

**Registered number: 03491237**

**Charity number: 1067888**

**Pioneering Care Partnership**

**Report of the Trustees and Financial Statements**

**For the year ended 31 March 2024**

## Pioneering Care Partnership

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## Pioneering Care Partnership

### Report of the Trustees

For the year ended 31 March 2024

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The Trustees submit their report and the audited accounts for the year ended 31<sup>st</sup> March 2024. They confirm that the report and accounts conform with current statutory requirements and the charity's memorandum and articles, and also the requirements of the Statement of Recommended Practice - Accounting and Reporting by Charities.

#### Reference and administrative details

<b>Company Number</b>	3491237
<b>Charity Number</b>	1067888
<b>Registered Office</b>	Pioneering Care Centre, Carer's Way, Newton Aycliffe, County Durham DL5 4SF
<b>Patron</b>	Carol Briggs (appointed 16 <sup>th</sup> October 2023)
<b>Board of Trustees</b>	Heather Brewster (Chair) Carol Briggs (resigned 16 <sup>th</sup> October 2023) David Cockburn (resigned 16 <sup>th</sup> October 2023) Melanie Fordham (resigned 13 <sup>th</sup> August 2023) Marilyn Mohan Dame Dela Smith (appointed 1 <sup>st</sup> April 2023) Dr Mark Sacco (appointed 16 <sup>th</sup> October 2023) Neil Hurst (appointed 16 <sup>th</sup> October 2023)
<b>Company Secretary</b>	Carol Gaskarth
<b>Principal Staff</b>	Carol Gaskarth (Chief Executive) Liz Fisher (Deputy Chief Executive, appointed 8 <sup>th</sup> June 2023) Melanie Bear (External Partnerships Manager) Vicky Browning (Operations Manager) Jo Davies (Finance Manager) Gayle Goldsmith (Project Development Manager, appointed 12 <sup>th</sup> June 2023) Bobby Hewitson (Project Development Manager, appointed 1 <sup>st</sup> June 2023) Rebecca Morgan (Project Development Manager) Sandra Roberts (Governance and Development Manager)
<b>Auditors</b>	CLA Evelyn Partners Limited, 17 Queens Lane, Newcastle Upon Tyne, NE1 1RN
<b>Bankers</b>	NatWest, 29 Newgate Street, Bishop Auckland, Co Durham, DL14 7ET

## Pioneering Care Partnership

### Report of the Trustees (Continued) For the year ended 31 March 2024

The Trustees submit their report and the audited accounts for the year ended 31 March 2024. They confirm that the report and accounts comply with current statutory requirements and the charity's memorandum and articles, and also the requirements of the Statement of Recommended Practice - Accounting and Reporting by Charities.

#### Structure, Governance and Management Governing Document

The Pioneering Care Partnership (PCP) is a company limited by guarantee established on 7th January 1998 and a registered charity (registered 2nd Feb 1998). The company was established under a Memorandum of Association, which establishes the objects and powers of the charitable company and is governed under its Articles of Association. The governance structure was reviewed over the period 2019-2023 and new Articles of Association were adopted in October 2023. In the event of the company being wound up members are required to contribute an amount of £1 on the winding up of the organisation.

#### Governance Review

PCP was founded 26 years ago, and, over time, the organisation has developed and changed. Recognising **governance arrangements must be suitable for the specific charity**, PCP ensures proactive reviews take place regularly. As a growing charity, in 2019-20 PCP undertook a series of consultations and conversation with those involved in leadership, oversight and governance, fully considering the charitable aims and public benefit PCP strives to address. This led to a full refresh, consultation with Voting Members and ultimately a special resolution to adopt the new governing document.

As a result, the revised governing document reflects the current organisation and the charity's objects now read:

2.1. The Charity's objects are restricted specifically, in each case only for the public benefit and mainly but not exclusively in North East England;

2.1.1 the relief of need, hardship, poverty or distress including but without limitation the preservation, protection and advancement of good health and improvements of the qualities of life of people in need of assistance or support by reason of caring responsibilities, poverty, disability, age, ill health or substance addiction;

2.1.2. the advancement of education of persons in need, hardship, poverty or distress; and

2.1.3. developing the capacity and skills of service users and the community in such a way that they are better able to identify, and help meet, their needs and to improve their health and wellbeing to participate more fully in society.

Details on the Charity Commission register and with Company's House was updated in quarter 3 of 2023-24.

PCP continues to use the Good Governance Code to assess progress and organisational development. Recognising good governance is fundamental to a charity's success, enabling and supporting compliance with the law and relevant regulations but also promoting a culture in which everything works towards fulfilling the charity's vision. The Good Governance Code has been used as the basis of reporting for several years. In November 2023, trustees and senior leaders conducted a comprehensive review of the organisations approach and progress against the self-assessment toolkit. Overall, this demonstrated good progress and generated ideas for continuous improvement. As a result, PCP's Governance and Development Manager is currently developing an organisation-wide action plan.

#### Recruitment and Appointment of Trustees

The charity Trustees are also Company Directors for the purposes of company law. As a charity, under the requirements of the Articles of Association, one-third, or, if their number is not divisible by three, the number nearest to one-third must retire by rotation. These shall be those who have been longest in office since their last appointment or reappointment. In 2023-24 Carol Briggs, David Cockburn and Melanie Fordham stood down and we thank them for their contribution to the charity and for their continuing support of PCP.

The updated Articles changed the maximum tenure of service for Directors/Trustees. From 2023 no Director shall serve for more than six consecutive years, unless the Directors resolve it would be in the best interests of the Charity for that Director to continue to serve beyond that period. In which case the Director can be reappointed, in accordance with the Articles, for a maximum single period of three years, and thereafter for single periods of one year. This fits with the organisations desire to ensure good governance and maintain an appropriate mix of up-to-date and relevant experience on the board.



## Pioneering Care Partnership

### Report of the Trustees (*Continued*)

For the year ended 31 March 2024

PCP continues to refresh the Board to ensure a suitable mix of business skills, leadership, governance and accountancy. PCP aims to ensuring the organisation is governed by representatives of those it seeks to serve which includes local people, those who represent particular communities, older people, carers, previous-carers and/or service users. Whilst there is no obligation to ensure Trustees shall be service users, during 2023-24 80% of the Board of Trustees were considered to be service user representatives.

Annually, PCP reviews Trustee skills and aspirations through a review with the Chair and Chief Executive and an anonymous survey. The last survey was undertaken in July 2023 reviewing trustee input and influence over a number of key areas. Comments included:

"I couldn't be prouder of our staff, trustees and volunteers."

"PCP has proved it was resilient (through the threat of Brexit, COVID, war in Ukraine) and enormous credit should be given to the Chief Executive who provided leadership throughout."

Key areas of development identified through the survey included:

1. Trustee recruitment – to ensure ongoing diversity of thinking
2. Trustee development – to maintain awareness of the 'bigger picture'.
3. Mobilisation of new contracts and services – recognising PCP is in a sustained period of growth.
4. Being agile – third sector organisations need to remain agile whilst having a person-centred approach.

### Trustee Induction and Training

Trustee recruitment took place over Summer 2023. PCP currently has 5 active trustees. 2 of whom were newly appointed in 2023-24.

Trustee induction processes are well-established, covering governance, leadership, charity guidance, PCP policies and procedures and expectations from the perspective of the organisation and the individual. This helps to orientate new trustees into the charity. Mentoring and peer support from experienced trustees is offered to newcomers. Often this is matched based on areas for development or where skills could be enhanced. The Chair and Chief Executive directly support trustee induction enabling new members to settle into the role well. New trustees commented:

- "The Trustee's Information Pack gave a helpful overview of PCP and the skills and commitment required for the trustee role; this enabled me to assess my suitability. The Trustee Induction Pack presented comprehensive information on PCP's corporate governance processes, strategic plan and financial position. Meetings with the Chief Executive, Chairman and the Trustees provided a warm welcome, clear briefing and encouragement to ask questions. In my view the onboarding process is excellent."
- "Following a well structured recruitment process I joined the PCP as a Trustee at the 2023 AGM. It is my first time as a Trustee and I was somewhat daunted by the scope of the role and all the legal and moral governance implications involved. However, the PCP recruitment process provided me access to all the required material about Trustee responsibilities and also the detailed governance procedures at the PCP. These were further explained during my induction session where I met other Trustees and we worked through an extensive Induction Pack. I'm still learning but I feel confident I now know what is expected during regular Board and business management meetings."

PCP benefits from highly skilled trustees who bring a wealth of experience in different sectors and disciplines including finance, health and safety, governance, leadership, commissioning and education. Trustees' skills are reviewed annually. No specific gaps have been identified however the charity aims to grow the number of trustees to ensure succession planning and aid diversity of thinking in decision-making.

Training and continuous professional development opportunities are offered to trustees. During 2023-24 these have been internally provided including governance awareness and finance for non-financial people; this training was delivered to both trustees and senior leaders.

