HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

England & Wales · Charity number 1062170

Details

Other names	HERITAGE HOUSE
Status	Registered
Legal form	Charitable company
Company number	03302253
Registered	1997-04-30
Register	View on the Charity Commission register

Contact

Address	Heritage House Mill Road Wells-Next-The-Sea NR23 1RF
Phone	01328711333
Email	admin@heritagehousecare.org.uk
Website	https://www.heritagehousecare.org.uk

Activities

Objects: TO PROMOTE THE RELIEF OF ELDERLY PERSONS BY THE PROVISION OF FACILITIES IN THE INTERESTS OF SOCIAL WELFARE FOR RECREATIONAL AND OTHER LEISURE TIME OCCUPATION WITH THE OBJECT OF IMPROVING THE CONDITIONS OF LIFE FOR SUCH PERSONS WHO ARE IN NEED WHETHER FINANCIALLY OR OTHERWISE.

Activities: Day care centre for the elderly and disabled.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services
- **What:** Disability, Other Charitable Purposes
- **Who:** Elderly/old People, People With Disabilities

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Geography

- **Area of benefit:** NORFOLK
- Norfolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£242,685	£332,563	-	-
2024-03-31	£469,605	£308,513	-	-
2023-03-31	£244,730	£291,651	-	-
2022-03-31	£289,394	£263,684	-	-
2021-03-31	£250,594	£244,067	-	-

Trustees

Name	Role	Appointed
Adrianne Granville	Chair	2021-09-27
Colin Percival Hargreaves		2024-09-02
Dr Andrew Llewelyn		2020-06-24
Elizabeth Noy		2021-09-27
Nicola Ann Bidwell		2024-03-20
Peter Pattrick		2024-03-20
Sally Whitworth		2015-06-22
William Peter Garnett		2021-09-27

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HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

England & Wales - Charity number 1062170

Accounts

Registered number: 03302253
Charity number: 1062170

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED
(A company limited by guarantee)

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HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2025

Trustees

Nicola Bidwell
William Garnett
Adrianne Granville, Chair
Colin Hargreaves (appointed 2 September 2024)
David Horton-Fawkes
Dr Andrew Llewelyn
Barbara Macbrayne (resigned 2 September 2024)
Peter Pattrick
Nicky Milner (resigned 2 September 2024)
Elizabeth Noy
Sally Whithworth
Bee Wood (resigned 2 September 2024)

Company registered number

03302253

Charity registered number

1062170

Registered office

Heritage House
Mill Road
Wells-next-the-sea
Norfolk
NR23 1RF

Patron

Countess of Leicester

Independent Examiner

Larking Gowen LLP
Chartered Accountants
1st Floor, Prospect House
Rouen Road
Norwich
NR1 1RE

Investment Manager

Canaccord Genuity Wealth Management
Suite 4
Ground Floor
13-15 St Georges Street
Norwich
Norfolk
NR3 1AB

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their annual report together with the financial statements of the charity for the 1 April 2024 to 31 March 2025. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The objects of the Charitable Company are to promote the relief of elderly and frail persons by the provision of facilities in the interest of social welfare for recreational and other leisure time occupation with the object of improving the conditions of life for such persons who are in need whether financially or otherwise.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

Achievements and performance

a. Introduction to Heritage House and Annual Review

In 2024/2025 Heritage House celebrated 40 years of therapeutic care and welcomed 3116 visitors to the centre providing a day of activities, stimulation and company, complete with a delicious home-cooked, two course meal. Run to a volunteer model, the centre has a team of 8 staff including a highly professional and experienced General Manager, excellent full-time administrative support in its Assistant Manager, 4 dedicated carer staff and a committed and highly regarded kitchen team of 2 (chef and catering assistant). An exceptional team of volunteers give their time to drive and assist on 3 mini buses that collect and deliver home visitors daily. A ‘meals to you’ service was started during the pandemic and, again, remains reliant on volunteers collecting lunches from the HH kitchen and delivering to visitors in the area. Heritage House is extremely fortunate to have a volunteer trustee board of 9 with impressive and extensive experience in medicine, law, marketing, finance, event planning, hospitality and business. Our trustees and volunteers are hands-on, ‘can do’ people who are the lifeblood of the charity.

Annual Review

Although highly respected, Heritage House has not seen guest numbers revert to pre-pandemic attendance levels. Well-supported in terms of funding and with an ever-ready team of trustees and volunteers to help raise funds, a review of the Heritage offering has been undertaken to safeguard and protect its future with a keen eye to increase its ‘social impact’. With energy, the team are driving forward the following initiatives:

Key introductions:

- ‘Strategy team’ formed to explore the ‘market’ and identify key areas of development and opportunity for HH
- The very generous legacy from Sylvia Dawn Andrews has been wisely used to refurbish the setting to bring

Achievements and performance (continued)

it up to date and improve the environment for visitors, staff and volunteers; the newly redesigned garden has been opened

- A dynamic marketing drive has been started for HH to become more involved and part of the 'Wells Community'
- A campaign to meet, introduce and work more closely with our local area including Wells Town and its Council, medical practitioners, social workers, social services and council departments in order to increase numbers has been implemented and continues
- A review of marketing materials has begun, with new flyers and advertising posters created to be more reflective of what Heritage offers visitors
- A review of what the centre offers is in progress, already resulting in monthly outings for visitors that have been very well received
- A plan to maximise the marketing opportunity of 40 years of Heritage House has been invaluable with the well-received 'new look' and new office layout, complete with welcome desk for visitors and volunteers, changing the atmosphere of the centre
- A 40th anniversary logo was created and a 'partners event' was hosted at HH with industry leaders speaking and discussing the importance of HH as a leader in social care
- We also hosted a garden party to celebrate reaching this milestone with 120 guests from the area including volunteers past and present, supporters, friends of Heritage House; The Lord Lieutenant of Norfolk, Lady Dannatt attended the party and gave a moving speech to celebrate Heritage House and its volunteer model
- These have been well received and set the foundations for future success

Highlights of the year

- Wells Carnival stall with raffle
- Quiz nights at the Memorial Club in Wells
- Fundraising dinner at the Crown Hotel, Wells, Henry Blofeld secured as guest speaker to entertain
- Christmas Cake stall in Burnham Market
- Norfolk Ladies Tennis Day with lunch at Holkham
- Presentation to Wells Town Council
- Presentation to Wells and Burnham Market Practice team
- Presentation to Fakenham Surgery Practice Team
- Conference hosting 'partners' from caring groups, care centres, care homes, Norfolk County Council care ommissioners, social services and social workers
- Meeting with Betty's, new dementia drop-in club in Burnham Market
- Creation of working relationship with Wells United Charities resulting in hosting visitors at HH
- 40th anniversary party
- New look posters and marketing flyer
- Extensive renovation and 'face lift' of the centre
- New look newsletter

The Way Forward for 2025/26

Much has been put in motion over the past 12 months. The next 12 months will see Heritage House:

- Increase visitor attendance numbers significantly and therefore increase social impact
- Build even stronger relationships with our 'partners' to introduce new visitors and further increase our profile and reputation
- Hire a part time staff member with experience and contacts to drive the opportunity for referrals from

Achievements and performance (continued)

medical 'partners'
- Maximise Wells, Fakenham, Hunstanton and the Burnhams area support to bring word of mouth recommendation and opportunities for fundraising
- Implement a PR and advertising campaign and schedule
- Boost volunteer team
- Introduce an annual Open Day

Thanks and Credits

Heritage House is nothing without its brilliant staff proving to be the engine room of the organisation with good management leading the team on the ground to yet again deliver another year of good service. Thanks always goes to the volunteer team made up of drivers, assistants, gardeners and lunch delivery drivers. Also, to those who readily step in to make our many fund-raising events such a success. The Trustees are ever thankful to those who so readily give their time for free and financial pledges - supporters, sponsors, local businesses, interior designers and companies. We also thank our Patron Polly Leicester for her continued support, as well as the Trustees past and present for their expertise, counsel and time.

b. Investment policy and performance

The trust deed gives the trustees the power to acquire and dispose of investments as they see fit, as well as powers to appoint a suitably qualified investment manager with delegated powers of investment, subject to an annual review. Where possible, investments are considered as to their suitability taking into account social and ethical issues, as well as risk, capital and income aspects.

In line with the above parameters, the trustees have continued to authorise investment in UK Government short dated gilts rather than leave cash on deposit at a bank thereby generating a superior risk free return. The charity maintained its investment portfolio of global equities which generated a profit for the year.

Financial review

a. Going concern

After making appropriate enquiries and taking into consideration the above, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Financial review

The accounts attached to this report demonstrate in financial terms the activities of the company for the past year. The movement in the general reserves reflect the normal activities of the charity for the year showing a net outflow of £74,399 (2024: inflow £159,292). The restricted fund shows a net outflow for the year of £15,479 (2024: inflow £10,601).

The charity has total net assets of £908,980 (2024: £989,863). This is made up of a restricted fund of £372,204 (2024: £387,683) which comprises the office and cookery equipment and building improvements, and a new mini bus. The remainder of the reserves, which are made up of the general funds and can be applied for any purpose decided by the charity, amount to 2025 £536,776 (2024: £602,180)

c. Risk management

The Trustees have reviewed the risks faced by the charity and will continue to monitor the risks. The risk management strategy to be followed comprises the following:

- an annual review of the risks the charity may face;
- the establishment of systems and procedures to mitigate those risks identified in the plan;
- the implementation of procedures designed to minimise any potential impact on the charity should any of those risks materialise.

d. Reserves policy

The charity aims to retain a level of free liquid reserves which is sufficient to cover the entire normal outgoings of the charity for a period of at least 6 months. The Trustees feel that this is a reasonable policy.

Free reserves comprise the net of fixed asset investments, current assets and creditors held within unrestricted funds. At the year end free reserves are £317,299 (2024: £428,045), which the trustees are happy covers the reserves required.

Structure, governance and management

a. Constitution

The company was formed on 14 January 1997 and is governed by its Memorandum and Articles. The company is a registered charity. The company is managed by a board of Trustees, currently there are 9 Trustees – under the Memorandum and Articles the minimum number is 3 with no maximum. At the Annual General Meeting Trustees retire by rotation and can stand for re-election. When necessary a Trustee is appointed for the skills and expertise they can bring to strengthen or broaden the Board. The Trustees meet three times a year and at the Annual General Meeting.

The charity is constituted under a Memorandum of Association dated 14 January 1997 and is a registered charity number 1062170.

b. Methods of appointment or election of Trustees

The management of the charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association, which require that at each Annual General Meeting, one third of members of the board shall retire from office, and then subject to re-election.

Trustees are also directors for the purposes of company law.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:



.....

Adrianne Granville
(Chair of Trustees)
Date: 16.12.2025

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2025

Independent examiner's report to the Trustees of Heritage House Caring Group (Wells-next-the-Sea) Limited ('the charity')

I report to the charity Trustees on my examination of the accounts of the charity for the year ended 31 March 2025.

Responsibilities and basis of report

As the Trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed:  Dated: 17 December 2025

Giles Kerkham FCA DChA

Larking Gowen LLP

Chartered Accountants

Norwich

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Income from:					
Donations and legacies	3	**23,273**	**5,650**	**28,923**	*284,553*
Charitable activities	4	**191,642**	**-**	**191,642**	*166,614*
Other trading activities	5	**18,453**	**-**	**18,453**	*15,777*
Investments	6	**3,667**	**-**	**3,667**	*2,661*
Total income		**237,035**	**5,650**	**242,685**	*469,605*
Expenditure on:					
Raising funds		**4,968**	**-**	**4,968**	*3,722*
Charitable activities	8	**306,466**	**21,129**	**327,595**	*304,791*
Total expenditure		**311,434**	**21,129**	**332,563**	*308,513*
Net (expenditure)/income before net gains on investments		**(74,399)**	**(15,479)**	**(89,878)**	*161,092*
Net gains on investments		**8,995**	**-**	**8,995**	*8,801*
Net movement in funds		**(65,404)**	**(15,479)**	**(80,883)**	*169,893*
Reconciliation of funds:					
Total funds brought forward		**602,180**	**387,683**	**989,863**	*819,970*
Net movement in funds		**(65,404)**	**(15,479)**	**(80,883)**	*169,893*
Total funds carried forward		**536,776**	**372,204**	**908,980**	*989,863*

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 11 to 25 form part of these financial statements.

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

(A company limited by guarantee)
REGISTERED NUMBER: 03302253

BALANCE SHEET
AS AT 31 MARCH 2025

	Note		2025 £		*2024 £*
Fixed assets					
Tangible assets	11		**591,681**		*536,318*
Investments	12		**196,898**		*142,274*
			788,579		*678,592*
Current assets					
Debtors	13	**13,504**		*18,562*	
Cash at bank and in hand		**116,131**		*307,779*	
		129,635		*326,341*	
Creditors: amounts falling due within one year	14	**(9,234)**		*(15,070)*	
Net current assets			**120,401**		*311,271*
Total net assets			**908,980**		*989,863*
Charity funds					
Restricted funds	15		**372,204**		*387,683*
Unrestricted funds	15		**536,776**		*602,180*
Total funds			**908,980**		*989,863*

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Adrianne Granville
Chair of Trustees
Date: 16.12.2025

The notes on pages 11 to 25 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. General information

Heritage House Caring Group (Wells-next-the-Sea) Limited is constituted under a Memorandum of Association dated 14 January 1997, incorporated in England. The registered office is Heritage House, Mill Road, Wells-next-the-Sea, Norfolk NR23 1RF.

