Accruals, dilapidations and deferred income | 370,608 | 217,315 |
| | 515,246 | 353,285 |

Included within the Accruals, dilapidations and deferred income figure of £370,608 (2023: £217,315) are grants received in advance for 2023-24 amounting to £70,674 (2023: £70,674).

## 12. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Bank loans | 719,259 | 764,802 |
| Deferred income | 1,216,039 | 1,286,713 |
| | 1,935,298 | 2,051,515 |

An analysis of the maturity of loans is given below:

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Amounts falling due within one year on demand | 48,531 | 36,068 |
| Amounts falling due between one and two years | 51,175 | 38,041 |
| Amounts falling due between two and five years | 171,009 | 127,171 |
| Amounts falling due in more than five years | 497,075 | 599,590 |

There is a legal charge over St Joseph's, Whyke Lane, Ellasdale Road and Westhampnett Road as security for the long term bank loan.

The bank loan on St Joseph's and Whyke Lane is payable by instalments at an interest rate of 5.85% per annum, with the final repayment date being December 2036.

During the year ended 31 March 2019 two new bank loans were taken out against the purchase and refurbishment of Ellasdale Road. The first bank loan is payable by instalments at an interest rate of 2.69%. The second bank loan is payable by instalments at an interest rate of 4.46%. The final repayment dates for these loans are both November 2034.

During the year ended 31 March 2023 a new bank loan was taken out agaist the purchase of Westhampnett Road. The bank loan is repayable by instalments at an interest rate of 4.83%. The final repayment date for this loan is November 2038.

## 13. DEFERRED INCOME

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Brought forward | 1,357,386 | 1,428,060 |
| New grants | - | - |
| Release of capital grant | (70,674) | (70,674) |
| Carried forward | 1,286,712 | 1,357,386 |

Deferred income represents social housing grants made to the charity towards the cost of development of housing properties, which are released to the income and expenditure account over their estimated useful lives.

## 14. ANALYSIS OF NET ASSETS BETWEEN RESERVES

| | Unrestricted reserves | Restricted reserves | 2024 Total reserves | 2023 Total reserves |
|---|---|---|---|---|
| Fixed assets | 3,721,089 | - | 3,721,089 | 3,951,732 |
| Current assets | 1,549,582 | - | 1,549,582 | 1,435,644 |
| Current liabilities | (515,246) | - | (515,246) | (353,285) |
| Long term liabilities | (1,935,298) | - | (1,935,298) | (2,051,515) |
| | 2,820,127 | - | 2,820,127 | 2,982,576 |

## 15. RESERVES

| | At 1.4.23 £ | Surplus/ (deficit) £ | Transfers £ | At 31.3.24 £ |
|---|---|---|---|---|
| **Unrestricted reserves** | | | | |
| General reserve | 1,297,816 | (162,449) | 76,015 | 1,211,382 |
| Property reserve | 1,684,760 | - | (76,015) | 1,608,745 |
| Designated Capital reserve | - | - | - | - |
| | 2,982,576 | (162,449) | - | 2,820,127 |
| **Restricted reserves** | | | | |
| Chichester Hub (Old Glassworks) | - | - | - | - |
| Bognor Regis Hub (Glenlogie) | | - | - | - |
| Restore - Social Enterprise (Bognor Regis & Chichester) | - | - | - | - |
| Recovery Service (Sands + Move-on) | - | - | - | - |
| Chichester Hostel (St Joseph's + Hicks House) | - | - | - | - |
| Bognor Regis Hostel (Ellasdale Road) | - | - | - | - |
| Supported Accommodation (Move-on) | - | - | - | - |
| Outreach | - | - | - | - |
| Young Person Service | - | - | - | - |
| Women's Project | - | - | - | - |
| | - | - | - | - |
| TOTAL RESERVES | 2,982,576 | (162,449) | - | 2,820,127 |

During the year ended 31st March 2019 the trustees decided to create a new Property reserve. This reserve is made up of the book value of freehold properties owned by the Charity less associated bank debt and deferred capital grants relating to these properties.

## 15. RESERVES - continued

Net movement in reserves, included in the above are as follows:

| | Total income £ | Total expenditure £ | Surplus/ (deficit) £ |
|---|---|---|---|
| **Unrestricted reserves** | | | |
| General reserve | 2,839,212 | (3,001,661) | (162,449) |
| **Restricted reserves** | | | |
| Chichester Hub (Old Glassworks) | 95,200 | (95,200) | - |
| Bognor Regis Hub (Glenlogie) | 39,829 | (39,829) | - |
| Restore - Social Enterprise (Bognor Regis & Chcihester) | 12,500 | (12,500) | - |
| Recovery Service (Sands + Move-on) | 128,162 | (128,162) | - |
| Chichester Hostel (St Joseph's + Hicks House) | 83,029 | (83,029) | - |
| Bognor Regis Hostel (Ellasdale Road) | 95,126 | (95,126) | - |
| Supported Accommodation (Move-on) | 128,237 | (128,237) | - |
| Outreach | 708,305 | (708,305) | - |
| Young Person Service | 559,441 | (559,441) | - |
| Women's Project | 68,340 | (68,340) | - |
| | 1,918,169 | (1,918,169) | - |
| | 4,757,381 | (4,919,830) | (162,449) |

| **Comparatives for movement in funds** | At 1.4.22 £ | Surplus/ (deficit) £ | Transfers £ | At 31.3.23 £ |
|---|---|---|---|---|
| **Unrestricted reserves** | | | | |
| General reserve | 1,066,890 | 1,985,773 | (1,754,847) | 1,297,816 |
| Property reserve | 1,437,309 | - | 247,451 | 1,684,760 |
| Designated Capital reserve | 600,000 | - | (600,000) | - |
| | 3,104,199 | 1,985,773 | (2,107,396) | 2,982,576 |
| **Restricted reserves** | | | | |
| Chichester Hub (Old Glassworks) | - | (25,844) | 25,844 | - |
| Bognor Regis Hub (Glenlogie) | - | (44,198) | 44,198 | - |
| Restore - Social Enterprise Chichester | | (416,840) | 416,840 | - |
| Restore - Social Enterprise Bognor Regis | - | (78,823) | 78,823 | - |
| Recovery Service (Sands) | - | (293,715) | 293,715 | - |
| Chichester Hostel (St Joseph's + Hicks House) | - | (381,199) | 381,199 | - |
| Bognor Regis Hostel (Ellasdale Road) | - | (390,809) | 390,809 | - |
| Supported Accommodation (Move-on) | - | (287,864) | 287,864 | - |
| Outreach | - | (61,271) | 61,271 | - |
| Young Person Service | - | (101,934) | 101,934 | - |
| Women's Project | - | (24,899) | 24,899 | - |
| | - | (2,107,396) | 2,107,396 | - |
| TOTAL RESERVES | 3,104,199 | (121,623) | - | 2,982,576 |

## 15. RESERVES - continued

Comparitive net movement in reserves, included in the above are as follows:

| | Total income £ | Total expenditure £ | Surplus/ (deficit) £ |
|---|---|---|---|
| **Unrestricted reserves** | | | |
| General reserve | 2,414,472 | (428,699) | 1,985,773 |
| **Restricted reserves** | | | |
| Chichester Hub (Old Glassworks) | 123,138 | (148,982) | (25,844) |
| Bognor Regis Hub (Glenlogie) | 36,900 | (81,098) | (44,198) |
| Restore - Social Enterprise Chichester | 16,554 | (433,394) | (416,840) |
| Restore - Social Enterprise Bognor Regis | - | (78,823) | (78,823) |
| Recovery Service (Sands) | 95,000 | (388,715) | (293,715) |
| Chichester Hostel (St Joseph's + Hicks House) | 99,328 | (480,527) | (381,199) |
| Bognor Regis Hostel (Ellasdale Road) | 68,209 | (459,018) | (390,809) |
| Supported Accommodation (Move-on) | 124,687 | (412,551) | (287,864) |
| Outreach | 673,384 | (734,655) | (61,271) |
| Young Person Service | 599,521 | (701,455) | (101,934) |
| Women's Project | 65,585 | (90,484) | (24,899) |
| | 1,902,306 | (4,009,702) | (2,107,396) |
| | 4,316,778 | (4,438,401) | (121,623) |

**Restricted reserves**
The Chichester Hub reserve was set up to fund the operations of the day centre located at the Old Glassworks.

The Chichester Hostel reserve is held for the St Joseph's hostel and Hicks House in Chichester.

The Restore reserve is for use in the Social Enterprise project. Donated furniture is recycled and trainees are taught the skills required to gain employment, one based in Chichester, the other in Bognor Regis.

The Recovery Service reserve is held for use at the Sands residential recovery project which provides a rehabilitation service for people with drug and alcohol problems.

The Bognor Regis Hostel/Hub covers the hostel at Ellasdale Road and the day centre at Glenlogie.

The Supported Accommodation reserve is for our accommodation, excluding the hostels, previously known as move-on accommodation.

## 16. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid within one year:

| | Land and buildings | |
|---|---|---|
| | 2024 £ | 2023 £ |
| Expiring: | | |
| Within one year | 240,336 | 206,063 |
| Between one and five years | 295,500 | 154,182 |
| In more than five years | - | - |
| | 535,836 | 360,245 |

## 17. RELATED PARTY DISCLOSURES

Peter Stevens, a trustee of the charity, is also a Director of Pure Employment Law Limited. During the year the charity incurred £720 (2023: £960) on professional fees from Pure Employment Law Limited.

The Jull Housing Trust is a charity under the control of St Richard of Chichester Christian Care Association. During the year a management charge of £21,035 (2023: £17,957) was charged to the Jull Housing Trust and at the year end the charity owed £17,028 (2023: £13,002) to the Jull Housing Trust.

Clare Apel, a trustee of the charity, and Martyn Bell, a former trustee, are also Councillors of Chichester District Council. During the year the charity received grants and benefits from Chichester District Council of £945,625 (2023: £1,026,715), and incurred expenditure of £109,875 (2023: £336,596). All transactions were conducted on an arms length basis and neither trustee was directly involved in decisions relating to the charity and its funding.

Amanda Worne, a former trustee of the charity, is also a Councillor of Arun District Council. During the year the charity received grants and benefits from Arun District Council of £1,221,730 (2023: £1,006,603), and incurred expenditure of £55,527 (2023: £17,361). All transactions were conducted on an arms length basis and neither trustee was directly involved in decisions relating to the charity and its funding.

**Detailed Income and Expenditure Account**
**for the year ended 31st March 2024**

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| **Turnover** | | |
| **Voluntary income** | | |
| Church donations | 17,024 | 15,293 |
| Private and other donations | 176,131 | 129,133 |
| Trust funds | 221,415 | 209,707 |
| | 414,570 | 354,133 |
| **Activities for generating funds** | | |
| Fundraising income | 55,327 | 42,412 |
| **Income from charitable activities** | | |
| Housing benefit | 1,656,206 | 1,367,112 |
| Local authority grants | 270,360 | 230,483 |
| Grants | 1,677,490 | 1,647,294 |
| Release of capital grant | 70,674 | 70,674 |
| Client contributions | 84,538 | 70,238 |
| Restore sales | 485,356 | 491,189 |
| Legacies | 7,425 | 20,921 |
| Other income | 27,363 | 21,045 |
| Membership subscriptions | 390 | 450 |
| | 4,279,802 | 3,919,406 |
| **Total turnover** | 4,749,699 | 4,315,951 |
| **Operating costs** | | |
| Wages and salaries | 2,528,645 | 2,234,024 |
| Agency staff | 335,985 | 412,089 |
| Social security | 224,195 | 202,788 |
| Pensions | 90,952 | 79,957 |
| Total staff costs | 3,179,777 | 2,928,858 |
| Insurance | 41,275 | 34,949 |
| Postage and stationary | 15,992 | 21,097 |
| Other costs | 410,554 | 372,580 |
| Property costs | 836,789 | 644,531 |
| Staff related costs | 76,175 | 65,284 |
| Mortgage interest | 55,104 | 44,243 |
| Auditors' remuneration | 7,500 | 6,900 |
| Legal and professional fees | 51,359 | 72,151 |
| Depreciation of tangible fixed assets | 245,305 | 247,808 |
| | 4,919,830 | 4,438,401 |
| **Operating (deficit)/surplus** | (170,131) | (122,450) |
| Interest receivable and similar income | 7,682 | 827 |
| **(Deficit)/surplus for the financial year** | (162,449) | (121,623) |

**ST RICHARD OF CHICHESTER CHRISTIAN CARE ASSOCIATION LTD**

England & Wales - Charity number 1000830

# Accounts

REGISTERED COMPANY NUMBER: 02504171 (England & Wales)
REGISTERED CHARITY NUMBER: 1000830
HOMES ENGLAND REGISTERED PROVIDER NUMBER: 4738

# Report of the Trustees and Financial Statements for the year ended 31st March 2023 for

# St Richard of Chichester Christian Care Association Ltd Known as "Stonepillow"

**Contents of the Financial Statements**
**for the year ended 31st March 2023**


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**Mission Statement**

STONEPILLOW offers shelter, information and support to empower homeless and vulnerable individuals to make positive changes in their lives.

It aims to create a safer environment that promotes social inclusion with practical assistance and without predjudice for all.

## LEGAL AND ADMINISTRATIVE INFORMATION

**Constitution**
St Richard of Chichester Christian Care Association is a company limited by guarantee and a registered charity governed by its memorandum and articles of association. The company was incorporated on 21 May 1990 (company number 2504171) and was registered as a charity (number 1000830), as defined by the Charities Act, on 9th November 1990.

The company trading name is **STONEPILLOW**.

**Directors and Trustees**
The directors of the charitable company are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. Trustees are appointed at the AGM by the members in accordance with Article 35 or by the trustees under Article 36.

The trustees serving during the year and since the year end were as follows:

**Chair of Trustees**

| | |
|---|---|
| Shelagh Legrave CBE DL | To 28 January 2023 |
| Angela Wormald | From 28 Janaury 2023 to 13 June 2023 |
| David Coulthard | Interim from 13 June 2023 |

**Vice Chair**

| | |
|---|---|
| Yvonne Thomson | Resigned 12 June 2023 |
| Anthony Fawcett | From 12 June 2023 |

**Trustees**

| | |
|---|---|
| Clare Apel | |
| Martyn Bell | Resigned 26 April 2023 |
| David Coulthard | |
| Philip Day | Appointed 23 November 2022 |
| Anthony Fawcett | |
| Andrew Harrop | |
| Shelagh Legrave CBE DL | |
| Greg Mahon | Resigned 30 May 2023 |
| Peter Stevens | |
| Angela Wormald | Appointed 28 January 2023 and resigned 13 June 2023 |
| Amanda Worne | Resigned 7 June 2023 |
| Hannah Worricker | Resigned 23 November 2022 |

**Chief Executive**
Hilary Bartle

**Company Secretary**
Tim O'Reilly

**Principal and Registered Office**
39 Southgate
Chichester
West Sussex
PO19 1DP

## LEGAL AND ADMINISTRATIVE INFORMATION

**Auditors**
Sheen Stickland
Chartered Accountants and Registered Auditors
7 East Pallant
Chichester
West Sussex
PO19 1TR

**Solicitors**
Irwin Mitchell LLP
Thomas Eggar House
Friary Lane
Chichester
West Sussex
PO19 1UF

**Bankers**
Barclays Bank plc
74/75 East Street
Chichester
West Sussex
PO19 1HT

**Report of the Chair**
**for the year ended 31st March 2023**

Stonepillow is reviewing its strategy and has established a value proposition of five pillars against which it can measure its performance. These are Prevention, Relief, Recovery, Resettlement and Restoration. All its services focus on one or more of these pillars, and the charity has continued to deliver its mission to prevent and relieve homelessness in our communities and empower homeless and vulnerable people to make positive changes in their lives.

The difficulty in recruiting staff in a tight labour market has resulted in some challenges in delivery. In addition, the cost-of-living crisis, rising inflation and the reduction in individuals' disposable income has increased costs and limited fundraising. There are also fewer funds available to the public sector to support homelessness.

In April 2022, Stonepillow took over a contract to support older looked after care leavers on behalf of West Sussex County Council. This has led to the acquisition and refurbishment of a house in Chichester which was opened in April 2023 and has provided an excellent base for these young people to thrive. A further three additional properties have been leased providing eight additional beds for supported accommodation.

Restore, the social enterprise which offers employment opportunities for clients, has expanded and in January a new shop was opened on the site of the old 'Feather & Black' store in Terminus Road. It has also converted the original shop into a donations hub, having vacated a previous site in Rustington which was gifted to the charity for many years. The expansion has enabled a growth in volunteer and employment opportunities for clients which they have very much welcomed.

The partnership with Chichester and Arun District Councils remains strong and both have supported Stonepillow in providing long-term homes. The rise in the number of those who are homeless has resulted in an increase in those waiting for space in the hostels at Bognor Regis and Chichester and both day hubs are extremely busy. The charity has delivered overnight severe weather emergency provision using both Hubs during some of winter's coldest nights.

The Recovery Service, which provides support for those needing to recover from rough sleeping and drug or alcohol dependence to permanent housing, has been fully occupied and has delivered amazing outcomes for its clients. It was inspected by the Care Quality Commission (CQC) in Autumn 2022 and was judged to be 'Good' in all areas.

Stonepillow could not continue to operate without the extremely generous donations from local churches and private individuals including some very large legacies. The Big Sleepout was held in the Cathedral in October 2022 and raised awareness of the plight of homeless people as well as over £14,000 in income.

Financially Stonepillow has made a deficit, primarily due to its reliance on agency staff to cover unfilled vacancies.

Hilary Bartle, the Chief Executive, has led collaborative projects across organisations in West Sussex who support homelessness. West Sussex County Council has continued to support Stonepillow through its supported accommodation and public health funding. But there is still a risk of further funding cuts in the future.

Stonepillow's staff have again been heroes this year, covering long shifts when some had to step away due to Covid or where there were staff vacancies. Their passion and professionalism, sometimes in very challenging circumstances, is hugely valued by trustees and our community. I also want to thank my fellow trustees and all our volunteers who give their time and expertise to support the charity.

I have taken the decision to stand down as Chair of Trustees after ten years although retain a role as trustee. We are now undertaking a recruitment exercise to appoint my successor and additional trustees with some specific skills. We are very grateful that David Coulthard has stood in as the interim chair whilst this process is completed.

*Shelagh Legrave CBE DL, Chair of the Trustees of Stonepillow (to January 2023)*
*David Coulthard, Interim Chair of Trustees*

## Chief Executive Report
## for the year ended 31st March 2023

Stonepillow started the year with a flurry of activity. We started delivery of our young persons commissioned services and following purchase and refurbishment opened a new property in Chichester. The primary aim of this was to increase prevention activities with those who are most vulnerable to becoming homeless in the future.

We have begun a review of our strategic intentions in preparation for the delivery of a new 3-year strategy which will launch in April 2024. The result of this initial review has enabled us to develop a clear value proposition known as our Five Pillars of Support. These enables us to articulate not only the clients' pathway but provide a strategic framework to deliver our mission and vision. The 5 pillars are Prevent, Relieve, Recover, Resettle and Restore.

Achievements during 2022/3 which strengthen this framework:

**Prevent:** In April 2022 we launched our Older Looked After Care leavers service – prevention work concentrating on those most at risk of not having a home when they reach 18. Many adult clients have experienced adverse childhood experiences which have contributed to their homelessness and mental ill health; and a disproportionate number were in care as children. Evidence shows that psychologically informed environments and support can offer improved outcomes and wellbeing for these young people. We have also begun delivering a Pathways Home service, supporting households at risk of losing their tenancies to stay in their homes. We have expanded across the county our work to support ex-offenders who would be homeless at point of release; highly successful with 36 being placed into their own tenancies with a substantially reduced likelihood of reoffending.

**Relieve:** Investment from trusts and grants, in particular the Henry Smith Charity, have enabled us to extend our opening hours in our day hub services in Bognor Regis and Chichester. The hubs are critical in providing that first step away from street homelessness and into a supportive and holistic pathway. Street homelessness has nearly doubled over the last 12 months, and on an average day we are seeing up to 80 people accessing our hubs for basic hygiene services, food, and support. We can then engage with them to access the further support they need – from us and from our partner agencies.

**Recover:** We continue to extend and expand our mental health and dual diagnosis support; critical as we rise to meet the challenge of increasing needs. Our abstinence-based Recovery Service underwent CQC inspection for the first time, achieving a good overall outcome.

**Resettle:** Resettlement is an ongoing challenge due to the chronic shortage of affordable 1 bed accommodation available to our clients. We have however successfully moved 74 clients on from homelessness into private rental accommodation.

**Restore:** Hope and restoration of confidence and self-esteem is critical to ensure clients remain motivated during their journey with Stonepillow. We continue to champion the opportunities to support clients to engage in both vocational and non-vocational learning. Adversity to University continues to be a huge success, down to the excellent partnership with Chichester University.

We have 180 committed volunteers who provide a wide range of roles and services which benefit our clients and communities. The partnership with Ford Prison, Community Payback, and our own local communities provides us with cooks, hairdressers, clothes sorters, van drivers and food transporters. Without their selflessly donated time we couldn't do what we do; a huge thank you to all of you. You know who you are.

Thank you to everyone who has been inspired to give to Stonepillow over the last 12 months, with their time, money, and goods. Our partnership campaigns that amplify the voice of organisations working on the front line, strategic review, and our ongoing commitment to delivering sustainable and effective services will continue to empower Stonepillow in preventing homelessness and restoring lives.

*Hilary Bartle, CEO of Stonepillow*

## Report of the Trustees
## for the year ended 31st March 2023

The trustees are pleased to present their report together with the financial statements for the year ended 31st March 2023.

Legal and administrative information set out on pages 1 and 2 forms part of this report. The financial statements have been prepared in accordance with applicable accounting standards including Financial Standard 102. The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Statement of Recommended Practice for Social Housing Providers 2018, and with the Accounting Direction for private registered providers of social housing in England 2019.

### STRUCTURE, GOVERNANCE AND MANAGEMENT

St. Richard of Chichester Christian Care Association (STONEPILLOW) is a company limited by guarantee. The members of the company appoint trustees at the AGM with one third of the existing Trustee Board coming up for reappointment each year. The number of trustees is flexible. The Trustee Board may co-opt new trustees during the year, but such persons have to present themselves for appointment by the members at the next AGM. Trustees elect their own officers annually and appoint a Company Secretary. There are written statements outlining the roles and responsibilities of the Chair of the Trustee Board and of individual trustees, standing orders governing Trustee Board procedures and a Trustee Code of Conduct. All members of the board give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 5 of the accounts. There is a formal induction process for new trustees which aims to provide them with an understanding of the organization. Trustees are encouraged to undertake training courses relevant to the performance of their duties.

The trustees have joint corporate responsibility for all the activities of STONEPILLOW but, apart from the statutory obligations that fall directly upon them as a Board, exercise much of that responsibility through controlled delegation. This involves setting policies, arranging for them to be carried out with agreed resources and then monitoring operational and financial performance. Implementation of agreed policies involving day-by-day management of the staff and the work of STONEPILLOW is the responsibility of the Chief Executive, appointed by the trustees and answerable to them. Long-term strategic development and the yearly update of the Business Plan are discussed jointly by the Trustee Board and the Chief Executive. There is a joint commitment between the Trustee Board and the Chief Executive to carry out the agreed Business Plan. Implementation of project and service development set out in the Business plan is primarily the responsibility of the Chief Executive, monitored through regular progress reports. A Finance and Internal Audit sub-committee acts on behalf of the Board in relation to the regular monitoring of the Association's finances and the appraisal of other financial matters, including internal procedures.

The trustees confirm that they have complied with their duty under section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission in deciding what activities the charity should undertake.

#### Risk management

The charity's activities are subject to a variety of regulations and legal requirements. By applying appropriate governance and management structures, risk is adequately managed. The Board of Trustees acknowledges its ultimate responsibility for monitoring and reviewing the risks STONEPILLOW faces through a risk register which is scrutinised and updated by the Finance & Audit Committee on behalf of the trustees. The CEO and the management team are responsible for implementing all practical measures that can be taken to reduce or eliminate the risks identified at that time. The systems of internal control are designed to provide reasonable assurance that key business objectives will be achieved and the charity's assets safeguarded.

Stonepillow identifies the key risks, the likelihood of those risks occurring, their potential impact and the actions being taken to reduce and mitigate the risks. Risks are prioritised using a consistent scoring system.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Risk management

| Key | |
|---|---|
| E | Extreme risk, immediate action. Escalate as an issue. |
| H | High risk, action should be taken to compensate. |
| M | Moderate risk, action should be taken to monitor. |
| L | Low risk, routine acceptance of risk. |

| | STONEPILLOW RISK REGISTER | IMPACT | MITIGATION |
|---|---|---|---|
| | **Governance** | | |
| 1 | The charity lacks direction, strategy and forward planning. | E | H |
| 2 | Board of Trustees fail to have the right skills, knowledge and understanding of the governance structures in place, preventing effective accountability and oversight of regulatory obligations which include the Care Quality Commission (CQC) and Charity Commission. | H | L |
| 3 | Inadequate or inaccurate information is reported to Trustees, resulting in poor quality decision making. | H | M |
| 4 | Negative PR and/or media coverage. | E | M |
| 5 | Failure to achieve a satisfactory compliance for OFSTED | E | H |
| | **Financial** | | |
| 6 | Finance and resources dependent upon a limited number of contracts. | E | H |
| 7 | Poor contract delivery and service provision. | H | M |
| 8 | Inaccurate financial reporting and ineffective budgetary control. | H | M |
| 9 | Failure to deliver on fundraising ambitions due to lack of coherent fundraising strategy and loss of community commitment. | H | H |
| | **Operational** | | |
| 10 | Lack of clear management structure, leading to uncertainty amongst staff of roles and duties. | H | M |
| 11 | Failure to adhere to Health and Safety regulations, policies and regulatory requirements. Poor security of staff, arising from lack of knowledge of procedures and policies. Action being taken without proper authority, caused by lack of induction/training. | E | E |
| 12 | Failure to adhere to regulatory framework of CQC. | H | M |
| 13 | Employment issues arising from a failure to follow effective policies and procedures to regulate staff and volunteers' activities. Lack of managerial oversight and monitoring of work, conduct and performance. Non-compliance by staff and volunteers with CQC requirements, H&S legislation and regulations. | E | H |
| 14 | Poor disaster recovery and business continuity planning, leading to computer system failures or loss of data, the destruction of property, equipment, records through fire, flood or similar damage. | H | M |
| 15 | Failure to comply with GDPR requirements for clients, staff and donors. | H | L |
| 16 | Nationwide Pandemic. | E | M |
| 17 | Cyber Security. | E | M |

### Remuneration policy

Salaries are reviewed on an annual basis and bench marked against the National Joint Council (NJC) scales. There is no commitment to match the latest scale value, increases are only applied after consideration of financial viability.

## ACHIEVEMENTS AND PERFORMANCE

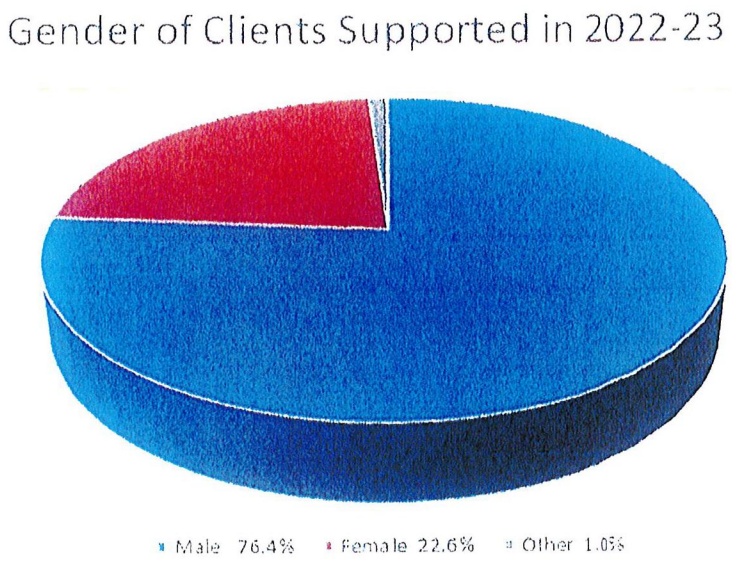
### Stonepillow - who we are

### Clients

Homelessness services are essential to providing a safety net for those in the community who are vulnerable and do not have a secure place to reside due to a variety of reasons. Stonepillow places clients at the heart of what we do. The services we deliver focus on support planning, which is co-produced with the clients. The partnerships we establish aim to make wider service provision more accessible and integrated to enable a smoother journey for individual clients navigating through complex services. A client once said *'It's not me who is complex, but the services around me'*. Stonepillow are committed to an enabling and empowering person-centered model of service. Staff are trained and skilled in this approach to working. The values of the organisation reinforce this approach by expecting all staff to live the values to which we adhere.