Annually trustees take time to reflect on progress toward the strategic plan. They also receive presentations from projects and services take place at the Business Development and Best Practice Sub Committee; all of which aids learning.

## **Pioneering Care Partnership**

### **Report of the Trustees (Continued)** **For the year ended 31 March 2024**

Many of PCP's projects and services support children or people who may be vulnerable therefore PCP ensures the leadership team is trained and equipped to manage any safeguarding concerns effectively. This incorporates training across all local authority areas where the organisation works to ensure local processes are followed. Working with local infrastructure organisations, trustees are also offered the opportunity to participate in Safeguarding training.

The Chairperson is a member of the Association of Chairs, and the Chief Executive is a member of ACEVO, the Association of Chief Executive of Voluntary Organisations and a member of the Chartered Institute of Management. PCP also subscribes to the National Council of Voluntary Organisations. Membership of these bodies offers the opportunity for training, development, networking, guidance and support. PCP proactively uses Charity Commission updates to assist to provide informative and timely updates around best practice and governance and the Chief Executive's quarterly reports also guide trustees to further sources of reading and information.

PCP ensures trustees have support with further learning and guidance from external consultants where this is appropriate. In addition to contracting independent HR and Health & Safety specialists PCP seeks legal advice for tenancy and legal matters, and engages other specialists as necessary.

#### **Appointment of Patron**

Carol Briggs, one of the founding trustees, decided to stand down in 2023-24 after dedicating over 26 years to PCP. Carol, along with a small group of local people, had an ambition of bringing health and social care services together to make them more accessible, and this is how the Pioneering Care Centre was born. She is well-respected by trustees and staff alike, and it was fitting to appoint her to the role of Patron at the AGM in October 2023. This ambassadorial role is developing and will continue to evolve in the coming year.

## Pioneering Care Partnership

### Report of the Trustees (*Continued*)

For the year ended 31 March 2024

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#### The Structure of the Organisation

The Board of Trustees are elected by PCP's Voting Members. The Board can have up to 12 members and have responsibility for strategic direction and policy ensuring PCP meets its legal requirements. The Board of Trustees meet quarterly, and their work is supported by a robust sub-committee structure.

Trustee attendance and commitment is excellent, they are dedicated to supporting the charity to grow and develop and provide effective constructive challenge, scrutiny and support. To do this they question, read and reflect. The Chief Executive reports include links to key documents and reference materials to help with overall knowledge and skills development which in turn assist to ensure PCP maintains good governance.

During 2023-24 five board meetings were held, 4 ordinary board meetings, 1 specific budget board meeting. Written board reports provided details of trustee duties and obligations, ensuring full compliance. The board report structure continues to be based on the Charity Good Governance Code, this assists PCP trustees not only to embed the principles of sound governance but also to maintain a clear focus on the organisation's mission and objects.

To support good governance PCP's Board of Trustees regularly review and update the organisation's Scheme of Delegation and Register of Interests. Both of these documents were reviewed twice during 2023-24.

Annually Trustees, the Chief Executive and senior staff complete an Automatic Disqualification Declaration, this process ensures PCP is confident those who are appointed to govern or lead the organisation are not disqualified from acting as a charity trustee or holding a senior leadership position. The Charity Commission guidance suggests that this check should be conducted periodically, PCP has chosen to do this annually. The Charity Commission refers to 'senior leaders' as the Chief Executive, Finance Director and Chief Operating Officer, however PCP has deemed it appropriate that all leadership team members should renew the declaration form for completeness. During 2023-24 the following were also reviewed:

- Business Development and Budget Guidelines
- Comments and Complaints Quarterly Reports
- Comments and Complaints Procedure
- Environmental Policy Statement
- Equality, Diversity & Inclusion Policy Statement
- Health & Safety Policy Statement
- Investors In People 2023 report
- Investment Policy, Investment Strategies and portfolios
- PCP's Risk Register
- Quality Policy
- Voting Members and Trustee Data Protection and Privacy Statement

The Health and Safety Policy Statement, Equality Diversity and Inclusion Policy Statement and the Environmental Policy Statement are circulated to all staff and displayed in prominent places across PCP offices, demonstrating the organisational commitment to best practice.

In March 2024, the Finance and Investment Sub Committee (FISC) and Board of Trustees approved the organisation's Financial Strategy. This had been developed over a number of months and during 2024-25 the Finance Manager and FISC will develop an action plan to ensure progress is made across all areas of the Strategy.

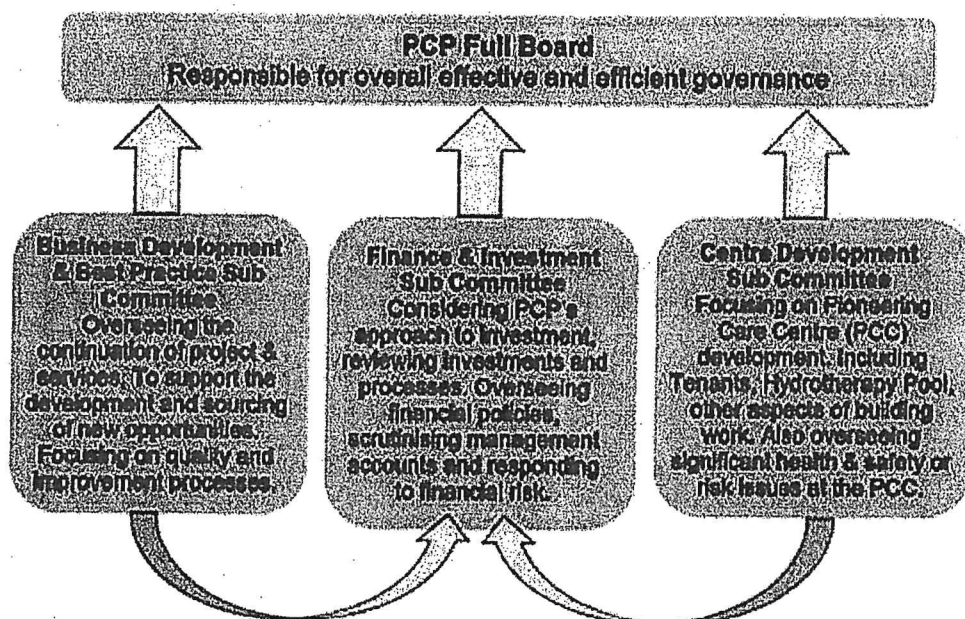
PCP's Sub-Committee structure continues to work well as is fit for purpose:

1. **Business Development Sub Committee** - to further PCP's objects, ensuring that projects and services meet the organisational mission and aims and considering new opportunities.
2. **Finance and Investment Sub Committee** - to enhance the stewardship of the organisation's financial arrangements and ensure prudence, and ethical investment principles.
3. **Centre Development Sub Committee** - aims to ensure Centre activities are developed and provided in line with the organisation's mission and aim. During 2023-24 this sub committee also provided oversight for the major renovation works which includes a new Hydrotherapy Pool and extensions in 3 areas of the building.

## Pioneering Care Partnership

Report of the Trustees (Continued)  
For the year ended 31 March 2024

The terms of reference along with key policies are reviewed as part of the annual review cycle.



Trustees are clear that the main Board retains responsibility for decision making and the Sub Committee's provide a valuable opportunity to consider areas of work, projects or developments more closely. The reporting structure ensures trustee feedback to the Board and enables all trustees to maintain full oversight and accountability.

### Chief Executive

The Board of Trustees delegates the responsibility of the running of the organisation to the Chief Executive, who takes full responsibility and accountability for the leadership, management and development of the Pioneering Care Partnership (PCP). This includes ensuring sound governance, strategic development, business generation, stakeholder relations, overall oversight and leading the full staff and volunteer teams across the North East.

Trustee anonymous survey asked specific questions about effectiveness of the Chief Executive. Results included:

- 100% felt the Chief Executive effectively uses powers delegated by the board to ensure PCP delivers its aims and objectives.
- 100% felt the Chief Executive provided sound leadership across the organisation.
- 100% of trustees felt effectively supported by the Chief Executive.

PCP's Chief Executive celebrated her 20-year work anniversary during 2023-24, and she has been Chief Executive for more than half of this time. In addition to the Chief Executive's experience, she has an MBA in leadership and is a qualified Coach and Mentor. She is committed to lifelong learning and is an Emotional Intelligence Practitioner. PCP will be considering how to roll this out across the organisation in 2024-25.

## **Pioneering Care Partnership**

### **Report of the Trustees (*Continued*)**

**For the year ended 31 March 2024**

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PCP's external presence is strong and the Chief Executive chairs several strategic meetings and networks on behalf of statutory partners. She is a school governor and enterprise advisor, all of which assists with PCP's ability to thrive in partnership with others. She has a good reputation and is well-respected in her field and is therefore a strong ambassador for the organisation.