The charity is a company limited by guarantee and in the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Heritage House Caring Group (Wells-next-the-Sea) Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income is considered to be sufficient, with the level of unrestricted reserves, for the charity to be able to meet its liabilities as they fall due. For this reason, the trustees consider it appropriate for the financial statements to continue to be prepared on a going concern basis.

2. Accounting policies (continued)

2.3 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset’s use.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2. Accounting policies (continued)

2.5 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Freehold property	- Nil
Plant and machinery	- 5% - 20% straight line
Motor vehicles	- 20% straight line
Fixtures and fittings	- 20% straight line
Office equipment	- 25% straight line

No depreciation charge is made in respect of the freehold property as, in the opinion of the trustees, any charge would be immaterial. The property continues to be repaired to a high standard and therefore it is felt that a high residual value is maintained..

2.7 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of financial activities.

2.8 Debtors

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

2.9 Cash at bank and in hand

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

2. Accounting policies (continued)

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation.

2.11 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Donations	22,271	5,650	**27,921**	*61,990*
Legacies	1,002	-	**1,002**	*222,563*
	23,273	5,650	**28,923**	*284,553*
Total 2024	*259,053*	*25,500*	*284,553*	

4. Income from charitable activities

	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Meal, bath and hairdressing income and fees invoiced	191,642	**191,642**	*166,614*
Total 2024	*166,614*	*166,614*	

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Events	17,452	**17,452**	*14,106*
200 Club income	1,001	**1,001**	*1,671*
	18,453	**18,453**	*15,777*
Total 2024	*15,777*	*15,777*	

6. Investment income

	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Investment income	3,667	**3,667**	*2,661*
Total 2024	*2,661*	*2,661*	

7. Investment management costs

	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Investment management fee	343	**343**	*551*
Total 2024	*551*	*551*	

8. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £	*Total funds 2024 £*
Expenditure on charitable activities	231,643	95,952	**327,595**	*304,791*
Total 2024	*229,423*	*75,368*	*304,791*	

Analysis of direct costs

	Total funds 2025 £	*Total funds 2024 £*
Staff costs	**148,810**	*151,298*
Depreciation and profit on disposal	**40,036**	*27,619*
Ambulance costs	**17,924**	*25,963*
Food / care costs	**22,648**	*23,923*
Training costs	**1,637**	*620*
Recruitment costs	**588**	-
	231,643	*229,423*

8. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2025 £	*Total funds 2024 £*
Repair and maintenance	**21,451**	*11,646*
Waste disposal	**4,559**	*3,772*
Light and heat	**18,764**	*14,362*
Insurance	**15,891**	*11,902*
Bank charges	**303**	*297*
Professional fees	**12,625**	*10,584*
Office costs	**6,083**	*7,863*
Cleaning	**14,165**	*10,604*
Sundry expenses	**2,111**	*4,338*
	95,952	*75,368*

9. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £4,896 *(2024 - £4,757)*, and other accountancy costs of of £2,152 (*2024 - £3,181*).

10. Staff costs

	2025	*2024*
	£	*£*
Wages and salaries	**150,557**	*140,174*
Social security costs	**(4,513)**	*8,796*
Pension costs	**2,766**	*2,328*
	148,810	*151,298*

The employment allowance (a Government contribution towards employers' national insurance costs) had not been claimed for 2023 and 2024. During the year a claim was made for 2025, and a back dated claim for 2023 and 2024. This resulted in a net refund to the charity of £4,513.

The average number of persons employed by the charity during the year was as follows:

2025	*2024*
No.	*No.*
8	*9*

No employee received remuneration amounting to more than £60,000 in either year.

The charity considers its key management personnel (KMP) comprise the trustees, the Day Care Manager and the Catering Manager. The total employment benefits including employer pension contributions of the KMP were £74,745 (2024: £69,813).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

11. Tangible fixed assets

	Freehold property £	Extension £	Garden fixtures £	Plant and machinery £	Motor vehicles £	Solar panels £	Bradbury Room £	Ambulance £	Total £
Cost or valuation									
At 1 April 2024	**38,391**	**359,532**	**38,628**	**77,493**	**13,000**	**14,311**	**127,927**	**97,490**	**766,772**
Additions	**-**	**-**	**50,899**	**-**	**44,500**	**-**	**-**	**-**	**95,399**
At 31 March 2025	**38,391**	**359,532**	**89,527**	**77,493**	**57,500**	**14,311**	**127,927**	**97,490**	**862,171**
Depreciation									
At 1 April 2024	**-**	**-**	**19,314**	**74,525**	**13,000**	**6,443**	**19,682**	**97,490**	**230,454**
Charge for the year	**-**	**-**	**19,837**	**742**	**8,900**	**716**	**9,841**	**-**	**40,036**
At 31 March 2025	**-**	**-**	**39,151**	**75,267**	**21,900**	**7,159**	**29,523**	**97,490**	**270,490**
Net book value									
At 31 March 2025	**38,391**	**359,532**	**50,376**	**2,226**	**35,600**	**7,152**	**98,404**	**-**	**591,681**
At 31 March 2024	*38,391*	*359,532*	*19,314*	*2,968*	*-*	*7,868*	*108,245*	*-*	*536,318*

12. Fixed asset investments

	Listed investments £
Cost or valuation	
At 1 April 2024	**142,274**
Additions	**152,160**
Disposals	**(106,531)**
Revaluations	**8,995**
At 31 March 2025	**196,898**

13. Debtors

	2025 £	*2024 £*
Due within one year		
Fees	**13,504**	*5,999*
Legacies receivable	**-**	*12,563*
	13,504	*18,562*

14. Creditors: Amounts falling due within one year

	2025	*2024*
	£	*£*
Other taxation and social security	**3,127**	*2,413*
Accruals and deferred income	**6,107**	*12,657*
	9,234	*15,070*

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2025 £
Unrestricted funds					
General Funds	**602,180**	**237,035**	**(311,434)**	**8,995**	**536,776**
Restricted funds					
Extension, refurbishment & canopy	**354,315**	**-**	**(14,183)**	**-**	**340,132**
Minibus appeal	**25,500**	**5,650**	**(6,230)**	**-**	**24,920**
Solar panels	**7,868**	**-**	**(716)**	**-**	**7,152**
	387,683	**5,650**	**(21,129)**	**-**	**372,204**
Total of funds	**989,863**	**242,685**	**(332,563)**	**8,995**	**908,980**

Restricted funds mainly arise from money received to purchase tangible fixed assets. Expenditure on these funds represent the annual depreciation charge.

15. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2023 *£*	*Income* *£*	*Expenditure* *£*	*Gains/ (Losses)* *£*	*Balance at 31 March 2024* *£*
Unrestricted funds					
General Funds	*442,888*	*444,105*	*(293,614)*	*8,801*	*602,180*
Restricted funds					
Extension, refurbishment & canopy	*368,498*	*-*	*(14,183)*	*-*	*354,315*
Solar panels	*8,584*	*-*	*(716)*	*-*	*7,868*
Minibus appeal	*-*	*25,500*	*-*	*-*	*25,500*
	377,082	*25,500*	*(14,899)*	*-*	*387,683*
Total of funds	*819,970*	*469,605*	*(308,513)*	*8,801*	*989,863*

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £	**Restricted funds 2025 £**	**Total funds 2025 £**
Tangible fixed assets	219,477	372,204	**591,681**
Fixed asset investments	196,898	-	**196,898**
Current assets	129,635	-	**129,635**
Creditors due within one year	(9,234)	-	**(9,234)**
Total	536,776	372,204	**908,980**

16. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2024 £	*Restricted funds 2024 £*	*Total funds 2024 £*
Tangible fixed assets	*174,135*	*362,183*	*536,318*
Fixed asset investments	*142,274*	*-*	*142,274*
Current assets	*300,841*	*25,500*	*326,341*
Creditors due within one year	*(15,070)*	*-*	*(15,070)*
Total	*602,180*	*387,683*	*989,863*

17. Related party transactions

During the year, the Trustee Nicola Bidwell received payment for catering services of £1,950 (2024: £nil). There are no outstanding amounts at the year end.

There were no further remuneration or benefits or any reimbursement of expenses received by any other Trustee. (2024: £nil).

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

England & Wales - Charity number 1062170

Accounts

Registered number: 03302253
Charity number: 1062170

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED
(A company limited by guarantee)

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HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2024

Trustees

Nicola Bidwell (appointed 20 March 2024)
William Garnett
Adrianne Granville
David Horton-Fawkes
Dr Andrew Llewelyn
Barbara MacBrayne
Peter Pattrick (appointed 20 March 2024)
Nicky Milner, Chair
Elizabeth Noy
Sally Whitworth
Bee Wood

Company registered number

03302253

Charity registered number

1062170

Registered office

Heritage House
Mill Road
Wells-next-the-sea
Norfolk
NR23 1RF

Patron

Countess of Leicester

Independent Examiner

Larking Gowen LLP
Chartered Accountants
1st Floor, Prospect House
Rouen Road
Norwich
NR1 1RE

Investment Manager

Canaccord Genuity Wealth Management
Suite 4
Ground Floor
13-15 St Georges Street
Norwich
Norfolk
NR3 1AB

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their annual report together with the financial statements of the charity for the 1 April 2023 to 31 March 2024. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The objects of the Charitable Company are to promote the relief of elderly and frail persons by the provision of facilities in the interest of social welfare for recreational and other leisure time occupation with the object of improving the conditions of life for such persons who are in need whether financially or otherwise.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

Achievements and performance

a. Review of activities

For almost 40 years, Heritage House has offered day care for those living in north and west Norfolk who are elderly, vulnerable, isolated and in need whilst offering respite and support to their families and carers. Heritage House is professionally run by a great team of staff and supported by a wonderful group of volunteers. Located just outside Wells-next-the-Sea, Heritage House is surrounded by lovely gardens overlooking fabulous views of the Norfolk countryside.

Norfolk has an older population that is projected to increase at a greater rate than the rest of England, with North Norfolk in particular having the highest numbers of older people. In less than 20 years the population of over 85-year-olds is expected to double in size. With loneliness and social isolation in the elderly being risk factors for several health conditions including poor mental health, Heritage House offers a lifeline.

Heritage House provides day care for visitors as far afield as Heacham, Hunstanton, Fakenham, the Burnhams and Wells – covering an area of 250 square miles. Heritage House minibuses pick up the day visitors from their door and return them home at the end of the day. We offer first class care and support and the chance for up to 30 visitors to spend all day, five days a week in great company.

Activities
Our day visitors benefit from a home-cooked, two course lunch and have access to a wide range of other essential services. These include specialist bathing, chiropody and physiotherapy, as well as activities such as art classes, therapeutic exercise, music, gardening, outings and special events. Visiting musicians and entertainers all help to provide physical and mental stimulation. Most importantly, our visitors enjoy the companionship of other visitors, and of our team of dedicated staff and volunteers.

Achievements and performance (continued)

This year, General Manager Steve Cheshire and his team ensured that the day visitors kept engaged by celebrating key dates (St Valentine's, St David's, St Patrick's and St George's Day) as well as Easter, Christmas and Remembrance Day. The visitors enjoyed many special events in style. Everyone had a wonderful week celebrating the Coronation of King Charles III. A special visit to Sandringham was a particular highlight for the visitors. The Heritage House team pulled out all the stops to give everyone a week to remember. Other special events during the year included visits from two soloists of the Britten Sinfonia, The Starbeats, The Wild Rovers, Jeff Short's Swing Band as well as trips to Holkham, Wells Lifeboat station and to Scolt Head. Thank you to the team for creating such a variety of entertainment whilst continuing to give such excellent care.

November saw the launch of a series of monthly HH Talks, welcoming existing and new visitors to Heritage House. The speakers included Lady Glenconner, Adrian Dwyer and James Bracey. The HH Talks have been a great success and we are grateful to all the speakers for giving their time and supporting Heritage House.

Our thanks to Reverend Brenda Stewart for continuing the regular Communion services, as well as celebrating special dates such as Harvest Festival.

The General Manager and the staff organised a wonderful Christmas experience for all the visitors, providing fabulous, festive entertainment and gifts.

Volunteers
We currently have 52 registered active volunteers comprising 18 drivers, 16 assistants, 3 gardeners, 1 day care helper and 14 lunch drivers. They are all integral to the success of Heritage House and we are really fortunate to have such a great team.

At the end of January, Steve and Helen organised a wonderful party/awards ceremony for the volunteers. It was a very special evening with about 60 volunteers attending. The trustees would like to thank all the volunteers for their invaluable support.

People
Over this past year we have been delighted to welcome many new day visitors.

The trustees would like to thank Steve, General Manager, for leading the team successfully, whilst working closely with Norfolk County Council Social Services and other agencies and organisations to ensure the continued success of Heritage House. Thank you to all the staff in their various roles - for their dedication, and the highly professional quality of care that they give to all the day visitors. With such a friendly and caring team each visitor leaves feeling special and valued.

Fundraising
Heritage House is not a self-funding operation and requires significant donations in order to survive. We are grateful for the support of the charitable trusts, the people who have left Gifts in their Will, the anonymous donors and many other supporters. Without their generosity our vital work would not continue. We are particularly grateful to have received a very generous legacy from one of our past volunteers, Sylvia Dawn Andrews.