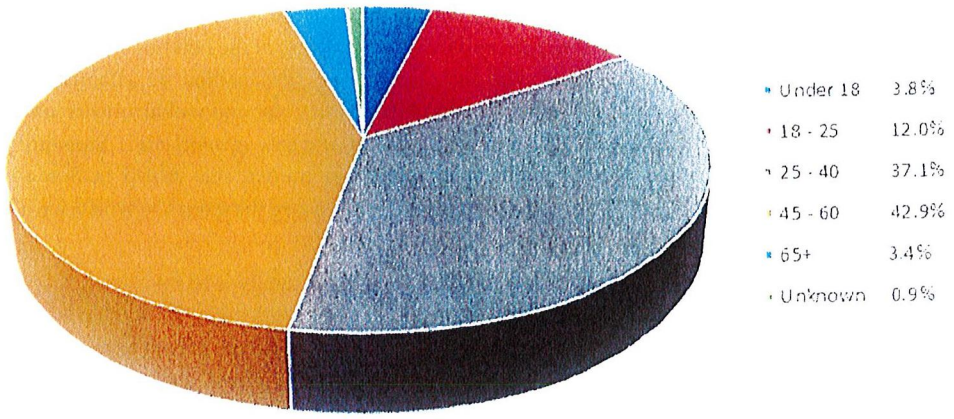
However, we can always improve, and a key objective within the 5-year strategy is to improve how clients can be meaningfully involved at all levels of the organisation. In particular, we are taking huge steps in regard to their involvement in the governance of the charity, with an ex-client soon to be appointed to the board and the position of lived experience coordinator under review and development. This will provide us with a roadmap to achieve full client engagement and involvement throughout governance, strategic and operation approaches.

### Demographics - our clients in 2022/23

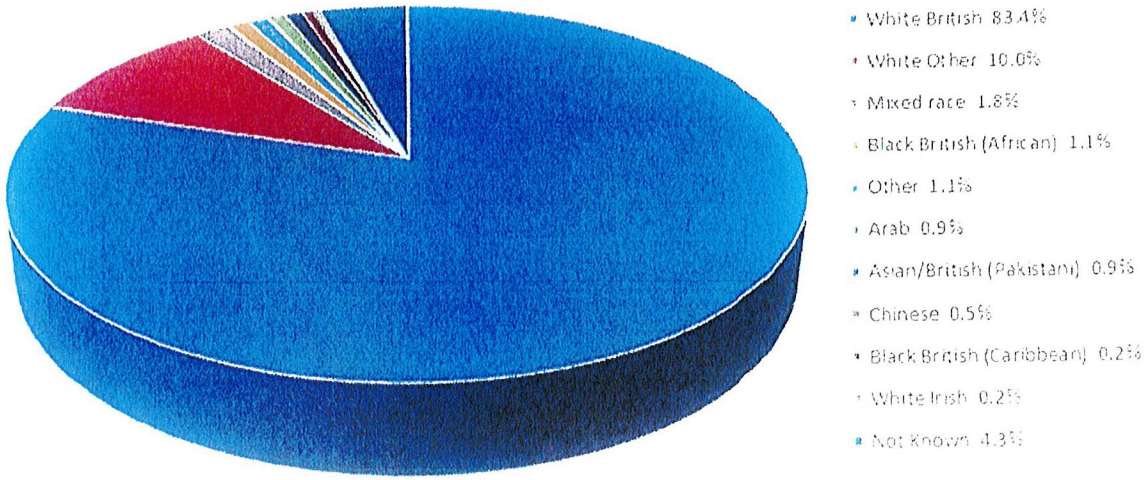


## ACHIEVEMENTS AND PERFORMANCE

### Age of Clients Supported in 2022-23




### Ethnic Origin of Clients Supported in 2022-23



## ACHIEVEMENTS AND PERFORMANCE

### Staff

In the past year Stonepillow, together with the rest of the social care sector, has experienced significant challenges relating to the recruitment and retention of staff. This comes in the wake of events such as COVID-19 and the ending of the freedom of movement following Brexit, which resulted in half a million potential applicants becoming economically inactive.

The impact has been a sharp increase of vacancy rates in the sector; putting pressures on organisations, their workers, and service users. There has been increasing competition in recruitment within other sectors such as hospitality and retail, which can be more appealing offering higher wages and a less challenging working environment. The skills shortages in the adult social care workforce have increased reliance on expensive agency workers.

At Stonepillow we have experienced the impact of the skills shortages and with declining numbers of qualified and experienced applicants, we have been more reliant on agencies than ever before. It has been imperative for us to find ways to adapt to mitigate this to avoid adversely impacting service delivery or our capacity for growth. This has necessitated a pragmatic approach to seek out applicants with transferable skills. We have modified our recruitment process to increase accessibility; including shortening the online application form and increasing our recruitment outreach by using an increased number of job boards. We have also developed a partnership with the Job Centre to engage with applicants who have been out of the job market for a while. In addition, we have adapted to the need to seek out applicants using digital means and collaborated with a specialist social media company using targeted social media outreach techniques to sell our organisation and vacancies to inspire applicants to apply for our jobs. This has also amplified our own social media campaigns.

Stonepillow is continuing to develop a comprehensive training programme for all staff, and each job role has a tailored training profile to ensure staff have the skills and knowledge required to provide a safe, supportive, and effective service.

Mental health needs have increased amongst our clients, with the knock-on effect of staff needing additional support in managing their own mental wellbeing. We introduced an improved Employee Assistance Programme offering up to 8 in-person counselling sessions for each member of staff per issue, provided access to wellbeing sessions from local providers and increased our offering for reflective and clinical supervision to support staff. In addition to help with the cost-of-living crisis, we have introduced a cashback scheme for medical expenses and access to a wide range of discounts.

We have improved employee engagement through staff surveys and a staff engagement forum of staff representatives from our services to improve communication and to understand and address areas of concern.

## ACHIEVEMENTS AND PERFORMANCE

### Volunteers

Volunteers play a hugely important role in the operation of Stonepillow and key to this is the equality embedded in our culture. This means that everyone is treated the same and their place in the team carries equal standing and respect. Stonepillow has 180 active volunteers who during the financial year 2022-23 provided over 26,000 hours of their time.

Our Social Enterprise would not be able to provide the service it does without the commitment and hard work of our volunteer team, who assisted with:

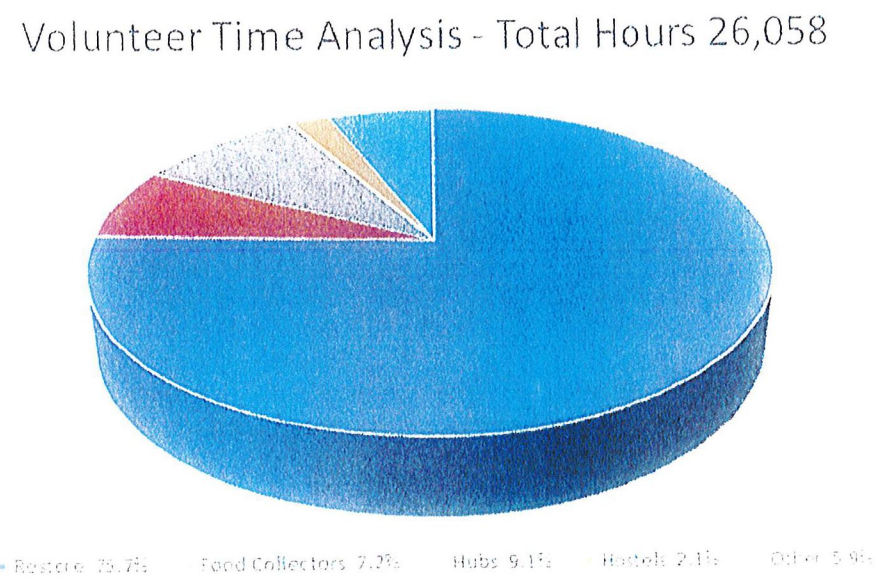
- Shop sales.
- Manning our donation hotline.
- Providing support on our vans for both deliveries and collections.
- Greeting donators at our donation hub
- Stock rotation.
- Sorting donations for sale via the best income stream. This includes spotting treasures for sale on eBay, allocating donations for crisis grant provision, shop or clothes bank.
- Supporting and mentoring other volunteers.

In our hubs and hostels volunteers:

- Cook for our clients, using their imagination to create meals from donated food. Often this is done working alongside clients, either giving guidance to improve their cooking skills or assisting them with their own creation.
- Support our clients by helping to create a safe and welcoming environment.
- Bring differing skillsets, such as hairdressing and providing haircuts for our clients.

Individual volunteers make a valuable contribution to our fundraising and food donations. This can include shaking buckets in all types of weather, assisting at fundraising events, collecting donated food from local shops in the evenings, gardening, and decorating. In addition, we benefit from corporate volunteers, who help with maintenance projects in our services and provide a valuable resource in our warehouse.

Our volunteers come with a commitment and enthusiasm to Stonepillow, which we appreciate and thank them for.



## ACHIEVEMENTS AND PERFORMANCE

### Operations

Following the ongoing strategic review that Stonepillow's senior leadership team have been undertaking in collaboration with our board of trustees, all operations at Stonepillow now fall under one or more of these five pillars of support: we

- **Prevent** homelessness and rough sleeping through supporting people early to retain their homes or make positive and planned moves.
- **Relieve** the suffering of those who find themselves homeless or with nowhere stable to live through provision of basic needs e.g., showers, laundry, food, and crisis support, as well emergency or temporary accommodation.
- **Recover** our client's health, wellbeing and independence through focused casework addressing the root causes of a person's homelessness or insecure housing.
- **Resettle** into new, sustainable supported or independent housing.
- **Restore** lives; preparing clients to be tenancy ready, with the skills they need to live independently, and equipped to reintegrate into the community.

These pillars enable us to focus on and communicate the breadth and depth of the work that we undertake with some of the most vulnerable people in our community.

### Highlights and Challenges

In the last year Stonepillow has continued to provide vital support to homeless adults, those at risk of homelessness and looked after young people, to empower them to build their lives and achieve sustainable independence and wellbeing. We accommodate up to 116 people on any given night within our range of accommodation services that meet the varying multiple and complex needs of the people we support.

Across all of our services we supported over 800 people in the past year. This encompasses both accommodation support services and our wider outreach and specialist support teams. Across all services, frontline staff strive to end rough sleeping in the areas where we work, and to support individuals to overcome barriers to take steps towards living independent lives and achieving their potential.

Stonepillow has identified the need to increase our emphasis upon our first pillar: the prevention of homelessness. National statistics suggest that around 25% of those experiencing homelessness have at some point been in care. We are committed to significantly lowering this statistic by providing holistic assessment, and wrap around, individualised support, creating effective pathways for young people. For this purpose, in 2021 we successfully bid for two West Sussex County Council accommodation and support services for age 16-17 older looked after children and care leavers; and in April 2022 opened both new services in Chichester. These provisions are in addition to our already established Young People's service in Littlehampton, which supports unaccompanied asylum-seeking children aged 16-18.

The focus on prevention has also led us to establish Our Pathways Home team, commissioned by Chichester District Council and supporting households who are struggling with rent, mortgages, tenancies and debts, many due to the cost of living, that could result in their eviction. Over the last 12 months our Pathways home team have supported 60 households in the community to manage debt and avoid evictions.

Another focus of the last year has included strengthening our client engagement. Stonepillow places all clients at the heart of what we do, and we are committed to the continual improvement of clients' meaningful involvement at all levels of the organisation. To this end, in addition to appointing a trustee with lived experience of homelessness to participate in the governance of our charity, we have also appointed a lived experience co-ordinator, to support the development of a clear and transparent approach coproduced with present and past clients.

We strive to support every individual with their journey to independence and positive wellbeing in a way that is meaningful for them. No journey is the same and the voice of the person is always at the heart of what we do. Our lived experience co-ordinator will utilise their own lived experience to engage with the people we support, developing models of feedback and informing all areas across our organisation, to promote and develop meaningful client engagement and co-production.

## ACHIEVEMENTS AND PERFORMANCE

The nature of the service we deliver at Stonepillow requires us to work in partnership with a range of local and national organisations. Collaboration ensures wider support is integrated into our pathway and accessible to our clients. This means clients experience a smoother journey when navigating through the complexity of often many different service providers, which they have often told us they find huge barrier to successful recovery. Regular services/groups are provided in our hubs include CDC/ ADC Housing Options, NA/ AA, Change Grow Live, Confide Counselling, Samaritans, GPs, and Hepatitis C Trust clinics. Haircuts are also offered monthly to clients by Haircuts for Homeless.

The past year has not been without challenges, with an over 14% increase in the number of people needing to access our support. The increasing need for homelessness support within our local community, coincides with a nationally recognised rise in general health and mental health needs, and at a time when statutory services are also under increased pressure.

In preparation and response to these challenges, we at Stonepillow have developed our health offer, including recruiting an Integrated Homelessness Mental Health Practitioner, to strengthen our mental health support for clients, facilitate with statutory services, and support our staff teams who are increasingly at risk of vicarious trauma.

We also delivered a project funded by Sussex Health and Care Partnership (SHCP) which has supported clients to access digital healthcare from our day hubs and residential services. 1:1 sessions were provided to support clients through online registration processes, to access video appointments and to access NHS digital tools and apps to improve and quicken the access to primary care needs. This has been hugely successful, enabling 319 individual clients to achieve improved access to health care.

Following receiving funding from Changing Futures Sussex (CF), part of the national Changing Futures programme funded by The Department of Levelling Up, Housing and Communities (DLUCH) and The National Lottery Community Fund, we have successfully recruited a CF Homelessness Navigator, and a Homelessness and Domestic Abuse Navigator. Our Changing Futures Navigator works in partnership across our communities to deliver meeting the needs of the most vulnerable people, experiencing multiple disadvantage: defined as people who experience three or more of homelessness, current or historical offending, substance misuse, domestic abuse, and mental ill health.

To improve food efficiency in delivery and reducing waste we have moved our food donations to one central location within Restore Donations Hub in Terminus Road, Chichester, from where food is distributed across all our services. Plans are also underway to provide crisis food packs made available to those that are homeless or housed in temporary accommodation and have been referred to our food hub requiring crisis food support. Referral to the Stonepillow food packs will trigger weekly support with key workers to review with clients how they budget and manage food, with the aim of promoting healthy nutrition and sustainable food independence.

### Client serices and support overview

#### Day Hubs: Chichester and Bognor Regis

Stonepillow day hubs provide support and advice for people who are rough sleeping, homeless or placed in temporary accommodation. They are the first point of contact for people accessing Stonepillow services. Dedicated support workers are available to give help and advice to those who are homeless or at risk of becoming homeless. The hubs offer a range of facilities including meals, hot drinks, GP surgery, shower, laundry, accommodation referrals, and referrals to other services such as alcohol and substance treatment and mental health services, who operate sessions within our hub.

Our hubs also operate Severe Weather Emergency Provision (SWEP). In partnership with Chichester and Arun District Councils and when the temperature is predicted to drop below zero degrees for three consecutive nights, the Hubs provide emergency accommodation overnight for rough sleepers. From January - March 2023, Stonepillow operated SWEP 22 times in Chichester and Bognor Regis. 26 people accessed this service, many on several occasions, and were given food and a warm and safe place to sleep. 20 of these individuals were also given support with referrals to our hostels, access to our day services and support to access local authority housing options team. This provision is a good opportunity for us to engage with people who may not otherwise be accessing any support services.

## ACHIEVEMENTS AND PERFORMANCE

### Rough Sleeper Initiative (RSI)

Funded from central government to deliver the DLUHC goal of prevention, in the last year our team of RSI specialist support workers have supported in total across Chichester and Arun districts, 290 individuals. The RSI team provide person centred support to those that are rough sleeping, those with co-occurring mental health and substance misuse, and those who require prevention support to remain within their current home.

### Housing First

Housing First is a person-centred, evidence-based approach to supporting homeless people experiencing multiple complex needs who have histories of entrenched or repeat homelessness and rough sleeping, to live in their own homes. It has been widely adopted across the US and Europe and increasingly in the UK. Currently part funded by The Henry Smith charity and Garfield Weston, we provide support through the principles of Housing First; including prioritising access to housing as quickly as possible without waiting until the person has stabilised or progressed through standard homelessness routes. This support offer is for life. Housing First has continued to be successful in providing housing for 15 clients with a history of rough sleeping and multiple complex needs.

The savings to the public purse of one successful Housing First placement are estimated at around over £30,000 per annum.

### Accommodation for Ex-Offenders (AFEO)

Last year we continued our commission from CDC and ADC for supporting ex-offenders leaving prison who have no support or accommodation, and no access to local authority housing. Without this support, rough sleeping and reoffending is likely. Our 3 dedicated Stonepillow workers help clients resettle into the community, completing assessments and personal housing plans, and facilitating support for mental health, substance treatment, budgeting, wellbeing, and gaining employment; ultimately to secure private rented sector (PRS) accommodation and sustain a tenancy. Last year the team supported 118 individual prison leavers, 36 were supported to secure PRS tenancies which is a significant achievement in consideration of the rising cost of PRS and limited PRS availability. 68 individuals were supported to access temporary accommodation and 14 returned to live with friends and family, following positive reconnection.

We have built strong partnership with prisons and probation services and continue to build partnerships with private landlords.

### Integrated Health Team

Stonepillow Integrated Health Team is led by our Integrated Homelessness Mental Health Practitioner and consists of two substance misuse and wellbeing support workers, funded by the Rough Sleeper and Alcohol Treatment Grant, and two Changing Futures specialist Support workers, including specialist support for those experiencing homelessness and/or domestic violence. Our Changing Futures Support Workers are funded through the Sussex wide Changing Futures programme, awarded to improve the way that local systems and services work for adults experiencing multiple disadvantages. The aim of the programme is to create an environment where these individuals can receive flexible, trauma informed, person-centred support when they need it, leading to increased periods of stability and more opportunities to make positive changes in their lives.

### Two 24-hour hostels, Chichester and Bognor Regis

Stonepillow has two 24/7 residential hostels in Chichester and Bognor Regis providing accommodation to a total of 27 residents.

In the last year 71 individuals have accessed their accommodation and support, in a safe and stable environment. We provide intensive support to enable clients to start achieving stability and move on to more suitable accommodation. Clients have often lived chaotic lives - they may have alcohol or drug issues, mental health issues or offending backgrounds. Each client has a dedicated support worker to assist them with identifying areas in which they need support.

Adjacent to our Chichester hostel, Hicks House offers 12 self-contained studios. Hicks House provides accommodation and support that recognises the need for longer term temporary accommodation and intensive wrap around support, typically up to 2 years, for those with multiple and complex needs. Last year Hicks House supported 20 individuals. Sadly 3 clients passed away from health-related conditions and 3 clients were evicted due to significant anti-social behaviour; more positively 4 clients with multiple complex needs gained longer term independence, securing tenancies and moving into their own independent accommodation.

## ACHIEVEMENTS AND PERFORMANCE

### Supported accommodation

Stonepillow provides move-on accommodation in Chichester, Bognor Regis and Barnham, from 10 properties that accommodate a total of 39 individuals. Our portfolio includes a specialist women's therapeutic project and 4 single person flats.

Supported accommodation is offered to clients moving on from hostel or emergency accommodation towards more independence. Staff prepare clients for total independent living; managing and sustaining a license or tenancy agreement, housing options, personal budgeting, securing employment, training, education or volunteering opportunities and getting involved in community activities. They help clients secure sustainable and appropriate move-on accommodation and achieve positive personal health and wellbeing outcomes.

Clients usually stay in supported accommodation for up to 2 years. In the last year 11 clients have been supported to move onto their own tenancies.

### Recovery Service

Stonepillow Recovery Service is a CQC registered service located in Bognor Regis.

The 12 bed Recovery Service is the only abstinence-based provision in West Sussex using an abstinence-based model of accommodation and support for people who are addressing their substance misuse and addiction. Working in close partnership with Turning Tides and Emerging Futures, structured support is provided to maintain abstinence and to rebuild lives through group sessions, volunteering, education, and training. The service includes three move-on houses to allow residents to move to the next stage of independence, whilst remaining supported by staff.

In 22/23, we had 23 successful completions within the Recovery Service. 10 clients relapsed and were offered support through our relapse loop to gain accommodation and support for their needs. In September 2022 the Recovery Service received its first inspection by the Care Quality Commission (CQC), receiving a Good overall inspection outcome, recognising the dedicated support of staff and the safe and effective support the recovery service provides.

### Young People

Stonepillow provides 2 separate locations in Chichester that offer accommodation and support to older looked after children and care leavers aged 16-17 who are under the care of WSCC. Adhering to a trauma Informed model of support, the young people's service partners with Child and Adolescent Mental Health Services (CAMHS), CGL, and other providers to offer a fully holistic approach. During the financial year 2022-2023 over 70% of the young people we supported were engaged in education, training, or employment, providing focussed goals to build a life of wellbeing and independence. Those not engaged in education, training and employment are encouraged to identify individual meaningful goals, with person centred support to identify steps to achieve positive outcomes.

In addition to our 2 new young people's services in Chichester, our established unaccompanied asylum-seeking Children (UASC) service in Littlehampton provides support and accommodation for up to 10 individual unaccompanied asylum-seeking children aged 16-18+, also on behalf of WSCC. While their claim for leave to remain is processed, they are cared for by a local authority. Support is provided to settle and engage within the community, access education and support with budgeting and tenancy sustainment. In the last year our UASC service has supported 13 young people to be granted leave to remain and to move onto independent living.

## ACHIEVEMENTS AND PERFORMANCE

**Operations - Statistics**

| | 2021 - 2022 | 2022 - 2023 | % Increase or decrease |
|---|---|---|---|
| **Pathways of interventions and support** | | | |
| Total number of positive moves | 352 | 375 | 6.50% |
| No. of rough sleepers rough sleeping clients supported into hostels, tenancies, Housing First or supported accommodation | 65 | 74 | 13.80% |
| Number of clients who Stonepillow connected to Pathfinder mental health services (engagement in Mental health partnerships) | 174 | 197 | 13.20% |
| Total individuals supported by our Community Outreach Team (include, RSI for Chichester and Arun, Housing First) | 301 | 364 | 20.90% |
| Total number of attendances community led group work at Stonepillow Resource Hub (Re-opened in August 2021) | 2841 | 3467 | 22% |
| Number of positive completions of Stonepillow abstinence programme at Recovery | 28 | 33 | 17.90% |
| Number of clients accessing support from the Bognor Day Hub | 232 | 339 | 46.10% |
| Number of clients accessing support from Chichester Day Hub | 255 | 390 | 52.90% |
| **Accommodation:** | | | |
| Total number of support units of accommodation across Stonepillow | 101 | 120 | 18.80% |
| Evictions (we only evict due to due to serious violence or serious criminal damage or high rent arrears) | 19 | 17 | -10.50% |
| Clients moving into private rental places | 16 | 74 | 363% |

**Restore - Social Enterprise**

Restore remains imprtant to the Stonepillow mission, it provides:

- Supported volunteering, upskilling, and work opportunities to our clients.
- Generates an unrestricted revenue stream to help support our core services.
- Offers and interface with the wider community who support us.
- Assistance to clients moving into independence.

In January 2023 we opened the doors to a new shop in Chichester, utilising the original shop as a donation hub and testing area. The change has seen efficiencies in stock movement / rotation, plus a saving on staff time that has enabled us to focus on our customers, donors and providing client support.

The social enterprise depends on a mixture of paid employees and volunteers – including clients - all playing a vital part in keeping the shops open, accepting donations, collecting donations, and delivering sold items with our two vans. Restore also offers crucial work and volunteer opportunities to not only our clients, but also external volunteers paying back to the community or seeking work experience when others may not be willing or able to provide the opportunity. Restore has engaged volunteers from those furthest from employment and coming from Ford Open Prison, from community payback, or referred by the Job Centre, helping to build confidence in individuals and their ability to socially interact. Volunteers have contributed over 20,000 hours at Restore over the course of the financial year 2022-23.

An important role of the Restore provision is providing furniture to other Stonepillow services and clients, often helping clients move into their own independent property. In addition, we provide crisis grant furniture on behalf of both Arun and Chichester District Councils. This is an emergency provision for both individuals and families. From July 2023 this provision will be extended to Adur & Worthing Borough Council.

In 2022-23 Restore again generated sales of:

- Shop & Online £491,189 (previous year £490,340).
- Crisis Grant income £58,555 (previous year £26,319).

These valuable outcomes, achieved despite a 3 week shop closure to move to new premises, contribute to our mission and vision as well as aligning with the purpose of Restore: to increase Stonepillow's own unrestricted income.

## ACHIEVEMENTS AND PERFORMANCE

### Fundraising and Communications

This year kicked off with Stonepillow joining in local celebrations including Chichester Pride and the Jubilee, raising both awareness and funds for the charity. Our fashion show at Chichester Rugby club was well received, and we hosted a football match at Bognor Regis Town Football Club which provided a wonderful opportunity to involve staff, clients, and supporters together and will be repeated as a bigger and better event next year. And of course, the Big Sleep Out took place in October at Chichester Cathedral; as always, an inspiring event in which 80 sleepers participated and raised £14,000 for our charity. The Sleep Out is a strong brand for Stonepillow, and ideas have been actioned to maximise its potential through drawing in a wider net of supporters than those able to attend the Cathedral event; with a Big School Sleep Out campaign planned.

We are hugely grateful to all our supporters who use their time, skills and networks to fundraise for us – these are too many to mention all, but particular thanks this year to Naomi Dekker, who hosted an evening with the South Downs Soloists in July, Jonathan Callow who in September hosted a party in his garden where Chichester University's Sleepy Lagoon orchestra entertained through storms and high winds, and Chris Merrien who rallied his church group to carol sing at Chichester Festival Theatre, raising over £3,000. We would also like to thank all the businesses in our local area whose sponsorship and support in other ways has been invaluable; with special mentions this year to Dexam, Barratt Homes, Secure Construct and Wiley.

This fiscal year saw the repercussions of the pandemic and the start of cost-of-living crisis kick in, and individual giving has suffered as a result with fewer people giving regularly – a pattern echoed across the sector. However, those that do give, give more – and this has cemented our commitment to focussing growth potential on our major donor strategy. August saw a restructure in the fundraising and communications team, with the new position of Fundraising Manager created which will concentrate on the development and implementation of our major donor and corporate relationships.

Stonepillow has also made strides forward in better communicating what we do and our impact. Our social media following has increased, and according to Meta Insights our reach in the last quarter this year compared to the same period in the previous year was improved by 212% on Facebook and 475% on Instagram.

## FUTURE PLANS

### Our Mission Statement

Stonepillow support and empower homeless and vulnerable people to achieve sustainable independence and wellbeing.

### Our vision

Working in collaboration with our clients, communities and stakeholders, we will end rough sleeping and support people from homelessness to home. We will do this by:

- Providing wraparound services which put the client at the heart of what we do.
- Providing safe, secure, high-quality accommodation and support.
- Strengthening the client pathway by understanding the gaps in provision and proactively responding to them.
- Enabling clients to achieve their journey to recovery, wellbeing and sustainable independence.

## FUTURE PLANS

### Our core values

As an organisation, we are committed to:

- **Being client focused** - putting clients at the heart of what we do and engaging with them to actively participate at all levels of the charity.
- **Working collaboratively** - working with clients, local communities, stakeholders and partners to reduce homelessness and end rough sleeping.
- **Valuing diversity** - in our clients, staff, volunteers, trustees and communities.
- **Innovation and quality** - delivering high-quality services which evidence value for money and positive outcomes of clients.
- **Being professional, respectful and kind** - when delivering services to clients, when working with our communities and in our behaviour towards each other.

### Our Objectives

To enable, empower and effectively respond to the needs of present and future clients by building them into our strategic planning process. We will do this by:

1. Delivering a high-quality, outcome-focused client pathway which enables successful recovery and independence for all.
2. Demonstrating strong organisational governance, accountability and leadership which drives forward the Stonepillow vision.
3. Having a skilled and motivated workforce.
4. Expanding and developing our Social Enterprise opportunities.
5. Strengthening partnerships and postive relationships with communities, voluntary and statutory agencies to deliver a wider wellbeing agenda to the vulnerable and those in need.
6. Being financially viable.
7. Delivering effective Fundraising and Communications strategies.
8. Delivering our Volunteering strategy which engages, supports and values all volunteers.

## FINANCIAL REVIEW

The financial result for the year was a deficit of £121,623.

### Financial management policies

The main financial management policies applied by the Charity are to:

- Enter each financial year with a balanced budget or sufficient cash in reserves to cover any projected deficiency.
- Monitor the monthly out-turn against that budget through detailed management accounts.
- Monitor the monthly cash flow position.
- Ensure that any new projects are adequately funded before being implemented.
- Ensure that any contract work makes an adequate contribution to the administrative and managerial overheads.
- Find replacement funding for grants before their cessation date.