The Chief Executive works to ensure PCP strives towards the organisation's mission and purpose; effectively oversees the organisation, ensuring systems and processes to govern the charity are robust, regularly reviewed and in line with best practice. The organisation continues to thrive, with strong track record of sustaining projects and services and fundraising, since her tenure as Chief Executive began in 2013 income has increased by over 295% (£1,490,676 to £5,683,373).

#### **Deputy Chief Executive**

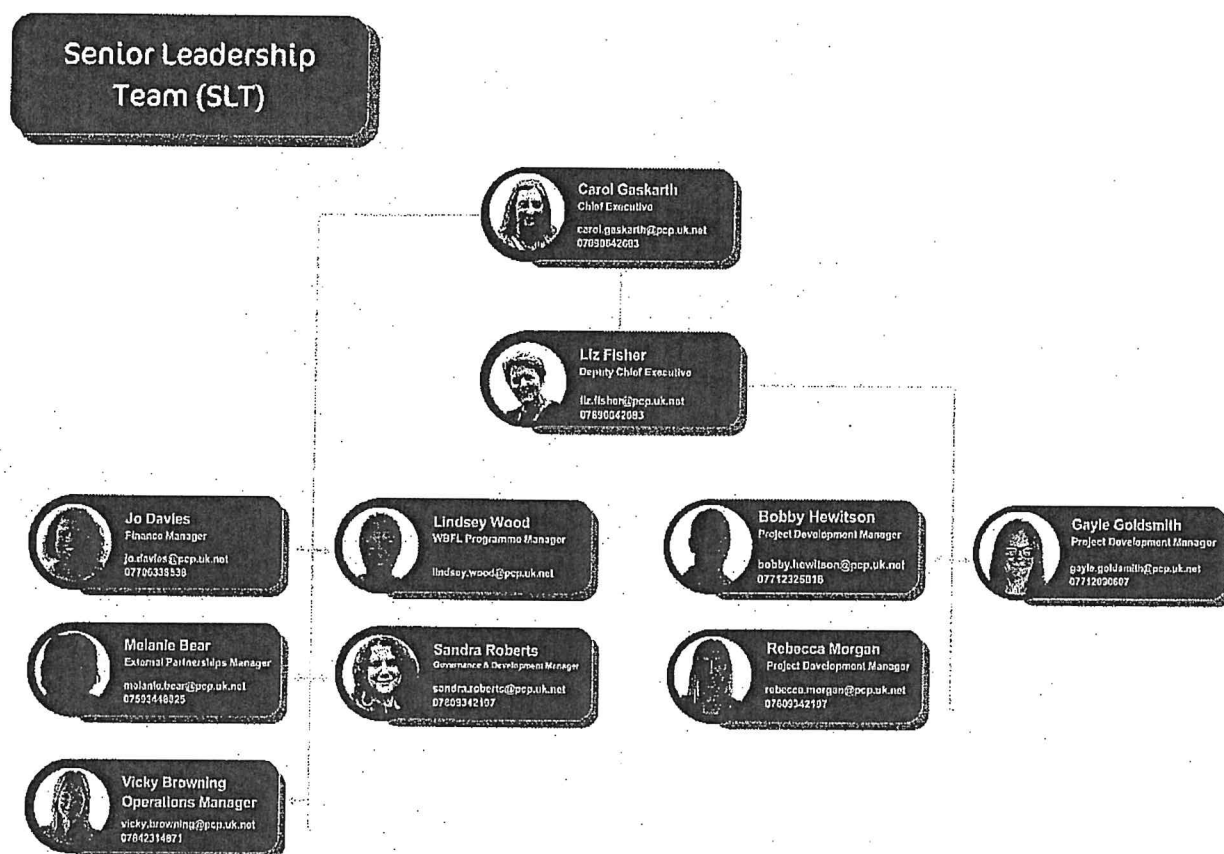
Trustees recognise succession planning is a responsibility of the board, they also recognise this applies to key personnel such as the role of Chief Executive. In the last financial year, the Chief Executive and trustees agreed the organisation had reached a point where investment was required to increase capacity at the senior level. The role of Deputy Chief Executive was successfully appointed in June 2023.

The postholder brings a wealth of strategic development and operational insight from the voluntary and community sector at a regional and national level. After a period of induction, orientation and reflection, the Deputy Chief Executive worked alongside the Chief Executive to determine main areas of focus. She is accountable for project delivery, including the Pioneering Care Centre. She has already made a positive impact and has developed a good insight across all areas of the organisation. Moving forward the focus will be on growth, sustainability of project and services and best practice. The Deputy Chief Executive also plays a key role in supporting the organisation workforce comprising of circa 140 staff and 430 volunteers.

#### **Senior Leadership Team**

Experienced in leading through organisational change the Chief Executive oversaw the development of a new Senior Leadership Team (SLT) in 2023-24. After considering capacity, opportunities for growth and succession planning with the Board the approach was two-pronged; harnessing the talents of existing staff, and bringing in new expertise. This has resulted in a strong, progressive and forward-looking dynamic team. They ensure all key areas/disciplines are represented at a strategic level including, governance, project development, external partnerships, HR, marketing, finance, quality and business development. In addition to strategic development and day-to-day management of the organisation, this broader range of skills, knowledge and expertise provides appropriate and effective cross-organisational support, whilst driving forward improvements at all levels.

Throughout 2023-24 PCP's newly formed senior leadership team have worked tirelessly to learn about PCP, embed structures, roles and responsibilities across the organisation and develop as a team. This has included a comprehensive induction and support package for each individual, dedicated senior leadership development time, a peer mentor and team training. Work to further embed PCP's senior leadership team will be progressed during 2024-25 (team below).



### Management Development Team

PCP's middle-management structure 'Management Development Team (MDT)', continues to evolve. The MDT involves senior leaders and all project and service leads working together to improve communication, support developments and share best practice. This helps to generate new ideas, review operational policies and supports the organisations approach to quality. During 2024-25 this will be developed further.

As a user-led charity PCP relies upon its dedicated, skilled and knowledgeable team of staff and volunteers to work with people, organisations and communities. We are proud to support our workforce with their learning and development. Through their compassionate and highly effective approach to supporting people PCP has an excellent track record in sustaining services. Our outstanding commissioner relationships, solid reporting mechanisms and success in delivering engaging and innovative provision often results in projects and services being extended. This is a clear testament to the wider-team's effectiveness, sound leadership and overall strong governance.

### Chief Executive Pay

Transparency is the first principle of good pay and is crucial if the voluntary sector is to retain public trust. PCP takes its obligations seriously and to this end PCP prides itself on the efficient use of resources and ensures that pay rates are proportionate. PCP does not pay higher salaries than are necessary and/or reasonable whilst valuing the importance of talented and experienced staff to the fulfilment of the charity's public benefit objectives. The procedure for setting PCP's Chief Executive pay is robust; periodically the Board appoints a task group of Trustees to consider the external environment and organisational performance to assess appropriate remuneration levels. This process includes taking independent advice and reviewing trends and benchmarks in the sector in addition to reviewing organisation-wide impacts, outputs and financial performance. This process was last conducted in 2014-15 and the Chief Executive has been at the top of their pay scale for several years. However, the Chief Executive continues to feel it is not appropriate to review this and given the current climate the Board of Trustees agree.



## Pioneering Care Partnership

### Report of the Trustees (Continued)

For the year ended 31 March 2024

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#### Volunteers

The organisation has a successful volunteer recruitment and support strategy, and volunteers support projects and services across the whole organisation. In 2023-24 PCP aimed to identify more volunteering opportunities for local people in line with our mission of 'Health, Wellbeing and Learning for All'; and this was achieved.

During 2023-24 PCP was supported by 433 active volunteers (an increase of 22% from 354 to 433) who gave 9,405 hours (an increase of 17% from 8,024 to 9,405). Volunteers assist with projects and activities run by the organisation, provide governance support and also help with areas such as reception and coffee shop. Using the real living wage as a benchmark, this is an in-kind equivalent of £112,860 (an increase of £25,398 from the previous year). Many of the volunteers have been service users themselves in the past and have progressed on to supporting the delivery of activities.

Volunteering remains at the heart of what PCP is about and during 2023-24 PCP was successfully reassessed for the County Durham Volunteer Kitemark.

#### Risk Management

The Chief Executive leads a process with the Board of Trustees to conduct a bi-annual review of the risks which the organisation is exposed to, through assessing every area of the organisation's activity. The Risk Register covers high-level areas including; the environment, governance and management, operational issues, financial and compliance. The Risk Register considers the potential 'impact' and 'likelihood' to provide an overall rating. Should there be any significant changes or additional risks outside of the bi-annual review schedule the system is flexible to enable a review at any point, ensuring a robust approach.

During 2023-24 the main organisational risks were associated with trustee recruitment and on-boarding a new senior leadership team; therefore, it was agreed to review the Risk Register quarterly. Both of these risks have been mitigated.