In addition, the trustees would like to thank all the many volunteers and staff who worked so hard throughout the year raising funds at local events. Events have ranged from guessing how many balloons in a mini, to a Holkham Cycle ride, a rugby guesser, Stody Teas, Elaine's wing walk and Sally's sensational cake stall. Saturday 23rd December saw Sally's final cake stall. A big thank you to Sally who over 8 years of the cake stall has raised a truly astonishing £45,000. Thank you to all our fundraisers and volunteers who do such amazing work.

Achievements and performance (continued)

The trustees would like to thank Andrea Sowerby and Sowerby's Holiday Cottages, the Holkham Estate, Scillitoe Brothers , Leftley's and Arthur Howell for their wonderful support once again this year.

In addition, we would like to acknowledge and thank the Norfolk County Council for its partnership.

And finally….thank you to all our staff, volunteers and supporters who give so much of their time to help Heritage House provide the very best day care for our visitors.

Thank you to all the trustees, and to our Patron Polly Leicester, for their expertise, time and invaluable support.

b. Investment policy and performance

The trust deed gives the trustees the power to acquire and dispose of investments as they see fit, as well as powers to appoint a suitably qualified investment manager with delegated powers of investment, subject to an annual review. Where possible, investments are considered as to their suitability taking into account social and ethical issues, as well as risk, capital and income aspects.

In line with the above parameters, the trustees have continued to authorise investment in UK Government short dated gilts rather than leave cash on deposit at a bank thereby generating a superior risk-free return. The charity maintained its investment portfolio of global equities which generated a profit for the year.

Financial review

a. Going concern

After making appropriate enquiries and taking into consideration the above, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Financial review

The accounts attached to this report demonstrate in financial terms the activities of the company for the past year. The movement in the general reserves reflect the normal activities of the charity for the year showing a net inflow of £159,292 (2023: outflow £29,856). The restricted fund shows a net inflow for the year of £10,601 (2023: outflow £19,599).

The charity has total assets of £989,863 (2023: £819,970). This is made up of a restricted fund of £387,683 (2023: £377,082) which comprises the ambulances, the office and cookery equipment and building improvements, and cash held following a fundraising appeal to purchase a new mini bus. The remainder of the reserves, which are made up of the general funds and can be applied for any purpose decided by the charity, amount to 2024 £602,180 (2023: £442,888)

c. Risk management

The Trustees have reviewed the risks faced by the charity and will continue to monitor the risks. The risk management strategy to be followed comprises the following:

- an annual review of the risks the charity may face;
- the establishment of systems and procedures to mitigate those risks identified in the plan;
- the implementation of procedures designed to minimise any potential impact on the charity should any of those risks materialise.

d. Reserves policy

The charity aims to retain a level of free liquid reserves which is sufficient to cover the entire normal outgoings of the charity for a period of at least 6 months. The Trustees feel that this is a reasonable policy.

Free reserves comprise the net of fixed asset investments, current assets and creditors held within unrestricted funds. At the year-end free reserves are £428,045 (2023: £259,743).

Structure, governance and management

a. Constitution

The company was formed on 14 January 1997 and is governed by its Memorandum and Articles. The company is a registered charity. The company is managed by a board of Trustees, currently there are 11 Trustees – under the Memorandum and Articles the minimum number is 3 with no maximum. At the Annual General Meeting Trustees retire by rotation and can stand for re-election. When necessary, a Trustee is appointed for the skills and expertise they can bring to strengthen or broaden the Board. The Trustees meet three times a year and at the Annual General Meeting.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management (continued)

The day-to-day management is undertaken by the General Manager and the Catering Manager, supported by two part-time administrators, four part-time care assistants, and a part-time kitchen assistant. The charity is constituted under a Memorandum of Association dated 14 January 1997 and is a registered charity number 1062170.

b. Methods of appointment or election of Trustees

The management of the charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association, which require that at each Annual General Meeting, one third of members of the board shall retire from office, and then subject to re-election.

Trustees are also directors for the purposes of company law.

Statement of Trustees' responsibilities

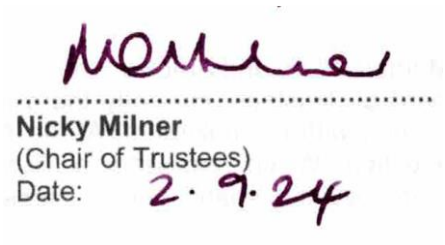
The Trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:



INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2024

Independent examiner's report to the Trustees of Heritage House Caring Group (Wells-next-the-Sea) Limited ('the charity')

I report to the charity Trustees on my examination of the accounts of the charity for the year ended 31 March 2024.

Responsibilities and basis of report

As the Trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed:  Dated: 4/9/2024

Giles Kerkham FCA DChA

Larking Gowen LLP

Chartered Accountants

Norwich

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2024

	Note	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Income from:					
Donations and legacies	3	**25,500**	**259,053**	**284,553**	*40,582*
Charitable activities	4	**-**	**166,614**	**166,614**	*154,671*
Other trading activities	5	**-**	**15,777**	**15,777**	*47,164*
Investments	6	**-**	**2,661**	**2,661**	*2,313*
Total income		**25,500**	**444,105**	**469,605**	*244,730*
Expenditure on:					
Raising funds		**-**	**3,722**	**3,722**	*11,735*
Charitable activities	8	**14,899**	**289,892**	**304,791**	*279,916*
Total expenditure		**14,899**	**293,614**	**308,513**	*291,651*
Net income/(expenditure) before net gains/(losses) on investments		**10,601**	**150,491**	**161,092**	*(46,921)*
Net gains/(losses) on investments		**-**	**8,801**	**8,801**	*(2,534)*
Net movement in funds		**10,601**	**159,292**	**169,893**	*(49,455)*
Reconciliation of funds:					
Total funds brought forward		**377,082**	**442,888**	**819,970**	*869,425*
Net movement in funds		**10,601**	**159,292**	**169,893**	*(49,455)*
Total funds carried forward		**387,683**	**602,180**	**989,863**	*819,970*

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 10 to 25 form part of these financial statements.

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

(A company limited by guarantee)
REGISTERED NUMBER: 03302253

BALANCE SHEET
AS AT 31 MARCH 2024

	Note		2024 £		*2023 £*
Fixed assets					
Tangible assets	11		**536,318**		*560,227*
Investments	12		**142,274**		*207,386*
			678,592		*767,613*
Current assets					
Debtors	13	**18,562**		*3,068*	
Cash at bank and in hand		**307,779**		*58,835*	
		326,341		*61,903*	
Creditors: amounts falling due within one year	14	**(15,070)**		*(9,546)*	
Net current assets			**311,271**		*52,357*
Total net assets			**989,863**		*819,970*
Charity funds					
Restricted funds	15		**387,683**		*377,082*
Unrestricted funds	15		**602,180**		*442,888*
Total funds			**989,863**		*819,970*

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies' regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Nicky Milner
Chair of Trustees
Date: 2.9.24

The notes on pages 10 to 25 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. General information

Heritage House Caring Group (Wells-next-the-Sea) Limited is constituted under a Memorandum of Association dated 14 January 1997, incorporated in England. The registered office is Heritage House, Mill Road, Wells-next-the-Sea, Norfolk NR23 1RF.

The charity is a company limited by guarantee and in the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Heritage House Caring Group (Wells-next-the-Sea) Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income is considered to be sufficient, with the level of unrestricted reserves, for the charity to be able to meet its liabilities as they fall due. For this reason, the trustees consider it appropriate for the financial statements to continue to be prepared on a going concern basis.

2. Accounting policies (continued)

2.3 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2. Accounting policies (continued)

2.5 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Freehold property	- Nil
Plant and machinery	- 20% straight line
Motor vehicles	- 20% straight line
Office equipment	- 20% straight line

No depreciation charge is made in respect of the freehold property as, in the opinion of the trustees, any charge would be immaterial. The property continues to be repaired to a high standard and therefore it is felt that a high residual value is maintained.

2.7 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of financial activities.

2.8 Debtors

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

2.9 Cash at bank and in hand

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

2. Accounting policies (continued)

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation.

2.11 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Donations	25,500	36,490	**61,990**	*29,535*
Legacies	-	222,563	**222,563**	*11,047*
	25,500	259,053	**284,553**	*40,582*
Total 2023	*2,100*	*38,482*	*40,582*	

4. Income from charitable activities

	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Meal, bath and hairdressing income and fees invoiced	166,614	**166,614**	*154,671*
Total 2023	*154,671*	*154,671*	

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Events	14,106	**14,106**	*45,998*
200 Club income	1,671	**1,671**	*1,166*
	15,777	**15,777**	*47,164*
Total 2023	*47,164*	*47,164*	

6. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Investment income	2,661	**2,661**	*2,313*
Total 2023	*2,313*	*2,313*	

7. Investment management costs

	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Investment management fee	551	**551**	*716*
Total 2023	*716*	*716*	

8. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £	*Total funds 2023 £*
Expenditure on charitable activities	229,423	75,368	**304,791**	*279,916*
Total 2023	*206,437*	*73,479*	*279,916*	

Analysis of direct costs

	Total funds 2024 £	*Total funds 2023 £*
Staff costs	**151,298**	*137,634*
Depreciation and profit on disposal	**27,619**	*33,282*
Ambulance costs	**25,963**	*18,539*
Food / care costs	**23,923**	*16,232*
Training costs	**620**	*750*
	229,423	*206,437*

8. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2024 £	*Total funds 2023 £*
Repair and maintenance	**11,646**	*3,834*
Waste disposal	**3,772**	*2,893*
Light and heat	**14,362**	*14,357*
Insurance	**11,902**	*10,484*
Bank charges	**297**	*405*
Professional fees	**10,584**	*8,798*
Office costs	**7,863**	*9,198*
Cleaning	**10,604**	*10,638*
Sundry expenses	**4,338**	*12,872*
	75,368	*73,479*

9. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £4,757 *(2023 - £4,488)*, and other accountancy costs of of £3,181 (*2023 - £4,310*).

10. Staff costs

	2024	2023
	£	£
Wages and salaries	**140,174**	*133,003*
Social security costs	**8,796**	*2,623*
Pension costs	**2,328**	*2,008*
	151,298	*137,634*

The average number of persons employed by the charity during the year was as follows:

	2024	2023
	No.	No.
	9	*9*

No employee received remuneration amounting to more than £60,000 in either year.

The charity considers its key management personnel (KMP) comprise the trustees, the Day Care Manager and the Catering Manager. The total employment benefits including employer pension contributions of the KMP were £69,813 (2023: £63,796).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

11. Tangible fixed assets

	Freehold property £	Extension £	Canopy and fence £	Plant and machinery £	Motor vehicles £	Solar panels £	Bradbury Room £	Ambulance £	Total £
Cost or valuation									
At 1 April 2023	**38,391**	**359,532**	**38,628**	**73,783**	**13,000**	**14,311**	**127,927**	**97,490**	**763,062**
Additions	**-**	**-**	**-**	**3,710**	**-**	**-**	**-**	**-**	**3,710**
At 31 March 2024	**38,391**	**359,532**	**38,628**	**77,493**	**13,000**	**14,311**	**127,927**	**97,490**	**766,772**
Depreciation									
At 1 April 2023	**-**	**-**	**9,657**	**72,720**	**13,000**	**5,727**	**9,841**	**91,890**	**202,835**
Charge for the year	**-**	**-**	**9,657**	**1,805**	**-**	**716**	**9,841**	**5,600**	**27,619**
At 31 March 2024	**-**	**-**	**19,314**	**74,525**	**13,000**	**6,443**	**19,682**	**97,490**	**230,454**
Net book value									
At 31 March 2024	**38,391**	**359,532**	**19,314**	**2,968**	**-**	**7,868**	**108,245**	**-**	**536,318**
At 31 March 2023	*38,391*	*359,532*	*28,971*	*1,063*	*-*	*8,584*	*118,086*	*5,600*	*560,227*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

12. Fixed asset investments

	Listed investments £
Cost or valuation	
At 1 April 2023	**207,386**
Additions	**65,880**
Disposals	**(139,793)**
Revaluations	**8,801**
At 31 March 2024	**142,274**

13. Debtors

	2024 £	*2023 £*
Due within one year		
Other debtors	**5,999**	*3,068*
Legacies receivable	**12,563**	-
	18,562	*3,068*

14. Creditors: Amounts falling due within one year

	2024	*2023*
	£	*£*
Other taxation and social security	**2,413**	*1,983*
Accruals and deferred income	**12,657**	*7,563*
	15,070	*9,546*

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2024 £
Unrestricted funds					
General Funds	**442,888**	**444,105**	**(293,614)**	**8,801**	**602,180**
Restricted funds					
Extension, refurbishment & canopy	**368,498**	**-**	**(14,183)**	**-**	**354,315**
Solar panels	**8,584**	**-**	**(716)**	**-**	**7,868**
Minibus appeal	**-**	**25,500**	**-**	**-**	**25,500**
	377,082	**25,500**	**(14,899)**	**-**	**387,683**
Total of funds	**819,970**	**469,605**	**(308,513)**	**8,801**	**989,863**

Restricted funds mainly arise from money received to purchase tangible fixed assets. Expenditure on these funds represent the annual depreciation charge.

15. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2022 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Gains/ (Losses)* £	*Balance at 31 March 2023* £
Unrestricted funds						
General Funds	*411,022*	*242,630*	*(269,952)*	*61,722*	*(2,534)*	*442,888*
Restricted funds						
Extension, refurbishment & canopy	*382,681*	*-*	*(14,183)*	*-*	*-*	*368,498*
Ambulance	*14,700*	*-*	*(4,700)*	*(10,000)*	*-*	*-*
Day visitors	*33,685*	*-*	*-*	*(33,685)*	*-*	*-*
Solar panels	*27,337*	*-*	*(716)*	*(18,037)*	*-*	*8,584*
Minibus appeal	*-*	*1,250*	*(1,250)*	*-*	*-*	*-*
Energy	*-*	*850*	*(850)*	*-*	*-*	*-*
	458,403	*2,100*	*(21,699)*	*(61,722)*	*-*	*377,082*
Total of funds	*869,425*	*244,730*	*(291,651)*	*-*	*(2,534)*	*819,970*

16. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	362,183	174,135	**536,318**
Fixed asset investments	-	142,274	**142,274**
Current assets	25,500	300,841	**326,341**
Creditors due within one year	-	(15,070)	**(15,070)**
Total	387,683	602,180	**989,863**

16. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior period

	Restricted funds 2023 £	*Unrestricted funds 2023 £*	*Total funds 2023 £*
Tangible fixed assets	*377,082*	*183,145*	*560,227*
Fixed asset investments	*-*	*207,386*	*207,386*
Current assets	*-*	*61,903*	*61,903*
Creditors due within one year	*-*	*(9,546)*	*(9,546)*
Total	*377,082*	*442,888*	*819,970*

17. Related party transactions

The charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the charity at 31 March 2024.

During the year, no Trustees received any remuneration or other benefits or received any reimbursement of expenses (2023: £nil).

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

England & Wales - Charity number 1062170

Accounts

Registered number: 03302253
Charity number: 1062170

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED
(A company limited by guarantee)

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HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2023

Trustees

William Garnett
Adrianne Granville
David Horton-Fawkes
Dr Andrew Llewelyn
Barbara MacBrayne
Miranda Marshall (resigned 10 October 2022)
Nicky Milner, Chair
Elizabeth Noy
Sally Whithworth
Bee Wood

Company registered number

03302253

Charity registered number

1062170

Registered office

Heritage House
Mill Road
Wells-next-the-sea
Norfolk
NR23 1RF

Patron

Countess of Leicester

Independent Examiner

Larking Gowen LLP
Chartered Accountants
1st Floor, Prospect House
Rouen Road
Norwich
NR1 1RE

Investment Manager

Canaccord Genuity Wealth Management
Suite 4
Ground Floor
13-15 St Georges Street
Norwich
Norfolk
NR3 1AB

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023

The Trustees present their annual report together with the financial statements of the charity for the 1 April 2022 to 31 March 2023. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The objects of the Charitable Company are to promote the relief of elderly and frail persons by the provision of facilities in the interest of social welfare for recreational and other leisure time occupation with the object of improving the conditions of life for such persons who are in need whether financially or otherwise.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

Achievements and performance

a. Review of activities

For the past 38 years Heritage House has offered day care for the elderly, vulnerable and isolated, as well as support for their families and carers in north and west Norfolk. It is professionally run by a great team of staff and supported by a wonderful group of volunteers. Heritage House is located on a beautiful site just outside Wells-next-the Sea surrounded by lovely gardens and overlooking Holkham countryside.

According to Age UK, more than 2 million people in England over the age of 75 live alone, and more than a million older people say they go over a month without speaking to a friend, neighbour or family member. In less than 20 years, one in four people will be over 63 years - this is happening sooner and faster in rural and coastal communities. It is for this reason that Heritage House provides day care for visitors from as far afield as Heacham and Hunstanton to Fakenham, the Burnhams and Wells – covering an area of 250 square miles. Heritage House minibuses pick up the day visitors from their door and return them home at the end of the day. We offer first class care and support and the chance for up to 30 visitors to spend all day, five days a week in great company, as well as providing respite to their carers.

Activities
After two incredibly challenging years, it is wonderful to see the old Heritage House back! This year we have been able to reintroduce outings and excursions and even celebrated milestone events in style. The day visitors benefit from a home-cooked, two course lunch; access to a wide range of other essential services such as specialist bathing, chiropody, physiotherapy and hairdressing; as well as activities, including art classes, therapeutic exercise, music, outings and special events. Visiting musicians and entertainers all help to provide physical and mental stimulation. Most importantly, our visitors enjoy the companionship of other visitors, and of our team of dedicated staff and volunteers.

Marking special events is a favourite with the day visitors. With the lifting of almost all of the Covid restrictions

Achievements and performance (continued)

it was wonderful to be able to celebrate The Queen's Platinum Jubilee in style. The Jubilee party was a particular highlight for the visitors. With bunting decorating the building, gardens and even the apple trees, everyone arrived in good spirits to celebrate with a street party style lunch, Jubilee quiz, flag waving singing and even some dancing. The Heritage House team pulled out all the stops to give everyone a day to remember. As part of the Queens Green Canopy a weeping flowering cherry was planted on the east side of the garden. It has an official plaque and is on the register of trees planted this year. In addition, we were delighted to welcome the Lord Lieutenant who planted a crab apple tree bridging the boundary of Heritage House and Wells Community Hospital to commemorate the Queens Platinum Jubilee. The Chair of WCHT and the Chair of Heritage House hoped that this would symbolise the planting of new intentions for an even close working relationship between the two organisations and a lasting legacy of our work.

Our thanks to Rev Brenda Stewart for continuing the regular Communion services, leading on our Remembrance service, Christmas and Easter, and maintaining the spiritual connection so important to many who visit us.

The General Manager and the team organised a great set of events for Christmas, providing fabulous, festive entertainment and gifts for the visitors.

Volunteers
Heritage House would not be able to deliver the service that it does, without the wonderful band of volunteers. They are integral to our success and we are fortunate to have such a great team. We currently have 24 drivers and 22 assistants registered as active volunteers. Two new volunteer gardeners have joined the volunteer team. The trustees would like to thank them all. With Addie Glanville at the helm (as Volunteers Coordinator), this has gone from strength to strength.

In June Addie and our Patron, Polly Leicester, organised a private guided tour of the Holkham Walled Gardens as a thank you to the volunteers for their tremendous commitment whether that is driving a minibus to Hunstanton, weeding the garden or manning the Christmas tide tombola stall!

In addition, in January, Steve and Helen organised a wonderful party/awards ceremony for the volunteers. It was a very special evening with over 60 volunteers attending. Many thanks to Liz and Edgar Noy, Bee Wood and Nicky Bidwell for providing the delicious catering and many congratulations to the winners – Sally Whitworth, Eileen Humphries and Mark Stickley.

People
Over this past year we have been delighted to welcome many new day visitors – some returning to us following Covid and many new faces. We have said farewell and thank you to Frances Doran who helped in the office and are delighted to welcome a new member of the team Jodie Bond. Helen Andrews was promoted to Assistant Manager.

The trustees would like to thank Steve, General Manager, for leading the team successfully, whilst working closely with Norfolk County Council Social Services and other agencies and organisations to ensure the continued success of Heritage House. Thank you to all the staff in their various roles - for their commitment and the highly professional quality of care that they give to all the day visitors. With such a friendly and caring team each visitor leaves feeling special and valued. Thank you to Steve and all the staff for their dedication to Heritage House.

We also said farewell to Miranda Marshall who resigned as a trustee. Miranda has been a trustee for 5 years. As a trustee Miranda offered invaluable advice on many occasions. Miranda brought clarity and knowledge to the Board. We thank her for her dedication and contribution to Heritage House over 5 years.

Achievements and performance (continued)

Fundraising
Heritage House is not a self-funding operation and requires significant donations in order to survive. Throughout the year volunteers and staff continued to work hard raising funds at local events. The trustees are very grateful to all who have donated to Heritage House this year, including families who have donated legacies and other donors who wish to remain anonymous. Without this generosity our vital work would not continue. Thank you to all our fundraisers and volunteers who do amazing work. In addition to charitable donations and grants, funds raised come from the hard work of the many friends of the charity – including fun Rugby guessers, the sensational Sally's cake stall (£5500) and the many people who support HH at all the local events in Wells. Thank you to you all.

In October we organised a Sparkling Quiz Night and Awesome Autumn Auction in the magnificent Statue Gallery at Holkham Hall. Many thanks to Tim Bentinck who very kindly hosted the Quiz and to our Patron Lady Leicester for welcoming us to Holkham Hall. Thank you to everyone involved and particularly to our generous sponsor of the event Sowerbys Holiday Cottages. The event raised £54,000.

The trustees would like to thank Andrea Sowerby and Sowerbys Holiday Cottages, the Victoria, the Holkham Estate, Marcus French, Leftleys, Scillitoe Brothers and Arthur Howell for their wonderful support once again this year.

In addition, we would like to acknowledge and thank the following donors and partners:

Norfolk County Council
Claypole Trust
Wild Ken Hill
Burnham Craft Fair
Norfolk Institute of Agricultural Merchants
Wells Carnival Committee
Norfolk Community Foundation
The late Mabel Ethel Parkins

I would like to thank all our staff, volunteers and supporters who give so much of their time to help Heritage House provide the very best day care for our visitors.

Thank you to all the trustees and to our Patron, Polly Leicester for their expertise, time and invaluable support.

b. Investment policy and performance

The trust deed gives the trustees the power to acquire and dispose of investments as they see fit, as well as powers to appoint a suitably qualified investment manager with delegated powers of investment, subject to an annual review. Where possible, investments are considered as to their suitability taking into account social and ethical issues, as well as risk, capital and income aspects.

In line with the above parameters, in March 2023 the Trustees authorised the investment of £150,000 in UK Government short dated gilts (maturing January 2024 and January 2025 respectively) using cash previously held on deposit at a bank. The intention is to hold the gilts to maturity thereby generating a risk free return considerably in excess of the rate that would have been generated if the funds had been left on deposit at a bank.

The charity's investment portfolio, on a total return basis (including income), generated a small loss for the year.

Financial review

a. Going concern

After making appropriate enquiries and taking into consideration the above, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Financial review

The accounts attached to this report demonstrate in financial terms the activities of the company for the past year. The movement in the general reserves reflect the normal activities of the charity for the year showing a net outflow before transfers of £29,856 (2022: inflow £32,407). The restricted fund shows a net outflow before transfers for the year of £19,599 (2022: outflow £5,416).

The charity has total assets of £819,970 (2022: £869,425). This is made up of a restricted fund of £377,082 (2022: £458,403) which comprises the ambulances, the office and cookery equipment and building improvements. The remainder of the reserves, which are made up of the general funds and can be applied for any purpose decided by the charity, amount to 2023 £442,888 (2022: £411,022)

c. Risk management

The Trustees have reviewed the risks faced by the charity and will continue to monitor the risks. The risk management strategy to be followed comprises the following:

- an annual review of the risks the charity may face;
- the establishment of systems and procedures to mitigate those risks identified in the plan;
- the implementation of procedures designed to minimise any potential impact on the charity should any of those risks materialise.

d. Reserves policy

The charity aims to retain a level of free liquid reserves which is sufficient to cover the entire normal outgoings of the charity for a period of at least 6 months. The Trustees feel that this is a reasonable policy.

Free reserves comprise the net of fixed asset investments, current assets and creditors held within unrestricted funds. At he year end free reserves are £259,743 (2022: £229,674).

Structure, governance and management

a. Constitution

The company was formed on 14 January 1997 and is governed by its Memorandum and Articles. The company is a registered charity. The company is managed by a board of Trustees, currently there are 10 Trustees – under the Memorandum and Articles the minimum number is 3 with no maximum. At the Annual General Meeting Trustees retire by rotation and can stand for re-election. When necessary a Trustee is appointed for the skills and expertise they can bring to strengthen or broaden the Board. The Trustees meet three times a year and at the Annual General Meeting.

The day-to-day management is undertaken by the General Manager and the Catering Manager, supported by two part-time administrators, four part-time care assistants, and a part-time kitchen assistant. The charity is

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Structure, governance and management (continued)

constituted under a Memorandum of Association dated 14 January 1997 and is a registered charity number 1062170.

b. Methods of appointment or election of Trustees

The management of the charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association, which require that at each Annual General Meeting, one third of members of the board shall retire from office, and then subject to re-election.

Trustees are also directors for the purposes of company law.

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:

.....

Nicky Milner
(Chair of Trustees)
Date: 9th October 2023

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2023

Independent examiner's report to the Trustees of Heritage House Caring Group (Wells-next-the-Sea) Limited ('the charity')

I report to the charity Trustees on my examination of the accounts of the charity for the year ended 31 March 2023.