## FINANCIAL REVIEW

### Policy on reserves

The policy of the Trustees is to hold liquid reserves, of a minimum of three months and a maximum of six months' expenditure. It is recognised that this is important to help ensure service continuity in the event of any income stream being changed.

The unrestricted reserves of the Charity are held to meet deficiencies in the provision of services between one year and another and to even out cash flow variations within the year. Reserves may also be used to support activities which are inadequately funded on a temporary basis pending the receipt of fresh funding. The major financial risk faced by the Charity is disruption to its cash flow by a major funder being unable to make payments when due. On 31st March 2023 our liquid reserves would cover 3.5 month's expenditure.

### Asset cover for funds

Note 13 sets out an analysis of the assets attributable to the various funds and Note 14 a description of the restricted funds. The assets are sufficient to meet the charity's obligations on a fund by fund basis.

### Future Plans & Income Concerns

The financial impact of the current cost of living climate and associated inflation is making our income generation challenging. This together with local authorities and central government looking to make savings is a cause of apprehension. In particular our concerns are: -

- Future government grants may be reduced as the government and local authorities need to fund their own increased running costs.
- Income from individuals, together with fundraising event income will continue to be lower than pre COVID-19 levels and following a peak during the pandemic. All charities are experiencing this trend, and this has made fundraising difficult and is likely to continue as individuals are impacted by the cost-of-living crisis, including high inflation, all of which will affect the level of individual giving.
- The impact of increasing inflation will result in higher expenditure. In particular energy costs and staff remuneration are a concern.
- Staff recruitment and retention is proving costly, in particular for roles that are worked on a rota.
- Staff absence is likely to still be high as it is anticipated that COVID-19 will continue to cause absence. In addition, other viruses such as flu may be an issue.
- Housing Benefit – This is our largest income stream and remains a concern. The Government are reviewing the structure / criteria for payments; it is not known whether this will impact us.. Should a cap or reduction occur, a 10% decrease would amount to a reduction in income of £169,000 per annum.

### Capital expenditure during 2023-24

£37,000 has been designated for the funding of capital projects, these include:-

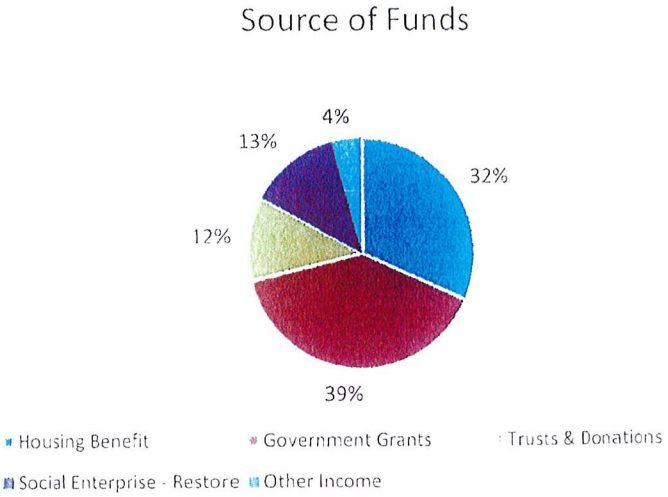
- Design and implementation of a new website.
- New flooring for our Recovery Service.
- Replacement of fire doors.

## FINANCIAL REVIEW

### Sources of Funds and their Deployment

Our principal funding sources in the year were as follows:

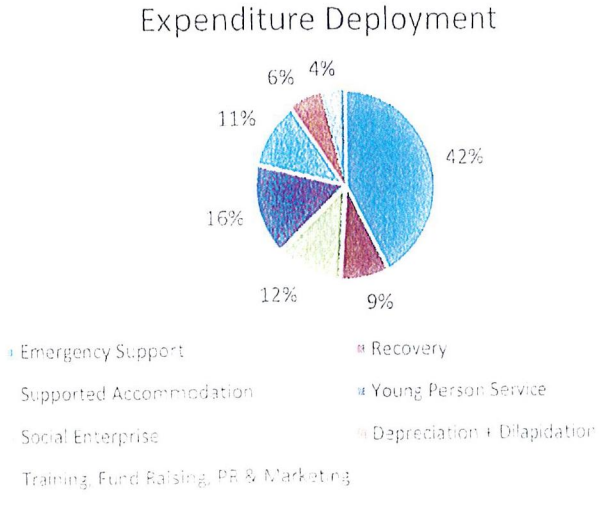
| | |
|---|---|
| Housing Benefit | £1,367,112 |
| Government Grants | £1,703,772 |
| Trusts and Donations* | £512,009 |
| Social Enterprise - Restore | £549,744 |
| Other Income | £184,141 |




* **Note:** Trusts and Donations includes Fund Raising.

Our expenditure in support of our key objectives was as follows:

| | |
|---|---|
| Emergency Support | £1,878,088 |
| Recovery | £389,268 |
| Supported Accommodation | £523,017 |
| Young Person Service | £697,401 |
| Social Enterprise | £513,076 |
| Depreciation and dilapidations | £248,808 |
| Training, Fundraising, PR & Marketing | £188,743 |



## FINANCIAL REVIEW

### Trusts and Grants support

We gratefully acknowledge financial support received either in the year to 31 March 2023, or before or after the year but relating to our work for that year, from the following Trusts and Businesses:

| Trust or Business | Amount |
|---|---|
| National Lottery | £75,065 |
| Henry Smith Charity | £58,550 |
| Hospital of the Blessed Mary | £30,000 |
| West Sussex County Council | £22,621 |
| The Morrisons Foundation | £19,371 |
| NHS West Sussex PCT | £15,098 |
| Garfield Weston Foundation | £15,000 |
| The Boltini Trust | £10,000 |
| Albert Hunt Trust | £7,000 |
| Patricia Routledge | £5,000 |
| David Cover & Sons | £4,500 |
| Sussex Community Fund | £2,609 |
| The Robson Charitable Trust | £2,330 |
| Chichester Welfare Trust | £2,187 |
| Arthur Williams Trust | £2,000 |
| Penningtons Manche Cherry Family | £1,750 |
| Neighbourly Fund M & S Fund | £1,000 |
| Bassill Shippam Trust | £1,000 |
| The VLM Foundation | £1,000 |
| The Jacaranda Trust | £1,000 |
| Bernadette Trust | £1,000 |
| Below £500 | £2,677 |

## STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of St Richard of Chichester Christian Care Association for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period. 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 Registered Social Housing Providers SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## DISCLOSURE TO AUDITORS

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

## AUDITORS

Sheen Stickland were appointed auditors to the company during the year. A resolution proposing that they be reappointed will be put to the Annual General Meeting.

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

Approved by the Trustees and signed on their behalf by:



David Coulthard - Interim Chair of Stonepillow Trustees

Date: 7th November 2023

**Opinion**
We have audited the financial statements of St Richard of Chichester Christian Care Association for the year ended 31st March 2022 on pages 24 to 34. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31st March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year 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 Companies Act 2006 and the Accounting Direction for provate registered providers of social housing in England 2019.

**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 Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company's ability to continue as a going concern for a peiod of at least twelve months from when the financial statements are authorised for issue.

Our responsibilites and the responsibilites 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 statement and or Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and 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 statement 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 fiannciał 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 information, we are required to report that fact. We have nothing to report in this regard.

**Opinion on other matters prescribed by the Companies Act 2006**
In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**Matters on which we are required to report by exception**
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Responsibilities of Trustees**

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 the trustees 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 charitable company'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 charitable company 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 a Report of the Independent Auditors 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.

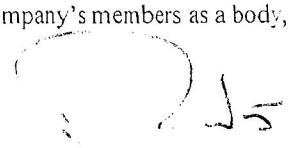
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting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

- Enquiry of management, those charged with governance and the entity's solicitors around actual and potential litigation and claims.
- Reviewing minutes of meetings of those charged with governance.
- Auditing the risk of management override of controls including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.
- Reviewing financial satement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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. This description forms part of our Report of the Independent Auditors.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Paul Wright FCA DChA (Senior Statutory Auditor)
for and on behalf of Sheen Stickland
Chartered Accountants and Registered Auditors
7 East Pallant
Chichester
West Sussex
PO19 1TR

Date: 1 December 2015

## Statement of Comprehensive Income
## for the year ended 31st March 2023

| | Notes | 2023 £ | 2022 £ |
|---|---|---|---|
| **Turnover** | 2 | 4,315,951 | 3,856,179 |
| Operating expenditure | | (4,438,401) | (3,537,392) |
| **Operating (deficit)/surplus** | 4 | (122,450) | 318,788 |
| Interest receivable and similar income | 5 | 827 | 54 |
| **Total Comprehensive (Deficit)/Income for the year** | | (121,623) | 318,841 |

### Statement of Changes in Reserves

| | 2023 Income and Expenditure Reserve | 2022 Income and Expenditure Reserve |
|---|---|---|
| Balance at 1 April 2022 | 3,104,199 | 2,785,358 |
| (Deficit)/surplus from Statement of Comprehensive Income | (121,623) | 318,841 |
| Transfers | - | - |
| Balance as at 31 March 2023 | 2,982,576 | 3,104,199 |

All income and expenditure arise from continuing activities.

The notes on pages 27 to 34 form part of these financial statements.

The financial statements were approved by the Board of Trustees and authorised for issue on 7TH NOVEMBER 2023 and were signed on its behalf by:

Mr D Coulthard
Trustee

Mr A C F Fawcett FCA
Trustee

## Statement of Financial Position
## as at 31st March 2023

| | Notes | 2023 £ | 2022 £ |
|---|---|---|---|
| **FIXED ASSETS** | | | |
| Housing properties - depreciated cost | 8 | 3,843,016 | 3,397,961 |
| Other tangible assets | 9 | 108,716 | 58,424 |
| | | 3,951,732 | 3,456,385 |
| **CURRENT ASSETS** | | | |
| Debtors | 10 | 597,952 | 812,408 |
| Cash at bank and in hand | | 837,692 | 1,045,932 |
| | | 1,435,644 | 1,858,340 |
| **CREDITORS** | | | |
| Amounts falling due within one year | 11 | (353,285) | (343,705) |
| **NET CURRENT ASSETS** | | 1,082,359 | 1,514,635 |
| **TOTAL ASSETS LESS CURRENT LIABILITIES** | | 5,034,091 | 4,971,020 |
| **CREDITORS** | | | |
| Amounts falling due after more than one year | 12 | (2,051,515) | (1,866,821) |
| **NET ASSETS** | | 2,982,576 | 3,104,199 |
| **RESERVES** | | | |
| **Unrestricted reserves** | | | |
| General reserve | 15 | 1,297,816 | 1,066,890 |
| Property reserve | 15 | 1,684,760 | 1,437,309 |
| Capital reserves | 15 | - | 600,000 |
| | | 2,982,576 | 3,104,199 |

The notes on pages 27 to 34 form part of these financial statements.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees and authorised for issue on 7th November 2023 and were signed on its behalf by:

Mr D Coulthard
Trustee

Mr A C F Fawcett FCA
Trustee

St Richard of Chichester Christian Care Association Ltd

**Cash Flow Statement**
**for the Year Ended 31st March 2023**

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| **Cash flows from operating activities:** | | |
| Cash generated from operations (see below) | 534,088 | (39,769) |
| **Net cash provided by operating activities** | 534,088 | (39,769) |
| **Cash flows from investing activities:** | | |
| Purchase of tangible fixed assets | (743,155) | (180,982) |
| Interest received | 827 | 54 |
| **Net cash used in investing activities** | (742,328) | (180,928) |
| **Change in cash and cash equivalents in the reporting period** | (208,240) | (220,697) |
| **Cash and cash equivalents at the beginning of the reporting period** | 1,045,932 | 1,266,629 |
| **Cash and cash equivalents at the end of the reporting period** | 837,692 | 1,045,932 |

RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| **Net (deficit)/income for the reporting period (as per the statement of comprehensive income)** | (121,623) | 318,841 |
| **Adjustments for:** | | |
| Depreciation charges | 247,808 | 215,559 |
| Interest received | (827) | (54) |
| Decrease in debtors | 214,457 | (497,190) |
| Increase/(decrease) in creditors | 194,273 | (76,925) |
| Net cash provided by operating activities | 534,088 | (39,769) |

## 1. ACCOUNTING POLICIES

### Accounting convention

St Richard of Chichester Christian Care Association Ltd is a company limited by guarantee, incorporated in England and Wales, a registered charity and a private registered provider of social housing in the United Kingdom. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are detailed in the Trustees' Annual Report.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements have been prepared in accordance with applicable accounting standards including Financial Reporting Standard 102 The Financial Reporting Standard Applicable in the UK and Republic of Ireland (FRS 102), the Statement of Recommended Practice for Social Housing Providers 2019, and with the Accounting Direction for Private Registered Providers of Social Housing in England 2015. The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling, which is the functional currency of the charity, and rounded to the nearest £.

### Turnover

Turnover is accounted for in the statement of comprehensive income when the company becomes legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants receivable and local authority fees are credited to the statement of comprehensive income in the year for which they are due. Other voluntary income sources are credited to the statement of comprehensive income in the year in which the charity becomes legally entitled to the income .

### Operating costs

Operating costs are accounted for on an accruals basis and have been classified under headings that aggregate all costs relating to that category.

### Tangible fixed assets

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its useful economic life, as follows:

| | |
|---|---|
| Housing properties | 4% straight line |
| Fixtures, fittings and equipment | 25% and 33.3% straight line |

Assets costing less than £1,000 are written off to expenditure.

As the estimated useful economic life of the buildings are greater than 50 years, the trustees undertake an annual impairment review. They have concluded that no adjustment is required in the current accounting period.

### Social housing grant and deferred income

Social housing grants are grants made to the charity towards the cost of development of housing properties. They are repayable under certain circumstances but will normally be restricted to net proceeds of sale. Housing grants are recognised in the statement of comprehensive income over their estimated useful economic life of 25 years. Grants which have been received but have not been recognised as income are credited to deferred income.

## 1. ACCOUNTING POLICIES - continued

**Pension costs and other post-retirement benefits**
The company operates a defined contribution pension scheme. Contributions payable to the company's pension scheme are charged to the statement of comprehensive income in the period to which they relate.

**Operating lease commitments**
Rentals payable under operating leases are charged against the statement of comprehensive income on a straight line basis over the period of the lease.

**Taxation**
The charitable company is exempt from corporation tax on its charitable activities.

**Restricted Reserves**
Restricted Reserves are those reserves which are only expendable in accordance with the wishes of the funder or regulatory body. Restricted reserves include funds raised in response to a specific appeal. Revenue and expenditure cannot be directly set against restricted reserves but is taken through the statement of comprehensive income and then a transfer to restricted reserves is made as appropriate.

## 2. TURNOVER

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Donations | 354,133 | 301,674 |
| Fundraising income | 42,412 | 41,318 |
| Housing benefit | 1,367,112 | 1,155,263 |
| Grants | 1,877,777 | 1,307,563 |
| Release of capital grant | 70,674 | 76,973 |
| Client contributions | 70,238 | 58,800 |
| Restore sales | 491,189 | 490,340 |
| Legacies | 20,921 | 399,254 |
| Other income | 21,495 | 24,994 |
| | 4,315,951 | 3,856,179 |

## 3. ACCOMMODATION IN MANAGEMENT

| | 2023 | 2022 |
|---|---|---|
| Number of units managed by the charity at the end of the year: | | |
| Recovery Service | 22 | 22 |
| Hostels | 61 | 60 |
| Supported Accommodation | 38 | 36 |
| | 121 | 118 |

## 4. OPERATING SURPLUS

Operating surplus is stated after charging/(crediting):

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Auditors' remuneration | 6,900 | 9,839 |
| Depreciation - housing properties | 193,844 | 168,289 |
| Depreciation - other tangible assets | 53,964 | 47,270 |

## 5. INTEREST RECEIVABLE AND SIMILAR INCOME

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Deposit account interest | 827 | 54 |

## 6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2023 nor for the year ended 31st March 2022.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31st March 2023 nor for the year ended 31st March 2022.

## 7. STAFF COSTS

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 2,646,113 | 1,940,833 |
| Social security costs | 202,788 | 156,221 |
| Other pension costs | 79,957 | 78,741 |
| | 2,928,858 | 2,175,795 |

The average monthly number of employees during the year was as follows:

| | 2023 | 2022 |
|---|---|---|
| Project workers | 74 | 64 |
| Administration and publicity | 14 | 13 |
| | 88 | 77 |

One employee received emoluments in excess of £60,000 (2022 - one).

The total value of employee benefits received by key management personnel during the year was £345,579 (2022 - £260,151).

## 8. TANGIBLE FIXED ASSETS - HOUSING PROPERTIES

| | Freehold Housing Property 2023 £ | Freehold Housing Property 2022 £ |
|---|---|---|
| **COST** | | |
| At 1st April 2022 | 4,207,201 | 4,058,493 |
| Additions | 638,899 | 148,708 |
| Disposals | - | - |
| At 31st March 2023 | 4,846,100 | 4,207,201 |
| **DEPRECIATION** | | |
| At 1st April 2022 | 809,240 | 640,951 |
| Charge for year | 193,844 | 168,289 |
| Depreciation on disposal | - | - |
| At 31st March 2023 | 1,003,084 | 809,240 |
| **NET BOOK VALUE** | | |
| At 31st March 2023 | 3,843,016 | 3,397,961 |
| At 31st March 2022 | 3,397,961 | 3,417,542 |

## 9. TANGIBLE FIXED ASSETS - OTHER

| | Fixtures & Fittings 2023 £ | Fixtures & Fittings 2022 £ |
|---|---|---|
| **COST** | | |
| At 1st April 2022 | 337,324 | 305,050 |
| Additions | 104,256 | 32,274 |
| Disposals | - | - |
| At 31st March 2023 | 441,580 | 337,324 |
| **DEPRECIATION** | | |
| At 1st April 2022 | 278,900 | 231,630 |
| Charge for year | 53,964 | 47,270 |
| Depreciation on disposal | - | - |
| At 31st March 2023 | 332,864 | 278,900 |
| **NET BOOK VALUE** | | |
| At 31st March 2023 | 108,716 | 58,424 |
| At 31st March 2022 | 58,424 | 73,420 |

## 10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Trade debtors | 343,741 | 162,774 |
| Other debtors | 105,244 | 568,287 |
| Prepayments and accrued income | 148,967 | 81,347 |
| | 597,952 | 812,408 |

## 11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Bank loans | 36,068 | 28,058 |
| Social security and other taxes | 50,233 | 44,317 |
| Other creditors | 49,668 | 41,223 |
| Accruals, dilapidations and deferred income | 217,315 | 230,107 |
| | 353,285 | 343,705 |

Included within the Accruals, dilapidations and deferred income figure of £217,315 (2022: £230,107 are grants received in advance for 2023-24 amounting to £70,674 (2022: £76,973).

## 12. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Bank loans | 764,802 | 515,733 |
| Deferred income | 1,286,713 | 1,351,088 |
| | 2,051,515 | 1,866,821 |

An analysis of the maturity of loans is given below:

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Amounts falling due within one year on demand | 36,068 | 28,058 |
| Amounts falling due between one and two years | 38,041 | 29,436 |
| Amounts falling due between two and five years | 127,171 | 97,328 |
| Amounts falling due in more than five years | 599,590 | 388,969 |

There is a legal charge over St Joseph's, Whyke Lane, Ellasdale Road and Westhampnett Road as security for the long term bank loan.

The bank loan on St Joseph's and Whyke Lane is payable by instalments at an interest rate of 5.85% per annum, with the final repayment date being December 2036.

During the year ended 31 March 2019 two new bank loans were taken out against the purchase and refurbishment of Ellasdale Road. The first bank loan is payable by instalments at an interest rate of 2.69%. The second bank loan is payable by instalments at an interest rate of 4.46%. The final repayment dates for these loans are both November 2034.

During the year ended 31 March 2023 a new bank loan was taken out agaist the purchase of Westhampnett Road. The bank loan is repayable by instalments at an interest rate of 4.83%. The final repayment date for this loan is November 2038.

## 13. DEFERRED INCOME

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Brought forward | 1,428,060 | 1,492,993 |
| New grants | - | 12,040 |
| Release of capital grant | (70,674) | (76,973) |
| Carried forward | 1,357,386 | 1,428,060 |

Deferred income represents social housing grants made to the charity towards the cost of development of housing properties, which are released to the income and expenditure account over their estimated useful lives.

## 14. ANALYSIS OF NET ASSETS BETWEEN RESERVES

| | Unrestricted reserves | Restricted reserves | 2023 Total reserves | 2022 Total reserves |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Fixed assets | 3,951,732 | - | 3,951,732 | 3,456,385 |
| Current assets | 1,435,644 | - | 1,435,644 | 1,858,340 |
| Current liabilities | (353,285) | - | (353,285) | (343,705) |
| Long term liabilities | (2,051,515) | - | (2,051,515) | (1,866,821) |
| | 2,982,576 | - | 2,982,576 | 3,104,199 |

## 15. RESERVES

| | At 1.4.22 £ | Surplus/ (deficit) £ | Transfers £ | At 31.3.23 £ |
|---|---|---|---|---|
| **Unrestricted reserves** | | | | |
| General reserve | 1,066,890 | 1,985,773 | (1,754,847) | 1,297,816 |
| Property reserve | 1,437,309 | - | 247,451 | 1,684,760 |
| Designated Capital reserve | 600,000 | - | (600,000) | - |
| | 3,104,199 | 1,985,773 | (2,107,396) | 2,982,576 |
| **Restricted reserves** | | | | |
| Chichester Hub (Old Glassworks) | - | (25,844) | 25,844 | - |
| Bognor Regis Hub (Glenlogie) | | (44,198) | 44,198 | - |
| Restore - Social Enterprise Chichester | - | (416,840) | 416,840 | - |
| Restore - Social Enterprise Bognor Regis | - | (78,823) | 78,823 | - |
| Recovery Service (Sands) | - | (293,715) | 293,715 | - |
| Chichester Hostel (St Joseph's + Hicks House) | - | (381,199) | 381,199 | - |
| Bognor Regis Hostel (Ellasdale Road) | - | (390,809) | 390,809 | - |
| Supported Accommodation (Move-on) | - | (287,864) | 287,864 | - |
| Outreach | - | (61,271) | 61,271 | - |
| Young Person Service | - | (101,934) | 101,934 | - |
| Women's Project | - | (24,899) | 24,899 | - |
| | - | (2,107,396) | 2,107,396 | - |
| TOTAL RESERVES | 3,104,199 | (121,623) | - | 2,982,576 |

During the year ended 31st March 2019 the trustees decided to create a new Property reserve. This reserve is made up of the book value of freehold properties owned by the Charity less associated bank debt and deferred capital grants relating to these properties.

The Capital Reserve designated during the year ended 31 March 2020 has been released following the purchase of Westhampnett Road during the current year.

## 15. RESERVES - continued

Net movement in reserves, included in the above are as follows:

| | Total income £ | Total expenditure £ | Surplus/ (deficit) £ |
|---|---|---|---|
| **Unrestricted reserves** | | | |
| General reserve | 2,414,472 | (428,699) | 1,985,773 |
| **Restricted reserves** | | | |
| Chichester Hub (Old Glassworks) | 123,138 | (148,982) | (25,844) |
| Bognor Regis Hub (Glenlogie) | 36,900 | (81,098) | (44,198) |
| Restore - Social Enterprise Chichester | 16,554 | (433,394) | (416,840) |
| Restore - Social Enterprise Bognor Regis | - | (78,823) | (78,823) |
| Recovery Service (Sands) | 95,000 | (388,715) | (293,715) |
| Chichester Hostel (St Joseph's + Hicks House) | 99,328 | (480,527) | (381,199) |
| Bognor Regis Hostel (Ellasdale Road) | 68,209 | (459,018) | (390,809) |
| Supported Accommodation (Move-on) | 124,687 | (412,551) | (287,864) |
| Outreach | 673,384 | (734,655) | (61,271) |
| Young Person Service | 599,521 | (701,455) | (101,934) |
| Women's Project | 65,585 | (90,484) | (24,899) |
| | 1,902,306 | (4,009,702) | (2,107,396) |
| | 4,316,778 | (4,438,401) | (121,623) |

| **Comparatives for movement in funds** | At 1.4.21 £ | Surplus/ (deficit) £ | Transfers £ | At 31.3.22 £ |
|---|---|---|---|---|
| **Unrestricted reserves** | | | | |
| General reserve | 832,172 | 2,158,930 | (1,924,212) | 1,066,890 |
| Property reserve | 1,353,186 | - | 84,123 | 1,437,309 |
| Designated Capital reserve | 600,000 | - | - | 600,000 |
| | 2,785,358 | 2,158,930 | (1,840,089) | 3,104,199 |
| **Restricted reserves** | | | | |
| Chichester Hub (Old Glassworks) | - | (106,145) | 106,145 | - |
| Restore - Socal Enterprise Chichester | - | (383,009) | 383,009 | - |
| Restore - Social Enterprise Bognor Regis | | (126,875) | 126,875 | - |
| Recovery Service (Sands) | - | (193,233) | 193,233 | - |
| Chichester Hostel (St Joseph's + Hicks House) | - | (397,858) | 397,858 | - |
| Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road) | - | (237,904) | 237,904 | - |
| Supported Accommodation (Move-on) | - | (282,837) | 282,837 | - |
| Outreach | - | (112,228) | 112,228 | - |
| | - | (1,840,089) | 1,840,089 | - |
| **TOTAL RESERVES** | 2,785,358 | 318,841 | - | 3,104,199 |

Comparitive net movement in reserves, included in the above are as follows:

| | Total income £ | Total expenditure £ | Surplus/ (deficit) £ |
|---|---|---|---|
| **Unrestricted reserves** | | | |
| General reserve | 2,553,799 | (394,869) | 2,158,930 |
| **Restricted reserves** | | | |
| Chichester Hub (Old Glassworks) | 140,003 | (246,148) | (106,145) |
| Restore - Social Enterprise Chichester | 51,713 | (434,722) | (383,009) |
| Restore - Socal Enterprise Bognor Regis | 4,000 | (130,875) | (126,875) |
| Recovery Service (Sands) | 168,179 | (361,412) | (193,233) |
| Chichester Hostel (St Joseph's + Hicks House) | 77,370 | (475,228) | (397,858) |
| Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road) | 151,525 | (389,429) | (237,904) |
| Supported Accommodation (Move-on) | 331,139 | (613,976) | (282,837) |
| Outreach | 378,505 | (490,733) | (112,228) |
| | 1,302,434 | (3,142,523) | (1,840,089) |
| | 3,856,233 | (3,537,392) | 318,841 |

## 15. RESERVES - continued

**Restricted reserves**

The Chichester Hub reserve was set up to fund the operations of the day centre located at the Old Glassworks.

The Chichester Hostel reserve is held for the St Joseph's hostel and Hicks House in Chichester.

The Restore reserve is for use in the Social Enterprise project. Donated furniture is recycled and trainees are taught the skills required to gain employment, one based in Chichester, the other in Bognor Regis.

The Recovery Service reserve is held for use at the Sands residential recovery project which provides a rehabilitation service for people with drug and alcohol problems.

The Bognor Regis Hostel/Hub covers the hostel at Ellasdale Road and the day centre at Glenlogie.

The Supported Accommodation reserve is for our accommodation, excluding the hostels, previously known as move-on accommodation.

## 16. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid within one year:

| | Land and buildings | | Other operating leases | |
|---|---|---|---|---|
| | 2023 | 2022 | 2023 | 2022 |
| | £ | £ | £ | £ |
| Expiring: | | | | |
| Within one year | 206,063 | 206,063 | - | - |
| Between one and five years | 154,182 | 154,182 | - | - |
| In more than five years | - | - | - | - |
| | 360,245 | 360,245 | - | - |

## 17. RELATED PARTY DISCLOSURES

Peter Stevens, a trustee of the charity, is also a Director of Pure Employment Law Limited. During the year the charity incurred £960 (2022: £480) on professional fees from Pure Employment Law Limited.

The Jull Housing Trust is a charity under the control of St Richard of Chichester Christian Care Association. During the year a management charge of £17,957 (2022: £16,627) was charged to the Jull Housing Trust and at the year end the charity owed £13,002 (2022: £692) to the Jull Housing Trust.

Clare Apel, a trustee of the charity, and Martyn Bell, a former trustee, are also Councillors of Chichester District Council. During the year the charity received grants and benefits from Chichester District Council of £1,026,715 (2022: £669,505), and incurred expenditure of £336,596 (2022: £38,806). All transactions were conducted on an arms length basis and neither trustee was directly involved in decisions relating to the charity and its funding.

Amanda Worne, a former trustee of the charity, is also a Councillor of Arun District Council. During the year the charity received grants and benefits from Arun District Council of £1,006,603 (2022: £1,073,824), and incurred expenditure of £17,361 (2022: £40,958). All transactions were conducted on an arms length basis and neither trustee was directly involved in decisions relating to the charity and its funding.