PCP's Health and Safety Policy is reviewed annually along with the fire risk assessment and other organisational, building and activity risk assessments. PCP is compliant with CHAS the Contractors Health and Safety Assessment Scheme, this was successfully renewed in December 2023 and will be assessed again in December 2024.

#### Aims, objectives and activities:

The Pioneering Care Partnership's (PCP) is a multi-award-winning organisation whose mission is: "Health, Wellbeing and Learning for All," and PCP operates across the North East of England predominately in County Durham, Sunderland, and Teesside.

PCP's purpose is: 'To improve health, wellbeing and quality of life for people disadvantaged by disability, age, ill health and/ or caring responsibilities, and reduce inequalities in health.'

The long-term outcomes the PCP is seeking to support are:

- To promote independence, choice & control
- To improve lifestyle
- To increase knowledge & skills
- To improve physical health
- To improve confidence, self-esteem & well-being
- To improve economic well-being
- To build community capacity
- To improve access to services for disadvantaged communities & groups
- To promote social inclusion

As a Charity and Company Limited by Guarantee PCP exists to serve local people and our customer-base is wide ranging. PCP supports groups and communities through projects and services which aim to build capacity and cohesion and individual people, particularly those who may be disadvantaged in localities, businesses with employee health and wellbeing and other charities through mentoring support.

## **Pioneering Care Partnership**

### **Report of the Trustees (Continued)** **For the year ended 31 March 2024**

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Following successful previous delivery, during 2023-24 PCP continued to support smaller voluntary and community sector organisations with grant funding. This funding supported the development of community activities with a particular emphasis on mental health and wellbeing and improving access to services.

PCP supports the wider determinants of health, these are the diverse range of social, economic and environmental factors which influence people's mental and physical health. An individual's health is not simply the result of individual behaviours, genetics and health care. The difference in health outcomes is due to the social, economic and environmental factors which shape people's lives. PCP considers health in its widest sense and to progress towards our mission of 'Health, Wellbeing and Learning for All, we support people in the community with learning/education, employability, physical health, family and social connections, and mental and emotional resilience.

Partnership is in our name, because we aim to bring people together, working collectively to help but importantly we do this with local people and communities, so they are a key stakeholder in all we do. During 2023-24 PCP was also proud to partner with several VCSE's (Voluntary Community & Social Enterprises) to develop and delivery services, harnessing their expertise for the benefit of the people we aim to support.

#### **Principal Activities**

The Pioneering Care Partnership is a multi-award-winning organisation whose impact spans across the North East.

PCP's first achievement was the development of a unique healthy living centre, bringing together voluntary and statutory services under one roof; the Pioneering Care Centre in Newton Aycliffe opened in 1999. The Pioneering Care Centre (PCC), is seen as a beacon on best practice and has been replicated across the Country.

The Pioneering Care Centre is home to a range of accessible activities designed to bring people together and support healthier lifestyles. A community hub that provides a range of health and wellbeing activities including community events, exercise classes, learning workshops, a community garden, community coffee shop, hydrotherapy pool, natural therapies, employability support services, and disability projects. The Centre also houses a GP Practice, Pharmacy, Mental Health Services, Children's Nursery, Speech and Language Service and other health and social care services making it a real community hub and hive of activity.

Activities based at the Pioneering Care Centre include:

- Health and wellbeing activities
- A fully accessible Hydrotherapy Pool
- Community garden and allotments
- Conference, meeting, room hire facilities and hospitality services
- The Garden Kitchen, community coffee shop
- Community courses and adult learning opportunities, lifestyle and exercise classes and activities
- Wellbeing/lifestyle support services
- Non-clinical cancer support

The Centre also houses services delivered by other partners as follows:

- Jubilee Medical Practice/Group
- The Village Pharmacy
- NHS clinics (Podiatry and Speech & Language)
- NHS Mental Health Services
- House of Eden Children's Nursery
- Great Aycliffe & Middridge Area Action Partnership (GAMP)
- Improving Access to Psychological Therapies (IAPT) Services
- The Reflex Clinic

2023-24 was an exciting year for the Pioneering Care Centre, trustees approved the development and renovation plans and committed a significant proportion of reserves to a building programme. Specialist, Architects and Contractors were appointed, and the building work commenced in November 2023. This work was ongoing throughout the remainder of 2023-24 and as a result the Hydrotherapy Pool closed, the community garden was not accessible, and Options moved rooms for the remainder of the year. We look forward to the building to be complete and to providing significantly improved services from later in 2024 and beyond.



## Pioneering Care Partnership

### Report of the Trustees (Continued) For the year ended 31 March 2024

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PCP provides several projects across the North East. Working in collaboration with a range of other voluntary or statutory organisations, PCP now provides over 50 projects and services these include:

- Options, supporting adults with learning and physical disabilities
- Together 21, supporting children with Down syndrome and their families
- County Durham and Sunderland Workplace Health
- Wellbeing for Life
- Stockton Community Connect/Social Prescribing Service
- Stockton Independent Complaints Advocacy Service
- Joining the Dots MacMillan Cancer Support
- Wellbeing for the Time Being
- Healthwatch in County Durham, Redcar & Cleveland, Middlesbrough, Stockton and Sunderland
- ESF Building Better Opportunities Step Forward Tees Valley
- ESF Building Better Opportunities Reaching Out Across Durham
- SafeHaven 'Happiness Hubs' Grants Programme
- Community Mental Health Pop Up Cafes
- County Durham Resilience Service
- Peer Support Workers
- Cancer Champions
- Stockton COVID-19 Community Champion Programme
- Primrose Lodge Events Worker
- Peer Support and Befriending Research
- Learning Disability & Autism Research
- COVID-19 Resilience Research
- Physical Health Workers in County Durham
- Lived Experience Leads
- ICB Sub Regional Support
- Men's Pie Clubs
- Health Squad

Further plans are in progress for additional project and services in 2024-25 including Health Checks in the workplace and Men's Pie Clubs, we also continue to support with the development of the Poverty Truth Commission in County Durham.

Partnership working is an essential part of PCP's success. PCP is recognised for its expertise in health and wellbeing and the Chief Executive plays a key role in developing community adult mental health wellbeing services across County Durham. Chairing the external County Durham Resilient Communities Group, a sub-committee of the Mental Health Strategic Partnership Board, and joint chairing the County Durham Mental Health Transformation Steering Group. PCP's work aligns with the 'County Durham Together' agenda and links with the ICB and other areas are forming. At a local level PCP has been a key partner in the concept scoping of a town centre community hub, this work is being led by the Deputy Chief Executive on behalf of PCP.

For further information please refer to PCP's Annual Report which can be found on the website:

[www.pcp.uk.net](http://www.pcp.uk.net)

## Pioneering Care Partnership

### Report of the Trustees (*Continued*)

For the year ended 31 March 2024

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## Achievements and performance

### PCP Strategic Plan

In June 2019 PCP's Board of Trustees approved the Strategic Plan. This informs the direction of the charity, feeds into the Chief Executive's objectives and supports the operational delivery and management of PCP. Annually PCP Board of Trustees receives a progress update; this annual assessment helps to determine where the organisation's energy and resources should focus for the coming year. The Strategic Plan runs until 2026 and is designed as a cross-cutting document to direct organisational focus, enable continuous development and to instil confidence in PCP's governance arrangements as a Charity and Company Limited by Guarantee.

The Strategic Plan covers 10 main areas:

1. PCP Mission and Purpose
2. Health, Wellbeing and Learning for All - targeting support
3. Governance
4. Leadership
5. Core Values
6. Finance
7. Quality, Human Resources & Volunteering
8. Marketing, Communications & Engagement
9. Digital Strategy
10. Environmental Management

Specific progress has been made in the following areas during 2023-24

- a. New Governing documents approved and in place
- b. Impact and commissioner reporting improvements;
- c. Leadership structure reviewed and implemented;
- d. Operational improvements to internal processes;
- e. Succession planning and recruitment of Deputy Chief Executive;
- f. Financial Strategy developed and approved;
- g. Marketing Strategy implemented; and
- h. Investing in the Environment self-assessment in readiness for external assessment.

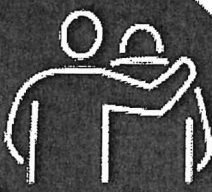
All of these areas will progress further in 2024-25.

### Monitoring & Evaluation

PCP continues to maintain the approach to apply a model of evaluation called 'Impact Mapping' developed by the New Economics Foundation (NEF). This is based on a 'theory of change' methodology and assists PCP to link our mission, objectives and activities with what happens because of them. This is the tenth year of successfully using this model to monitor performance, consequently the organisation is usually able to use previous data to benchmark performance and undertake trend analysis. PCP project and service leads produce comprehensive quarterly reports in addition to commissioner or grant reporting.