Responsibilities and basis of report

As the Trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed:  Dated: 13/10/2023

Giles Kerkham FCA DChA

Larking Gowen LLP

Chartered Accountants

Norwich

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Note	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Income from:					
Donations and legacies	3	**2,100**	**38,482**	**40,582**	*147,007*
Charitable activities	4	**-**	**154,671**	**154,671**	*125,738*
Other trading activities	5	**-**	**47,164**	**47,164**	*15,252*
Investments	6	**-**	**2,313**	**2,313**	*1,397*
Total income		**2,100**	**242,630**	**244,730**	*289,394*
Expenditure on:					
Raising funds	7	**-**	**11,735**	**11,735**	*14,788*
Charitable activities		**21,699**	**258,217**	**279,916**	*248,896*
Total expenditure		**21,699**	**269,952**	**291,651**	*263,684*
Net (expenditure)/income before net (losses)/gains on investments		**(19,599)**	**(27,322)**	**(46,921)**	*25,710*
Net (losses)/gains on investments		**-**	**(2,534)**	**(2,534)**	*1,281*
Net (expenditure)/income		**(19,599)**	**(29,856)**	**(49,455)**	*26,991*
Transfers between funds	15	**(61,722)**	**61,722**	**-**	*-*
Net movement in funds		**(81,321)**	**31,866**	**(49,455)**	*26,991*
Reconciliation of funds:					
Total funds brought forward		**458,403**	**411,022**	**869,425**	*842,434*
Net movement in funds		**(81,321)**	**31,866**	**(49,455)**	*26,991*
Total funds carried forward		**377,082**	**442,888**	**819,970**	*869,425*

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 10 to 24 form part of these financial statements.

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

(A company limited by guarantee)
REGISTERED NUMBER: 03302253

BALANCE SHEET
AS AT 31 MARCH 2023

	Note		2023 £		*2022 £*
Fixed assets					
Tangible assets	11		**560,227**		*593,509*
Investments	12		**207,386**		*58,265*
			767,613		*651,774*
Current assets					
Debtors	13	**3,068**		*3,713*	
Cash at bank and in hand		**58,835**		*223,444*	
		61,903		*227,157*	
Creditors: amounts falling due within one year	14	**(9,546)**		*(9,506)*	
Net current assets			**52,357**		*217,651*
Total net assets			**819,970**		*869,425*
Charity funds					
Restricted funds	15		**377,082**		*458,403*
Unrestricted funds	15		**442,888**		*411,022*
Total funds			**819,970**		*869,425*

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements. The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....

Nicky Milner
(Chair of Trustees)
Date: 9.10.23

The notes on pages 10 to 24 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1. General information

Heritage House Caring Group (Wells-next-the-Sea) Limited is constituted under a Memorandum of Association dated 14 January 1997, incorporated in England. The registered office is Heritage House, Mill Road, Wells-next-the-Sea, Norfolk NR23 1RF.

The charity is a company limited by guarantee and in the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Heritage House Caring Group (Wells-next-the-Sea) Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income is considered to be sufficient, with the level of unrestricted reserves, for the charity to be able to meet its liabilities as they fall due. For this reason, the trustees consider it appropriate for the financial statements to continue to be prepared on a going concern basis.

2. Accounting policies (continued)

2.3 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset’s use.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2. Accounting policies (continued)

2.5 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Freehold property	- Nil
Plant and machinery	- 20% straight line
Motor vehicles	- 20% straight line
Office equipment	- 20% straight line

No depreciation charge is made in respect of the freehold property as, in the opinion of the trustees, any charge would be immaterial. The property continues to be repaired to a high standard and therefore it is felt that a high residual value is maintained..

2.7 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of financial activities.

2.8 Debtors

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

2.9 Cash at bank and in hand

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

2. Accounting policies (continued)

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation.

2.11 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Donations	2,100	27,435	**29,535**	*28,784*
Legacies	-	11,047	**11,047**	*61,440*
Government grants	-	-	**-**	*56,783*
	2,100	38,482	**40,582**	*147,007*
Total 2022	*22,887*	*124,120*	*147,007*	

Government grant funding in 2022 consisted of £12,514 as part of the Coronavirus Job Retention Scheme and £44,269 from Norfolk County Council and North Norfolk District Council.

4. Income from charitable activities

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Meal, bath and hairdressing income and fees invoiced	154,671	**154,671**	*125,738*
Total 2022	*125,738*	*125,738*	

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Events	45,998	**45,998**	*13,718*
200 Club income	1,166	**1,166**	*1,534*
	47,164	**47,164**	*15,252*
Total 2022	*15,252*	*15,252*	

6. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Investment income	2,313	**2,313**	*1,397*
Total 2022	*1,397*	*1,397*	

7. Investment management costs

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Investment management fee	716	**716**	*764*
Total 2022	*764*	*764*	

8. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £	*Total funds 2022 £*
Expenditure on charitable activities	206,437	73,479	**279,916**	*248,896*
Total 2022	*187,452*	*61,444*	*248,896*	

Analysis of direct costs

	Total funds 2023 £	*Total funds 2022 £*
Staff costs	**137,634**	*126,683*
Depreciation and profit on disposal	**33,282**	*20,397*
Driver expenses	**-**	*316*
Ambulance costs	**18,539**	*22,278*
Food / care costs	**16,232**	*14,499*
Training costs	**750**	*2,755*
Recruitment costs	**-**	*524*
	206,437	*187,452*

8. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2023 £	*Total funds 2022 £*
Repair and maintenance	**3,834**	*7,297*
Waste disposal	**2,893**	*3,045*
Light and heat	**14,357**	*9,383*
Insurance	**10,484**	*8,228*
Bank charges	**405**	*472*
Professional fees	**8,798**	*10,628*
Office costs	**9,198**	*6,657*
Cleaning	**10,638**	*9,970*
Sundry expenses	**12,872**	*5,764*
	73,479	*61,444*

9. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £4,488 *(2022 - £3,996)*, and other accountancy costs of of £4,310 (*2022 - £3,716*).

10. Staff costs

	2023 £	*2022* *£*
Wages and salaries	**133,003**	*122,173*
Social security costs	**2,623**	*2,709*
Pension costs	**2,008**	*1,801*
	137,634	*126,683*

The average number of persons employed by the charity during the year was as follows:

	2023 No.	*2022* *No.*
	9	*10*

No employee received remuneration amounting to more than £60,000 in either year.

The charity considers its key management personnel (KMP) comprise the trustees, the Day Care Manager and the Catering Manager. The total employment benefits including employer pension contributions of the KMP were £63,797 (2022: £60,443).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

11. Tangible fixed assets

	Freehold property £	Extension £	Canopy and fence £	Plant and machinery £	Motor vehicles £	Solar panels £	Bradbury Room £	Ambulance £	Total £
Cost or valuation									
At 1 April 2022	**38,391**	**359,532**	**38,628**	**73,783**	**13,000**	**14,311**	**127,927**	**97,490**	**763,062**
At 31 March 2023	**38,391**	**359,532**	**38,628**	**73,783**	**13,000**	**14,311**	**127,927**	**97,490**	**763,062**
Depreciation									
At 1 April 2022	**-**	**-**	**-**	**69,952**	**13,000**	**5,011**	**-**	**81,590**	**169,553**
Charge for the year	**-**	**-**	**9,657**	**2,768**	**-**	**716**	**9,841**	**10,300**	**33,282**
At 31 March 2023	**-**	**-**	**9,657**	**72,720**	**13,000**	**5,727**	**9,841**	**91,890**	**202,835**
Net book value									
At 31 March 2023	**38,391**	**359,532**	**28,971**	**1,063**	**-**	**8,584**	**118,086**	**5,600**	**560,227**
At 31 March 2022	*38,391*	*359,532*	*38,628*	*3,831*	*-*	*9,300*	*127,927*	*15,900*	*593,509*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

12. Fixed asset investments

	Listed investments £
Cost or valuation	
At 1 April 2022	**58,265**
Additions	**186,680**
Disposals	**(35,025)**
Revaluations	**(2,534)**
At 31 March 2023	**207,386**

13. Debtors

	2023 £	*2022 £*
Due within one year		
Other debtors	**3,068**	*3,713*
	3,068	*3,713*

14. Creditors: Amounts falling due within one year

	2023 £	*2022 £*
Other taxation and social security	**1,983**	*1,931*
Other creditors	**-**	*40*
Accruals and deferred income	**7,563**	*7,535*
	9,546	*9,506*

	2023 £	*2022 £*
Deferred income at 1 April 2022	**3,539**	*3,457*
Resources deferred during the year	**3,164**	*3,539*
Amounts released from previous periods	**(3,539)**	*(3,457)*
	3,164	*3,539*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Unrestricted funds						
General Funds	**411,022**	**242,630**	**(269,952)**	**61,722**	**(2,534)**	**442,888**
Restricted funds						
Extension, refurbishment & canopy	**382,681**	**-**	**(14,183)**	**-**	**-**	**368,498**
Ambulance	**14,700**	**-**	**(4,700)**	**(10,000)**	**-**	**-**
Day visitors	**33,685**	**-**	**-**	**(33,685)**	**-**	**-**
Solar panels	**27,337**	**-**	**(716)**	**(18,037)**	**-**	**8,584**
Wheelchairs	**-**	**1,250**	**(1,250)**	**-**	**-**	**-**
Energy	**-**	**850**	**(850)**	**-**	**-**	**-**
	458,403	**2,100**	**(21,699)**	**(61,722)**	**-**	**377,082**
Total of funds	**869,425**	**244,730**	**(291,651)**	**-**	**(2,534)**	**819,970**

Restricted funds mainly comprise of money received to purchase tangible fixed assets. Expenditure on these funds represent the annual depreciation charge.

Following a review of restricted fund balances, it was concluded that there is no remaining restriction on funds totalling £61,722, which have therefore been transferred to unrestricted General Funds.

15. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2021 *£*	*Income* *£*	*Expenditure* *£*	*Gains/ (Losses)* *£*	*Balance at 31 March 2022* *£*
Unrestricted funds					
General Funds	*378,615*	*266,507*	*(235,381)*	*1,281*	*411,022*
Restricted funds					
Extension, refurbishment & canopy	*382,681*	-	-	-	*382,681*
Ambulance	*19,400*	-	*(4,700)*	-	*14,700*
Day visitors	*33,685*	-	-	-	*33,685*
Solar panels	*28,053*	-	*(716)*	-	*27,337*
	463,819	-	*(5,416)*	-	*458,403*
Total of funds	*842,434*	-	*(240,797)*	*1,281*	*869,425*

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2023 £	**Unrestricted funds 2023 £**	**Total funds 2023 £**
Tangible fixed assets	377,082	183,145	**560,227**
Fixed asset investments	-	207,386	**207,386**
Current assets	-	61,903	**61,903**
Creditors due within one year	-	(9,546)	**(9,546)**
Total	377,082	442,888	**819,970**

16. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Restricted funds 2022 £	*Unrestricted funds 2022 £*	*Total funds 2022 £*
Tangible fixed assets	*412,161*	*181,348*	*593,509*
Fixed asset investments	*-*	*58,265*	*58,265*
Current assets	*46,242*	*180,915*	*227,157*
Creditors due within one year	*-*	*(9,506)*	*(9,506)*
Total	*458,403*	*411,022*	*869,425*

17. Related party transactions

The charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the charity at 31 March 2023.

During the year, no Trustees received any remuneration or other benefits or received any reimbursement of expenses (2022: £nil).

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

England & Wales - Charity number 1062170

Accounts

Registered number: 03302253
Charity number: 1062170

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED
(A company limited by guarantee)

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HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2022

Trustees

William Garnett (appointed 27 September 2021)
Adrianne Granville (appointed 27 September 2021)
Brian Green (resigned 27 September 2021)
Sheila Griffiths-Jones (resigned 27 September 2021)
David Horton-Fawkes
Dr Andrew Llewelyn
Barbara MacBrayne
Miranda Marshall
Nicky Milner, Chair
Elizabeth Noy (appointed 27 September 2021)
Sally Whithworth
Bee Wood

Company registered number

03302253

Charity registered number

1062170

Registered office

Heritage House
Mill Road
Wells-next-the-sea
Norfolk
NR23 1RF

Patron

Countess of Leicester

Independent Examiner

Larking Gowen LLP
Chartered Accountants
King Street House
15 Upper King Street
Norwich
NR3 1RB

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Investment Manager

Canaccord Genuity Wealth Management
Suite 4
Ground Floor
13-15 St Georges Street
Norwich
Norfolk
NR3 1AB

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

The Trustees present their annual report together with the financial statements of the charity for the 1 April 2021 to 31 March 2022. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The objects of the Charitable Company are to promote the relief of elderly and frail persons by the provision of facilities in the interest of social welfare for recreational and other leisure time occupation with the object of improving the conditions of life for such persons who are in need whether financially or otherwise.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

Achievements and performance

a. Review of activities

Since 1985, Heritage House has offered day care for the elderly and for those who are feeling isolated, as well as families and carers in need of support in north and west Norfolk. It is professionally run by a great team of staff and supported by a wonderful group of volunteers. Our minibuses pick up the day visitors from their door and return them home at the end of the day. We offer first class care and support and the chance for up to 30 visitors to spend all day, five days a week in great company, as well as providing respite to their carers. In normal circumstances, our day visitors benefit from a home-cooked, two course lunch; access to a wide range of other essential services such as specialist bathing, chiropody, physiotherapy and hairdressing; as well as activities, including art classes, music, outings and special events. Most importantly, our visitors enjoy the companionship of other visitors, and of our team of dedicated staff and volunteers.

As of April 2021, we found ourselves still in the midst of the global pandemic. Despite this, Heritage House continued to deliver support, within the government restrictions, to the local community. We were delighted that by September, Heritage House was back open to visitors 5 days a week with Wednesdays being a specialist dementia day. We continued to offer delivered lunches, telephone befriending and wellbeing calls, and support, for those unable to attend in person.

More is being discovered regarding the wider impact Coronavirus has had on the health and wellbeing of the elderly and vulnerable. The isolation has brought with it more instances of depression, self-neglect and anxiety.