David Coulthard, a trustee of the charity, was Clerk to the trustees of the Hospital of the Blessed Mary during the financial year. During the year a donation of £30,000 (2022: £25,000) was received from this Charity.

St Richard of Chichester Christian Care Association Ltd

**Detailed Income and Expenditure Account**
**for the year ended 31st March 2023**

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| **Turnover** | | |
| **Voluntary income** | | |
| Church donations | 15,293 | 13,737 |
| Private and other donations | 129,133 | 142,320 |
| Trust funds | 209,707 | 145,617 |
| Local authority grants | 230,483 | 493,337 |
| | 584,616 | 795,011 |
| **Activities for generating funds** | | |
| Fundraising income | 42,412 | 41,318 |
| **Income from charitable activities** | | |
| Housing benefit | 1,367,112 | 1,155,263 |
| Grants | 1,647,294 | 814,226 |
| Release of capital grant | 70,674 | 76,973 |
| Client contributions | 70,238 | 58,800 |
| Restore sales | 491,189 | 490,340 |
| Legacies | 20,921 | 399,254 |
| Other income | 21,045 | 24,994 |
| Membership subscriptions | 450 | - |
| | 3,688,923 | 3,019,850 |
| **Total turnover** | 4,315,951 | 3,856,179 |
| **Operating costs** | | |
| Wages and salaries | 2,234,024 | 1,914,916 |
| Agency staff | 412,089 | 25,917 |
| Social security | 202,788 | 156,221 |
| Pensions | 79,957 | 78,741 |
| Total staff costs | 2,928,858 | 2,175,794 |
| Insurance | 34,949 | 29,586 |
| Postage and stationary | 21,097 | 17,783 |
| Other costs | 372,580 | 341,518 |
| Property costs | 644,531 | 568,940 |
| Staff related costs | 65,284 | 32,916 |
| Mortgage interest | 44,243 | 27,635 |
| Auditors' remuneration | 6,900 | 9,839 |
| Legal and professional fees | 72,151 | 117,821 |
| Depreciation of tangible fixed assets | 247,808 | 215,559 |
| | 4,438,401 | 3,537,392 |
| **Operating (deficit)/surplus** | (122,450) | 318,787 |
| Interest receivable and similar income | 827 | 54 |
| **(Deficit)/surplus for the financial year** | (121,623) | 318,841 |

**ST RICHARD OF CHICHESTER CHRISTIAN CARE ASSOCIATION LTD**

England & Wales - Charity number 1000830

# Accounts

REGISTERED COMPANY NUMBER: 02504171 (England & Wales)
REGISTERED CHARITY NUMBER: 1000830
HOMES ENGLAND REGISTERED PROVIDER NUMBER: 4738

# Report of the Trustees and Financial Statements for the year ended 31st March 2022 for

# St Richard of Chichester Christian Care Association Ltd Known as "Stonepillow"

**St Richard of Chichester Christian Care Association Ltd**

**Contents of the Financial Statements**
**for the year ended 31st March 2022**


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**Mission Statement**

STONEPILLOW offers shelter, information and support to empower homeless and vulnerable individuals to make positive changes in their lives.

It aims to create a safer environment that promotes social inclusion with practical assistance and without predjudice for all.

## LEGAL AND ADMINISTRATIVE INFORMATION

**Constitution**
St Richard of Chichester Christian Care Association is a company limited by guarantee and a registered charity governed by its memorandum and articles of association. The company was incorporated on 21 May 1990 (company number 2504171) and was registered as a charity (number 1000830), as defined by the Charities Act, on 9th November 1990.

The company trading name is **STONEPILLOW**.

**Directors and Trustees**
The directors of the charitable company are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. Trustees are appointed at the AGM by the members in accordance with Article 35 or by the trustees under Article 36.

The trustees serving during the year and since the year end were as follows:

**Chair of Trustees**
Shelagh Legrave CBE DL

**Vice Chair**
Yvonne Thomson

**Trustees**
Clare Apel
Martyn Bell
David Coulthard
Anthony Fawcett
Andrew Harrop
Greg Mahon
Peter Stevens
Amanda Worne
Hannah Worricker

**Chief Executive**
Hilary Bartle

**Company Secretary**
Tim O'Reilly

**Principal and Registered Office**
39 Southgate
Chichester
West Sussex
PO19 1DP

## LEGAL AND ADMINISTRATIVE INFORMATION

**Auditors**
Sheen Stickland
Chartered Accountants and Registered Auditors
7 East Pallant
Chichester
West Sussex
PO19 1TR

**Solicitors**
Irwin Mitchell LLP
Thomas Eggar House
Friary Lane
Chichester
West Sussex
PO19 1UF

**Bankers**
Barclays Bank plc
74/75 East Street
Chichester
West Sussex
PO19 1HT

## Report of the Chair
## for the year ended 31st March 2022

This year, Stonepillow has continued to overcome the challenges of the Covid-19 pandemic to deliver its mission; to support and empower homeless and vulnerable people to achieve sustainable independence and wellbeing.

One of the biggest difficulties has been the availability of staff, partly due to continuing infections but also reflecting a very tight UK employment market. In addition, rising inflation and the reduction in individuals' disposable income has increased costs and limited fundraising. However, more positively, Restore has remained open throughout the year, providing employment and volunteer opportunities for clients. We are very grateful to Kevin Couldwell who has successfully led and developed Restore for the last 5 years before retiring in April 2022.

There continues to be an excellent partnership with Chichester and Arun District Councils and both have assisted in providing move-on accommodation. In July the second floor of Hicks House, supported by MCHLG and Chichester District Council, was opened beside the hostel at Hunston. Then in August, our women's project was opened with the support of the National Lottery Community Fund. We won a competitive tender to deliver a service on behalf of West Sussex County Council for older looked after care leavers, and two houses to support this were taken on in April 2022. In addition, a new supported housing property in Chichester was identified, with the sale completing in June 2022.

The Recovery Service has been fully occupied and has delivered amazing outcomes for its clients. It is now a registered provider with the Care Quality Commission (CQC)

The Resource Hub which initially opened in February 2020 next to the Bognor Regis hostel, finally reopened for full service delivery after lockdown and is providing personalized health and wellbeing services to many clients, in partnership with other agencies.

Stonepillow could not continue to operate without the extremely generous donations from local churches and private individuals including some very generous legacies. Whilst fundraising events were limited, it was lovely to be back sharing the Big Sleepout outside the Cathedral in October 2021. The donations from those who support the charity either directly or through their church, are hugely appreciated.

Financially Stonepillow has achieved a strong financial position, mainly due to the receipt of some very generous legacies. It made a surplus of £318,841. Its cash reserves include ring-fenced funds for its capital strategy associated with the new house in Chichester.

Hilary Bartle, the Chief Executive, has led collaborative projects across organisations in West Sussex who support homelessness very effectively. West Sussex County Council have continued to support Stonepillow through its Supported People funding but there is still a risk of further funding cuts in the future.

Stonepillow staff have again been heroes this year, covering long shifts as some had to step away due to Covid-19. It could not be successful in helping vulnerable people without the extraordinary support of its excellent staff who work extremely hard with passion and professionalism, sometimes in very challenging circumstances and particularly during the pandemic. I also want to thank my fellow Trustees and all our volunteers who give their time and expertise to support the charity.

*Shelagh Legrave CBE DL, Chair of the Trustees of Stonepillow*

## Chief Executive Report
## for the year ended 31st March 2022

I would like to start by thanking all Stonepillow staff, Volunteers and Trustees for their continued hard work and commitment throughout the last 12 months. It has thrown us many challenges; Covid sickness, difficulties with recruitment, cost of living increases and significant demands on services due to increased numbers of those in need. However by putting robust business continuity plans as well as health and safety measures in place, we have managed to remain open throughout working face-to-face with all our clients; crucial for the nature of our services and our clientele. Financially we have been asked to do more for less money; we have appealed to trusts, grant-giving bodies such as the Lottery, and our many supporters within the community; all of whom have stepped up and without whom it would have been more of a struggle.

Stonepillow has focused on 5 key areas of activity during the past 12 months to manage the challenges and changes which demand and opportunity have presented us with:

1. Prevention of homelessness and rough sleeping through supporting people early to retain their homes or make positive planned moves.
2. Relief for those who find themselves homeless and with nowhere stable to live through provision of emergency or temporary accommodation.
3. Recovery support through focused casework addressing the root causes of a person's homelessness or insecure housing.
4. Resettlement into a new home to ensure it is sustainable and affordable.
5. Partnership strengthening both at an operational and strategic level.

This framework is supported by embedding of a psychological approach to client support work. A psychologically informed environment (PIE) describes a service that is designed and delivered in a way that takes into account the emotional and psychological needs of the individuals using and working in them; in our case, with particular emphasis on trauma informed care which underpins our operational model of support. We are clearly on a journey; leading from the front to advocate for a person-centred approach to be embedded into health, housing, and criminal justice systems.

Strategically we are well connected; and have identified the need to leverage our connections and influence to improve the systems upon which our clients depend but which don't always deliver to meet their needs. Through our campaigning and advocacy, we have influenced some key work programmes across Adult Social Care, Young People, Criminal Justice and addressing health inequalities. This ultimately has led to systematic improvements and positive change for our clients on the frontline.

Nevertheless we continue to see the needs of our beneficiaries changing and their complexity deepening. We have concentrated on developing services that meet more focussed needs; this includes having in the last year launched a new service for Older Looked after Children, a women's therapeutic service, building additional flats for those with multiple disadvantages, and establishing a positive support pathway into a home for people leaving prison; preventing inevitable additional street homelessness.

We are now in the midst of developing a new strategy; which will ensure that we build on our successes, address gaps in services and skills, enhance partnership working within the voluntary, community and statutory sectors and ultimately enable better outcomes for those who we support. This work is being supported by the pan-Sussex Changing Futures programme; a broad reaching collaboration which is seeking to deliver systematic change and to expand multi-disciplinary models of support based on coproduction and learning with those with lived experience of homelessness.

*Hilary Bartle, CEO of Stonepillow*

The trustees are pleased to present their report together with the financial statements for the year ended 31st March 2022.

Legal and administrative information set out on pages 1 and 2 forms part of this report. The financial statements have been prepared in accordance with applicable accounting standards including Financial Standard 102. The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Statement of Recommended Practice for Social Housing Providers 2018, and with the Accounting Direction for private registered providers of social housing in England 2019.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

St. Richard of Chichester Christian Care Association (STONEPILLOW) is a company limited by guarantee. The members of the company appoint trustees at the AGM with one third of the existing Trustee Board coming up for reappointment each year. The number of trustees is flexible. The Trustee Board may co-opt new trustees during the year but such persons have to present themselves for appointment by the members at the next AGM. Trustees elect their own officers annually and appoint a Company Secretary. There are written statements outlining the roles and responsibilities of the Chair of the Trustee Board and of individual trustees, standing orders governing Trustee Board procedures and a Trustee Code of Conduct. All members of the board give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 5 of the accounts. There is a formal induction process for new trustees which aims to provide them with an understanding of the organisation and Trustees are encouraged to undertake any training course relevant to the performance of their duties.

The trustees have joint corporate responsibility for all the activities of STONEPILLOW but, apart from the statutory obligations that fall directly upon them as a Board, exercise much of that responsibility through controlled delegation. This involves setting policies, arranging for them to be carried out with agreed resources and then monitoring operational and financial performance. Implementation of agreed policies involving day-by-day management of the staff and work of STONEPILLOW is the responsibility of the Chief Executive, appointed by the trustees and answerable to them. Long term strategic development and the yearly update of the Business Plan are discussed jointly by the Trustee Board and the Chief Executive. There is a joint commitment between the Trustee Board and the Chief Executive to carry out the agreed Business Plan. Implementation of project and service development set out in the Business Plan is primarily the responsibility of the Chief Executive, monitored through regular progress reports. A Finance and Internal Audit sub-committee acts on behalf of the Board in relation to the regular monitoring of the Association's finances and the preliminary appraisal of other financial matters, including internal procedures.

The trustees confirm that they have complied with their duty under section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission in deciding what activities the charity should undertake.

### Risk management

The charity's activities are subject to a variety of regulations and legal compliance. By applying appropriate governance and management structures, risk is adequately managed. The Board of Trustees acknowledges its ultimate responsibility for monitoring and reviewing the risks STONEPILLOW faces through a risk register which is scrutinised and updated by the Finance & Audit Committee on behalf of the trustees. The CEO and the management team are responsible for implementing all practical measures that can be taken to reduce or eliminate the risks identified at that time. The system of internal control is designed to provide reasonable assurance that key business objectives will be achieved and the charity's assets safeguarded.

Stonepillow identifies the key risks, the likelihood of those risks occurring, their potential impact and the actions being taken to reduce and mitigate the risks. Risks are prioritised using a consistent scoring system.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Risk management

| Key | |
|---|---|
| E | Extreme risk, immediate action. Escalate as an issue. |
| H | High risk, action should be taken to compensate. |
| M | Moderate risk, action should be taken to monitor. |
| L | Low risk, routine acceptance of risk. |

| | STONEPILLOW RISK REGISTER | IMPACT | MITIGATION |
|---|---|---|---|
| | **Governance** | | |
| 1 | The charity lacks direction, strategy and forward planning. | E | H |
| 2 | Board of Trustees fail to have the right skills, knowledge and understanding of the governance structures in place, preventing effective accountability and oversight of regulatory obligations which include the Care Quality Commission (CQC) and Charity Commission. | H | L |
| 3 | Inadequate or inaccurate information is reported to Trustees, resulting in poor quality decision making. | H | M |
| 4 | Negative PR and/or media coverage. | E | M |
| 5 | Failure to achieve a satisfactory compliance rating following a CQC inspection. | E | H |
| | **Financial** | | |
| 6 | Finance and resources dependent upon a limited number of contracts. | E | H |
| 7 | Poor contract delivery and service provision. | H | M |
| 8 | Inaccurate financial reporting and ineffective budgetary control. | H | M |
| 9 | Failure to deliver on fundraising ambitions due to lack of coherent fundraising strategy and loss of community commitment. | H | M |
| | **Operational** | | |
| 10 | Lack of clear management structure, leading to uncertainty amongst staff of roles and duties. | H | M |
| 11 | Failure to adhere to Health and Safety regulations, policies and regulatory requirements. Poor security of staff, arising from lack of knowledge of procedures and policies. Action being taken without proper authority, caused by lack of induction/training. | E | H |
| 12 | Failure to adhere to regulatory framework of CQC. | H | M |
| 13 | Employment issues arising from a failure to follow effective policies and procedures to regulate staff and volunteers' activities. Lack of managerial oversight and monitoring of work, conduct and performance. Non-compliance by staff and volunteers with CQC requirements, H&S legislation and regulations. | E | H |
| 14 | Poor disaster recovery and business continuity planning, leading to computer system failures or loss of data, the destruction of property, equipment, records through fire, flood or similar damage. | H | M |
| 15 | Failure to comply with GDPR requirements for clients, staff and donors. | H | L |
| 16 | Nationwide Pandemic. | H | M |

### Remuneration policy

Salaries are reviewed on an annual basis and bench marked against the National Joint Council (NJC) scales. There is no commitment to match the latest scale value, increases are only applied after consideration of financial viability.

## ACHIEVEMENTS AND PERFORMANCE

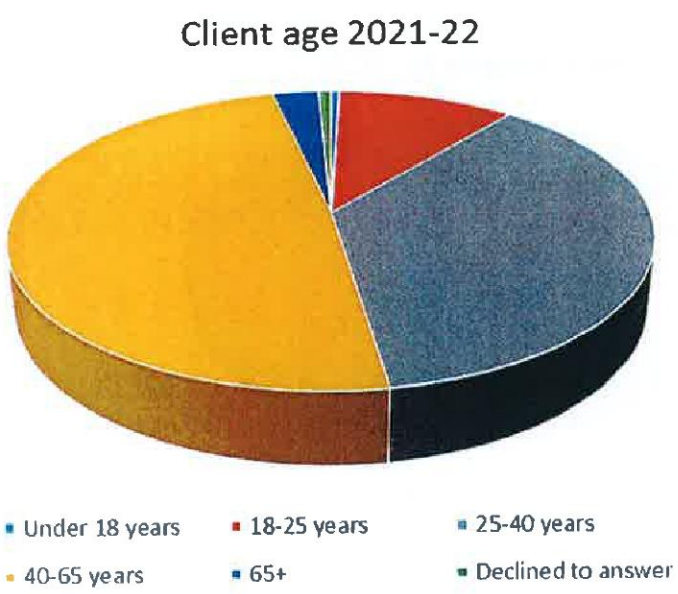
### Stonepillow - who we are

### Clients

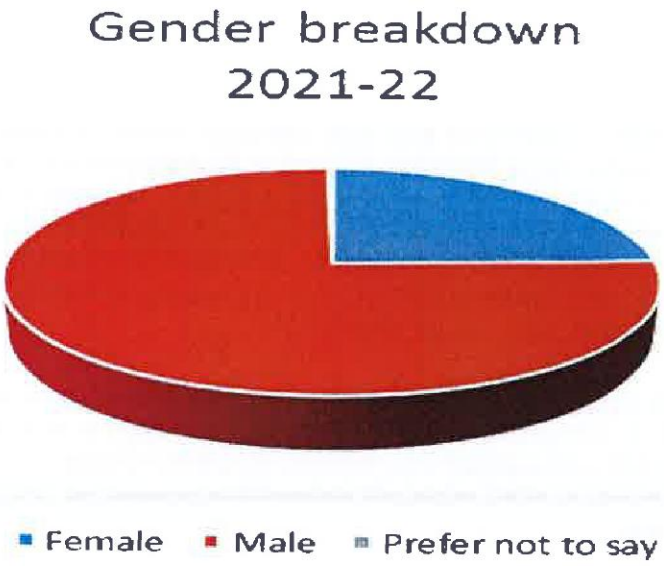
Homelessness services are essential to providing a safety net for those in the community who are vulnerable and do not have a secure place to reside due to a variety of reasons. Stonepillow places all clients at the heart of what we do. The services we deliver focus on support planning, which is co-produced with the clients. The partnerships we establish aim to make wider service provision more accessible and integrated to enable a smoother journey for clients navigating through complex services. A client once said *'It's not me who is complex, but the services around me'*. Stonepillow are committed to an enabling and empowering person-centred model of service. Staff are trained and skilled in this approach of working. The values of the organisation reinforce this approach by expecting all staff to live the values set out.

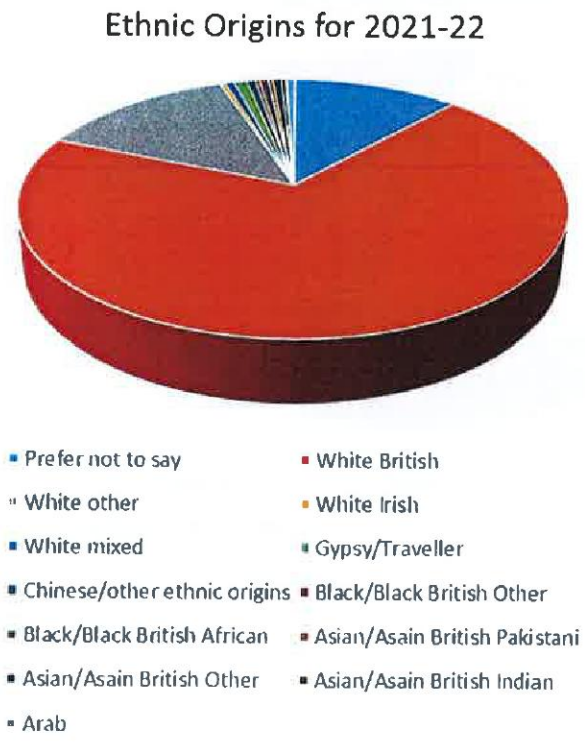
However, we can always improve, and a key objective within the 5-year strategy is to improve how clients can be meaningfully involved at all levels of the organisation. In particular, we are making huge steps in regard to their involvement in the governance of the charity, with an ex-client soon to be appointed to the board and the position of client engagement coordinator under review and development. This will provide us with a roadmap to achieve full engagement and involvement throughout governance, strategic and operation approaches.

### Demographics - our clients in 2021/22



## ACHIEVEMENTS AND PERFORMANCE



## ACHIEVEMENTS AND PERFORMANCE

### Staff

On average over FY21/22 Stonepillow employed 68 staff, plus the equivalent relief hours worked over the year equate to 8 full time staff to cover for staff sickness and holiday.

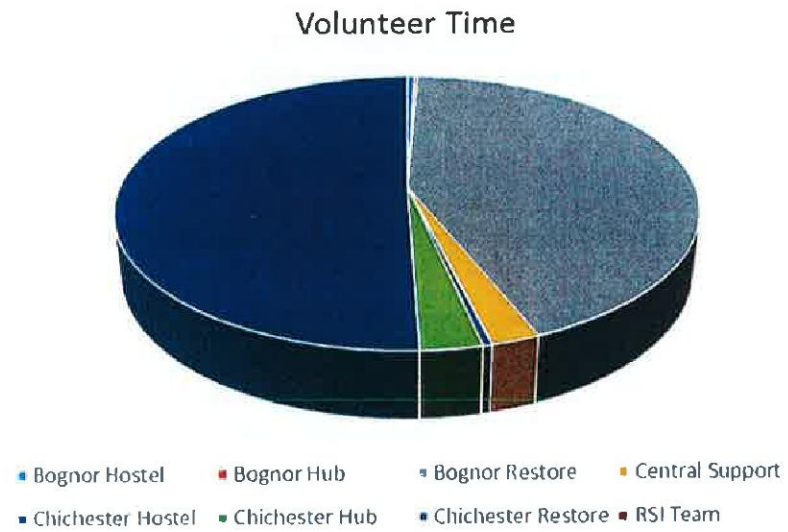
Stonepillow is continuing to develop a comprehensive training programme for all staff, and each job role has a tailored training profile to ensure staff have the skills and knowledge required to provide a safe, supportive and effective service.

### Volunteers

Stonepillow has 194 active volunteers. A source of strength and support to our projects, they work as part of onsite teams supporting through mentoring, maintenance work or cooking donated food, and bring their varied skills into the charity to better enrich clients' lives. They have led therapeutic sessions with unaccompanied asylum seeking children struggling to adapt to everyday living in an English culture. They have built flatpack furniture for clients moving into their home for the first time in a long time. They have created online "cook along" tutorials, shaken buckets, hauled furniture, answered our donation hotline and marshalled at events. They provide our projects with enthusiasm, stability and create a safe and welcoming environment for clients to feel safe and secure. They are imaginative in the ways they go about their roles, cooking with donated items, searching for treasures to be sold via our online selling platforms, stuffing food collections into their cars. They are led by a passion to end homelessness and rough sleeping.

During the second lockdown, food stopped coming in. Restaurants and Cafes were not open, there were food shortages in supermarkets. Without someone to make late night collections from supermarkets Stonepillow would have fallen short; Rachel took on this role and during lockdown #2 made around 40 collections, driving round in the cold, dark and rain, to leave items on a doorstep and wave at the hostel staff from afar due to covid restrictions, acknowledging they had seen it.

During this year, Restore's eBay shop took an amazing £61,737 lead by volunteers Mary, Lesley and Sally. Mary and Lesley have both left as they moved out of the area, and we thank them profusely for their contribution to Stonepillow. The eBay volunteers did an incredible job last year; their dedication was hugely valued by Restore and by Stonepillow as a whole. It is these volunteers and those like them, who have Stonepillow in their heart each and every day that make the real difference to moving towards our goal of eradicating homelessness.



## ACHIEVEMENTS AND PERFORMANCE

### Operations

### Prevention

Prevention will be the most significant part of homelessness services in the future. Central government want homeless services and district councils to extend further into the communities to prevent homelessness, and have reflected this strategy in this year's recommissioning of the Rough Sleeping Initiative. Success here will significantly reduce trauma and the impact that homelessness has on the community.

In response, we have been commissioned by Chichester District Council to run a Pathways Home service. This small team supports clients who are struggling with mortgages, tenancies, complex needs and debt that could be leading them to eviction. Over the last 12 months we have supported 63 people in the community; 88% of whom had a positive outcomes and sustained their accommodation. Part of our Rough Sleeper Initiative (RSI) team is also centred on preventing accommodation breakdown. Both Arun District Council and Chichester District Council have a dedicated Tenancy Sustainment and Prevention worker – between them supporting 67 clients to sustain their tenancies and avoid becoming homeless or experiencing rough sleeping; a significant increase in their expected caseloads.

### Rough Sleeping

The central government funded RSI team further expanded this year to ensure the Department of Levelling Up Housing and Communities' (DLUHC's) goals of prevention, quick interventions, and holistic support are met. In Arun District which hosts a large community of homeless non-UK nationals with no recourse to public funds, we expanded the team to provide specialist support to this very marginalised group. They are supported to gain passports, settled UK status or re-patriation to their country of origin. In 9 months (from June 2021 – March 2022) the Specialist Navigator worked positively with 19 clients. In Chichester District, we are facing increasing struggles in securing suitable independent accommodation for clients to move in to. We secured increased funding to work with the private rented sector to provide more housing for our rough sleepers to access.

In total across Chichester District and Arun, the RSI team have supported 310 people. They provide holistic, person-centred support strengthened through a range of partnerships within the community. They reach those who are rough sleeping, those with co-occurring mental health and substance misuse issues, and those who required preventative support to stay in their homes in the community.

### Relief

Our day services, provided through Hubs in Bognor Regis and Chichester, offer rough sleepers immediate and essential relief by providing basic needs including food (breakfast/lunch/food packs), hot drinks, primary health care access, needle exchange and shower and laundry facilities. Rough sleeping numbers, which were high pre-pandemic, dropped hugely thanks to significant partnership efforts to ensure no-one remained on the streets during lockdown; sadly however these numbers have been ramping back up again fast, fuelled in part by the cost of living crisis.

Support staff facilitate clients' support needs on a client-led basis; always judgement free, and involving their choice and advocacy. The support can range from coordinating multiple agencies such as GP, mental health services, Housing Options teams and substance misuse teams to providing daily interventions that will relieve loneliness, listening support and gentle kindness.

Post Covid-19, in April 2021 sadly funding for Bognor Hub was withdrawn by DLUHC. This was a huge blow since the Hub is a vital resource for the area's rough sleepers and first point of entry to our services for those who are at risk or homeless in Bognor. Therefore, we committed to self-funding the service at reduced hours of 3 days rather than 4. The team manages a predominately non-UK national cohort of rough sleepers and a variety of multiple complex needs clients within the three open days of the hub. Bognor Hub saw 232 clients from April 2021 – March 2022; an increase of 36% on the previous year. We are delighted that as of August 2022, these hours will be extended further, with evening and weekend hours generously funded by a grant from the Henry Smith Charity.

Post Covid, we sought to improve the efficiency of the service at Chichester Hub by opening for breakfast/lunch and shower and laundry facilities in the morning, and the afternoons by appointment for support and group sessions. We invited in community groups such as AA, Pathfinder, Pallant House for art sessions, Haircuts for Homeless and Housing Options clinics. We conducted training for our clients in becoming tenancy ready and our volunteers return safely, supporting the hub with cooking. Chichester Hub saw 255 clients throughout the year.

## ACHIEVEMENTS AND PERFORMANCE

### Stonepillow Residential Services (Hostels)

Hostels, previously known as night shelters, continue to provide a first response to clients presenting as homeless. We continue to operate two 24hr hostels – one in Chichester and one in Bognor Regis. Post Covid-19 we gained further funding through the Rough Sleeper Accommodation Pathways (RSAP) to develop an additional 6 self-contained studios above our Lodge (now named Hicks House) at the Chichester Hostel site. We were successful, and in autumn 2021 we opened the new facility housing 12 self-contained units for complex needs rough sleepers. The Lodge was renamed Hicks House after our colleague Andy Hicks a valued team member who lived in The Lodge and became a colleague with lived experience who sadly passed away.

Chichester Hostel supported 22 clients over the year, and we are particularly proud that our new trauma-informed approach to reducing evictions resulted in no evictions over this period.

Since opening in August 2021, Hicks House has housed and supported 18 clients. Sadly, we have also lost 2 clients; one in January 2022 due to complications from alcoholism and one death still under coroner's investigation. However, we have also supported 4 clients with histories of entrenched rough sleeping to move into their own accommodation and become independent.

Bognor Hostel accommodates 16 high risk and high complex needs clients. During the year, we were successful in accommodating positive move-on for 33 clients and supported and stabilised 43 clients.

### Recovery

**Stonepillow Recovery**
Stonepillow Recovery service is based in Bognor Regis and is the only psychosocial abstinence-based recovery model service in West Sussex. The model helps clients tackling their substance misuse by providing the structured support they need to stay abstinent and to rebuild their lives through volunteering and group sessions. It is a 12-bed, 24hr staffed service delivered in partnership with Turning Tides' detox and harm reduction service and Emerging Futures' education and training. It also offers move on accommodation to support their clients' next step to independence whilst still accessing wraparound specialist Recovery support.