The following section highlights some of the key achievements for the year 2023-24:

## Our year in numbers



We supported **122,928** people through dedicated health or wellbeing services and learning activities.



**57%** of people benefitting from PCP support accessed more than one of our services.



From people attending a PCP service, **16,838** hours of respite enabled carers to have time to themselves and take a break.



We worked with **590** organisations, supporting businesses to prioritise the health and wellbeing of local communities. This an increase of **27%** from last year.



There were **309,261** visits to our healthy living centre, the Pioneering Care Centre.

**£12,703,637** was secured for the delivery of projects and services for future years.

We provided **£257,415** in grants to develop Happiness Hubs across County Durham and Darlington.

Our **433** volunteers donated **9,405** hours to support communities.

This equates to an in-kind contribution of **£112,860** using the Real Living Foundation rate as a benchmark.

## Pioneering Care Partnership

### Report of the Trustees (*Continued*)

For the year ended 31 March 2024

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## FINANCIAL REVIEW

This trustees report should be read in conjunction with the 2023-24 Annual Report which details the organisation's impact across the North East. PCP Further information can be found at PCP's website [www.pcp-uk.net](http://www.pcp-uk.net)

PCP has well-developed and effective policies and procedures in place to ensure sound financial governance. An established schedule enables trustees to receive, scrutinise and approve the organisational budget. Trustees dedicate time to carefully considering inflation and the impact on the charity, this leads to decisions on staff inflationary/cost of living rises. Trustees are committed to awarding rises based on inflation where this is affordable.

Senior Leaders and the Finance and Investment Sub Committee (FISC) monitored financial performance and management accounts during the year and reported concerns. The Board maintain full accountability and utilise the time during FISC to ensure additional scrutiny.

PCP Board and Leaders take a long-term view of the organisations financial position and during 2023-24 a comprehensive Financial Strategy was agreed. Short term commitments are also considered; in the coming year PCP plans to utilise reserves for several projects in support of the organisation's charitable objectives. Diversification of income is a key factor of PCP's approach. Additional income was secured for projects and services in 2023-24, this equated to 69% more/than the previous year.

Expenditure in the organisation continued to be lower than forecasted. The efficient delivery of projects and services and the organisation's prudent approach was demonstrated by actual expenditure being 79% lower than budgeted.

The full results and company's financial position at the end of the year are shown in the attached financial statements.

### Activities generating funds

Activities generating funds for the organisation include the Kitchen Garden, Room Hire, Natural Therapy Suite and the Hydrotherapy Pool within the Pioneering Care Centre. The range of natural and complimentary therapies delivered since the Centre re-opened has remained low and due to the Centre renovation the Hydrotherapy Pool has been closed to the public since November 2023; therefore income generating activities overall have been reduced.

The organisation sublets the Pioneering Care Centre to a number of Tenants within the building. Tenants included: The Village Pharmacy; Jubilee Medical Group; Durham County Council; Tees, Esk & Wear Valley NHS Trust; House of Eden Children's Nursery, NHS Property Services and private Reflexology practitioners. The market value of the Centre was last assessed in 2022 by an independent surveyor, fulfilling trustees legal obligation to obtain and consider a written report from a suitably qualified surveyor before any disposal, such as a lease, is granted. Trustees are aware of their responsibility to achieve the best rent possible, and lease arrangements are designed to progress toward the market value suggested in the independent report.

### Investment Policy

PCP's investment portfolio is managed by Rathbone Investment Management Ltd. The portfolio is a combination of different asset types and weightings to consider both long term investment behaviours and short-term prevailing market conditions. The investment objective aims to preserve the capital investment in real terms whilst providing the opportunity for some growth in capital and income and therefore PCP opted for a medium risk tolerance for the fund.

During 2023-24 an investment risk rater was complete by trustees and key leaders, the Oxford Risk rater helps to understand the appetite for investment risk. Whilst this had marginally increased, trustees agreed PCP should maintain the existing approach, with the tolerance towards the lower end of 'medium risk'.

## Pioneering Care Partnership

### Report of the Trustees (*Continued*)

For the year ended 31 March 2024

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#### Investment Update

The first quarter of 2024 was a positive one, but market volatility picked up during the final days of March amid concern for heightened geo-political tension in the Middle East coupled with a realisation from an economic perspective that Central Banks would not be in a position to start cutting interest rates until Summer at the earliest.

A technical recession in the UK appears to have come and gone but the economy remains stagnant as attention turned towards electioneering. The EU economy remains in similar shape, but the US is running hotter than expected, backed by strong employment numbers and inflation falling more slowly than predicted – there is even some talk of interest rate rises in the US.

The portfolio saw a 9% gain for the year ending 31 March 2024, with best returns coming from the US technology holdings supported by Gold which rose to a near-record high. On the downside, infrastructure holdings were driven lower on the back of fewer prospective interest rate cuts – this hit valuations.

The portfolio remains well balanced and while, with hindsight, it was positioned too cautiously into the end of 2023, the investment management company saw no need to shift strategy at the time and the view remains unchanged. It is envisaged the outlook for the global economy is positive as we come through the bottom of the cycle, and will adjust the investment strategy accordingly if needed.

PCP's portfolio remains well diversified across asset classes which should enable it to be relatively resilient in the short-term and perform well over the long-term.

During 2023-24 PCP worked with the Nat West Bank to assess short-term investment opportunities. Trustees reviewed proposals and agreed to open 95 day investment accounts in January 2024.

#### Reserves' Policy

PCP's Reserves' Policy ensures that Trustees, the Chief Executive and senior leaders, act in the interests of their charity and its beneficiaries at all times. A significant proportion of PCP's income comes from short term statutory contracts and, as a responsible employer, the Reserves Policy provides some assurance and safeguard for staff.

The Reserves' Policy aims to aid PCP's strategic planning, budgeting and risk management processes. PCP reserves provide a cushion for planned or unplanned future needs safeguarding the organisation from unexpected events, losses of income and large unbudgeted expenses. The Reserves' Policy also aims to assist with the management of cash flow, provide working capital for day-to-day operations and aid decision making when considering investing in new ways of working. This Policy protects and safeguards organisational assets, assists Trustees to act with reasonable care and skill, and ensures that PCP is accountable.

This Reserves' Policy helps to ensure that the charity can meet its financial obligations to core and centre staff salary and operating costs. Other factors which are beginning to affect the organisation is that some funding streams have payments in arrears, therefore the organisation needs to have monies available to cushion this effect and ensure operational liquidity.

The organisational Reserves' Policy is reviewed on an annual basis by the Finance and Investment Sub Committee and full Board of Trustees. This was reviewed during 2023-24. In addition, the Board takes regular reports from the Finance Manager, with recommendations from the Chief Executive to enable trustees to ensure appropriate and timely action is taken where required.

To protect the financial stability of our organisation there are planned unrestricted reserves. The Policy and associated procedures sets out that PCP will aim to maintain reserves of a minimum of 6 months core and centre operating costs, this equates to circa £859,000. As of 31 March 2024, the charity held free reserves of £1,069,659 which equates to 7.4 months core and centre running costs.

## **Pioneering Care Partnership**

### **Report of the Trustees (Continued)**

**For the year ended 31 March 2024**

Where the reserves position exceeds the set level of 6 months the Board identifies if resources are available to utilise to further PCP's charitable aims. Trustees were aware that, after 25 years of use by the community, some areas of the Pioneering Care Centre needed refreshing and other areas, such as the Hydrotherapy Pool needed a complete renovation due to breakdowns and parts being obsolete which led to poor service for people access this well-used facility. Trustees, along with the organisations leaders, through effective and prudent planning were able to allocate reserves to further develop the Pioneering Care Centre, the organisations flagship healthy living centre.

PCP has invested a significant level of reserves to improve use and accessibility of the Pioneering Care Centre, this includes:

- extending the Hydrotherapy Pool area by 100%, and installing a state-of-the-art Hydrotherapy Pool with much improved changing facilities, host tracking system and new plant equipment;
- increasing the space available for the Day Service, building an extension which doubles there capacity, providing a small kitchen, garden and media wall to ensure activities are interactive and user-led; and
- General improvements internally, redecoration and new carpets etc.

This investment programme is scheduled for completion in Summer 2024.

On the face of it, at the year-end reserves appear to be high, in real terms, however after the planned investment for asset/building developed during 2024-25 PCP's actual reserves position is forecast to be £656,437 which equates to 4.6 months core and centre running costs.

### **Quality**

Quality is at heart of what PCP does and is vitally important to ensure we fulfil our mission, continue to meet the needs of local people and communities, strive for improvement and ultimately make a difference or positive impact. 2023-24 was another excellent year for PCP with several external assessors reviewing the organisations systems, practice, delivery and impact. Fundamental to the success of external verification is leadership commitment and this, through all assessments, was deemed to be an area of outstanding practice.