At Heritage House, when our day visitors were allowed to return, they were delighted to be back, but many had lost their self-confidence, had increased mobility issues and more mental health concerns. It was most rewarding for the team at Heritage House to see the daily improvements in the health and happiness of many of our visitors once they returned.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance (continued)

Under the Covid guidelines, limited activities were reintroduced and by September the day visitors were enjoying armchair exercise sessions, quizzes, games and entertainment from musicians and entertainers - all helping to provide physical and mental stimulation for the visitors.

Our thanks to Rev Brenda Stewart and Rev Steve Wood for continuing the regular Communion services. On Armistice Day the conservatory was decked out with ensigns of each of the services. Day visitors and staff created a Remembrance garden of poppies and crosses. Steve and the team organised a great set of events for Christmas. With the support of a generous, anonymous donor, not only did Heritage House provide fabulous, festive entertainment and gifts for the visitors but also gifts and a night out for the staff.

The new website and logo was launched at the beginning of April. The new design is not only more contemporary and stylish but also easier to navigate and contains a wealth of information. It was well received and the website and social media has seen an increase in traffic since its launch. Our thanks go to Freddie Green and Amber Tak for their excellent designs.

Heritage House would not be able to deliver the service that we do, without the volunteers. They are integral to our success and we are fortunate to have such a great team. The trustees would like to thank them all.

Looking back over the year, we have endeavoured to ensure that our volunteers feel valued and appreciated. At the very end of last year we held a popular online volunteers quiz night. Building on its success and with Addie Glanville at the helm (as Volunteers Coordinator), this has gone from strength to strength. In September Addie organised for the volunteers to have a very special tour of Holkham's amazing Arboretum. Many thanks to Polly Leicester and her Head Gardener for facilitating this and to Addie for being the driving force.

The trustees would like to thank Steve, General Manager, for leading the team through another challenging year and navigating a successful route through the numerous changes that needed to be implemented throughout the pandemic, working closely with Norfolk County Council Social Services, Wells Community Support Hub, Wells Combined Charities and Dorrington House. Thank you to all the staff in their various roles - for their commitment and the highly professional quality of care that they give to all the day visitors. From that first cheerful morning greeting, each individual visitor feels special and valued. Thank you to Steve and all the staff for their dedication to Heritage House.

Over the year there have been some personnel changes.
We said farewell to Stuart Revill, Anne Pentney and Rachael Wilson, and thank them for their many years of service.

At the AGM we said farewell to two of our Trustees.
Sheila Griffiths Jones retired as a trustee of Heritage House after more than 20-year service, supporting the vision of day care and support for the elderly and frail that had been started by her parents. Sheila gave unstinting service and was generous in all that she did for Heritage House over the years. We thank her for her considerable contribution to Heritage House.

Brian Green resigned as a trustee because of his move away from Norfolk. We thank him for bringing the financial organisation of Heritage House up to date and for his sterling work during challenging times.

We welcomed three new trustees to the board – Will Garnett, Addie Granville and Liz Noy. Thank you to them all for embracing Heritage House and their dedication and commitment to their new roles.

Heritage House is not a self-funding operation and requires significant donations in order to survive. The trustees are very grateful to all who have donated to Heritage House this year, including families who have donated legacies and other donors who wish to remain anonymous. Without this generosity our vital work would not continue. Thank you to all our fundraisers and volunteers who do amazing work. In addition to charitable

Achievements and performance (continued)

donations and grants, funds raised come from the hard work of the many friends of the charity – including fun Rugby guessers and Sally Whitworth's sensational cake stall. A special mention to Sally and her team of cake bakers. This year she has raised £5,843 Taking her grand total to £31,360 since 2015. Thank you to you all.

The trustees would like to thank The Victoria, Holkham and Marcus French, Leftleys and Arthur Howell for their wonderful support once again this year

In September we held our inaugural joint event with our neighbour the Wells Community Hospital. This was predominantly to showcase, to the local community what HH and the WCHT offer, but also to thank existing supporters and welcome potential new ones. It was an evening drinks reception, across both of our gardens. It was very well attended (more than 150 people) on a lovely sunny evening and enjoyed by everyone. In addition, we jointly held an online Sensational Summer Auction raising considerable funds which was split equally between both charities. Thank you to everyone who helped make the joint venture such a success.

In the autumn, Heritage House was the beneficiary of the RWNGC Ladies Charity Day. Nicky and Bee attended the event with Steve who gave an excellent presentation at the tea after the prizegiving. Thank you to Penny Bonas and the RWNGC for supporting Heritage House.

Everyone at Heritage House has continued to adapt to the challenges of 2021/22. Today we offer the best day care possible in a friendly and nurturing environment. Heritage House helps to ensure that as many of the isolated and elderly locally can come and enjoy a day of companionship.

Thank you to all the trustees and to our Patron, Polly Leicester for their expertise, time and invaluable support.

b. Investment policy and performance

The trust deed gives the trustees the power to acquire and dispose of investments as they see fit, as well as powers to appoint a suitably qualified investment manager with delegated powers of investment, subject to an annual review. Where possible, investments are considered as to their suitability taking into account social and ethical issues, as well as risk, capital and income aspects.

The investment portfolio is managed to provide a regular source of income for the charity, and as such constitutes a low to medium risk portfolio.

The charity's investment portfolio generated a gain for the year, more than offsetting the small loss in the previous financial year (as shown on the Statement of Financial Activities).

Financial review

a. Going concern

After making appropriate enquiries and taking into consideration the above, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Financial review

The accounts attached to this report demonstrate in financial terms the activities of the company for the past year. The movement in the general reserves reflect the normal activities of the charity for the year showing a net inflow before transfers of £32,407 (2021: inflow £20,219). The restricted fund shows a net outflow before transfers for the year of £5,416 (2021: outflow £5,416).

The charity has total assets of £869,425 (2021: £842,434). This is made up of a restricted fund of £458,403 (2021: £463,818) which relates to the maintenance of the ambulances, the office and cookery equipment and building improvements. The remainder of the reserves are made up of the general funds which can be applied for any purpose decided by the charity (2022: £411,022, 2021: £378,615).

c. Risk management

The Trustees have reviewed the risks faced by the charity and will continue to monitor the risks. The risk management strategy to be followed comprises the following:

- an annual review of the risks the charity may face;
- the establishment of systems and procedures to mitigate those risks identified in the plan;
- the implementation of procedures designed to minimise any potential impact on the charity should any of those risks materialise.

d. Reserves policy

The charity aims to retain a level of free liquid reserves which is sufficient to cover the entire normal outgoings of the charity for a period of at least 6 months. The Trustees feel that this is a reasonable policy.

Free reserves comprise the net of fixed asset investments, cash and creditors held within unrestricted funds. At the year end free reserves are £229,674 (2021: £182,286).

Structure, governance and management

a. Constitution

The company was formed on 14 January 1997 and is governed by its Memorandum and Articles. The company is a registered charity. The company is managed by a board of Trustees, currently there are 10 Trustees – under the Memorandum and Articles the minimum number is 3 with no maximum. At the Annual General Meeting Trustees retire by rotation and can stand for re-election. When necessary a Trustee is appointed for the skills and expertise they can bring to strengthen or broaden the Board. The Trustees meet three times a year and at the Annual General Meeting.

The day-to-day management is undertaken by the General Manager and the Catering Manager, supported by two part-time administrators, four part-time care assistants, and a part-time kitchen assistant. The charity is constituted under a Memorandum of Association dated 14 January 1997 and is a registered charity number 1062170.

Structure, governance and management (continued)

b. Methods of appointment or election of Trustees

The management of the charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association, which require that at each Annual General Meeting, one third of members of the board shall retire from office, and then subject to re-election.

Trustees are also directors for the purposes of company law.

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:

.....

Nicky Milner
(Chair of Trustees)
Date: 10-10-2022

INDEPENDENT EXAMINER'S REPORT FOR THE YEAR ENDED 31 MARCH 2022

Independent examiner's report to the Trustees of Heritage House Caring Group (Wells-next-the-Sea) Limited ('the charity')

I report to the charity Trustees on my examination of the accounts of the charity for the year ended 31 March 2022.

Responsibilities and basis of report

As the Trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of (enter body here), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed: Dated:

Joanne Fox FCA

Larking Gowen LLP

Chartered Accountants

Norwich

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

	Note	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Income from:					
Donations and legacies	3	**22,887**	**124,120**	**147,007**	*164,581*
Charitable activities	4	**-**	**125,738**	**125,738**	*84,237*
Other trading activities	5	**-**	**15,252**	**15,252**	*526*
Investments	6	**-**	**1,397**	**1,397**	*1,250*
Total income		**22,887**	**266,507**	**289,394**	*250,594*
Expenditure on:					
Raising funds		**-**	**14,788**	**14,788**	*7,905*
Charitable activities	8	**28,303**	**220,593**	**248,896**	*236,162*
Total expenditure		**28,303**	**235,381**	**263,684**	*244,067*
Net (expenditure)/income before net gains on investments		**(5,416)**	**31,126**	**25,710**	*6,527*
Net gains on investments	12	**-**	**1,281**	**1,281**	*8,276*
Net movement in funds		**(5,416)**	**32,407**	**26,991**	*14,803*
Reconciliation of funds:	15				
Total funds brought forward		**463,819**	**378,615**	**842,434**	*827,631*
Net movement in funds		**(5,416)**	**32,407**	**26,991**	*14,803*
Total funds carried forward		**458,403**	**411,022**	**869,425**	*842,434*

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 11 to 24 form part of these financial statements.

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED
(A company limited by guarantee)
REGISTERED NUMBER: 03302253

BALANCE SHEET
AS AT 31 MARCH 2022

	Note		2022 £		*2021 £*
Fixed assets					
Tangible assets	11		**593,509**		*613,906*
Investments	12		**58,265**		*58,624*
			651,774		*672,530*
Current assets					
Debtors	13	**3,713**		*1,305*	
Cash at bank and in hand		**223,444**		*177,014*	
		227,157		*178,319*	
Creditors: amounts falling due within one year	14	**(9,506)**		*(8,415)*	
Net current assets			**217,651**		*169,904*
Total net assets			**869,425**		*842,434*
Charity funds	15				
Restricted funds			**458,403**		*463,819*
Unrestricted funds			**411,022**		*378,615*
Total funds			**869,425**		*842,434*

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements. The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....

Nicky Milner
(Chair of Trustees)
Date: 10-10-2022

The notes on pages 11 to 24 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. General information

Heritage House Caring Group (Wells-next-the-Sea) Limited is constituted under a Memorandum of Association dated 14 January 1997, incorporated in England. The registered office is Heritage House, Mill Road, Wells-next-the-Sea, Norfolk NR23 1RF.

The charity is a company limited by guarantee and in the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Heritage House Caring Group (Wells-next-the-Sea) Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income is considered to be sufficient, with the level of unrestricted reserves, for the charity to be able to meet its liabilities as they fall due. For this reason, the trustees consider it appropriate for the financial statements to continue to be prepared on a going concern basis.

2. Accounting policies (continued)

2.3 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2. Accounting policies (continued)

2.5 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Freehold property	- Nil
Plant and machinery	- 20% straight line
Motor vehicles	- 20% straight line

No depreciation charge is made in respect of the freehold property as, in the opinion of the trustees, any charge would be immaterial. The property continues to be repaired to a high standard and therefore it is felt that a high residual value is maintained..

2.7 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of financial activities.

2.8 Debtors

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

2.9 Cash at bank and in hand

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

2. Accounting policies (continued)

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation.

2.11 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Restricted funds 2022 £	Unrestricted funds 2022 £	**Total funds 2022 £**	*Total funds 2021 £*
Donations	-	28,784	**28,784**	*82,712*
Legacies	-	61,440	**61,440**	-
Government grants	22,887	33,896	**56,783**	*81,869*
	22,887	124,120	**147,007**	*164,581*
Total 2021	*14,923*	*149,658*	*164,581*	

During the year, the charity received government funding of £12,514 as part of the Coronavirus Job Retention Scheme (2021: £31,955) and from Norfolk County Council and North Norfolk District Council £44,269 (2021: £49,914).

4. Income from charitable activities

	Unrestricted funds 2022 £	**Total funds 2022 £**	*Total funds 2021 £*
Meal, bath and hairdressing income and fees invoiced	125,738	**125,738**	*84,237*
Total 2021	*84,237*	*84,237*	

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Events	13,718	**13,718**	-
200 Club income	1,534	**1,534**	*526*
	15,252	**15,252**	*526*
Total 2021	*526*	*526*	

6. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Investment income	1,397	**1,397**	*1,250*
Total 2021	*1,250*	*1,250*	

7. Investment management costs

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Investment management fee	764	**764**	*682*
Total 2021	*682*	*682*	

8. Analysis of expenditure by activities

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £	*Total funds 2021 £*
Expenditure on charitable activities	187,452	61,444	**248,896**	*236,162*
Total 2021	*186,686*	*49,476*	*236,162*	

Analysis of direct costs

	Total funds 2022 £	*Total funds 2021 £*
Staff costs	**126,683**	*145,874*
Depreciation and profit on disposal	**20,397**	*26,181*
Driver expenses	**316**	*-*
Ambulance costs	**22,278**	*6,096*
Food / care costs	**14,499**	*8,373*
Training costs	**2,755**	*144*
Recruitment costs	**524**	*18*
	187,452	*186,686*

8. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2022 £	*Total funds 2021 £*
Repair and maintenance	**7,297**	*11,418*
Waste disposal	**3,045**	*2,596*
Light and heat	**9,383**	*6,467*
Sundry expenses	**5,764**	*3,574*
Insurance	**8,228**	*6,681*
Bank charges	**472**	*367*
Professional fees	**10,628**	*8,554*
Office costs	**6,657**	*4,705*
Cleaning	**9,970**	*5,114*
	61,444	*49,476*

9. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £3,996 *(2021 - £3,702)*, and other accountancy costs of of £3,716 (*2021 - £3,618*).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

10. Staff costs

	2022 £	2021 £
Wages and salaries	**122,173**	*140,368*
Social security costs	**2,709**	*3,650*
Pension costs	**1,801**	*1,856*
	126,683	*145,874*

The average number of persons employed by the charity during the year was as follows:

	2022 No.	2021 No.
	10	*11*

No employee received remuneration amounting to more than £60,000 in either year.