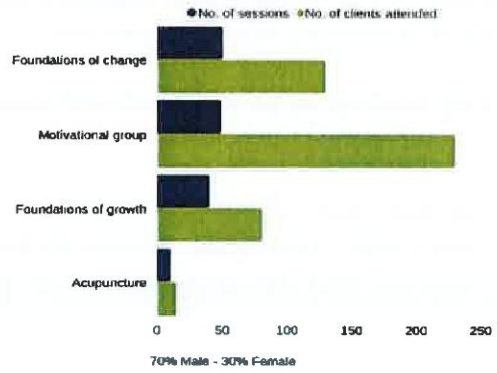
### Resource Hub

The Resource Hub has been a wonderful success over this year since its reopening in July 2021. Originally opened in February 2020, Covid hampered its delivery as local community groups who provide harm minimisation sessions had to hold back face to face support. Since July 2021, 13 different groups have been attended 2,841 times, supporting members of the community in their substance misuse and wellbeing journeys.

## ACHIEVEMENTS AND PERFORMANCE

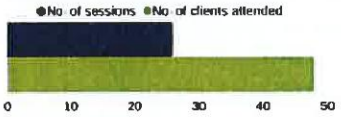
Groups and numbers attending include:

### Change Grow Live

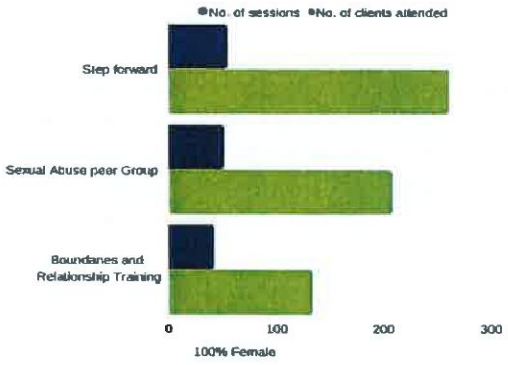



70% Male - 30% Female

### Arun Wellbeing Drop-in

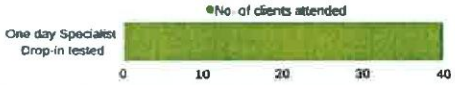



### My Sisters House

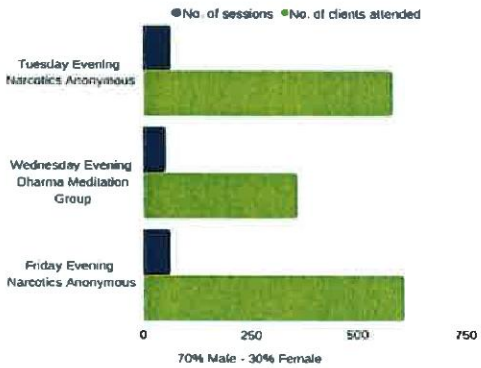



100% Female

### Hepatitis C Trust

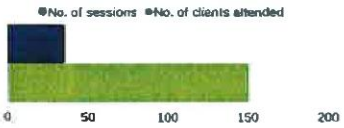



### Fellowships




70% Male - 30% Female

### Dual-Diagnosis Group



## ACHIEVEMENTS AND PERFORMANCE

### Housing First

In 2020 we launched Housing first as a 6-month pilot, funded through the National Lottery COVID-19 emergency fund. Housing First has an international track record of success with the most entrenched clients: all have been long-term homeless with concurrent high support needs. It is unique in that it flips the traditional model of homeless support to provide these clients with a home immediately; without waiting until they have stabilised or progressed through the standard homelessness housing routes. We have been able to source follow on funding to continue this project and 18 months later, Housing First has continued to be successful in providing permanent housing for 14 clients with a history of rough sleeping and chaotic, multiple disadvantages. Nationally, the UK success rate for Housing first clients to stay in their tenancies post 12 months is 78%. To date we have a 100% success rate for all our clients.

Success stories include one female client who has abused alcohol for over 10 years; but with a flat and a safe base, has managed to sustain a 6-month rehabilitation programme in Kent and is now sober and has been in her home for more than 18 months. There has also been our first Housing First baby born this year; to a man who has never, in his 45 years, had his own home. Housing First has enabled him to build his relationships and find work with Chichester District Council. He is now heroin free and living a fully independent stable life with his partner and baby daughter.

Housing First support continues for life. It is a commitment that Stonepillow has made to these clients, who can graduate but maintain contact if they wish.

### Accommodation for Ex-Offenders (AFEO)

Ex-offenders leaving prison with no support system or home to go to is commonplace. They are unlikely to be accepted by private landlords, and as a result often end up on the streets and quickly re-offending. It is a cycle that Stonepillow is well-placed to help break; and as a result in April 2021, we were commissioned by both Arun and Chichester District Councils to employ 2 support workers to provide ex-offenders support in resettling in the community when they have no option from council housing. The team complete assessments and personal housing plans, crucially enabling a single point of contact and the building of strong links with Prisons and Probation Services. Our Offender Support and Resettlement Workers within Stonepillow work with non-priority homeless adult prison leavers in a trauma-informed way to support them to secure Private Rented Sector (PRS) accommodation and sustain their tenancy. This role supports individuals to access support for mental health / substance misuse as well as budgeting, health and wellbeing and work readiness.

To date they have worked with 18 clients in Arun, with 9 clients now housed and 9 others in temporary accommodation. In Chichester, we have worked with 11 clients; but due to huge challenges in obtaining PRS for this cohort of clients and the rising costs of PRS accommodation we have not yet been able to house any. This is disappointing and indicative of the exacerbated housing crisis in the area. Both district councils and Stonepillow are collaborating to address this challenge through the organisation of events targeted at PRS landlords and a package of support is being put into place to overcome their barriers to engagement.

## ACHIEVEMENTS AND PERFORMANCE

**KPI Targets - Operations**

| | 2020 - 2021 | 2021 - 2022 | % Increase or decrease |
|---|---|---|---|
| **Pathways of interventions and support** | | | |
| Total number of positive moves | 169 | 352 | 70% + |
| No. of rough sleepers rough sleeping clients supported into hostels, tenancies, Housing First or supported accommodation | 41 | 65 | 45% + |
| % of clients with a local connection | 186/232 = 53% | 184/401 = 45% | -15% |
| Number of clients who Stonepillow connected to Pathfinder mental health services (engagement in Mental health partnerships) | 104 | 174 | 67% + |
| Total individuals supported by our Community Outreach Team (include, RSI for Chichester and Arun, Housing First) | 129 | 301 | 80% + |
| Total number of attendances community led group work at Stonepillow Resource Hub (Re-opened in August 2021) | N/a | 2841 | N/a |
| Number of positive completions of Stonepillow abstinence programme at Recovery | 25 | 28 | 11% + |
| Number of times clients accessed support from the Bognor Hub | 171 | 232 | 30% + |
| Number of clients who accessed Chichester Hub | 181 | 255 | 34% + |
| **Accommodation:** | | | |
| Total number of support units of accommodation across Stonepillow | 90 | 101 | 11% + |
| Evictions (we only evict due to due to serious violence or serious criminal damage) | 15 (2019-2020 – 73) | 19 | 23% + |
| Clients moving into private rental places | 42 | 16 (trend is showing the increased difficulty in us accessing PRS post Covid) | -89% |

**Restore - Social Enterprise**

Restore is vitally important to Stonepillow for a number of reasons. It provides supported volunteering, upskilling and work opportunities to our clients; it creates an unrestricted revenue stream to help support our core services, and it offers an interface with the wider community who support us. Over the 2 shops in Chichester and Bognor we have 12 paid employees; a Head of Social Enterprise and Retail, 3 shop supervisors that oversee the day to day management of the shops and 8 further team members running the vans, shops and donations in.

This year has been incredibly successful for our Restore shops in both Bognor and Chichester. After the pandemic lockdowns ended, Restore returned with a vengeance; with volunteers now working at full capacity and record sales of £490,340 posted; an increase of 14% on FY19/20. This is a testament to the success of the model and the strength of its support from the local community.

To achieve these figures and the increase in turnover we collect and deliver 5 days a week, averaging 12 collections/deliveries per day; for which we are completely reliant on the support of our volunteer driver's assistance. We were able to take 3 kick start employees in 2021, 1 of which has been offered a full time placement in our donation goods in area. The other 2 left our employment to return to university. We took on 25 new volunteers from our local community, and have seen a positive uplift in volunteer hours and numbers with an increase on 17% in hours worked.

Restore also offers crucial work and volunteer opportunities to not only our clients, but also external volunteers paying back to the community or seeking work experience when others may not be willing or able to provide the opportunity. Restore has engaged 46 'Pathway 2' volunteers over the course of this year; those furthest from employment and coming from Ford Open Prison, from community payback, or referred by the Job Centre. 5 of these have progressed into employment; we have also employed 3 Kickstarter's, 2 of whom have gone into further education, and 1 who is now employed full time by Restore. These incredible outcomes contribute to our mission and vision as well as aligning with the purpose of Restore; to increase Stonepillow's own unrestricted income

## ACHIEVEMENTS AND PERFORMANCE

### Fundraising - Annual report

As the face of fundraising evolves post pandemic, Stonepillow is rising to the challenge. We are lucky to benefit from a mixed funding model that sees the larger part of our revenue coming from government contracts and housing benefit, whilst our fundraising is sourced from a healthy mix of community support in the form of events, 'challenge' fundraisers and individual giving, grants and trusts, corporate support and events we host ourselves such as the annual Big Sleep Out. As the charity grows, it will be crucial for the fundraising team to align their efforts with the areas of work that offer the highest return on investment, whilst also ensuring that our supporter base and community understand the breadth and scope of the work we do and the immense impact that their giving has upon vulnerable members of our community.

This year took off with some incredible efforts from local schoolchildren Charlie and Pippi who raised over £1,800 by completing a challenge a day in the Easter holidays. The art and design students of Chichester College raised nearly £1,000 through sales of their 'Urban Jungle' themed products, designed as part of their coursework and sold in the college's shop. Members of the West Wittering Cricket Club ran or walked the equivalent distance of 18 County Cricket grounds and Kingsham Primary School's reception classes Apple and Pears ran laps of their school field.

In October, we were finally able to once again gather within the grounds of Chichester Cathedral for the Stonepillow annual fundraising event, The Big Sleep Out. Although the Sleep Out has run for several years, last year's event had to be cancelled due to the pandemic, which gave this year's event a special sense of community and belonging. We would like to thank everyone who contributed to the success of this year's event; the supporters who slept out to raise funds, the entertainers who gave their time, and the local businesses that donated food, shelter building items and prizes. Without the support from the local community this wonderful event couldn't take place.

Coming into Christmas, and Bosham Primary School chose Stonepillow to benefit from their annual reindeer run whilst Carol singers from St Pauls Church gathered again for their annual carol singing outside Chichester Festival theatre, singing carols and collecting for Stonepillow. A group from Christ Church hosted a Thanksgiving Banquet to celebrate the church building being open again after COVID-19 restrictions, selling 56 tickets for a five course meal. We even had a charity single released in our support!

This year has seen several new projects and services launched, and as a result we were able to leverage significant multi-year grants to support our therapeutic women's project and Housing First. We would like to thank all the trusts and foundations who have chosen to support us over the course of the year – helping us to increase the scope and reach of our services.

## FUTURE PLANS

### Our Mission Statement

Stonepillow support and empower homeless and vulnerable people to achieve sustainable independence and wellbeing.

### Our vision

Working in collaboration with our clients, communities and stakeholders, we will end rough sleeping and support people from homelessness to home. We will do this by:

- Providing wraparound services which put the client at the heart of what we do.
- Providing safe, secure, high-quality accommodation and support.
- Strengthening the client pathway by understanding the gaps in provision and proactively responding to them.
- Enabling clients to achieve their journey to recovery, wellbeing and sustainable independence.

## FUTURE PLANS

### Our core values

As an organisation, we are committed to:

- **Being client focused** - putting clients at the heart of what we do and engaging with them to actively participate at all levels of the charity.
- **Working collaboratively** - working with clients, local communities, stakeholders and partners to reduce homelessness and end rough sleeping.
- **Valuing diversity** - in our clients, staff, volunteers, trustees and communities.
- **Innovation and quality** - delivering high-quality services which evidence value for money and positive outcomes of clients.
- **Being professional, respectful and kind** - when delivering services to clients, when working with our communities and in our behaviour towards each other.

### Our Objectives

To enable, empower and effectively respond to the needs of present and future clients by building them into our strategic planning process. We will do this by:

1. Delivering a high-quality, outcome-focused client pathway which enables successful recovery and independence for all.
2. Demonstrating strong organisational governance, accountability and leadership which drives forward the Stonepillow vision.
3. Having a skilled and motivated workforce.
4. Expanding and developing our Social Enterprise opportunities.
5. Strengthening partnerships and postive relationships with communities, voluntary and statutory agencies to deliver a wider wellbeing agenda to the vulnerable and those in need.
6. Being financially viable.
7. Delivering effective Fundraising and Communications strategies.
8. Delivering our Volunteering strategy which engages, supports and values all volunteers.

## FINANCIAL REVIEW

The financial result for the year was a surplus of £318,841.

### Financial management policies

The main financial management policies applied by the Charity are to:

- Enter each financial year with a balanced budget or sufficient cash in reserves to cover any projected deficiency.
- Monitor the monthly out-turn against that budget through detailed management accounts.
- Monitor the monthly cash flow position.
- Ensure that any new projects are adequately funded before being implemented.
- Ensure that any contract work makes an adequate contribution to the administrative and managerial overheads.
- Find replacement funding for grants before their cessation date.

## FINANCIAL REVIEW

### Policy on reserves

The policy of the trustees is to aim to hold liquid reserves up to a maximum of 6 month's total expenditure. It is recognised that this is important to help ensure service continuity in the event of any income stream being changed.

The unrestricted reserves of the Charity are held to meet deficiencies in the provision of services between one year and another and to even out cash flow variations within the year. Reserves may also be used to support activities which are inadequately funded on a temporary basis pending the receipt of fresh funding. The major financial risk faced by the Charity is disruption to its cash flow by a major funder being unable to make payments when due. At 31st March 2022 our liquid reserves would cover 3.5 month's expenditure, after allowing for designated capital funding of £600,000.

### Asset cover for funds

Note 13 sets out an analysis of the assets attributable to the various funds and Note 14 a description of the restricted funds. The assets are sufficient to meet the charity's obligations on a fund by fund basis.

### Future Plans & Income Concerns

The financial impact of the Covid-19 virus on both future Government and our own income generating streams are unknown, in particular our concerns are:-

- Future Government grants may be reduced as the government look to recoup their additional expenditure incurred during the pandemic.
- Income from individuals, together with fundraising event income is currently lower than pre Covid-19 levels and this appears to be the current trend. All charities are experiencing this trend and this had made fundraising difficult and is likely to continue as individuals are impacted by the cost of living crisis, including high inflation, all of which will affect the level of individual giving.
- The impact of inflation increasing will result in higher expenditure. In particular the energy cost is a concern.
- Staff absence is likely to still be high this year as the world has not eradicated Covid-19 and it is anticipated that this virus will continue to cause absence. In addition other viruses may reappear as we all open up.
- Housing Benefit – This is our largest income stream and remains a concern as it could be an area our Government could again target. Should a cap be introduced a 25% decrease would amount to a reduction in income of £300,050 per annum. The Government are reviewing the structure / criteria for payments, it is not known whether this will impact us.

### Capital expenditure during 2022-23

£600,000 has been designated for the funding of capital projects, these include: -

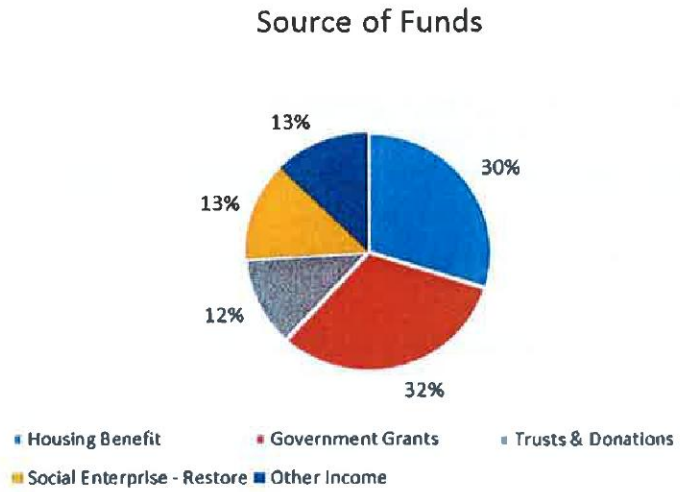
- Purchasing a property in Chichester to provide a provision for clinically high need clients who require specialist support and accommodation. In addition to the purchase price refurbishment will be required.

## FINANCIAL REVIEW

### Sources of Funds and their Deployment

Our principal funding sources in the year were as follows:

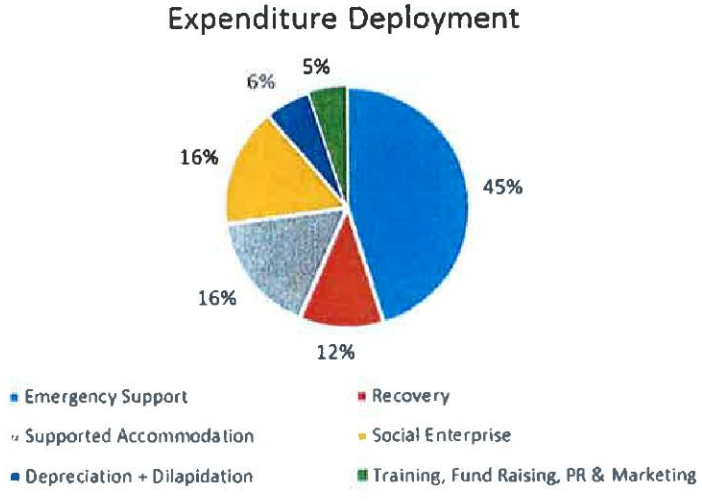
| | |
|---|---|
| Housing Benefit | £1,155,263 |
| Government Grants | £1,224,352 |
| Trusts and Donations* | £476,677 |
| Social Enterprise - Restore | £516,659 |
| Other Income | £483,282 |




*** Note:** Trusts and Donations includes Fund Raising.

Our expenditure in support of our key objectives was as follows:

| | |
|---|---|
| Emergency Support | £1,601,537 |
| Recovery | £399,333 |
| Supported Accommodation | £576,054 |
| Social Enterprise | £565,597 |
| Depreciation on Capital Expenditure | £218,559 |
| Training, Fundraising, PR & Marketing | £176,312 |



## FINANCIAL REVIEW

### Trusts and Grants support

We gratefully acknowledge financial support received either in the year to 31 March 2022, or before or after the year but relating to our work for that year, from the following Trusts and Businesses:

| Trust or Business | Amount |
|---|---|
| National Lottery | £76,937 |
| West Sussex County Council | £41,715 |
| Henry Smith Charity | £29,150 |
| Hospital of the Blessed Mary | £25,000 |
| NHS West Sussex | £19,500 |
| Chichester District Council - Restore | £10,596 |
| Bernard Sunley Foundation | £10,000 |
| HMRC - Restore | £8,316 |
| Albert Hunt Trust | £7,000 |
| Austin & Hope Pilkington Trust | £5,000 |
| HARP Research | £5,000 |
| NHS Brighton | £4,712 |
| B&Q | £4,500 |
| Irwin Mitchell | £3,000 |
| Patricia Routledge | £3,000 |
| Dennis Curry Charitable Trust | £2,000 |
| Arthur Williams Trust | £2,000 |
| Hoare Trust | £2,000 |
| Bernadette Trust | £1,000 |
| The Hornity Trust | £1,000 |
| Arnold Clark | £1,000 |
| Lennox Trust | £500 |
| Below £500 | £1,403 |

## STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of St Richard of Chichester Christian Care Association for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period. 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 Registered Social Housing Providers SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## DISCLOSURE TO AUDITORS

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

## AUDITORS

Sheen Stickland were appointed auditors to the company during the year. A resolution proposing that they be reappointed will be put to the Annual General Meeting.

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

Approved by the Trustees and signed on their behalf by:

Shelagh Legrave

Shelagh Legrave CBE DL - **Chair of Stonepillow Trustees**

Date: 28th October 2022

**Opinion**
We have audited the financial statements of St Richard of Chichester Christian Care Association for the year ended 31st March 2022 on pages 23 to 33. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31st March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year 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 Companies Act 2006 and the Accounting Direction for provate registered providers of social housing in England 2019.

**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 Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 charitable company's ability to continue as a going concern for a peiod of at least twelve months from when the financial statements are authorised for issue.

Our responsibilites and the responsibilites 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 statement and or Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and 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 statement 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 fianncial 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 information, we are required to report that fact. We have nothing to report in this regard.

**Opinion on other matters prescribed by the Companies Act 2006**
In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**Matters on which we are required to report by exception**
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Responsibilities of Trustees**

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 the trustees 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 charitable company'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 charitable company 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 a Report of the Independent Auditors 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 extent to which our procedures are capable of detecting irregularities, including fraud is listed below:

- Enquiry of management, those charged with governance and the entity's solicitors around actual and potential litigation and claims.
- Reviewing minutes of meetings of those charged with governance.
- Auditing the risk of management override of controls including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.
- Reviewing financial satement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.

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. This description forms part of our Report of the Independent Auditors.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

P E H Wright FCA DChA (Senior Statutory Auditor)
for and on behalf of Sheen Stickland
Chartered Accountants and Registered Auditors
7 East Pallant
Chichester
West Sussex
PO19 1TR

Date: 28.3.22

**St Richard of Chichester Christian Care Association Ltd**

**Statement of Comprehensive Income**
**for the year ended 31st March 2022**

| | Notes | 2022 £ | 2021 £ |
|---|---|---|---|
| **Turnover** | 2 | 3,856,179 | 3,316,656 |
| Operating expenditure | | (3,537,392) | (2,797,735) |
| **Operating surplus** | 4 | 318,788 | 518,921 |
| Interest receivable and similar income | 5 | 54 | 1,424 |
| **Total Comprehensive Income for the year** | | 318,841 | 520,345 |

**Statement of Changes in Reserves**

| | 2022 Income and Expenditure Reserve | 2021 Income and Expenditure Reserve |
|---|---|---|
| Balance at 1 April 2021 | 2,785,358 | 2,265,013 |
| Surplus from Statement of Comprehensive Income | 318,841 | 520,345 |
| Transfers | - | - |
| Balance as at 31 March 2022 | 3,104,199 | 2,785,358 |

All income and expenditure arise from continuing activities.

The notes on pages 26 to 33 form part of these financial statements.

The financial statements were approved by the Board of Trustees and authorised for issue on 28th October 2022 and were signed on its behalf by:

Mrs S J Legrave CBE DL
Trustee

Mr A C F Fawcett FCA
Trustee

## Statement of Financial Position
## as at 31st March 2022

| | Notes | 2022 £ | 2021 £ |
|---|---|---|---|
| **FIXED ASSETS** | | | |
| Housing properties - depreciated cost | 8 | 3,397,961 | 3,417,542 |
| Other tangible assets | 9 | 58,424 | 73,420 |
| | | 3,456,385 | 3,490,962 |
| **CURRENT ASSETS** | | | |
| Debtors | 10 | 812,408 | 315,218 |
| Cash at bank and in hand | | 1,045,932 | 1,266,629 |
| | | 1,858,340 | 1,581,847 |
| **CREDITORS** | | | |
| Amounts falling due within one year | 11 | (343,705) | (326,255) |
| **NET CURRENT ASSETS** | | 1,514,635 | 1,255,592 |
| **TOTAL ASSETS LESS CURRENT LIABILITIES** | | 4,971,020 | 4,746,554 |
| **CREDITORS** | | | |
| Amounts falling due after more than one year | 12 | (1,866,821) | (1,961,196) |
| **NET ASSETS** | | 3,104,199 | 2,785,358 |
| **RESERVES** | | | |
| **Unrestricted reserves** | | | |
| General reserve | 15 | 1,066,890 | 832,172 |
| Property reserve | 15 | 1,437,309 | 1,353,186 |
| Capital reserves | 15 | 600,000 | 600,000 |
| | | 3,104,199 | 2,785,358 |

The notes on pages 26 to 33 form part of these financial statements.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees and authorised for issue on 28th October 2022 and were signed on its behalf by:

Mrs S J Legrave CBE DL
Trustee

Mr A C F Fawcett FCA
Trustee

St Richard of Chichester Christian Care Association Ltd

**Cash Flow Statement**
**for the Year Ended 31st March 2022**

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| **Cash flows from operating activities:** | | |
| Cash generated from operations (see below) | (39,769) | 950,522 |
| **Net cash provided by operating activities** | (39,769) | 950,522 |
| **Cash flows from investing activities:** | | |
| Purchase of tangible fixed assets | (180,982) | (801,347) |
| Interest received | 54 | 1,424 |
| **Net cash used in investing activities** | (180,928) | (799,923) |
| **Change in cash and cash equivalents in the reporting period** | (220,697) | 150,599 |
| **Cash and cash equivalents at the beginning of the reporting period** | 1,266,629 | 1,116,030 |
| **Cash and cash equivalents at the end of the reporting period** | 1,045,932 | 1,266,629 |

**RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| **Net income for the reporting period (as per the statement of comprehensive income)** | 318,841 | 520,345 |
| **Adjustments for:** | | |
| Depreciation charges | 215,559 | 193,301 |
| Interest received | (54) | (1,424) |
| Decrease in debtors | (497,190) | (138,832) |
| Increase/(decrease) in creditors | (76,925) | 377,132 |
| **Net cash provided by operating activities** | (39,769) | 950,522 |

## 1. ACCOUNTING POLICIES

### Accounting convention

St Richard of Chichester Christian Care Association Ltd is a company limited by guarantee, incorporated in England and Wales, a registered charity and a private registered provider of social housing in the United Kingdom. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are detailed in the Trustees' Annual Report.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements have been prepared in accordance with applicable accounting standards including Financial Reporting Standard 102 The Financial Reporting Standard Applicable in the UK and Republic of Ireland (FRS 102), the Statement of Recommended Practice for Social Housing Providers 2019, and with the Accounting Direction for Private Registered Providers of Social Housing in England 2015. The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling, which is the functional currency of the charity, and rounded to the nearest £.

### Turnover

Turnover is accounted for in the statement of comprehensive income when the company becomes legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants receivable and local authority fees are credited to the statement of comprehensive income in the year for which they are due. Other voluntary income sources are credited to the statement of comprehensive income in the year in which the charity becomes legally entitled to the income .

### Operating costs

Operating costs are accounted for on an accruals basis and have been classified under headings that aggregate all costs relating to that category.

### Tangible fixed assets

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its useful economic life, as follows:

| | |
|---|---|
| Housing properties | 4% straight line |
| Fixtures, fittings and equipment | 25% and 33.3% straight line |

Assets costing less than £1,000 are written off to expenditure.

As the estimated useful economic life of the building is greater than 50 years, the trustees undertake an annual impairment review. They have concluded that no adjustment is required in the current accounting period.

### Social housing grant and deferred income

Social housing grants are grants made to the charity towards the cost of development of housing properties. They are repayable under certain circumstances but will normally be restricted to net proceeds of sale. Housing grants are recognised in the statement of comprehensive income over their estimated useful economic life of 25 years. Grants which have been received but have not been recognised as income are credited to deferred income.

## 1. ACCOUNTING POLICIES - continued

**Pension costs and other post-retirement benefits**
The company operates a defined contribution pension scheme. Contributions payable to the company's pension scheme are charged to the statement of comprehensive income in the period to which they relate.

**Operating lease commitments**
Rentals payable under operating leases are charged against the statement of comprehensive income on a straight line basis over the period of the lease.

**Taxation**
The charitable company is exempt from corporation tax on its charitable activities.

**Restricted Reserves**
Restricted Reserves are those reserves which are only expendable in accordance with the wishes of the funder or regulatory body. Restricted reserves include funds raised in response to a specific appeal. Revenue and expenditure cannot be directly set against restricted reserves but is taken through the statement of comprehensive income and then a transfer to restricted reserves is made as appropriate.

## 2. TURNOVER

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Donations | 301,674 | 525,665 |
| Fundraising income | 41,318 | 58,030 |
| Housing benefit | 1,155,263 | 1,050,490 |
| Grants | 1,307,563 | 1,281,414 |
| Release of capital grant | 76,973 | 76,465 |
| Client contributions | 58,800 | 60,761 |
| Restore sales | 490,340 | 219,463 |
| Legacies | 399,254 | 20,500 |
| Other income | 24,994 | 23,868 |
| | 3,856,179 | 3,316,656 |

## 3. ACCOMMODATION IN MANAGEMENT

| | 2022 | 2021 |
|---|---|---|
| Number of units managed by the charity at the end of the year: | | |
| Recovery Service | 22 | 22 |
| Hostels | 60 | 33 |
| Supported Accommodation | 36 | 41 |
| | 118 | 96 |

## 4. OPERATING SURPLUS

| Operating surplus is stated after charging/(crediting): | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Auditors' remuneration | 9,839 | 6,840 |
| Depreciation - housing properties | 168,289 | 151,147 |
| Depreciation - other tangible assets | 47,270 | 42,154 |

## 5. INTEREST RECEIVABLE AND SIMILAR INCOME

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Deposit account interest | 54 | 1,424 |

## 6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2022 nor for the year ended 31st March 2021.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31st March 2022 nor for the year ended 31st March 2021.