PCP achieved the Environmental Quality Standard ISO 14001 and ISO 9001 the international standard that specifies requirements for a quality management system. Organisationally PCP has brought the standards together as one, enabling a joint reaccreditation to both standards with positive feedback from the assessor/auditor about PCP's approach, progress and continuous development.

During 2023-24 PCP also maintained:

- Investors in People Standard, Gold Award (full reassessment due July 2023)
- Better Health at Work Award, Maintaining Excellence and Ambassador Status
- CHAS the Contractors Health and Safety Assessment
- Volunteer Kitemark
- Time to Change Pledge
- Carer's Pledge
- Mindful Employer/Charter for Employers who are Positive About Mental Health



## Pioneering Care Partnership

### Report of the Trustees (Continued)

For the year ended 31 March 2024

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Feedback from the Investors in People Assessor included:

- Your people clearly are advocates of the work PCP does and state that PCP is a great place to work – with many seeking out PCP as a preferred employer. As a result, you have the makings of an amazing, loyal workforce who take pride in their work, who feel trusted, empowered, and involved in delivering success
- People are motivated by active involvement in supporting communities, their work is delivered with pride, and they want to do the right thing for the environment and the future.
- Your people are actively wanting to 'up their game' and seek improvement and development, to stretch their skills and knowledge.
- You are progressive, seeing that your people are provided a variety of opportunities to spread their wings, and you seize opportunities to bring in other expertise when needed.
- You have considered succession planning and this supports your strong commitment to internal progression. You know what good leadership means at different levels, and help people develop their skills in this regard.
- You are agile alongside an ever-quickening pace and challenging external environment – with results which are consistently improving.
- People are confident to be open with their opinion and will express these with confidence and enthusiasm in groups or individually, via engagement and communications channels as well as work related discussions.
- You see, and want to find out more, the impact of putting your people and purpose first. You use data and analysis of people and service-related matters to fine tune how you operate.
- People live the PCP values as their own, whatever the challenges, and take initiative to achieve your purpose, priorities, and objectives.
- Manager's focus is on supporting, developing, helping, coaching, role modelling, and working alongside your people.
- Everyone is engaged in innovation and transformation from small to big thinking, within their own work and field of expertise to the bigger changes PCP faces.
- You have overt and deep appreciation of your marketplace, how PCP shapes itself in response to external changes, as well takes action to grasp opportunities and to diversify.
- You have been investing considerable effort, time, and resources to ensure everyone in the charity, had clarity around the purpose, vision and objectives.
- Key operational objectives supporting effective performance were transparent, and you measured this through multiple metrics and scorecards – with enviable results to boot!

Feedback from the North East Better Health at Work Assessor included:

- PCP takes a strategic approach to all of its core objectives and works hard to ensure they quality assure and function professionally whilst retaining their ethos and remit.
- The Strategic Plan provides the overall organisational direction and this is then devolved into specific delivery areas, which is then reflected in the Health & Wellbeing strategy.
- The Assessor recognises the detailed work that goes into producing the comprehensive and conscientious Action Plan and commends the targeting and inclusion of previous Assessor comments and recommendations, and better still, the progress against them. It is best practice that the plan is then also monitored quarterly by PCP's Employee Engagement Council.

The Mindful Employer Assessor also gave positive feedback:

- Your submission evidences a proactive approach to wellbeing; while recognising that some additional support may sometimes be required. Again, this emphasis on a proactive, preventative approach is in line with recommended best practice. Alongside supporting your staff, it is also positive to read that you actively promote the need for them to take responsibility for their own wellbeing. It is a shared responsibility."

PCP has pledged publicly a commitment through the North East Climate Coalition (NEECCo). **"To understand the impact the organisation has on the environment. We will monitor energy consumption and actively strive to reduce it. We will work with our teams to increase awareness and encourage ideas to take positive action at work, home and in the community."**

The environmental categories PCP contributes to are:

- Consumption/shopping habits
- Encouraging nature and biodiversity
- Reducing energy usage
- Reducing travel/ greener travel
- Reducing Waste/recycle

## Pioneering Care Partnership

### Report of the Trustees (Continued) For the year ended 31 March 2024

In June 2024 PCP was assessed for the 'Investors in the Environment' standard, successfully achieving Silver status. The Assessor stated:

"PCP has a strong environmental strategy which is fuelling action within the organisation, bolstered by senior management support. They have excellent resource measuring and monitoring systems in place, driving efficiencies and resource reductions across the organisation. The Auditor was really impressed by the commitment shown by the organisation to identify and reduce its environmental impacts and bring the whole staff along with them."

The achievement of these quality and best practice standards maintains PCP's strong position in the competitive tendering market in addition to demonstrating our commitment to quality for our customers, clients, staff and volunteers.

#### Key financial performance indicators (2023-24)

Ratio	2023-24	2022-23	2021-22	2020-21	2019-20	2018-19	2017-18	2017-18
Liquidity ratio	16.2:1	17.8:1	23.05:1	19.72:1	7.1:1	7.1:1	6.8:1	6.08:1
Average Reserves : Expenditure (Other Charitable funds)	1.046:1	1.076:1	1.277:1	1.071:1	0.54:1	0.58:1	0.63:1	0.66:1
Debtors Days	37 days	133 days	162 days	77 days	35 days	26 days	54 days	58 days
Labour Turnover(%)	10%	31%	15.2%	23.8%	25.1%	32.9%	25.9%	30.1%
Labour Stability Index(%)	84%	71%	85%	82%	82%	75%	89%	76%
Absence(%)	3.5%	3.5%	2.6%	2.2%	2.6%	2.6%	2.9%	2.7%
Staff participation in training and development(%)	78%	88%	96%	68%	75%	87%	95%	95%

PCP ended the financial year with 137 employees, and increase of 18% on the previous year (from 116 to 137). PCP continues to grow and it is anticipated this will increase by a further 10-15% in 2024-25.

- The organisation's liquidity ratio is high again, as a result of project and service expenditure being reduced post-pandemic. Working practices have changed with more staff working from home, meetings being online and subsequently costs for travel and room hire etc have reduced. PCP also held reserves which were earmarked for the Pioneering Care Centre renovation. Expenditure for the capital project will be over 2 financial years, 2023-24 and 2024-25.
- Notably the recent trend for high Debtors Days has been mitigated. This was previously due to one local authorities preference of providers raising invoices at the beginning of the financial year which were paid incrementally over the year.
- Labour turnover (which can indicate employee satisfaction) has improved, reducing from 31% in 2022-23 to 10% in 2023-24. Naturally the voluntary sector can have a high turnover due to the short-term nature of projects and services. It is testament to the dedication of the senior team who work to ensure opportunities are available to offer employees as and when short term funding ends.
- Labour stability (can demonstrate permanency of the workforce) increased from 71% to 84%, which is positive. PCP's Labour Market stability has always fluctuated due to the nature of the charitable business; short term contracts and externally funded projects.
- PCP's absence rate remained static at 3.5%\*. This is better than the average for the NHS which is reported to be 5.6%. According to the Office for National Statistics (ONS, 2022) sickness levels in the UK were 2.6%. However, the Chartered Institute of Personnel and Development (CIPD) published a report in September 2023 citing national sickness levels averaging 3.4%. (\*note PCP's absence rate includes all absences, not purely sickness.)



## Pioneering Care Partnership

### Report of the Trustees (*Continued*) For the year ended 31 March 2024

PCP continues to benefit from well developed organisational HR policies, a keen focus on employee wellbeing, a solid approach to talent management and we provide support to sustain staff wherever possible.

The organisation prides itself on being supportive to staff and we have a number of initiatives in place through our Work Life Balance policy and procedures and our return-to-work processes. Organisationally PCP continues to strive to ensure we support our teams effectively and feedback has been overwhelmingly positive in relation to the measures in place.

PCP works to support people to sustain their employment with us through several support interventions. We have a continuous improvement approach, included enhanced carer support into our employee benefits portfolio and have improved the employee assistance offer. We have a strong track record of sustaining projects and interventions across the North East which also helps to maintain stability levels.

Furthermore, other incentives such as volunteering time, team development activities and rewards and recognition at staff meetings helps with employee engagement, support and retention.

The organisation's liquidity ratio is high again, as a result of project and service expenditure being reduced post-pandemic. Working practices have changed with more staff working from home, meetings being online and subsequently costs for travel and room hire etc have reduced. PCP also held reserves which were earmarked for the Pioneering Care Centre renovation. Expenditure for the capital project will be over 2 financial years, 2023-24 and 2024-25.

Notably the recent trend for high Debtors Days has been mitigated. This was previously due to one local authorities preference of providers raising invoices at the beginning of the financial year which were paid incrementally over the year.