The charity considers its key management personnel (KMP) comprise the trustees, the Day Care Manager and the Catering Manager. The total employment benefits including employer pension contributions of the KMP were £60,443 (2021: £59,265).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

11. Tangible fixed assets

	Freehold property £	Extension £	Canopy and fence £	Plant and machinery £	Motor vehicles £	Solar panels £	Bradbury Room £	Ambulance £	Total £
Cost or valuation									
At 1 April 2021	**38,391**	**359,532**	**38,628**	**73,783**	**13,000**	**14,311**	**127,927**	**97,490**	**763,062**
At 31 March 2022	**38,391**	**359,532**	**38,628**	**73,783**	**13,000**	**14,311**	**127,927**	**97,490**	**763,062**
Depreciation									
At 1 April 2021	-	-	-	**65,520**	**13,000**	**4,295**	-	**66,341**	**149,156**
Charge for the year	-	-	-	**4,432**	-	**716**	-	**15,249**	**20,397**
At 31 March 2022	-	-	-	**69,952**	**13,000**	**5,011**	-	**81,590**	**169,553**
Net book value									
At 31 March 2022	**38,391**	**359,532**	**38,628**	**3,831**	-	**9,300**	**127,927**	**15,900**	**593,509**
At 31 March 2021	*38,391*	*359,532*	*38,628*	*8,263*	-	*10,016*	*127,927*	*31,149*	*613,906*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

12. Fixed asset investments

	Listed investments £
Cost or valuation	
At 1 April 2021	**58,624**
Additions	**1,771**
Disposals	**(3,411)**
Revaluations	**1,281**
At 31 March 2022	**58,265**

13. Debtors

	2022 £	*2021 £*
Due within one year		
Other debtors	**3,713**	*1,305*
	3,713	*1,305*

14. Creditors: Amounts falling due within one year

	2022 £	2021 £
Other taxation and social security	**1,931**	*1,833*
Other creditors	**40**	*40*
Accruals and deferred income	**7,535**	*6,542*
	9,506	*8,415*

	2022 £	2021 £
Deferred income at 1 April 2021	**3,457**	-
Resources deferred during the year	**3,539**	*3,457*
Amounts released from previous periods	**(3,457)**	-
	3,539	*3,457*

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2022 £
General funds	**378,615**	**266,507**	**(235,381)**	**1,281**	**411,022**
Restricted funds	**463,819**	**22,887**	**(28,303)**	**-**	**458,403**
	842,434	**289,394**	**(263,684)**	**1,281**	**869,425**

At the year end restricted funds were made up as follows:
1) £382,681 relating to the property and property refurbishment, including the east extension;
2) £27,337 held relating to the purchase and installation of solar panels and other equipment;
3) £33,685 held in relation to sponsorships;
4) £14,700 held in relation to ambulances.

15. Summary of funds (continued)

Summary of funds - prior year

	Balance at 1 April 2020 £	*Income* £	*Expenditure* £	*Gains/ (Losses)* £	*Balance at 31 March 2021* £
General funds	*358,396*	*235,671*	*(223,728)*	*8,276*	*378,615*
Restricted funds	*469,235*	*14,923*	*(20,339)*	-	*463,819*
	827,631	*250,594*	*(244,067)*	*8,276*	*842,434*

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2022 £	**Unrestricted funds 2022** £	**Total funds 2022** £
Tangible fixed assets	412,161	181,348	**593,509**
Fixed asset investments	-	58,265	**58,265**
Current assets	46,242	180,915	**227,157**
Creditors due within one year	-	(9,506)	**(9,506)**
Total	458,403	411,022	**869,425**

16. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Restricted funds 2021 £	*Unrestricted funds 2021* £	*Total funds 2021* £
Tangible fixed assets	*417,577*	*196,329*	*613,906*
Fixed asset investments	-	*58,624*	*58,624*
Current assets	*46,242*	*132,077*	*178,319*
Creditors due within one year	-	*(8,415)*	*(8,415)*
Total	*463,819*	*378,615*	*842,434*

17. Related party transactions

The charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the charity at 31 March 2022.

During the year, no Trustees received any remuneration or other benefits or received any reimbursement of expenses (2021: £nil).

The company has not granted any advances or credits to, or made guarantees on behalf of, directors other than those disclosed in the financial statements.

In approving the financial statements, the trustees are confirming that, to the best of their knowledge and belief, those statements give a true and fair view and have been properly prepared in accordance with the Companies Act 2006.

Yours faithfully

Signed on behalf of the Trustees

Signature : 

Title : Trustee
Date : 10.10.22

Signature : 

Title : Trustee
Date : 10.10.22

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

England & Wales - Charity number 1062170

Accounts

Registered number: 03302253
Charity number: 1062170

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED
(A company limited by guarantee)

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HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED

(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2021

Trustees

Diana Black (resigned 22 July 2020)
Brian Green (appointed 1 May 2020)
Sheila Griffiths-Jones
David Horton-Fawkes
Dr Andrew Llewelyn (appointed 24 June 2020)
Barbara MacBrayne
Miranda Marshall
Nicky Milner, Chair
Sally Whitworth
Bee Wood

Company registered number

03302253

Charity registered number

1062170

Registered office

Heritage House
Mill Road
Wells-next-the-sea
Norfolk
NR23 1RF

Patron

Countess of Leicester

Independent Examiner

Larking Gowen LLP
Chartered Accountants
King Street House
15 Upper King Street
Norwich
NR3 1RB

Investment Manager

Canaccord Genuity Wealth Management
Suite 4
Ground Floor
13-15 St Georges Street
Norwich
Norfolk
NR3 1AB

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their annual report together with the financial statements of the charity for the year 1 April 2020 to 31 March 2021. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The objects of the Charitable Company are to promote the relief of elderly and frail persons by the provision of facilities in the interest of social welfare for recreational and other leisure time occupation with the object of improving the conditions of life for such persons who are in need whether financially or otherwise.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

Achievements and performance

a. Review of activities

Since 1985, Heritage House has offered day care for the elderly, isolated and those in need living in north and west Norfolk. We offer first class care and support and the chance for up to 30 visitors to spend all day, five days a week in great company, as well as providing respite to their carers. In normal circumstances, our day visitors benefit from a day in our lovely building with fabulous views of the garden and the Norfolk countryside. They receive a home-cooked, two course lunch; access to a wide range of other essential services such as specialist bathing, chiropody, physiotherapy and hairdressing; as well as activities, including art classes, music, outings and special events. Most importantly, our visitors enjoy the companionship of other visitors, and of our team of dedicated staff and volunteers.

At the beginning of this financial year, we found ourselves in the middle of the global pandemic. With the arrival of Coronavirus, government restrictions meant that Heritage House was unable to welcome visitors through its doors between March and September 2020.

With an uncertain future, we responded to the pandemic by adapting our service and care so that we could ‘deliver’ Heritage House to our visitors. We concentrated on offering support to the isolated in their own homes, delivering home cooked food to the door, assisted feeding, regular telephone and Skype calls from our carers and volunteers, food boxes and general befriending. For some, the Heritage House carer or volunteer delivering their lunch was the only person that they would see or speak to all day. It was not just the hot, nutritious meal that was appreciated but the time spent talking and listening.

We would like to thank the community team at Morrisons Fakenham for a relationship that spanned the whole year. Between us we provided more than £100,000 worth of weekly shops to individuals and families in need. Steve worked closely with Morrisons to ensure the right people received these parcels. In addition Heritage House was a founding member of the Wells Community Support Hub.

Achievements and performance (continued)

We were delighted to be given the green light to open our doors again to our day visitors on Monday 21st September. Much time was spent restructuring to conform to official guidance on numbers, social distancing, PPE, tests, transport, entertainment etc. With preparations completed, it was heartening to hear the enthusiasm in the voices of our guests or their carers when we were able to tell them that the HH buses would be back collecting and delivering them. Whilst welcoming everyone back and with the numbers of visitors heading back to the pre-pandemic level, we continue to support those that cannot come to Heritage House, by delivering home-cooked meals and support in the community.

Within the Covid guidelines, limited activities resumed at Heritage House, whilst maintaining high standards of care and hygiene. We are grateful to the Rev Brenda Stewart for bringing an outside ‘choir of 6’ for the Christmas service

Our thanks go to Steve, General Manager for leading the team through a challenging year, and to all the staff for their flexibility. Roles have changed and everyone has needed to adapt to these changes but every member of the team has contributed to help make each day visitor feel special and valued. We said farewell to Judy Cast and Roberta Scillitoe and thank them for their many years of service. The trustees appreciate what a difficult year it has been for the General Manager and the staff and would like to thank them all for their dedication to Heritage House.

We are fortunate to have a great team of volunteers, without whom Heritage House would not be able to continue. The trustees would like to thank them all. In February, we were delighted that Addie Granville accepted the role of Volunteer Coordinator. Addie is a regular and popular volunteer at Heritage House. To show our appreciation of all the volunteers, we were thrilled to host our inaugural Volunteers Zoom event during lockdown – an online Quiz hosted by the terrific Tim Bentinck (aka David Archer / the Earl of Portland!). Each volunteer received a goodie bag which they could enjoy during the quiz. It was a thoroughly enjoyable evening and was well received by the volunteers. Thank you to Tim for his continuing support of Heritage House.

As with all organisations reputation is of paramount importance and image is a key element of that. I am delighted to say that we now have a new logo, new graphics and a new website for Heritage House. Our thanks go to Freddie Green for his excellent designs and professionalism. The website now not only looks more contemporary and stylish but also, is easy to navigate and contains a wealth of information. The new branding is now in evidence on social media, paperwork, leaflets, signage, as well as the website.

Even with full occupancy Heritage House is not a self funding operation and therefore requires significant charitable donations in order to survive. The pandemic has had a significant impact on Heritage House, putting us under considerable financial pressure. With no visitors in the building for 6 months and then a limit on numbers since then, and our ability to put on fundraising events limited, our income was forecast to see a dramatic fall. In the light of this we needed to approach fundraising differently. Alongside some of the regular fundraising with which we permitted to continue (Sally’s cakes) we came up with some new initiatives:

1. Chair’s Fundraising Appeal: We launched an appeal that was to help with the general running costs in the response to Covid. We were delighted with the response and would like to thank the many anonymous donors as well as the following for their generous support over the past year which raised £73,000.

Albert Hunt Trust
Clan Trust
Lady Hind Trust
Lennox Hannay Charitable Trust
Robert McAlpine Foundation
Holkham Charitable Trust
Wells United Charities

Achievements and performance (continued)

Wells Carnival Committee
RC Snelling Charitable Trust
Rotary Club of Fakenham and District
Pennycress Trust
Brocklebank Charitable Trust
Barratt Family Charitable Trust
Aquarius Charitable Foundation
Anne French Memorial Trust
Dulverton Trust
Tim Bentinck, Earl of Portland,MBE
Monica VInader
Naked Kitchens
Nisa
St Pierre Group

2. Digital Fundraising: We launched our first digital fundraiser during the lockdown – the Bake, Donate, Nominate campaign. This not only raised £6,100 but also significantly raised awareness of Heritage House and enabled 85 people to participate from their own homes, many of them new to HH. The Six Nations Guesser – another fundraiser from the comfort of an armchair raised a further £1000 with another 76 participants.

3. Sally's Cakes: Thank you to Sally for having raised an extraordinary £25,517 between 2015 and 2020 and having a record day in December 2020 with £1,338 in one morning.

4. New Coffee station: As a response to new government guidelines, on reopening in September, we needed to create a separate hygiene area for the returns to the kitchen. We were fortunate to be given some fabulous new kitchen units and a work surface. Thank you to the Everetts of Naked Kitchen for donating these and to the Wells United Charities for providing the funds to enable the plumbing and fitting. We now have a lovely new coffee/ tea area.

5. Funding: In addition to the above, Steve worked hard to ensure that Heritage House benefitted from the government covid grants and a continued payment of regular income and support from the County Council.

As a team, we are adapting well to the everchanging circumstances and continue to offer the best day care possible. As Chair of Heritage House I am proud to say that in the most difficult of years we have come through stronger than ever by adapting our offering and continuing to fund this vital service for the local community through innovative fundraising.

We are grateful for the expertise and time given by all the trustees and I would like to take this opportunity to thank our Patron, Lady Leicester for her continued support this year.

Achievements and performance (continued)

b. Investment policy and performance

The trust deed gives the trustees the power to acquire and dispose of investments as they see fit, as well as powers to appoint a suitably qualified investment manager with delegated powers of investment, subject to an annual review. Where possible, investments are considered as to their suitability taking into account social and ethical issues, as well as risk, capital and income aspects.