## 7. STAFF COSTS

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 1,940,833 | 1,526,337 |
| Social security costs | 156,221 | 126,560 |
| Other pension costs | 78,741 | 61,463 |
| | 2,175,795 | 1,714,360 |

The average monthly number of employees during the year was as follows:

| | 2022 | 2021 |
|---|---|---|
| Project workers | 64 | 51 |
| Administration and publicity | 13 | 9 |
| | 77 | 60 |

One employee received emoluments in excess of £60,000 (2021 - one).

The total value of employee benefits received by key management personnel during the year was £260,151 (2021 - £174,765).

## 8. TANGIBLE FIXED ASSETS - HOUSING PROPERTIES

| | Freehold Housing Property 2022 £ | Freehold Housing Property 2021 £ |
|---|---|---|
| **COST** | | |
| At 1st April 2021 | 4,058,493 | 3,320,255 |
| Additions | 148,708 | 738,238 |
| Disposals | - | - |
| At 31st March 2022 | 4,207,201 | 4,058,493 |
| **DEPRECIATION** | | |
| At 1st April 2021 | 640,951 | 489,804 |
| Charge for year | 168,289 | 151,147 |
| Depreciation on disposal | - | - |
| At 31st March 2022 | 809,240 | 640,951 |
| **NET BOOK VALUE** | | |
| At 31st March 2022 | 3,397,961 | 3,417,542 |
| At 31st March 2021 | 3,417,542 | 2,830,451 |

## 9. TANGIBLE FIXED ASSETS - OTHER

| | Fixtures & Fittings 2022 £ | Fixtures & Fittings 2021 £ |
|---|---|---|
| **COST** | | |
| At 1st April 2021 | 305,050 | 241,941 |
| Additions | 32,274 | 63,109 |
| Disposals | - | - |
| At 31st March 2022 | 337,324 | 305,050 |
| **DEPRECIATION** | | |
| At 1st April 2021 | 231,630 | 189,476 |
| Charge for year | 47,270 | 42,154 |
| Depreciation on disposal | - | - |
| At 31st March 2022 | 278,900 | 231,630 |
| **NET BOOK VALUE** | | |
| At 31st March 2022 | 58,424 | 73,420 |
| At 31st March 2021 | 73,420 | 52,465 |

## 10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Trade debtors | 162,774 | 236,096 |
| Other debtors | 568,287 | 23,521 |
| Prepayments and accrued income | 81,347 | 55,601 |
| | 812,408 | 315,218 |

## 11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Bank loans | 28,058 | 26,695 |
| Social security and other taxes | 44,317 | 31,125 |
| Other creditors | 41,223 | 32,514 |
| Accruals, dilapidations and deferred income | 230,107 | 235,921 |
| | 343,705 | 326,255 |

Included within the Accruals, dilapidations and deferred income figure of £230,107 are grants received in advance for 2022-23 amounting to £76,973 (2021: £76,465).

## 12. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Bank loans | 515,733 | 544,667 |
| Deferred income | 1,351,088 | 1,416,529 |
| | 1,866,821 | 1,961,196 |

An analysis of the maturity of loans is given below:

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Amounts falling due within one year on demand | 28,058 | 26,695 |
| Amounts falling due between one and two years | 29,436 | 28,001 |
| Amounts falling due between two and five years | 97,328 | 92,545 |
| Amounts falling due in more than five years | 388,969 | 424,121 |

There is a legal charge over St Joseph's, Whyke Lane and Ellasdale Road as security for the long term bank loan.

The bank loan on St Joseph's and Whyke Lane is payable by instalments at an interest rate of 5.85% per annum, with the final repayment date being December 2036.

During the year ended 31 March 2019 two new bank loans were taken out against the purchase and refurbishment of Ellasdale Road. The first bank loan is payable by instalments at an interest rate of 2.69%. The second bank loan is payable by instalments at an interest rate of 4.46%. The final repayment dates for these loans are both November 2034.

## 13. DEFERRED INCOME

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Brought forward | 1,492,993 | 1,072,698 |
| New grants | 12,040 | 496,760 |
| Release of capital grant | (76,973) | (76,465) |
| Carried forward | 1,428,060 | 1,492,993 |

Deferred income represents social housing grants made to the charity towards the cost of development of housing properties, which are released to the income and expenditure account over their estimated useful lives.

## 14. ANALYSIS OF NET ASSETS BETWEEN RESERVES

| | Unrestricted reserves | Restricted reserves | 2022 Total reserves | 2021 Total reserves |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Fixed assets | 3,456,385 | - | 3,456,385 | 3,490,962 |
| Current assets | 1,858,340 | - | 1,858,340 | 1,581,847 |
| Current liabilities | (343,705) | - | (343,705) | (326,255) |
| Long term liabilities | (1,866,821) | - | (1,866,821) | (1,961,196) |
| | 3,104,199 | - | 3,104,199 | 2,785,358 |

## 15. RESERVES

| | At 1.4.21 £ | Surplus/ (deficit) £ | Transfers £ | At 31.3.22 £ |
|---|---|---|---|---|
| **Unrestricted reserves** | | | | |
| General reserve | 832,172 | 2,158,930 | (1,924,212) | 1,066,890 |
| Property reserve | 1,353,186 | - | 84,123 | 1,437,309 |
| Designated Capital reserve | 600,000 | - | - | 600,000 |
| **Restricted reserves** | | | | |
| Chichester Hub (Old Glassworks) | - | (106,145) | 106,145 | - |
| Restore - Social Enterprise Chichester | - | (383,009) | 383,009 | - |
| Restore - Social Enterprise Bognor Regis | - | (126,875) | 126,875 | - |
| Recovery Service (Sands) | - | (193,233) | 193,233 | - |
| Chichester Hostel (St Joseph's + Hicks House) | - | (397,858) | 397,858 | - |
| Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road) | - | (237,904) | 237,904 | - |
| Supported Accommodation (Move-on) | - | (282,837) | 282,837 | - |
| Outreach | - | (112,228) | 112,228 | - |
| | - | (1,840,089) | 1,840,089 | - |
| **TOTAL RESERVES** | 2,785,358 | 318,841 | - | 3,104,199 |

During the year ended 31st March 2019 the trustees decided to create a new Property reserve. This reserve is made up of the book value of freehold properties owned by the Charity less associated bank debt and deferred capital grants relating to these properties.

During the year 31st March 2020 the trustees decided to create a new Capital reserve and designated £600,000 for funding of capital projects.

## 15. RESERVES - continued

Net movement in reserves, included in the above are as follows:

| | Total income £ | Total expenditure £ | Surplus/ (deficit) £ |
|---|---|---|---|
| **Unrestricted reserves** | | | |
| General reserve | 2,553,799 | (394,869) | 2,158,930 |
| **Restricted reserves** | | | |
| Chichester Hub (Old Glassworks) | 140,003 | (246,148) | (106,145) |
| Restore - Social Enterprise Chichester | 51,713 | (434,722) | (383,009) |
| Restore - Social Enterprise Bognor Regis | 4,000 | (130,875) | (126,875) |
| Recovery Service (Sands) | 168,179 | (361,412) | (193,233) |
| Chichester Hostel (St Joseph's + Hicks House) | 77,370 | (475,228) | (397,858) |
| Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road) | 151,525 | (389,429) | (237,904) |
| Supported Accommodation (Move-on) | 331,139 | (613,976) | (282,837) |
| Outreach | 378,505 | (490,733) | (112,228) |
| | 1,302,434 | (3,142,523) | (1,840,089) |
| | 3,856,233 | (3,537,392) | 318,841 |

| **Comparatives for movement in funds** | At 1.4.20 £ | Surplus/ (deficit) £ | Transfers £ | At 31.3.21 £ |
|---|---|---|---|---|
| **Unrestricted reserves** | | | | |
| General reserve | 605,006 | 1,950,039 | (1,722,873) | 832,172 |
| Property reserve | 1,160,007 | - | 193,179 | 1,353,186 |
| Designated Capital reserve | 500,000 | - | 100,000 | 600,000 |
| **Restricted reserves** | | | | |
| Chichester Hub (Old Glassworks) | - | (76,163) | 76,163 | - |
| Restore - Socal Enterprise Chichester | - | (287,152) | 287,152 | - |
| Restore - Social Enterprise Bognor Regis | | (114,420) | 114,420 | - |
| Recovery Service (Sands) | - | (172,546) | 172,546 | - |
| Chichester Hostel (St Joseph's + Hicks House) | - | (118,149) | 118,149 | - |
| Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road) | - | (329,114) | 329,114 | - |
| Supported Accommodation (Move-on) | - | (332,150) | 332,150 | - |
| Outreach | - | | | |
| | - | (1,429,694) | 1,429,694 | - |
| **TOTAL RESERVES** | 2,265,013 | 520,345 | - | 2,785,358 |

Comparitive net movement in reserves, included in the above are as follows:

| | Total income £ | Total expenditure £ | Surplus/ (deficit) £ |
|---|---|---|---|
| **Unrestricted reserves** | | | |
| General reserve | 2,267,102 | (317,063) | 1,950,039 |
| **Restricted reserves** | | | |
| Chichester Hub (Old Glassworks) | 136,003 | (212,166) | (76,163) |
| Restore - Social Enterprise Chichester | 39,857 | (327,009) | (287,152) |
| Restore - Socal Enterprise Bognor Regis | - | (114,420) | (114,420) |
| Recovery Service (Sands) | 175,468 | (348,014) | (172,546) |
| Chichester Hostel (St Joseph's + Hicks House) | 273,574 | (391,723) | (118,149) |
| Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road) | 46,250 | (375,364) | (329,114) |
| Supported Accommodation (Move-on) | 152,041 | (484,191) | (332,150) |
| Outreach | 227,785 | (227,785) | - |
| | 1,050,978 | (2,480,672) | (1,429,694) |
| | 3,318,080 | (2,797,735) | 520,345 |

## 15. RESERVES - continued

**Restricted reserves**
The Chichester Hub reserve was set up to fund the operations of the day centre located at the Old Glassworks.

The Chichester Hostel reserve is held for the St Joseph's hostel and Hicks House in Chichester.

The Restore reserve is for use in the Social Enterprise project. Donated furniture is recycled and trainees are taught the skills required to gain employment, one based in Chichester, the other in Bognor Regis.

The Recovery Service reserve is held for use at the Sands residential recovery project which provides a rehabilitation service for people with drug and alcohol problems.

The Bognor Regis Hostel/Hub covers the hostel at Ellasdale Road and the day centre at Glenlogie.

The Supported Accommodation reserve is for our accommodation, excluding the hostels, previously known as move-on accommodation.

## 16. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid within one year:

| | Land and buildings | | Other operating leases | |
|---|---|---|---|---|
| | 2022 | 2021 | 2022 | 2021 |
| | £ | £ | £ | £ |
| Expiring: | | | | |
| Within one year | 206,063 | 186,480 | - | 5,209 |
| Between one and five years | 154,182 | 203,632 | - | - |
| In more than five years | - | 42,000 | - | - |
| | 360,245 | 432,112 | - | 5,209 |

## 17. RELATED PARTY DISCLOSURES

Shelagh Legrave, a trustee of the charity, was the Chief Executive of Chichester College Group. During the year the charity incurred expenditure of nil (2021: £150) on holding meetings at the College and £13,500 (2021: £18,000) on the lease of a property from the Group. Income of £33,361 was received relating to fundraising events.

Peter Stevens, a trustee of the charity, is also a Director of Pure Employment Law Limited. During the year the charity incurred £480 (2021: £900) on professional fees from Pure Employment Law Limited.

The Jull Housing Trust is a charity under the control of St Richard of Chichester Christian Care Association. During the year a management charge of £16,627 (2021: £17,498) was charged to the Jull Housing Trust and at the year end the charity owed £692 (2021: £14,549) to the Jull Housing Trust.

Clare Apel and Martyn Bell, trustees of the charity are also Councillors of Chichester District Council. During the year the charity received grants and benefits from Chichester District Council of £669,505 (2021: £524,565), and incurred expenditure of £38,806 (2021: £61,927). All transactions were conducted on an arms length basis and neither trustee was directly involved in decisions relating to the charity and its funding.

Amanda Worne, a trustee of the charity, is also a Councillor of Arun District Council. During the year the charity received grants and benefits from Arun District Council of £1,073,824 (2021: £921,838), and incurred expenditure of £40,958 (2021: £53,770). All transactions were conducted on an arms length basis and neither trustee was directly involved in decisions relating to the charity and its funding.

David Coulthard, a trustee of the charity, was Communar of the Dean & Chapter of Chichester Cathedral and Clerk to the trustees of the Hospital of the Blessed Mary during the financial year. During the year a donation of £25,000 (2021: £25,000) was received from this Charity.

## 18. CAPITAL COMMITMENTS

At 31st March 2022 contracts were being negotiated for the purchase of 21 Westhampnett Road. The property was finally secured on 7th June 2022 at a purchase price of £490,000.

**St Richard of Chichester Christian Care Association Ltd**

**Detailed Income and Expenditure Account**
**for the year ended 31st March 2022**

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| **Turnover** | | |
| **Voluntary income** | | |
| Church donations | 13,737 | 11,136 |
| Private and other donations | 142,320 | 223,255 |
| Trust funds | 145,617 | 291,274 |
| Local authority grants | 493,337 | 348,152 |
| | 795,011 | 873,816 |
| **Activities for generating funds** | | |
| Fundraising income | 41,318 | 58,030 |
| **Income from charitable activities** | | |
| Housing benefit | 1,155,263 | 1,050,490 |
| Grants | 814,226 | 933,262 |
| Release of capital grant | 76,973 | 76,465 |
| Client contributions | 58,800 | 60,761 |
| Restore sales | 490,340 | 219,463 |
| Legacies | 399,254 | 20,500 |
| Other income | 24,994 | 23,868 |
| Membership subscriptions | - | 560 |
| | 3,019,850 | 2,385,369 |
| **Total turnover** | 3,856,179 | 3,317,216 |
| **Operating costs** | | |
| Wages and salaries | 1,940,833 | 1,526,337 |
| Social security | 156,221 | 126,560 |
| Pensions | 78,741 | 61,463 |
| Insurance | 29,586 | 27,713 |
| Postage and stationary | 17,783 | 10,429 |
| Other costs | 341,518 | 252,657 |
| Property costs | 596,575 | 496,905 |
| Staff related costs | 32,916 | 20,626 |
| Auditors' remuneration | 9,839 | 6,840 |
| Legal and professional fees | 117,821 | 74,904 |
| Depreciation of tangible fixed assets | 215,559 | 193,301 |
| | 3,537,392 | 2,797,733 |
| **Operating surplus** | 318,788 | 519,483 |
| Interest receivable and similar income | 54 | 1,424 |
| **Surplus for the financial year** | 318,841 | 520,907 |

**ST RICHARD OF CHICHESTER CHRISTIAN CARE ASSOCIATION LTD**

England & Wales - Charity number 1000830

# Accounts

REGISTERED COMPANY NUMBER: 02504171 (England & Wales)
REGISTERED CHARITY NUMBER: 1000830
HOMES ENGLAND REGISTERED PROVIDER NUMBER: 4738

# Report of the Trustees and Financial Statements for the year ended 31st March 2021 for

# St Richard of Chichester Christian Care Association Ltd Known as "Stonepillow"

**St Richard of Chichester Christian Care Association Ltd**

**Contents of the Financial Statements**
**for the year ended 31st March 2021**


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**Mission Statement**

Stonepillow support and empower homeless and vulnerable people to achieve sustainable independence and wellbeing.

## LEGAL AND ADMINISTRATIVE INFORMATION

**Constitution**
St Richard of Chichester Christian Care Association is a company limited by guarantee and a registered charity governed by its memorandum and articles of association. The company was incorporated on 21 May 1990 (company number 2504171) and was registered as a charity (number 1000830), as defined by the Charities Act 2011, on 9th November 1990.

The company trading name is **STONEPILLOW**.

**Directors and Trustees**
The directors of the charitable company are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. Trustees are appointed at the AGM by the members in accordance with Article 35 of the Articles of Association or by the trustees under Article 36.

The trustees serving during the year and since the year end were as follows:

**Chair of Trustees**
Shelagh Legrave CBE DL

**Vice Chair**
Yvonne Thomson

**Trustees**

| | |
|---|---|
| Clare Apel | |
| Martyn Bell | |
| David Coulthard | |
| Anthony Fawcett | |
| Andrew Harrop | - Appointed 3 December 2020 |
| Greg Mahon | |
| Peter Stevens | |
| Amanda Worne | - Appointed 3 December 2020 |
| Hannah Worricker | - Appointed 3 December 2020 |

**Chief Executive**
Hilary Bartle

**Company Secretary**
Tim O'Reilly

**Principal and Registered Office**
39 Southgate
Chichester
West Sussex
PO19 1DP

## LEGAL AND ADMINISTRATIVE INFORMATION

**Auditors**
Sheen Stickland
Chartered Accountants and Registered Auditors
7 East Pallant
Chichester
West Sussex
PO19 1TR

**Solicitors**
Irwin Mitchell LLP
Thomas Eggar House
Friary Lane
Chichester
West Sussex
PO19 1UF

**Bankers**
Barclays Bank plc
74/75 East Street
Chichester
West Sussex
PO19 1HT

## Report of the Chair
## for the year ended 31st March 2021

It has been an extraordinary year for Stonepillow during the Covid-19 pandemic. However, it has continued to deliver its mission to support and empower homeless and vulnerable people to achieve sustainable independence and wellbeing through the provision of outreach services, hub day services, hostels, move-on accommodation and work skills training. It has launched new projects to meet need and the expansion has seen growth from 52 employees in March 2020 to 70 in July 2021.

The impact of the lockdown between March and June 2020 and again in January to March 2021 has been significant. Our social enterprise Restore had to close for seven months, using the Government's furlough scheme to support its staff. A business continuity plan and daily steering group meetings ensured services stayed open and staff and clients were kept safe. The day hubs also changed their model of delivery following a short closure at the start of the first lockdown.

One very positive impact of the pandemic has been the opportunity to strengthen partnerships with Chichester and Arun District Councils through the collaboration that enabled rough sleepers to be accommodated in hotels. Moreover, some people who had been homeless for many years found through this opportunity to access self-contained emergency accommodation that they could adapt to a safer and more secure lifestyle longer term. Stonepillow has worked with other agencies to find appropriate move-on accommodation for those ready to make this change. It has been supported by MHCLG, Homes England and Chichester District Council to purchase another house in Chichester and build six new studio flats by adding a second floor to the Lodge, located next to the Chichester Hostel in Hunston, now known as Hicks House.

The Recovery Service (SANDS), which provides support for those choosing to recover from substance misuse through abstinence, has delivered amazing outcomes for its clients. It is has now achieved registered status with the Care Quality Commission (CQC).

The Resource Hub which opened in March 2020 next to the Bognor Regis Hostel, had to be repurposed over the course of the pandemic. However, following the end of the second lockdown, it has now reopened and in collaboration with other agencies is now delivering its core purpose to support the health and wellbeing of clients, in particular those on their journey to recovery.

Stonepillow could not continue to operate without the extremely generous donations from local churches and private individuals. During Covid-19, the charity has been able to access specific grants to support homeless people which has been incredibly helpful in supporting rough sleepers, those leaving hospital who are homeless, feeding those who moved to emergency hotel accommodation during lockdown, and launching Housing First. Stonepillow also had a huge success with its May 2020 event the 'Little Big Sleep out At Home', where people slept in unusual places such as a bath, porch or garden. The donations from those who support the charity either directly or through their church, are hugely appreciated.

Financially Stonepillow has achieved a strong position, mainly due to the receipt of ring-fenced grants to provide support through the pandemic. However, these focused on new Covid-19 related projects and necessities and were expended in full by the end of March 2021. It made a surplus of £520,345. Its cash reserves include ring-fenced funds for its capital strategy associated with completing the additional rooms at Hicks House and establishing additional move-on accommodation.

Hilary Bartle, the Chief Executive, has been extremely effective in her leadership of collaborative projects across organisations in West Sussex who support homelessness. West Sussex County Council have continued to support Stonepillow through its Supported Accommodation contract but there is still a risk of further funding cuts in the future.

Stonepillow's staff have been heroes this year. It could not be successful in helping vulnerable people without the extraordinary support of its excellent staff who work extremely hard with passion and professionalism, sometimes in very challenging circumstances and particularly during the Covid-19 pandemic. I also want to thank my fellow Trustees and all the volunteers who give their time and expertise to support the charity.

*Shelagh Legrave CBE DL, Chair of the Trustees of Stonepillow*

**St Richard of Chichester Christian Care Association Ltd**

**Chief Executive Report**
**for the year ended 31st March 2021**

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The saying 'hope over adversity' is a true description of the past year. In April 2020 we had managed to get well over 60 people off the streets of Arun and Chichester; we focused on keeping clients, staff, volunteers and community safe, but at the same time we aspired and strove to build hope and to facilitate change for those who often had been on the streets for many years.

Our Restore shops were compelled to close and staff were furloughed which created a huge gap in our funding envelope and was a challenge for those staff who now were unable to attend work. Fundraising events had been halted although through the innovation of our Head of Fundraising we were the first to host the 'Little Big Sleep Out' event online. Who would have thought that the Big Sleep out could be done in this way? These new online opportunities gave all our communities the ability to engage, no matter what age. It was embraced and was extremely successful and some extraordinary places were chosen to sleep.

We all became familiar with a new 'Covid' language and this included becoming experts in Zoom and Teams conferencing. Countless additional laptops, phones and pieces of new IT equipment were needed to support staff and clients to continue to deal with everyday life, and these helped to enable the online sessions with mental health, substance abuse, medical and wellbeing services that became the norm.

Robust business continuity planning enabled us to keep services up and running, but we also needed to expand in order to rise to the challenge of the increased levels of intensive support required by many of the rough sleepers now in hotel accommodation. Partnership was critical with all the agencies surrounding us; both voluntary, private and statutory sectors. Thanks to the dedicated work of my staff, senior leaders and management, Stonepillow's services were able to operate safely. We could see the devastation happening within the older peoples' residential care sector and it was vitally important that we took learning on board from this sector and bubble our own staff and clients. Volunteers couldn't be in service but supported us in other ways, particularly by distributing food packages across Arun and Chichester to keep clients fed and in receipt of essential supplies. Without their help we could not have achieved this. I would particularly like to thank Chichester District Council staff who supported us by running this process and locating themselves at the Chichester Hub which was transformed into a distribution centre. We provided food to over 160 people per day and delivered over 21,000 meals throughout the year.

During this challenging period we were also provided with fantastic opportunities to expand our client service offer and enable those in emergency accommodation to envisage a more stable and independent future away from the streets. Key service development and initiatives which we had in our 5 year strategy had to be brought forward and with financial support and backing from local government, central government, trusts, foundations, and the local community we were able to really move at pace on getting some critical services up and running -

- We strengthened our operational model by training staff and implementing a trauma and psychologically informed approach.
- We developed partnerships with Hyde, Clarion and Worthing Homes and delivered our Housing First Project which is going from strength to strength and housing some of our most multi-disadvantaged clients.
- We commenced the extension work to the Lodge - adding an additional 6 units of self-contained accommodation to strengthen our Rough Sleeper support.
- We expanded our Homeless Prevention Support to those living within the community who may be struggling to sustain their homes and prevent evictions through Pathways Home.
- Through funding from Public Health England, we established HARP (Hospital Admission Reduction Program) – a project which bases a homelessness support navigator in St. Richards Hospital alongside health professionals working to provide triage on the street. HARP reduces unnecessary or inappropriate admissions to hospital and focuses on getting people linked into primary care services. This is mirrored across West Sussex and delivered by their local providers Turning Tides and Crawley Open House with support from CGL (Change Grow Live) and Emerging Futures. The impact is astounding and freeing up clinical time within the hospital.
- We collaborated with West Sussex County Council (WSCC), the district and boroughs, NHS and other statutory services countywide to strategically respond to the needs of rough sleeping. For the first time we have produced a clear picture of countywide Rough Sleeper needs and this has led to some focused funding from WSCC to provide wider and more innovative services.
- We expanded our outreach support with funding from the Ministry of Housing, Communities and Local Government and the District Councils. This provided more intensive support to those in emergency Covid 19 hotel placements and new people presenting who had no home.

Public Health teams have worked closely with us to ensure that staff, volunteers and clients were supported in their health and wellbeing, ensuring that front line staff were vaccinated early and had access to ongoing testing plus PPE which was essential in keeping our face to face services running safely. Our partnership with Chichester University continued and we had more of our clients complete the bridging course and take up their places at university. This was largely conducted online; but we now have another cohort of students starting degree courses at the university this September.

Looking ahead to the next financial year 2021/22, we have designated capital funds to enable Stonepillow to pursue the expansion of our accommodation offer for those who are single, homeless and have multiple complex needs, including significant care needs. This is in line with our long-term strategy to increase the supply of suitable social housing and to end rough sleeping.

My personal thanks goes to all Stonepillow staff across the organisation who worked tirelessly in an ever changing world to focus on delivering our mission and promoting our values. They continued throughout working face to face and on site without complaint. They were true heroes. Looking to the future, although the pandemic is not yet over the majority of both clients and staff are vaccinated and our objectives for the next year are to stabilise and embed new services, to expand where needed, to address service gaps and to build on our strong and cohesive teams of staff, clients, volunteers and partnerships to meet the new challenges and opportunities that lay ahead. I want to particularly thank our local communities for all their support both with time, commitment, donations and their own personal Stonepillow fundraising. Without you, we could not do what we do.

*Hilary Bartle, CEO of Stonepillow*

The trustees are pleased to present their report together with the financial statements for the year ended 31st March 2021.

Legal and administrative information set out on page 1 forms part of this report. The financial statements have been prepared in accordance with applicable accounting standards including the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Statement of Recommended Practice for Social Housing Providers 2018, and with the Accounting Direction for private registered providers of social housing in England 2015.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

St. Richard of Chichester Christian Care Association (Stonepillow) is a company limited by guarantee. The members of the company appoint trustees at the AGM with one third of the existing Trustee Board coming up for reappointment each year. The number of trustees is flexible. The Trustee Board may co-opt new trustees during the year but such persons have to present themselves for appointment by the members at the next AGM. Trustees elect their own officers annually and appoint a Company Secretary. There are written statements outlining the roles and responsibilities of the Chair of the Trustee Board and of individual trustees, standing orders governing Trustee Board procedures and a Trustee Code of Conduct. All members of the board give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 5 of the accounts. There is a formal induction process for new trustees which aims to provide them with an understanding of the organisation and Trustees are encouraged to undertake any training course relevant to the performance of their duties.

The trustees have joint corporate responsibility for all the activities of Stonepillow but, apart from the statutory obligations that fall directly upon them as a Board, exercise much of that responsibility through controlled delegation. This involves setting policies, arranging for them to be carried out with agreed resources and then monitoring operational and financial performance. Implementation of agreed policies involving day-by-day management of the staff and work of Stonepillow is the responsibility of the Chief Executive, appointed by the trustees and answerable to them. Long term strategic development and the yearly update of the Business Plan are discussed jointly by the Trustee Board and the Chief Executive. There is a joint commitment between the Trustee Board and the Chief Executive to carry out the agreed Business Plan. Implementation of project and service development set out in the Business plan is primarily the responsibility of the Chief Executive, monitored through regular progress reports. A Finance and Internal Audit sub-committee acts on behalf of the Board in relation to the regular monitoring of Stonepillow's finances and the preliminary appraisal of other financial matters, including internal procedures.

The trustees confirm that they have complied with their duty under section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission in deciding what activities the charity should undertake.

### Risk management

The charity's activities are subject to a variety of regulations and legal compliance. By applying appropriate governance and management structures, risk is adequately managed. The Board of Trustees acknowledges its ultimate responsibility for monitoring and reviewing the risks Stonepillow faces through a risk register which is scrutinised and updated by the Finance & Audit Committee on behalf of the trustees. The CEO and the management team are responsible for implementing all practical measures that can be taken to reduce or eliminate the risks identified at that time. The system of internal control is designed to provide reasonable assurance that key business objectives will be achieved and the charity's assets safeguarded.