#### **Future Priorities and developments include:**

1. **Trustee recruitment and training** additional skills and experience will be brought into the Board to assist future planning, governance and development.
2. **Senior Leadership Team** development will be ongoing. The organisations' new senior team has been in place for 1 year and is operating extremely effectively. However we recognise it takes time to create high impact teams, and this is fundamental to the organisation continued success.
3. **Strategic Plan refresh** PCP's current Strategic Plan covers the period up to 31<sup>st</sup> March 2026, during 2024-25 planning and ideas generation will commence with a view to the full re-write occurring in 2025-26.
4. **Business Development** both the Chief Executive and Deputy Chief Executive will continue and extend horizon scanning and research around evidence based best practice to ensure PCP remains pioneering.
5. **Financial Strategy Implementation**, a comprehensive action plan will be created in line with the organisations Mission and governing documents.
6. **Complete Centre Renovation** and other building works to sustain and improve the Pioneering Care Centre.
7. **Develop a business plan for the Pioneering Care Centre** looking considering the range of activities delivered and how to ensure they meet the organisations aim.

## Pioneering Care Partnership

### Report of the Trustees (Continued) For the year ended 31 March 2024

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#### STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the Directors of The Pioneering Care Partnership for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the Trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

#### AUDITORS

The auditors, CLA Evelyn Partners Limited will be proposed for re-appointment at the forthcoming Annual General Meeting.

#### ON BEHALF OF THE BOARD OF TRUSTEES:



Heather Brewster- Chairperson

Dated 20/09/24.

## **Pioneering Care Partnership**

### **Report of the Independent Auditors to the Members of Pioneering Care Partnership For the year ended 31 March 2024**

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#### **Opinion**

We have audited the financial statements of Pioneering Care Partnership (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

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

#### **Conclusions relating to going concern**

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

#### **Other Information**

The trustees are responsible for the other information. The other information comprises the information included in the Report of the Trustees, other than the financial statements and our Report of the Independent Auditors thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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

## **Pioneering Care Partnership**

### **Report of the Independent Auditors to the Members of Pioneering Care Partnership (Continued)** **For the year ended 31 March 2024**

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We have nothing to report in this regard.

#### **Opinions on other matters prescribed by the Companies Act 2006**

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

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

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

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

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

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

#### **Responsibilities of trustees**

As explained more fully in the Statement of Trustees Responsibilities set out on page 21, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

#### **Auditor's responsibilities for the audit of the financial statements**

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

## Pioneering Care Partnership

### Report of the Independent Auditors to the Members of Pioneering Care Partnership (*Continued*) For the year ended 31 March 2024

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

We obtained an understanding of the legal and regulatory framework applicable to both the charitable company itself and the industry in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the directors and other management. The most significant were identified as the Charities Act 2011, the Companies Act 2006, UK GAAP (FRS102) and relevant tax legislation. We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- making enquires of trustees and management as to where they consider there to be a susceptibility to fraud and whether they have any knowledge or suspicion of fraud;
- obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- reviewing the minutes of meetings of those charged with governance;
- assessing the risk of management override including identifying and testing journal entries;
- confirmation received directly from the banks to verify the balance at 31 March 2024; and

Our audit did not identify any key audit matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

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

#### Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



**Craig Henderson (Senior Statutory Auditor)**  
**For and on behalf of CLA Evelyn Partners Limited**  
**Statutory Auditors**

*23 September 2024*

17 Queens Lane  
Newcastle upon Tyne  
NE1 1RN

# Pioneering Care Partnership

## Statement of Financial Activities (Incorporating the Income and Expenditure Account) For the year ended 31 March 2024

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2024 £	Total 2023 £
<b>Income from:</b>						
Donations	4	1,497	-	1,060	2,557	18,805
<b>Charitable activities</b>						
Grant income	5	60,658	-	142,251	202,909	271,064
Contract Income	5	3,811,942	-	1,192,031	5,003,973	2,626,124
Trading activities	6	417,990	-	5,715	423,705	436,220
Investment income	7	50,229	-	-	50,229	14,450
<b>Total income</b>		<u>4,342,316</u>	<u>-</u>	<u>1,341,057</u>	<u>5,683,373</u>	<u>3,366,663</u>
<b>Expenditure on:</b>						
Raising funds						
Investment manager costs	8	3,000	-	-	3,000	3,000
Trading activities	8	25,925	-	-	25,925	23,494
Charitable activities	9	2,687,164	-	1,656,750	4,343,914	3,850,235
<b>Total expenditure</b>		<u>2,716,089</u>	<u>-</u>	<u>1,656,750</u>	<u>4,372,839</u>	<u>3,876,739</u>
Net gain / (loss) on investments		<u>15,964</u>	<u>-</u>	<u>-</u>	<u>15,964</u>	<u>( 17,077 )</u>
<b>Net income/expenditure before transfers</b>		<u>1,642,191</u>	<u>-</u>	<u>( 315,693 )</u>	<u>1,326,498</u>	<u>( 527,144 )</u>
Transfers	19	( 1,645,390 )	1,805,903	( 160,513 )	-	-
<b>Net income/expenditure</b>		<u>( 3,199 )</u>	<u>1,805,903</u>	<u>( 476,206 )</u>	<u>1,326,498</u>	<u>( 527,144 )</u>
<b>Reconciliation of funds</b>						
Total funds brought forward		2,010,175	633,219	1,278,651	3,922,045	4,449,189
<b>Total funds carried forward</b>		<u>2,006,976</u>	<u>2,439,122</u>	<u>802,445</u>	<u>5,248,543</u>	<u>3,922,045</u>

# Pioneering Care Partnership

## Balance Sheet As at 31 March 2024

	Notes	£	2024 £	£	2023 £
<b>Fixed assets</b>					
Tangible assets	15		629,721		106,004
Investments	16		307,595		288,130
			<u>937,316</u>		<u>394,134</u>
<b>Current assets</b>					
Debtors	17	522,130		317,871	
Cash at bank and in hand		4,074,668		3,445,931	
		<u>4,596,798</u>		<u>3,763,802</u>	
<b>Liabilities</b>					
Creditors: amounts falling due within one year	18	( 285,571 )		( 235,892 )	
		<u></u>		<u></u>	
<b>Net current assets</b>			4,311,227		3,527,910
<b>Total net assets</b>			<u>5,248,543</u>		<u>3,922,045</u>
<b>The funds of the charity</b>					
Unrestricted funds			2,006,976		2,010,174
Designated funds			2,439,122		633,219
Restricted funds			802,445		1,278,651
	19		<u>5,248,543</u>		<u>3,922,045</u>

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

The financial statements were approved by the Board of Trustees on 20<sup>th</sup> September 2024 and were signed on its behalf by:

Heather Brewster  
Heather Brewster – Chairperson

M. Mohan  
Marilyn Mohan – Treasurer

**Company Number: 03491237**

The notes form part of these financial statements

**Pioneering Care Partnership**

**Cash Flow Statement**

**For the year ended 31 March 2024**

	Notes	2024 £	2023 £
<b>Cash flows from operating activities:</b>			
Cash generated from operations	24	1,133,116	442,434
<b>Net cash provided by operating activities</b>		<u>1,133,116</u>	<u>442,434</u>
<b>Cash flows from investing activities:</b>			
Purchase of tangible fixed assets		( 551,135 )	( 11,673 )
Interest received		50,229	14,450
Interest paid		( 3,473 )	-
<b>Net cash used in investing activities</b>		<u>( 504,379 )</u>	<u>( 729 )</u>
<b>Change in cash and cash equivalents in the reporting period</b>		<u>628,737</u>	<u>441,705</u>
Cash and cash equivalents at the beginning of the reporting period		3,445,931	3,004,226
<b>Cash and cash equivalents at the end of the reporting period</b>		<u>4,074,668</u>	<u>3,445,931</u>



## 1. Accounting Policies

### 1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with 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) issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

Pioneering Care Partnership meets the definition of a public benefit entity under FRS 102. The financial statements are prepared on a going concern basis under the historical convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

### 1.2 Going concern

The financial statements have been prepared on a going concern basis. The Trustees (Company Directors for the purpose of Company law) have reviewed and considered relevant information, including the annual budget in making their assessment. Based on these assessments, given the measures that could and will be undertaken to mitigate the current adverse conditions, the current resources available and new projects already confirmed for 2024-25 the Trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

### 1.3 Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds can only be used for particular restricted purposes specified by the donor or when funds are raised for particular restricted purposes. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

### 1.4 Income

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions and is recognised as earned. Grant income included in this category provides funding to support performance activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with reasonable certainty. Income received to deliver services over a specific period covering more than one financial year is accounted for over the specific period; related expenditure is accounted when incurred.

## Pioneering Care Partnership

### Notes to the financial statements (Continued) for the year ended 31 March 2024

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For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing.

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

#### 1.5 Expenditure and irrecoverable VAT

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

The charity is partially exempt for VAT and input VAT not recoverable is charged to management and administration costs.