The investment portfolio is managed to provide a regular source of income for the charity, and as such constitutes a low to medium risk portfolio.

The charity's investment portfolio generated a gain for the year, more than offsetting the small loss in the previous financial year (as shown on the Statement of Financial Activities).

Financial review

a. Going concern

After making appropriate enquiries and taking into consideration the above, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Financial review

The accounts attached to this report demonstrate in financial terms the activities of the company for the past year. The movement in the general reserves reflect the normal activities of the charity for the year showing a net inflow before transfers of £20,219 (2020: outflow £77,986). The restricted fund shows a net outflow before transfers for the year of £5,416 (2020: outflow £5,416).

The charity has total assets of £842,434 (2020: £827,631). This is made up of a restricted fund of £463,819 (2020: £469,235) which relates to the maintenance of the ambulances, the office and cookery equipment and building improvements. The remainder of the reserves are made up of the general funds which can be applied for any purpose decided by the charity (2021: £378,615, 2020: £358,396).

c. Risk management

The Trustees have reviewed the risks faced by the charity and will continue to monitor the risks. The risk management strategy to be followed comprises the following:

- an annual review of the risks the charity may face;
- the establishment of systems and procedures to mitigate those risks identified in the plan;
- the implementation of procedures designed to minimise any potential impact on the charity should any of those risks materialise.

d. Reserves policy

The charity aims to retain a level of free liquid reserves which is sufficient to cover the entire normal outgoings of the charity for a period of at least 6 months. The Trustees feel that this is a reasonable policy.

Free reserves at the year end are £182,286 (2020: £141,301).

Structure, governance and management

a. Constitution

The company was formed on 14 January 1997 and is governed by its Memorandum and Articles. The company is a registered charity. The company is managed by a board of Trustees, currently there are 10 Trustees – under the Memorandum and Articles the minimum number is 3 with no maximum. At the Annual General Meeting Trustees retire by rotation and can stand for re-election. When necessary a Trustee is appointed for the skills and expertise they can bring to strengthen or broaden the Board. The Trustees meet three times a year and at the Annual General Meeting.

The day-to-day management is undertaken by the General Manager and the Catering Manager, supported by two part-time administrators, four part-time care assistants, and a part-time kitchen assistant. The charity is constituted under a Memorandum of Association dated 14 January 1997 and is a registered charity number 1062170.

b. Methods of appointment or election of Trustees

The management of the charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association, which require that at each Annual General Meeting, one third of members of the board shall retire from office, and then subject to re-election.

Trustees are also directors for the purposes of company law.

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:



Nicky Milner
(Chair of Trustees)
Date: 9th December 2021

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2021

Independent examiner's report to the Trustees of Heritage House Caring Group (Wells-next-the-Sea) Limited ('the charity')

I report to the charity Trustees on my examination of the accounts of the charity for the year ended 31 March 2021.

Responsibilities and basis of report

As the Trustees of the charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of (enter body here), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed:  Dated: 21.12.2021

Joanne Fox FCA

Larking Gowen LLP

Chartered Accountants

Norwich

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021

	Note	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Income from:					
Donations and legacies	3	**14,923**	**149,658**	**164,581**	*50,759*
Charitable activities	4	**-**	**84,237**	**84,237**	*146,669*
Other trading activities	5	**-**	**526**	**526**	*728*
Investments	6	**-**	**1,250**	**1,250**	*2,299*
Total income		**14,923**	**235,671**	**250,594**	*200,455*
Expenditure on:					
Raising funds		**-**	**7,905**	**7,905**	*7,440*
Charitable activities	8	**20,339**	**215,823**	**236,162**	*271,004*
Total expenditure		**20,339**	**223,728**	**244,067**	*278,444*
Net (expenditure)/income before net gains/(losses) on investments		**(5,416)**	**11,943**	**6,527**	*(77,989)*
Net gains/(losses) on investments		**-**	**8,276**	**8,276**	*(5,413)*
Net movement in funds		**(5,416)**	**20,219**	**14,803**	*(83,402)*
Reconciliation of funds:					
Total funds brought forward		**469,235**	**358,396**	**827,631**	*911,033*
Net movement in funds		**(5,416)**	**20,219**	**14,803**	*(83,402)*
Total funds carried forward		**463,819**	**378,615**	**842,434**	*827,631*

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 11 to 24 form part of these financial statements.

HERITAGE HOUSE CARING GROUP (WELLS-NEXT-THE-SEA) LIMITED
(A company limited by guarantee)
REGISTERED NUMBER: 03302253

BALANCE SHEET
AS AT 31 MARCH 2021

	Note		2021 £		*2020 £*
Fixed assets					
Tangible assets	11		**613,906**		*640,087*
Investments	12		**58,624**		*50,572*
			672,530		*690,659*
Current assets					
Debtors	13	**1,305**		-	
Cash at bank and in hand		**177,014**		*141,890*	
		178,319		*141,890*	
Creditors: amounts falling due within one year	14	**(8,415)**		*(4,918)*	
Net current assets			**169,904**		*136,972*
Total net assets			**842,434**		*827,631*
Charity funds					
Restricted funds			**463,819**		*469,235*
Unrestricted funds			**378,615**		*358,396*
Total funds			**842,434**		*827,631*

The charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements. The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....

Nicky Milner
(Chair of Trustees)
Date: 9th December 2021

The notes on pages 11 to 24 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. General information

Heritage House Caring Group (Wells-next-the-Sea) LImited is constituted under a Memorandum of Association dated 14 January 1997, incorporated in England. The registered office is Heritage House, Mill Road, Wells-next-the-Sea, Norfolk NR23 1RF.

The charity is a company limited by guarantee and in the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Heritage House Caring Group (Wells-next-the-Sea) Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The Trustees have considered the financial uncertainty caused by COVID-19, and have prepared a strategic response covering operational and financial options. The level of free reserves means that the charity has been able to withstand the impact in the short-term. The Trustees have considered the level of funds held and the expected levels of income and expenditure for 12 months from authorising these financial statements. The Trustees consider that the budgeted income and expenditure is sufficient with the level of unrestricted reserves for the charity to be able to meet its liabilities as they fall due. For this reason the Trustees consider it appropriate for the financial statements to continue being prepared on a going concern basis.

2. Accounting policies (continued)

2.3 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset’s use.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2. Accounting policies (continued)

2.5 Government grants

Government grants are credited to the Statement of financial activities as the related expenditure is incurred.

2.6 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.7 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Freehold property	- Nil
Plant and machinery	- 20% straight line
Motor vehicles	- 20% straight line

No depreciation charge is made in respect of the freehold property as, in the opinion of the trustees, any charge would be immaterial. The property continues to be reparied to a high standard and therefore it is felt that a high residual value is maintained..

2.8 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as ‘Gains/(Losses) on investments’ in the Statement of financial activities.

2.9 Debtors

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

2.10 Cash at bank and in hand

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

2. Accounting policies (continued)

2.11 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation.

2.12 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Donations	14,923	67,789	**82,712**	*50,759*
Government grants	-	81,869	**81,869**	-
	14,923	149,658	**164,581**	*50,759*
Total 2020	-	*50,759*	*50,759*	

During the year, the charity received exceptional govenrment funding as part of the Coronavirus Job Retention Scheme (£31,955) and from Norfolk County Council and North Norfolk District Council (£49,914).

4. Income from charitable activities

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Meal, bath and hairdressing income and fees invoiced	84,237	**84,237**	*146,669*
Total 2020	*146,669*	*146,669*	

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
200 Club income	526	**526**	*728*
Total 2020	*728*	*728*	

6. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Investment income	1,250	**1,250**	*2,299*
Total 2020	*2,299*	*2,299*	

7. Investment management costs

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Investment management fee	682	**682**	*705*
Total 2020	*705*	*705*	

8. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £	*Total funds 2020 £*
Expenditure on charitable activities	186,686	49,476	**236,162**	*271,004*
Total 2020	*220,542*	*50,462*	*271,004*	

Analysis of direct costs

	Total funds 2021 £	*Total funds 2020 £*
Staff costs	**145,874**	*155,686*
Depreciation and profit on disposal	**26,181**	*27,382*
Driver expenses	**-**	*281*
Ambulance costs	**6,096**	*16,417*
Food / care costs	**8,373**	*20,566*
Training costs	**144**	*40*
Recruitment costs	**18**	*170*
	186,686	*220,542*

8. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2021 £	*Total funds 2020 £*
Repair and maintenance	**11,418**	*6,062*
Waste disposal	**2,596**	*2,951*
Light and heat	**6,467**	*8,688*
Sundry expenses	**3,574**	*4,808*
Insurance	**6,681**	*7,786*
Bank charges	**367**	*587*
Professional fees	**8,554**	*5,591*
Office costs	**4,705**	*5,294*
Cleaning	**5,114**	*8,695*
	49,476	*50,462*

9. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £3,702 *(2020 - £3,702)*, and other accountancy costs of of £3,618 (*2020 - £1,889*).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

10. Staff costs

	2021 £	2020 £
Wages and salaries	**140,368**	*150,230*
Social security costs	**3,650**	*3,549*
Pension costs	**1,856**	*1,907*
	145,874	*155,686*

The average number of persons employed by the charity during the year was as follows:

	2021 No.	2020 No.
	11	*14*

No employee received remuneration amounting to more than £60,000 in either year.

The charity considers its key management personnel (KMP) comprise the trustees, the Day Care Manager and the Catering Manager. The total employment benefits including employer pension contributions of the KMP were £59,265 (2020: £52,845).

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

11. Tangible fixed assets

	Freehold property £	Extension £	Canopy and fence £	Plant and machinery £	Motor vehicles £	Solar panels £	Bradbury Room £	Ambulance £	Total £
Cost or valuation									
At 1 April 2020	**38,391**	**359,532**	**38,628**	**73,783**	**13,000**	**14,311**	**127,927**	**97,490**	**763,062**
At 31 March 2021	**38,391**	**359,532**	**38,628**	**73,783**	**13,000**	**14,311**	**127,927**	**97,490**	**763,062**
Depreciation									
At 1 April 2020	**-**	**-**	**-**	**58,137**	**10,617**	**3,579**	**-**	**50,642**	**122,975**
Charge for the year	**-**	**-**	**-**	**7,383**	**2,383**	**716**	**-**	**15,699**	**26,181**
At 31 March 2021	**-**	**-**	**-**	**65,520**	**13,000**	**4,295**	**-**	**66,341**	**149,156**
Net book value									
At 31 March 2021	**38,391**	**359,532**	**38,628**	**8,263**	**-**	**10,016**	**127,927**	**31,149**	**613,906**
At 31 March 2020	*38,391*	*359,532*	*38,628*	*15,646*	*2,383*	*10,732*	*127,927*	*46,848*	*640,087*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

12. Fixed asset investments

	Listed investments £
Market value	
At 1 April 2020	**50,572**
Additions	**13,581**
Disposals	**(13,805)**
Revaluations	**8,276**
At 31 March 2021	**58,624**

13. Debtors

	2021 £	*2020 £*
Due within one year		
Other debtors	**1,305**	-
	1,305	-

14. Creditors: Amounts falling due within one year

	2021 £	*2020 £*
Other taxation and social security	**1,833**	*1,833*
Other creditors	**40**	-
Accruals and deferred income	**6,542**	*3,085*
	8,415	*4,918*

	2021 £	*2020 £*
Resources deferred during the year	**3,457**	-

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2021 £
General funds	**358,396**	**235,671**	**(223,728)**	**8,276**	**378,615**
Restricted funds	**469,235**	**14,923**	**(20,339)**	**-**	**463,819**
	827,631	**250,594**	**(244,067)**	**8,276**	**842,434**

At the year end restricted funds were made up as follows:
1) £382,681 relating to the property and property refurbishment, including the east extension;
2) £28,053 held relating to the purchase and installation of solar panels and other equipment;
3) £33,685 held in relation to sponsorships;
4) £19,400 held in relation to ambulances.

15. Summary of funds (continued)

Summary of funds - prior year

	Balance at 1 April 2019 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Gains/ (Losses)* £	*Balance at 31 March 2020* £
Designated funds	*127,927*	-	-	*(127,927)*	-	-
General funds	*308,455*	*200,455*	*(273,028)*	*127,927*	*(5,413)*	*358,396*
Restricted funds	*474,651*	-	*(5,416)*	-	-	*469,235*
	911,033	*200,455*	*(278,444)*	-	*(5,413)*	*827,631*

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2021 £	**Unrestricted funds 2021** £	**Total funds 2021** £
Tangible fixed assets	417,577	196,329	**613,906**
Fixed asset investments	-	58,624	**58,624**
Current assets	46,242	132,077	**178,319**
Creditors due within one year	-	(8,415)	**(8,415)**
Total	463,819	378,615	**842,434**

16. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Restricted funds 2020 £	*Unrestricted funds 2020* £	*Total funds 2020* £
Tangible fixed assets	*422,992*	*217,095*	*640,087*
Fixed asset investments	-	*50,572*	*50,572*
Current assets	*46,243*	*95,647*	*141,890*
Creditors due within one year	-	*(4,918)*	*(4,918)*
Total	*469,235*	*358,396*	*827,631*

17. Related party transactions

The charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the charity at 31 March 2021.

During the year, no Trustees received any remuneration or other benefits or received any reimbursement of expenses (2020: £nil).