Stonepillow identifies the key risks, the likelihood of those risks occurring, their potential impact and the actions being taken to reduce and mitigate the risks. Risks are prioritised using a consistent scoring system.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Risk management

| Key | |
|---|---|
| E | Extreme risk, immediate action. Escalate as an issue. |
| H | High risk, action should be taken to compensate. |
| M | Moderate risk, action should be taken to monitor. |
| L | Low risk, routine acceptance of risk. |

| | STONEPILLOW RISK REGISTER | IMPACT | MITIGATION |
|---|---|---|---|
| | **Governance** | | |
| 1 | The charity lacks direction, strategy and forward planning. | E | H |
| 2 | Board of Trustees fail to have the right skills, knowledge and understanding of the governance structures in place, preventing effective accountability and oversight of regulatory obligations which include the Care Quality Commission (CQC) and Charity Commission. | H | L |
| 3 | Inadequate or inaccurate information is reported to Trustees, resulting in poor quality decision making. | H | M |
| 4 | Negative PR and/or media coverage. | E | M |
| 5 | Failure to achive registration under the CQC regulatory framework. Failure to secure a Registered Manager. | E | H |
| | **Financial** | | |
| 6 | Finance and resources dependent upon a limited number of contracts. | E | H |
| 7 | Poor contract delivery and service provision. | H | M |
| 8 | Inaccurate financial reporting and ineffective budgetary control. | H | M |
| 9 | Failure to deliver on fundraising ambitions due to lack of coherent fundraising strategy and loss of community commitment. | H | M |
| | **Operational** | | |
| 10 | Lack of clear management structure, leading to uncertainty amongst staff of roles and duties. | H | M |
| 11 | Failure to adhere to Health and Safety regulations, policies and regulatory requirements. Poor security of staff, arising from lack of knowledge of procedures and policies. Action being taken without proper authority, caused by lack of induction/training. | E | H |
| 12 | Failure to adhere to regulatory framework of CQC. | H | M |
| 13 | Employment issues arising from a failure to follow effective policies and procedures to regulate staff and volunteers' activities. Lack of managerial oversight and monitoring of work, conduct and performance. Non-compliance by staff and volunteers with CQC requirements, H&S legislation and regulations. | E | H |
| 14 | Poor disaster recovery and business continuity planning, leading to computer system failures or loss of data, the destruction of property, equipment, records through fire, flood or similar damage. | H | M |
| 15 | Failure to comply with GDPR requirements for clients, staff and donors. | H | L |
| 16 | Nationwide Pandemic. | H | M |

### Remuneration policy

Salaries are reviewed on an annual basis and bench marked against the National Joint Council (NJC) scales. There is no commitment to match the latest scale value, increases are only applied after consideration of financial viability.

### Stonepillow- What we do and how we do it

Stonepillow provides vital support to homeless and vulnerable people, empowering them to rebuild their lives and achieve sustainable independence and wellbeing. We accommodate 96 people on any given night, and we have supported 441 people over the past year across our range of services. Our aim is to end rough sleeping in the areas where we work and to support individuals to overcome barriers and to take the first step towards living independent lives and achieving their potential.

## ACHIEVEMENTS AND PERFORMANCE

### Stonepillow- What we do and how we do it

In 20/21, we have supported 169 clients to move in a planned and positive way

In total we have supported 236 individuals through our outreach team, in our hostels, supported accommodation, recovery service and move on houses.

Many of these people also accessed our day services, and through these hubs we have supported 401 individuals

154 clients successfully moved on in a planned way either into our hostels, into their own tenancies or back into family homes.

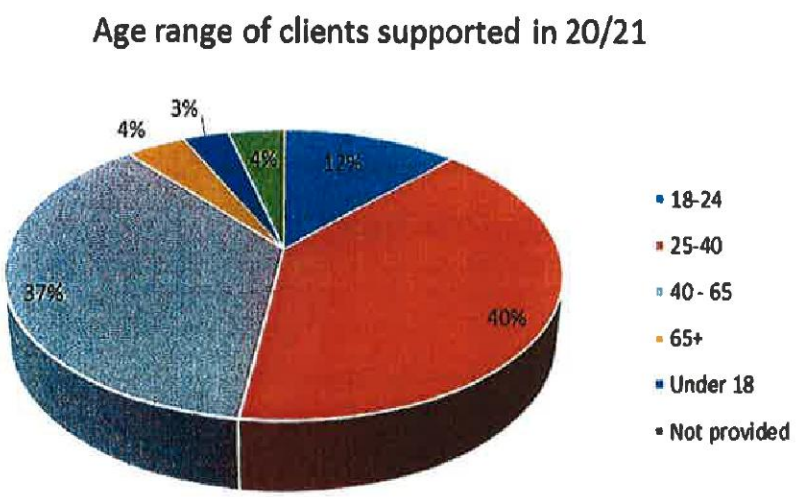
### Stonepillow - who we are

#### Clients

Homelessness services are essential to providing a safety net for those in the community who are vulnerable and do not have a secure place to reside due to a variety of reasons. Stonepillow places all our clients at the heart of what we do. The services we deliver focus on support planning, which is co-produced with the clients. The partnerships we establish aim to make wider service provision more accessible and more integrated to enable clients to have a smoother journey navigating through complex services. The quote often used is 'it is not me who is complex but the services around me'. Stonepillow is committed to an enabling and empowering model of service, which always puts clients at the centre. Staff are trained and skilled with this approach of working. The values of the organisation reinforce this approach by expecting all staff to live the core values set out.

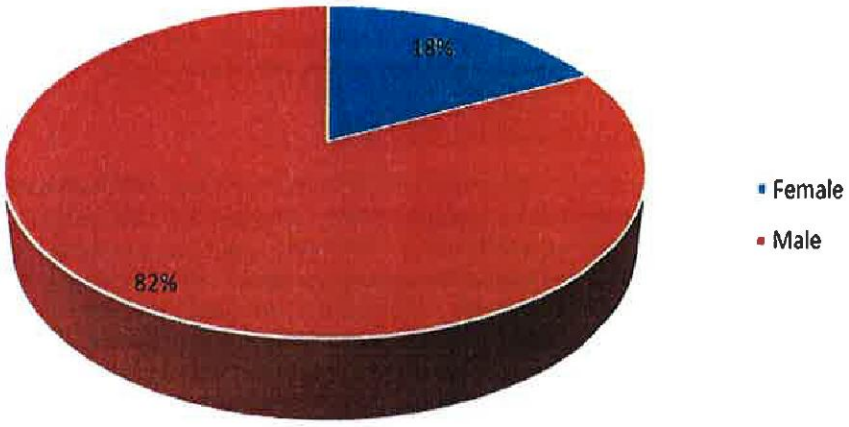
However, we can always improve, and a key objective within the 5-year strategy is to improve how clients can be meaningfully involved at all levels of the organisation. In particular, we are reviewing how they are actively participating in the governance of the charity. In 2020 we appointed a Client Engagement Coordinator (with lived experience) to help develop a clear and transparent approach coproduced with present and past clients. This will provide us with a road map to achieve full engagement and involvement throughout governance, strategic and operation approaches.

### Demographics - our clients in 2020/21

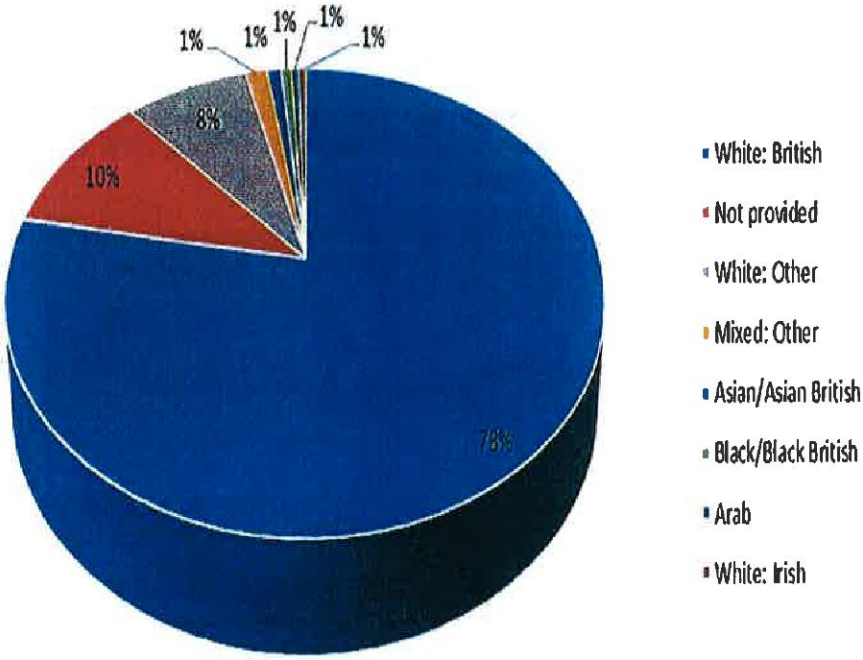


ACHIEVEMENTS AND PERFORMANCE

## Gender of clients supported in 20/21




## Ethnic origin of clients supported in 20/21



## ACHIEVEMENTS AND PERFORMANCE

### Staff

On average over FY20/21 Stonepillow employed 60 staff, plus the equivalent relief hours worked over the year equate to 7 full time staff to cover for staff sickness and holiday. During 2020/21 our staff numbers continued to grow with the commencement of the government Rough Sleeper Initiative, in July 21 we had 70 posts.

Stonepillow is working on a comprehensive training programme for all staff, and each job role has a tailored training profile to ensure staff have the skills and knowledge required to provide a safe, supportive and effective service.

### Volunteers

Due to government guidelines and the need to keep our volunteers safe and secure, for most of this year we were unable to allow volunteers into our services to perform their usual roles, particularly with food preparation and cooking. But as the pandemic unfolded it brought out the collective strength and generosity in our community; with business, district council and community volunteers pulling together to support Stonepillow and our partner agencies to protect one of the most vulnerable groups in our society – our rough sleepers. As they were housed, often isolating, in local hotels and B&Bs, volunteers adapted to play an integral role in supporting an extra 60 clients with food and essential items. Chichester Hub was turned into a food & donations distribution centre as we collected huge amounts of food from closing businesses and provided food packages and hot meals for those in need. We are so grateful to the volunteers who helped to distribute these packages and make hot lunches for those temporarily housed during Everyone In, which was a government initiative. This care and support has helped us make huge progress with those who were previously on the streets, most of whom have now not returned to the streets but to safe and permanent / supported accommodation. In the last year our volunteers have also collected over 1,000 food donations from local retail outlets and supermarkets.

We are so grateful for the many community partnerships that have been built and benefitted our organisation and our clients during this time. A WhatsApp group has been created with these partners, and through this simple collaboration we can address the needs of the community in a more effective and timely way. Stonepillow clients have benefitted from this as we are now able to source much needed food items and share donations with partners who are also in need and reduce wastage. We are looking forward to the continued success of this initiative.

For those unable to continue volunteering, we managed to keep in touch with regular newsletters and updates on how they could be involved from afar, and added a bit of fun with a weekly quiz. Lots of volunteers got involved, motivated by the chance to win a melon!

As lockdown eased we introduced limited numbers back into our services and in the last 4 months of the financial year over 4,000 volunteer hours have been logged. This is an incredible testament to our wonderful volunteers and their dedication to supporting our clients.

## ACHIEVEMENTS AND PERFORMANCE

### Stonepillow Hubs

Stonepillow day centres (known as hubs) provide support and advice for people who are rough sleeping, homeless or vulnerably housed. We operate two hubs, one in Chichester city centre and one in Bognor Regis town centre. They are the first point of contact for people accessing Stonepillow services.

The hubs offer a range of facilities including breakfast, lunch, hot drinks, GP surgery, needle exchange, shower and laundry facilities. Support staff facilitate the coordination of clients' cases which may include working with other agencies such as GPs, Housing Options teams, substance misuse and mental health support services. Staff can also provide the first point of contact for those who find themselves homeless or threatened with homelessness.

This year, from March 2020 our Hub services have had to adapt and change in line with the Covid-19 pandemic. For the first lockdown, both Chichester and Bognor Regis Hub had to reduce the service to rough sleepers to ensure staff and client safety.

In Chichester, we continued to open a reduced service of 5 mornings a week to ensure clients who need emergency access to facilities and support were provided for. We used Chichester Hub as our food distribution centre for our services and the community, benefitting from CDC staff relocated as volunteers to help us provide 866 breakfasts and 1,471 lunches.

Bognor Regis Hub was closed for rough sleepers for 2 months while we moved all rough sleepers into temporary housing under the 'Everyone In 'initiative – but they continued to provide 199 breakfasts and 210 lunches, with the addition of 30 food parcels every 2 days for the clients housed in Butlins.

Chichester Hub supported 261 throughout the year. Bognor Regis Hub supported 172 over 4-day openings. A total of 433 homeless and rough sleeping clients supported throughout the year.

### Stonepillow Hostels

Stonepillow has two hostels in Chichester and Bognor Regis that provide short-term accommodation and offer 1 to 1 personal support to address individuals' issues and develop support plans, empowering them to move out of homelessness.

The impact of Covid-19 during the last 12 months has meant that we had to increase the infection control of the properties and support clients who may become Covid-19 positive. Our teams managed the properties and infection control to a high standard meaning that we had no case of Covid-19 within the residential services. Our teams were incredibly diligent and flexible, even bubbling the teams and working a covid response rota to reduce infection and throughput within the services. Our clients had a very settled period. Evictions were banned which resulted in an improved method of working based on Trauma-Informed Care. Over 2020 / 2021 we had only 4 evictions due to extreme violence and 3 abandonments. Our teams worked closely with the clients to build packages to alleviate boredom and put on extra sessions around community building – including car park bingo, winter BBQs and social distanced karaoke.

Bognor Regis Hostel supported and stabilised 32 clients over 12 months with only 4 evictions due to behaviour concerns.

Chichester Hostel supported 26 clients and had no evictions. There were 3 abandonments by clients who were later housed in another service. Sadly 2 clients died at the start of 2021 due to an accidental overdose and a drowning.

## ACHIEVEMENTS AND PERFORMANCE

### Rough Sleeping Initiative Team

The Rough Sleeper Initiative team expanded this year to develop the MHCLG goal of prevention, intervention and support. The team supported 178 clients who were rough sleepers or were at risk of rough sleeping. This included 41 clients working with our dual diagnosis teams in Bognor and Chichester to better improve their substance misuse and mental health needs. The team have created incredible working relationships with clients to ensure rough sleepers, those who are homeless or at risk of homelessness have support at the most crucial time. We have supported families who had rental debt and faced eviction, delivered food parcels to families who were struggling to cope, helped the police support vulnerable clients at risk of 'cuckooing' and supported the rough sleepers in temporary housing.

### Housing First

2020 saw the launch of our Housing First pilot which was initially funded for 6 months in response to Covid-19 and the 'Everyone In' initiative. It was clear that we needed a different housing model to support the most entrenched rough sleepers to get into settled and permanent housing instead of them returning to the street after the Covid-19 response. Therefore, through 6-month funding from Big Lottery, in July 2020 we launched the Housing First model which supports clients to move into their own tenancies. Housing First launched in July 2020. We have since sourced further 1 year funding to continue the service. We have successfully housed 9 clients in their permanent homes with social housing providers and we have a further 6 clients housed in temporary housing waiting for housing opportunities. Nationally, Housing First has a 78% success rate – after 1 year of Housing First service we have achieved a 100% success rate.

Many of the clients have been long term homeless – 1 client had been homeless for 15 years and now has his own tenancy and working towards employment. Another client, who continues to struggle with substance misuse, now has a safe home for herself and her dog, where she can invite her two daughters to her home and start to rebuild her relationship with them. Care and wraparound support continuing with all of them for as long as they need.

### Stonepillow Recovery

Stonepillow Recovery Service is located in Bognor Regis and uses a psychosocial abstinence-based model of accommodation and support for people who are addressing their substance misuse and addiction. It consists of a 12 bed, 24-hour service where residents take part in a recovery programme. The service includes three move-on houses to allow residents to move to the next stage of independence, whilst remaining supported by staff. In order to support clients on their recovery pathway clients are encouraged to access Change Grow Live (CGL), Narcotics Anonymous (NA) and Alcoholics Anonymous (AA).

The Recovery Service had to introduce a new support model during Covid-19 due to the national eviction ban which meant we couldn't ask those who used substances to leave immediately. The team enabled a warning procedure to ensure that clients who relapsed had another chance to continue their abstinence without the risk of eviction. Relapses were high this year – 7 compared to 5 the previous year. Many of those who relapsed found the pressure of isolating and being separate from their friends and family too hard to cope. They were all found alternative accommodation, either within our hostels or they went back to family. The warnings procedure worked very well and will continue post Covid-19 lockdown.

The service had 27 successfully complete the abstinence programme and either move back with family or move on into our abstinence move on service.

## ACHIEVEMENTS AND PERFORMANCE

### Stonepillow Supported Accommodation

Stonepillow has established move-on housing in Chichester, Bognor Regis, Barnham and Littlehampton. We have 9 properties that accommodate 41 clients moving on from hostel accommodation towards more independence. This enables clients to prepare for total independent living, providing a stable transition particularly for those leaving higher support services.

Our **Supported Accommodation** team work with clients to achieve positive, sustainable and appropriate move-on accommodation. Specifically, we support clients with:

- Managing and sustaining a licence or tenancy agreement.
- Personal budgeting.
- Securing employment, training, education or volunteering opportunities.
- Addressing and preventing anti-social behaviour.
- Getting involved with workshops and community activities.
- Accessing and directing to other relevant professionals to achieve positive personal outcomes.
- Linking into housing options.
- Supporting them to engage with health and wellbeing services in the community.
- Follow up tenancy support once they move into their own permanent home

Throughout the past year, during Covid-19 lockdowns, the clients have been able settle and become closer communities in keeping their houses safe. For the year 2020 – 2021 there were no evictions and no behaviour that would have contributed to eviction proceedings. We had 16 successful moves of clients into private tenancies. 57 clients in total were housed throughout the year. We had 4 clients successfully pass their Bridging Course with Chichester University and move onwards with their education. Move on throughout the Covid-19 period was difficult due to fewer move on options. This included fewer opportunities in the private sector, and a hold on properties with housing associations.

We continued to support 10 Unaccompanied Asylum-Seeking Children in our Littlehampton service which enabled the young people to continue their college work from home, improve their English language and culture learning. They continued to have BBQs and to explore West Sussex. Their nationalities range from Vietnamese, Russian, Chinese, Syrian and Moroccan.

### Stonepillow Social Enterprise (Restore)

Stonepillow has two charity shops located in Bognor Regis and Chichester that receive donations of furniture/household goods to provide a funding stream to support the delivery of Stonepillow services and help furnish our properties. The impact of the Covid-19 pandemic and the resulting government lockdowns meant that our shops had to close for approximately 7 months of the financial year and our staff put on furlough. Despite this challenge we still achieved a remarkable level of sales revenue, which is a testament to the effort, teamwork and passion by both our staff and our diverse team of volunteers. The Chichester outlet opens 7 days per week and the Bognor Regis shop 6.

We could not keep **Stonepillow Restore** running without our volunteers, who when allowed following the relaxation of Covid-19 protocols have returned to help us. Not only do we have volunteers from the local community, our clients also volunteer to gain valuable work experience and build their confidence. They learn new skills such as furniture restoration, retail, admin and PAT testing. Many clients who have moved on from our service and now live independently continue to volunteer with us as a way of maintaining a link with Stonepillow and 'giving something back'.

Stonepillow Restore provides a practical learning environment for Stonepillow clients and people who are long-term unemployed in order for them to gain valuable work experience. This helps increase their confidence and self-worth, and assists them in finding employment.

Stonepillow provides a 20% discount on essential items over £10 for those on jobseekers' allowance, employment and support allowance, housing benefit and pension credit benefits. This enables Stonepillow to provide good quality household items at excellent prices to those on a low income.

Combined, the Bognor Regis and Chichester outlets have raised over £200,000 (Previous year £400,000) in sales, a 45.6% decrease on the previous year. This despite being shut for nearly 6 months due to government lockdowns.This income is invaluable to the running of Stonepillow.

## ACHIEVEMENTS AND PERFORMANCE

### Total Sales (Chichester and Bognor Regis)

| 2020/21 | 2019/20 | Decrease on last year |
|---|---|---|
| £219,463 | £406,272 | £186,809 |

### Crisis Grant

Chichester District Council operate a scheme (and administer) for those who are most financially vulnerable and to try and mitigate these circumstances deliver support to those who require furniture to enable them to set up their home due to their previous homelessness, fire, flood or other crisis, Stonepillow provides furniture and white goods for this scheme.

### SWEP / Winter beds

From October 2020 until March 2021 winter bed provision and SWEP (Severe Weather Emergency Provision) is activated by both councils.

Due to Covid-19, rough sleepers were not permitted to be given sleeping provision in the old dormitory style setting. Councils had to provide single rooms for clients to ensure they are Covid-19 safe.

SWEP was activated 31 nights over the winter period, with the outreach teams meeting clients at night to support them into hotels, providing them housing options, food packages and dry clothing.

Winter beds continued the 'Everyone In' initiative throughout the winter lockdown. We supported a further 32 clients in Butlins and 19 clients in Chichester, predominantly in Travelodge. Each client worked towards a move on plan to find permanent housing, we hand delivered food parcels twice a week and provided daily support. The power of safe, clean accommodation meant we worked closely to rehouse all rough sleepers. This was completed as of April 2021. All 41 clients were supported either into hostels, tenancies, Housing First or supported accommodation. The remaining clients we are still supporting, but due to their immigration issues, they have no recourse to public funds. We worked in full partnership with Turning Tides, Chichester District Council and Arun District Council to achieve these amazing results.

With effect from 1st January 2020 two properties (10 bed spaces) have been allocated to West Sussex County Council for their Unaccompanied Asylum Seeking Children (USAC). The age range that will reside in this project will be 18 to 21 years old.

## ACHIEVEMENTS AND PERFORMANCE

### Fundraising and Communications

Despite a year of lockdown restrictions, we have been overwhelmed by the donations, thoughtfulness, and acts of kindness from our supporters. Overall individual giving & fundraising for the year increased by £55,966 to £292,419, helping to ensure the service continuity and client support so needed during such an unusual time.

Local businesses continued with Charity of the Year donations, hosting collection tins where possible, donating surplus food, and running fundraising initiatives that ranged from virtual fashion shows to pub bakeries.

We are also grateful to the contributions from local community groups, churches, schools and individuals who supported us with donations of food and essential items during Harvest Festival, and our Christmas Kindness campaign which made sure our clients had the best Christmas ever with individual presents and festive treats. Fundraising events also continued with school non uniform days, cake baking, Easter challenges, marathons and children running 2 miles a day for a week or cycling 100 miles.

Stonepillow fundraising events were adapted to comply with government regulations, and the annual 'Big Sleep Out' event ran virtually as 'The Little Big Sleep Out' at home; engaging over 500 participants and raising just over £17,000. Our new fundraising event 'We'll wash your wheels' carwash raised £500 and corporate businesses, schools and individuals are now adopting this concept, working with the Stonepillow team to raise funds so it's success continues.

Our first ever client Sky Dive 'The Big Leap Out' not only raised £3,500, but also generated an awareness and interest in Stonepillow from the media resulting in features on local radio, BBC South TV & Radio, Newsnight and Radio 2.

As social distancing eases, we look forward to bringing people together for our Big Sleep Out in October, and meeting our many supporters face-to-face to thank them for their kindness over the past year.

Stonepillow is now registered with the Fundraising Regulator and complies with The Code of Fundraising Practice. The Code of Fundraising Practice sets the standards that apply to fundraising carried out by all charitable institutions and third party fundraisers in the UK.

### Partnerships/Collaborative working

The nature of the service we deliver at Stonepillow requires us to work in partnership with a variety of organisations, both locally and nationally. This involves strategic partnerships and operational day-to-day work to ensure clients have the support they need to achieve their pathway to recovery and independence.

We provide in the region of 150 meals per day across our hostels and day services. We would not be able to do this without the commitment from organisations which donate their surplus food to us, both fresh and dry goods. Providing meals is a critical part of the day hubs' services as many of the clients attending these services do not have access to food or cooking facilities. Without our food-giving partners and volunteers undertaking the cooking we would not be able to provide this.

Stonepillow is the only homelessness organisation which is part of the Mental Health Pathfinder Alliance. We work closely with all the partners to ensure that those who require support and access to mental health provision can access it quickly in a smooth and seamless manner. Strategically we sit on Pathfinder's board to monitor performance, to commission new services and to plan for future needs.

A major success for our clients and staff is the continued strengthening of our partnership with the University of Chichester. Our clients attended some resilience training at the University and spoke to the lecturers about their aspirations for continuing with education but explaining that their previous experience had been poor or limited by circumstance. The University developed a 10-week bridging module for our clients which would give them the necessary qualifications to apply for degree courses upon completion. This initiative has been embraced by a number of our clients. We were also able to leverage funding and build a partnership with Cobnor Activities Centre Trust, enabling clients to experience different watersports and outdoor activities during autumn 2020 and again in spring 2021.

## FUTURE PLANS

### Five-year strategy

2018 saw the start of producing a 5-year strategy for Stonepillow, which is essential in moving forward to meet the ever-growing needs of those who are homeless, rough sleeping or vulnerably housed. The nature of funding and commissioning of services has radically changed due to constraints of central and local funding. It is essential that those who fund our services whether it be statutory partners or communities understand what our purpose is, what our priorities are and how we are using their funding to achieve our aims and objectives. Therefore, we have reviewed our mission, vision and values and put in place key objectives we will be delivered over the next 5 years.

This work engaged clients, partners, staff, community and the Board of Trustees. It was launched at our AGM in November 2019 and provides a clear steer for all our activities with a comprehensive set of key performance indicators (KPI's) which the Board of Trustees will monitor.

### Our Mission Statement

Stonepillow support and empower homeless and vulnerable people to achieve sustainable independence and wellbeing.

### Our vision

Working in collaboration with our clients, communities and stakeholders, we will end rough sleeping and support people from homelessness to home. We will do this by:

- Providing wraparound services which put the client at the heart of what we do.
- Providing safe, secure, high-quality accommodation and support.
- Strengthening the client pathway by understanding the gaps in provision and proactively responding to them.
- Enabling clients to achieve their journey to recovery, wellbeing and sustainable independence.

### Our core values

As an organisation, we are committed to:

- **Being client focused** - putting clients at the heart of what we do and engaging with them to actively participate at all levels of the charity.
- **Working collaboratively** - working with clients, local communities, stakeholders and partners to reduce homelessness and end rough sleeping.
- **Valuing diversity** - in our clients, staff, volunteers, trustees and communities.
- **Innovation and quality** - delivering high-quality services which evidence value for money and positive outcomes of clients.
- **Being professional, respectful and kind** - when delivering services to clients, when working with our communities and in our behaviour towards each other.

## FUTURE PLANS

### Our Objectives

To enable, empower and effectively respond to the needs of present and future clients by building them into our strategic planning process. We will do this by:

1. Delivering a high-quality, outcome-focused client pathway which enables successful recovery and independence for all.
2. Demonstrating strong organisational governance, accountability and leadership which drives forward the Stonepillow vision.
3. Having a skilled and motivated workforce.
4. Expanding and developing our Social Enterprise opportunities.
5. Strengthening partnerships and postive relationships with communities, voluntary and statutory agencies to deliver a wider wellbeing agenda to the vulnerable and those in need.
6. Being financially viable.
7. Delivering effective Fundraising and Communications strategies.
8. Delivering our Volunteering strategy which engages, supports and values all volunteers.

## FINANCIAL REVIEW

The financial result for the year was a surplus of £520,345.

### Financial management policies

The main financial management policies applied by the Charity are to:

- Enter each financial year with a balanced budget or sufficient cash in reserves to cover any projected deficiency.
- Monitor the monthly out-turn against that budget through detailed management accounts.
- Monitor the monthly cash flow position.
- Ensure that any new projects are adequately funded before being implemented.
- Ensure that any contract work makes an adequate contribution to the administrative and managerial overheads.
- Find replacement funding for grants before their cessation date.

### Policy on reserves

The policy of the trustees is to aim to hold liquid reserves up to a maximum of 6 month's total expenditure. It is recognised that this is important to help ensure service continuity in the event of any income stream being changed.

The unrestricted reserves of the Charity are held to meet deficiencies in the provision of services between one year and another and to even out cash flow variations within the year. Reserves may also be used to support activities which are inadequately funded on a temporary basis pending the receipt of fresh funding. The major financial risk faced by the Charity is disruption to its cash flow by a major funder being unable to make payments when due. The trustees have designated £600,000 for capital funding planned for 2021/22. At 31 March 2021 our liquid reserves would cover 2.9 month's expenditure.

## FINANCIAL REVIEW

### Asset cover for funds

Note 13 sets out an analysis of the assets attributable to the various funds and Note 14 a description of the restricted funds. The assets are sufficient to meet the charity's obligations on a fund by fund basis.

### Future Plans & Income Concerns

The financial impact of the Covid-19 virus on both future Government and our own income generating streams are unknown, in particular our concerns are:-

- Future Government grants may be reduced as the government look to recoup their additional expenditure incurred during the pandemic.
- Income from individuals together with fundraising event income is expected to reduce. Charities have all started to try and fundraise at the same time, plus the forecast financial climate is for increased inflation which could impact the level of individual giving.
- Staff absence is likely to still be high this year as the world has not eradicated Covid-19 and it is anticipated that this virus will continue to cause absence. In addition other viruses may reappear as we all open up.
- Housing Benefit – This is our largest income stream and remains a concern as it could be an area our Government could again target. Should a cap be introduced a 25% decrease would amount to a reduction of £300,050 per annum.

Capital expenditure during 2021-22.

£600,000 has been designated for the funding of capital projects, these include: -

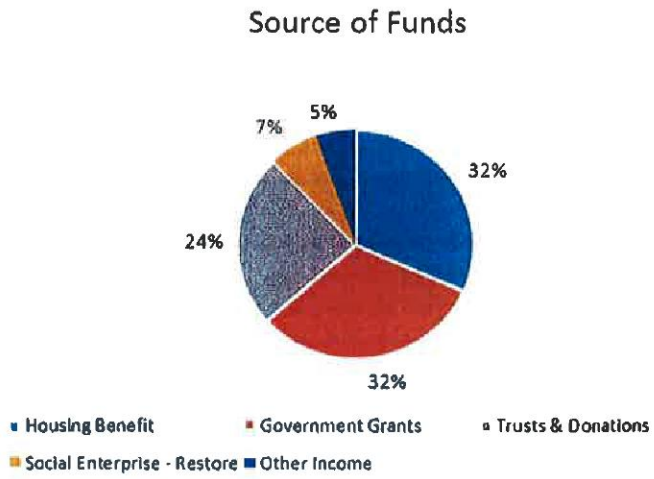
- Purchase a property in Chichester to provide a provision for clinically high need clients who require specialist support and accommodation. Estimated cost to Stonepillow £450,000. The purchase and refurbishment cost of the property will be part funded from grant applications.
- Complete the extension of the Lodge, now known as Hick's House. This work commenced in 2020-21. Expected cost £150,000 and is part funded by Homes England.

## FINANCIAL REVIEW

### Sources of Funds and their Deployment

Our principal funding sources in the year were as follows:

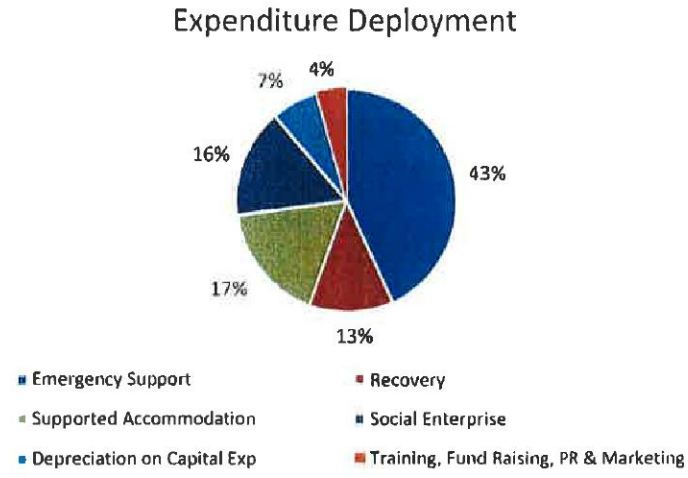
| | |
|---|---|
| Housing Benefit | £1,050,490 |
| Government Grants | £1,053,005 |
| Trusts and Donations* | £812,104 |
| Social Enterprise | £219,463 |
| Other Income | £183,018 |




*** Note:** Trusts and Donations includes Fund Raising.

Our expenditure in support of our key objectives was as follows:

| | |
|---|---|
| Emergency Support | £1,207,037 |
| Recovery | £348,015 |
| Supported Accommodation | £484,191 |
| Social Enterprise | £441,430 |
| Depreciation on Capital Expenditure | £195,301 |
| Training, Fundraising, PR & Marketing | £121,761 |



## FINANCIAL REVIEW

### Trusts Support

We gratefully acknowledge financial support received either in the year to 31 March 2021, or before or after the year but relating to our work for that year, from the following Trusts and Businesses:

| Trust or Business | Amount |
|---|---|
| National Lottery | £188,812 |
| Crisis UK | £95,225 |
| HomelessLink | £58,431 |
| Sussex Community Foundation | £28,312 |
| Hospital of the Blessed Mary | £25,000 |
| Ernest Kleinwort Charitable Trust | £10,000 |
| Morrisons Foundation | £7,834 |
| Tennyson Insurance | £5,423 |
| Anthony Jurgens Trust | £5,000 |
| Irwin Mitchell LLP | £5,000 |
| The Boltini Trust | £4,000 |
| The Screwfix Foundation | £4,000 |
| Bassil Shippam & Alsford Trust | £3,000 |
| Patricia Routledge Trust | £3,000 |
| The Beatrice Laing Trust | £3,000 |
| The Ralf Trust | £3,000 |
| Arthur Williams Trust | £2,000 |
| The Jacaranda Trust | £2,000 |
| Bernadette Charitable Trust | £1,000 |
| Hoare Trustees | £1,000 |
| The Broyst Foundation | £1,000 |
| Chichester Welfare Trust | £560 |
| Sussex Police Commission | £500 |
| Tesco Bags of Help | £500 |
| Stella Symonds Trust | £250 |
| Bognor Vineyard | £150 |
| The National Funding | £126 |

## STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of St Richard of Chichester Christian Care Association for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure of the charitable company for that period. 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 Registered Social Housing Providers SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## DISCLOSURE TO AUDITORS

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

## AUDITORS

Sheen Stickland were appointed auditors to the company during the year. A resolution proposing that they be reappointed will be put to the Annual General Meeting.

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

Approved by the Trustees and signed on their behalf by:



Shelagh Legrave CBE DL - **Chair of Stonepillow Trustees**

Date: 8th October 2021

**Opinion**
We have audited the financial statements of St Richard of Chichester Christian Care Association for the year ended 31st March 2021 on pages 24 to 35. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31st March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year 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 Companies Act 2006.

**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 Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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**
We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:
- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statement any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

**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 statement and or Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and 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 statement 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 fianncial 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 information, we are required to report that fact. We have nothing to report in this regard.

**Opinion on other matters prescribed by the Companies Act 2006**
In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

**Matters on which we are required to report by exception**
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Responsibilities of Trustees**

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 the trustees 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 charitable company'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 charitable company 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 a Report of the Independent Auditors 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.

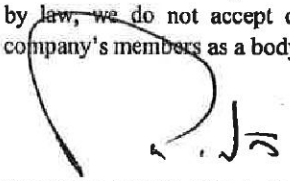
Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting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

- Enquiry of management, those charged with governance and the entity's solicitors around actual and potential litigation and claims.
- Auditing the risk of management override of controls including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business.

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. This description forms part of our Report of the Independent Auditors.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



P E H Wright FCA DChA (Senior Statutory Auditor)
for and on behalf of Sheen Stickland
Chartered Accountants and Registered Auditors
7 East Pallant
Chichester
West Sussex
PO19 1TR

Date: 8/12/21

## Statement of Comprehensive Income
## for the year ended 31st March 2021

| | Notes | 2021 £ | 2020 £ |
|---|---|---|---|
| **Turnover** | | 3,316,656 | 2,712,443 |
| Operating expenditure | | (2,797,735) | (2,556,025) |
| **Operating surplus** | 3 | 518,921 | 156,418 |
| Interest receivable and similar income | 4 | 1,424 | 2,969 |
| **Total Comprehensive Income for the year** | | 520,345 | 159,387 |

### Statement of Changes in Reserves

| | 2021 Income and Expenditure Reserve | 2020 Income and Expenditure Reserve |
|---|---|---|
| Balance at 1 April 2020 | 2,265,013 | 2,105,626 |
| Surplus from Statement of Comprehensive Income | 520,345 | 159,387 |
| Transfers | - | - |
| Balance as at 31 March 2021 | 2,785,358 | 2,265,013 |

All income and expenditure arise from continuing activities.

The notes on pages 27 to 34 form part of these financial statements.

The financial statements were approved by the Board of Trustees and authorised for issue on 8th October 2021 and were signed on its behalf by:

Mrs S J Legrave CBE DL
Trustee

Mr A C F Fawcett FCA
Trustee

**St Richard of Chichester Christian Care Association Ltd**

**Statement of Financial Position**
**as at 31st March 2021**

| | Notes | 2021 £ | 2020 £ |
|---|---|---|---|
| **FIXED ASSETS** | | | |
| Housing properties - depreciated cost | 7 | 3,417,542 | 2,830,451 |
| Other tangible assets | 8 | 73,420 | 52,465 |
| | | 3,490,962 | 2,882,916 |
| **CURRENT ASSETS** | | | |
| Debtors | 9 | 315,218 | 176,386 |
| Cash at bank and in hand | | 1,266,629 | 1,116,030 |
| | | 1,581,847 | 1,292,416 |
| **CREDITORS** | | | |
| Amounts falling due within one year | 10 | (326,255) | (322,320) |
| **NET CURRENT ASSETS** | | 1,255,592 | 970,096 |
| **TOTAL ASSETS LESS CURRENT LIABILITIES** | | 4,746,554 | 3,853,012 |
| **CREDITORS** | | | |
| Amounts falling due after more than one year | 11 | (1,961,196) | (1,587,999) |
| **NET ASSETS** | | 2,785,358 | 2,265,013 |
| **RESERVES** | | | |
| **Unrestricted reserves** | | | |
| General reserve | 14 | 832,172 | 605,006 |
| Property reserve | 14 | 1,353,186 | 1,160,007 |
| Capital reserves | 14 | 600,000 | 500,000 |
| | | 2,785,358 | 2,265,013 |

The notes on pages 27 to 34 form part of these financial statements.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees and authorised for issue on 8TH October 2021 and were signed on its behalf by:

Mrs S J Legrave CBE DL
Trustee

Mr A C F Fawcett FCA
Trustee

St Richard of Chichester Christian Care Association Ltd

**Cash Flow Statement**
**for the Year Ended 31st March 2021**

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| **Cash flows from operating activities:** | | |
| Cash generated from operations (see below) | 950,522 | 555,606 |
| **Net cash provided by operating activities** | 950,522 | 555,606 |
| **Cash flows from investing activities:** | | |
| Purchase of tangible fixed assets | (801,347) | (284,989) |
| Interest received | 1,424 | 2,969 |
| **Net cash used in investing activities** | (799,923) | (282,020) |
| **Change in cash and cash equivalents in the reporting period** | 150,599 | 273,586 |
| **Cash and cash equivalents at the beginning of the reporting period** | 1,116,030 | 842,444 |
| **Cash and cash equivalents at the end of the reporting period** | 1,266,629 | 1,116,030 |

**RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES**

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| **Net income for the reporting period (as per the statement of comprehensive income)** | 520,345 | 159,387 |
| **Adjustments for:** | | |
| Depreciation charges | 193,301 | 166,362 |
| Interest received | (1,424) | (2,969) |
| Decrease in debtors | (138,832) | 42,322 |
| Increase/(decrease) in creditors | 377,132 | 190,505 |
| **Net cash provided by operating activities** | 950,522 | 555,606 |

## 1. ACCOUNTING POLICIES

### Accounting convention

St Richard of Chichester Christian Care Association Ltd is a company limited by guarantee, incorporated in England and Wales, a registered charity and a private registered provider of social housing in the United Kingdom. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are detailed in the Trustees' Annual Report.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements have been prepared in accordance with applicable accounting standards including Financial Reporting Standard 102 The Financial Reporting Standard Applicable in the UK and Republic of Ireland (FRS 102), the Statement of Recommended Practice for Social Housing Providers 2018, and with the Accounting Direction for Private Registered Providers of Social Housing in England 2015. The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling, which is the functional currency of the charity, and rounded to the nearest £.

### Turnover

Turnover is accounted for in the statement of comprehensive income when the company becomes legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants receivable and local authority fees are credited to the statement of comprehensive income in the year for which they are due. Other voluntary income sources are credited to the statement of comprehensive income in the year in which the charity becomes legally entitled to the income .

### Operating costs

Operating costs are accounted for on an accruals basis and have been classified under headings that aggregate all costs relating to that category.

### Tangible fixed assets

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its useful economic life, as follows:

| | |
|---|---|
| Housing properties | 4% straight line |
| Fixtures, fittings and equipment | 25% and 33.3% straight line |

Assets costing less than £1,000 are written off to expenditure.

As the estimated useful economic life of the building is greater than 50 years, the trustees undertake an annual impairment review. They have concluded that no adjustment is required in the current accounting period.

### Social housing grant and deferred income

Social housing grants are grants made to the charity towards the cost of development of housing properties. They are repayable under certain circumstances but will normally be restricted to net proceeds of sale. Housing grants are recognised in the statement of comprehensive income over their estimated useful economic life of 25 years. Grants which have been received but have not been recognised as income are credited to deferred income.

## 1. ACCOUNTING POLICIES - continued

**Pension costs and other post-retirement benefits**
The company operates a defined contribution pension scheme. Contributions payable to the company's pension scheme are charged to the statement of comprehensive income in the period to which they relate.

**Operating lease commitments**
Rentals payable under operating leases are charged against the statement of comprehensive income on a straight line basis over the period of the lease.

**Taxation**
The charitable company is exempt from corporation tax on its charitable activities.

**Restricted Reserves**
Restricted Reserves are those reserves which are only expendable in accordance with the wishes of the funder or regulatory body. Restricted reserves include funds raised in response to a specific appeal. Revenue and expenditure cannot be directly set against restricted reserves but is taken through the statement of comprehensive income and then a transfer to restricted reserves is made as appropriate.

## 2. ACCOMMODATION IN MANAGEMENT

| | 2021 | 2020 |
|---|---|---|
| Number of units managed by the charity at the end of the year: | | |
| Recovery Service | 22 | 22 |
| Hostels | 33 | 33 |
| Supported Accommodation | 41 | 41 |
| | 96 | 96 |

## 3. OPERATING SURPLUS

| Operating surplus is stated after charging/(crediting): | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Auditors' remuneration | 6,840 | 6,600 |
| Depreciation - housing properties | 151,147 | 132,808 |
| Depreciation - other tangible assets | 42,154 | 43,727 |

## 4. INTEREST RECEIVABLE AND SIMILAR INCOME

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Deposit account interest | 1,424 | 2,969 |

## 5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2021 nor for the year ended 31st March 2020.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31st March 2021 nor for the year ended 31st March 2020.

## 6. STAFF COSTS

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 1,526,337 | 1,366,681 |
| Social security costs | 126,560 | 107,054 |
| Other pension costs | 61,463 | 52,850 |
| | 1,714,360 | 1,526,585 |

The average monthly number of employees during the year was as follows:

| | 2021 | 2020 |
|---|---|---|
| Project workers | 51 | 44 |
| Administration and publicity | 9 | 8 |
| | 60 | 52 |

One employee received emoluments in excess of £60,000 (2020 - nil).

The total value of employee benefits received by key management personnel during the year was £174,765 (2020 - £149,687).

## 7. TANGIBLE FIXED ASSETS - HOUSING PROPERTIES

| | Freehold Housing Property 2021 £ | Freehold Housing Property 2020 £ |
|---|---|---|
| **COST** | | |
| At 1st April 2020 | 3,320,255 | 3,047,603 |
| Additions | 738,238 | 272,652 |
| Disposals | - | - |
| At 31st March 2021 | 4,058,493 | 3,320,255 |
| **DEPRECIATION** | | |
| At 1st April 2020 | 489,804 | 356,996 |
| Charge for year | 151,147 | 132,808 |
| Depreciation on disposal | - | - |
| At 31st March 2021 | 640,951 | 489,804 |
| **NET BOOK VALUE** | | |
| At 31st March 2021 | 3,417,542 | 2,830,451 |
| At 31st March 2020 | 2,830,451 | 2,690,607 |

## 8. TANGIBLE FIXED ASSETS - OTHER

| | Fixtures & Fittings 2021 £ | Fixtures & Fittings 2020 £ |
|---|---|---|
| **COST** | | |
| At 1st April 2020 | 241,941 | 229,604 |
| Additions | 63,109 | 12,337 |
| Disposals | - | - |
| At 31st March 2021 | 305,050 | 241,941 |
| **DEPRECIATION** | | |
| At 1st April 2020 | 189,476 | 155,922 |
| Charge for year | 42,154 | 33,554 |
| Depreciation on disposal | - | - |
| At 31st March 2021 | 231,630 | 189,476 |
| **NET BOOK VALUE** | | |
| At 31st March 2021 | 73,420 | 52,465 |
| At 31st March 2020 | 52,465 | 73,682 |

## 9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Trade debtors | 236,096 | 78,905 |
| Other debtors | 23,521 | 39,206 |
| Prepayments and accrued income | 55,601 | 58,274 |
| | 315,218 | 176,386 |

## 10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Bank loans | 26,695 | 25,847 |
| Social security and other taxes | 31,125 | 27,586 |
| Other creditors | 32,514 | 23,920 |
| Accruals, dilapidations and deferred income | 235,921 | 244,966 |
| | 326,255 | 322,320 |

Included within the Accruals, dilapidations and deferred income figure of £235,921 are grants received in advance for 2021-22 amounting to £76,465 (2020: £56,598).

## 11. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Bank loans | 544,667 | 571,899 |
| Deferred income | 1,416,529 | 1,016,100 |
| | 1,961,196 | 1,587,999 |

An analysis of the maturity of loans is given below:

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Amounts falling due within one year on demand | 26,695 | 25,847 |
| Amounts falling due between one and two years | 28,001 | 27,098 |
| Amounts falling due between two and five years | 92,545 | 60,371 |
| Amounts falling due in more than five years | 424,121 | 484,430 |

There is a legal charge over St Joseph's, Whyke Lane and Ellasdale Road as security for the long term bank loan.

The bank loan on St Joseph's and Whyke Lane is payable by instalments at an interest rate of 5.85% per annum, with the final repayment date being December 2036.

During the year ended 31 March 2019 two new bank loans were taken out against the purchase and refurbishment of Ellasdale Road. The first bank loan is payable by instalments at an interest rate of 2.69%. The second bank loan is payable by instalments at an interest rate of 4.46%. The final repayment dates for these loans are both November 2034.

## 12. DEFERRED INCOME

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Brought forward | 1,072,698 | 945,214 |
| New grants | 496,760 | 188,465 |
| Release of capital grant | (76,465) | (60,981) |
| Carried forward | 1,492,993 | 1,072,698 |

Deferred income represents social housing grants made to the charity towards the cost of development of housing properties, which are released to the income and expenditure account over their estimated useful lives.

## 13. ANALYSIS OF NET ASSETS BETWEEN RESERVES

| | Unrestricted reserves | Restricted reserves | 2021 Total reserves | 2020 Total reserves |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Fixed assets | 3,490,962 | - | 3,490,962 | 2,882,916 |
| Current assets | 1,581,847 | - | 1,581,847 | 1,292,416 |
| Current liabilities | (326,255) | - | (326,255) | (322,320) |
| Long term liabilities | (1,961,196) | - | (1,961,196) | (1,587,999) |
| | 2,785,358 | - | 2,785,358 | 2,265,013 |

## 14. RESERVES

| | At 1.4.20 £ | Surplus/ (deficit) £ | Transfers £ | At 31.3.21 £ |
|---|---|---|---|---|
| **Unrestricted reserves** | | | | |
| General reserve | 605,006 | 1,950,039 | (1,722,873) | 832,172 |
| Property reserve | 1,160,007 | - | 193,179 | 1,353,186 |
| Designated Capital reserve | 500,000 | - | 100,000 | 600,000 |
| **Restricted reserves** | | | | |
| Chichester Hub (Old Glassworks) | - | (76,163) | 76,163 | - |
| Restore - Social Enterprise Chichester | - | (287,152) | 287,152 | - |
| Restore - Social Enterprise Bognor Regis | - | (114,420) | 114,420 | - |
| Recovery Service (Sands) | - | (172,546) | 172,546 | - |
| Chichester Hostel (St Joseph's Hostel + The Lodge) | - | (118,149) | 118,149 | - |
| Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road) | - | (329,114) | 329,114 | - |
| Supported Accommodation (Move-on) | - | (332,150) | 332,150 | - |
| Outreach | - | - | - | - |
| | - | (1,429,694) | 1,429,694 | - |
| **TOTAL RESERVES** | 2,265,013 | 520,345 | - | 2,785,358 |

During the year ended 31st March 2019 the trustees decided to create a new Property reserve. This reserve is made up of the book value of freehold properties owned by the Charity less associated bank debt and deferred capital grants relating to these properties.

During the year 31st March 2020 the trustees decided to create a new Capital reserve and in the year designated £500,000 for the funding of capital projects. A further £100,000 was designated in the current year.

## 14. RESERVES - continued

Net movement in reserves, included in the above are as follows:

| | Total income £ | Total expenditure £ | Surplus/ (deficit) £ |
|---|---|---|---|
| **Unrestricted reserves** | | | |
| General reserve | 2,267,102 | (317,063) | 1,950,039 |
| **Restricted reserves** | | | |
| Chichester Hub (Old Glassworks) | 136,003 | (212,166) | (76,163) |
| Restore - Social Enterprise Chichester | 39,857 | (327,009) | (287,152) |
| Restore - Social Enterprise Bognor Regis | - | (114,420) | (114,420) |
| Recovery Service (Sands) | 175,468 | (348,014) | (172,546) |
| Chichester Hostel (St Joseph's Hostel + The Lodge) | 273,574 | (391,723) | (118,149) |
| Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road) | 46,250 | (375,364) | (329,114) |
| Supported Accommodation (Move-on) | 152,041 | (484,191) | (332,150) |
| Outreach | 227,785 | (227,785) | - |
| | 1,050,978 | (2,480,672) | (1,429,694) |
| | 3,318,080 | (2,797,735) | 520,345 |

| **Comparatives for movement in funds** | At 1.4.19 £ | Surplus/ (deficit) £ | Transfers £ | At 31.3.20 £ |
|---|---|---|---|---|
| **Unrestricted reserves** | | | | |
| General reserve | 975,703 | 1,777,535 | (2,148,232) | 605,006 |
| Property reserve | 1,129,923 | - | 30,084 | 1,160,007 |
| Designated Capital reserve | - | - | 500,000 | 500,000 |
| **Restricted reserves** | | | | |
| Chichester Hub (Old Glassworks) | - | (2,030) | 2,030 | - |
| Restore - Socal Enterprise Chichester | - | (346,589) | 346,589 | - |
| Restore - Social Enterprise Bognor Regis | | (109,194) | 109,194 | - |
| Recovery Service (Sands) | - | (131,139) | 131,139 | - |
| Chichester Hostel (St Joseph's Hostel + The Lodge) | - | (272,939) | 272,939 | - |
| Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road) | - | (315,601) | 315,601 | - |
| Supported Accommodation (Move-on) | - | (440,656) | 440,656 | - |
| | - | (1,618,148) | 1,618,148 | - |
| **TOTAL RESERVES** | 2,105,626 | 159,387 | - | 2,265,013 |

Comparitive net movement in reserves, included in the above are as follows:

| | Total income £ | Total expenditure £ | Surplus/ (deficit) £ |
|---|---|---|---|
| **Unrestricted reserves** | | | |
| General reserve | 2,057,713 | (280,179) | 1,777,535 |
| **Restricted reserves** | | | |
| Chichester Hub (Old Glassworks) | 207,370 | (209,400) | (2,030) |
| Restore - Social Enterprise Chichester | 10,000 | (356,589) | (346,589) |
| Restore - Socal Enterprise Bognor Regis | - | (109,194) | (109,194) |
| Recovery Service (Sands) | 191,053 | (322,192) | (131,139) |
| Chichester Hostel (St Joseph's Hostel + The Lodge) | 95,252 | (368,191) | (272,939) |
| Bognor Regis Hostel/Hub (Glenlogie + Ellasdale Road) | 105,907 | (421,508) | (315,601) |
| Supported Accommodation (Move-on) | 48,116 | (488,772) | (440,656) |
| | 657,698 | (2,275,846) | (1,618,148) |
| | 2,715,411 | (2,556,025) | 159,387 |

## 14. RESERVES - continued

**Restricted reserves**
The Chichester Hub reserve was set up to fund the operations of the day centre located at the Old Glassworks.

The Chichester Hostel reserve is held for the St Joseph's hostel and the Lodge in Chichester.

The Restore reserve is for use in the Social Enterprise project. Donated furniture is recycled and trainees are taught the skills required to gain employment, one based in Chichester, the other in Bognor Regis.

The Recovery Service reserve is held for use at the Sands residential recovery project which provides a rehabilitation service for people with drug and alcohol problems.

The Bognor Regis Hostel/Hub covers the hostel at Ellasdale Road and the day centre at Glenlogie.

The Supported Accommodation reserve is for our accommodation, excluding the hostels, previously known as move-on accommodation.

## 15. OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid within one year:

| | Land and buildings | | Other operating leases | |
|---|---|---|---|---|
| | 2021 | 2020 | 2021 | 2020 |
| | £ | £ | £ | £ |
| Expiring: | | | | |
| Within one year | 186,480 | 179,302 | 5,209 | 6,140 |
| Between one and five years | 203,632 | 47,089 | - | 5,209 |
| In more than five years | 42,000 | - | - | - |
| | 432,112 | 226,391 | 5,209 | 11,349 |

## 16. RELATED PARTY DISCLOSURES

Shelagh Legrave, a trustee of the charity, was the Chief Executive of Chichester College Group. During the year the charity incurred expenditure of £150 (2020: £645) on holding meetings at the College and £18,000 (2020: £18,000) on the lease of a property from the Group.

Peter Stevens, a trustee of the charity, is also a Director of Pure Employment Law Limited. During the year the charity incurred £900 (2020: nil) on professional fees from Pure Employment Law Limited.

The Jull Housing Trust is a charity under the control of St Richard of Chichester Christian Care Association. During the year a management charge of £17,498 (2020: £15,175) was charged to the Jull Housing Trust and at the year end the charity owed £14,549 (2020: £9,994) to the Jull Housing Trust.

Clare Apel and Martyn Bell, trustees of the charity are also Councillors of Chichester District Council. During the year the charity received grants and benefits from Chichester District Council of £524,565 (2020: £476,767), and incurred expenditure of £61,927 (2020: £72,282). All transactions were conducted on an arms length basis and neither trustee was directly involved in decisions relating to the charity and its funding.

Amanda Worne, a trustee of the charity, is also a Councillor of Arun District Council. During the year the charity received grants and benefits from Arun District Council of £921,838, and incurred expenditure of £53,770. All transactions were conducted on an arms length basis and neither trustee was directly involved in decisions relating to the charity and its funding.

David Coulthard, a trustee of the charity, is also Communar of the Dean & Chapter of Chichester Cathedral and Clerk to the trustees of the Hospital of the Blessed Mary. During the year a donation of £25,000 was received from this Charity.

## 17. CAPITAL COMMITMENTS

At 31st March 2021 the extension work at The Lodge was not yet complete. The Charity were committed to further building contract costs of £153,520. The extension was completed by the end of May 2021.

**St Richard of Chichester Christian Care Association Ltd**

**Detailed Income and Expenditure Account**
**for the year ended 31st March 2021**

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| **Turnover** | | |
| **Voluntary income** | | |
| Church donations | 11,136 | 24,554 |
| Private and other donations | 223,255 | 118,808 |
| Trust funds | 291,274 | 185,250 |
| Local authority grants | 348,152 | 359,098 |
| | 873,817 | 687,710 |
| **Activities for generating funds** | | |
| Fundraising income | 58,030 | 110,121 |
| **Income from charitable activities** | | |
| Housing benefit | 1,050,490 | 1,101,732 |
| Grants | 933,262 | 240,600 |
| Release of capital grant | 76,465 | 60,981 |
| Client contributions | 60,761 | 60,468 |
| Restore sales | 219,463 | 406,272 |
| Other income | 43,808 | 43,959 |
| Membership subscriptions | 560 | 600 |
| | 2,384,809 | 1,914,612 |
| **Total turnover** | 3,316,656 | 2,712,443 |
| **Operating costs** | | |
| Wages and salaries | 1,526,337 | 1,366,681 |
| Social security | 126,560 | 107,054 |
| Pensions | 61,463 | 52,850 |
| Insurance | 27,713 | 22,111 |
| Postage and stationary | 10,429 | 15,515 |
| Other costs | 252,657 | 244,514 |
| Property costs | 496,905 | 500,418 |
| Staff related costs | 20,626 | 22,441 |
| Auditors' remuneration | 6,840 | 6,600 |
| Legal and professional fees | 74,904 | 51,479 |
| Depreciation of tangible fixed assets | 193,301 | 166,362 |
| | 2,797,735 | 2,556,025 |
| **Operating surplus** | 518,921 | 156,418 |
| Interest receivable and similar income | 1,424 | 2,969 |
| **Surplus for the financial year** | 520,345 | 159,387 |