#### 1.6 Support cost allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity.

#### 1.7 Tangible fixed assets

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Improvements to property	- 6% on cost
Hydrotherapy pool	- 20% on cost
Equipment	- 20% - 33% on cost

Assets costing less than £1,500 are not capitalised.

#### 1.8 Investments

Investments are recognised initially as fair value which is normally the transaction price excluding transaction costs. Subsequently, they are measured at fair value through Statement of Financial Activities.

#### 1.9 Debtors and creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the income statement in other operating expenses.

## **Pioneering Care Partnership**

### **Notes to the financial statements (Continued) for the year ended 31 March 2024**

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#### **1.10 Financial instruments**

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

#### **1.11 Taxation**

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

#### **1.12 Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

#### **1.13 Leasing**

Rentals payable under operating lease contracts are charged to management and support costs on a straight line basis over the term of the contract.

The Charity extended its lease with Durham County Council on the Pioneering Care Centre during the year ended 31 March 2011. The Council will now terminate the lease in 125 years from April 2010. Leasehold property improvements capitalised after the extension of the lease will be appraised on an individual project basis and will be depreciated according to the Charity's assessment of their useful economic life.

#### **1.14 Significant judgements and estimations**

In the application of the charity's accounting policies the trustees are required to make judgements, estimates and assumptions about the carrying amounts of certain assets and liabilities. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. There are no significant judgements or estimations.

## **2. Legal form**

Pioneering Care Partnership is a Company Limited by Guarantee registered in England and Wales. Every member of the company undertakes to contribute to the assets if the company is wound up while he/she is a member or within one year of ceasing to be a member, such amount as may be required not exceeding £1. The address of the registered office is given in the charity information in the reference and administration pages of these financial statements.

# Pioneering Care Partnership

## Notes to the financial statements (Continued) for the year ended 31 March 2024

### 3. Statement of financial activities for the prior year

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2023 £	Total 2022 £
<b>Income from:</b>						
Donations	4	18,805	-	-	18,805	21,903
<b>Charitable activities</b>						
Grant income	5	40,473	-	230,591	271,064	1,176,870
Contract Income	5	2,177,856	-	448,268	2,626,124	2,449,979
Trading activities	6	433,955	-	2,265	436,220	416,692
Investment income	7	14,450	-	-	14,450	3,759
<b>Total income</b>		<u>2,685,539</u>	<u>-</u>	<u>681,124</u>	<u>3,366,663</u>	<u>4,069,203</u>
<b>Expenditure on:</b>						
Raising funds						
Investment manager costs	8	3,000	-	-	3,000	3,000
Trading activities	8	23,494	-	-	23,494	13,324
Charitable activities	9	2,337,360	2,420	1,510,456	3,850,236	3,077,607
<b>Total expenditure</b>		<u>2,363,854</u>	<u>2,420</u>	<u>1,510,456</u>	<u>3,876,730</u>	<u>3,093,931</u>
Net loss on investments		<u>( 17,077 )</u>	<u>-</u>	<u>-</u>	<u>( 17,077 )</u>	<u>-</u>
<b>Net income/expenditure before transfers</b>		<u>304,608</u>	<u>( 2,420 )</u>	<u>( 829,332 )</u>	<u>( 527,144 )</u>	<u>989,099</u>
Transfers	19	<u>( 9,638 )</u>	<u>-</u>	<u>9,638</u>	<u>-</u>	<u>-</u>
<b>Net income/expenditure</b>		<u>294,970</u>	<u>( 2,420 )</u>	<u>( 819,694 )</u>	<u>( 527,144 )</u>	<u>989,099</u>
<b>Reconciliation of funds</b>						
Total funds brought forward		1,715,205	635,639	2,098,345	4,449,189	3,460,090
<b>Total funds carried forward</b>		<u>2,010,175</u>	<u>633,219</u>	<u>1,278,651</u>	<u>3,922,045</u>	<u>4,449,189</u>

### 4. Donations and legacies

	2024 £	2023 £
Donations and gifts	2,557	18,805
	<u>2,557</u>	<u>18,805</u>

## Pioneering Care Partnership

### Notes to the financial statements (Continued) for the year ended 31 March 2024

<b>5. Income from charitable activities</b>		
	<b>2024</b>	<b>2023</b>
	£	£
Grants	202,909	271,064
Contracts	5,003,973	2,626,124
	<u>5,206,882</u>	<u>2,897,188</u>
<b>Analysis by fund:</b>		
	£	£
Unrestricted funds	4,404,436	2,218,329
Restricted funds	802,446	678,859
	<u>5,206,882</u>	<u>2,897,188</u>
<b>6. Other trading activities</b>		
	<b>2024</b>	<b>2023</b>
	£	£
Hydropool takings	13,864	35,124
Rents and service charges	312,402	304,967
Fees and room hire	26,340	42,495
Therapy income	6,962	3,969
Classes and courses	1,193	639
Coffee shop	38,523	24,869
Options	16,743	13,208
Fundraising	7,678	10,949
	<u>423,705</u>	<u>436,220</u>
<b>7. Investment income</b>		
	<b>2024</b>	<b>2023</b>
	£	£
Bank interest receivable	43,728	9,147
Investment income	6,501	5,303
	<u>50,229</u>	<u>14,450</u>
<b>8. Raising funds</b>		
	<b>2024</b>	<b>2023</b>
	£	£
Coffee Shop	19,537	15,522
Hydropool maintenance	6,388	7,972
Investment manager	3,000	3,000
	<u>28,925</u>	<u>26,494</u>

# Pioneering Care Partnership

## Notes to the financial statements (Continued) for the year ended 31 March 2024

### 9. Charitable activities costs

	Direct costs £	Support costs £	2024 £	2023 £
Salaries & related costs	2,983,965	12,791	2,996,756	2,466,163
Room hire	32,711	-	32,711	27,371
Travel and subsistence	54,977	5,327	60,304	73,752
Activity expenditure	375,825	-	375,825	268,176
Payments to Partners	265,976	-	265,976	408,267
Miscellaneous	17,444	2,093	19,537	45,
Office Costs	252,302	2,682	254,984	253,375
Training	29,401	-	29,401	46,694
Rent and rates	112,660	12,403	125,063	106,341
Marketing	16,222	-	16,222	37,581
Legal and professional	69,819	7,000	76,819	81,581
Bank charges	3,473	-	3,473	3,506
Depreciation	27,419	-	27,419	32,853
Irrecoverable VAT	59,424	-	59,424	44,533
	<u>4,301,618</u>	<u>42,296</u>	<u>4,343,914</u>	<u>3,850,235</u>

### Analysis by fund:

	£	£
Unrestricted funds	2,687,164	2,339,780
Restricted funds	1,656,750	1,510,455
	<u>4,343,914</u>	<u>3,850,235</u>

### 10. Support costs

	2024 £	2023 £
Staff costs	12,791	47,351
Premises costs	12,403	2,363
Travel costs	5,327	-
Office costs	4,747	2,249
Governance costs	7,028	6,845
	<u>42,296</u>	<u>58,808</u>

### 11. Governance costs

	2024 £	2023 £
Trustee expenses	28	545
Audit fee	7,000	6,300
	<u>7,028</u>	<u>6,845</u>

# Pioneering Care Partnership

## Notes to the financial statements (Continued) for the year ended 31 March 2024

### 12. Net income/(expenditure)

Net income/(expenditure) is stated after charging:

	2024	2023
	£	£
Fees payable to the company's auditor	7,000	6,300
Depreciation	27,419	32,853
Operating lease rentals – property	32,560	29,321
Operating lease rentals – equipment	5,400	5,698
	<u>72,379</u>	<u>74,172</u>

### 13. Auditors' remuneration

	2024	2023
	£	£
Fees payable to the charity's auditors for the audit of the charity's annual accounts	7,000	6,300
	<u>7,000</u>	<u>6,300</u>

### 14. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2024	2023
	£	£
Wages and salaries	2,706,883	2,274,165
Social security costs	208,267	172,735
Other pension costs	78,614	72,635
	<u>2,993,764</u>	<u>2,519,535</u>

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

	2024	2023
	No.	No.
Chief Executive	1	1
Senior Managers	8	5
Quality, HR & Finance staff	7	8
Administration & support	18	15
Other project staff, etc	95	84
	<u>129</u>	<u>113</u>

## Pioneering Care Partnership

### Notes to the financial statements (*Continued*) for the year ended 31 March 2024

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#### 14. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel (*Continued*)

The number of employees whose annual remuneration was £60,000 or more were:

	2024	2023
	No.	No.
£70,000 to £80,000	1	1

The charity trustees were not paid or received any other benefits from employment in the year (2021 - £nil). Three trustees were reimbursed expenses during the year of £28 (2023 - £545). No charity trustee received payment for professional or other services supplied to the charity (0 - £nil).

The key management personnel include the Chief Executive, Executive Leads and Project and People Managers. The total employee benefits of the key management personnel of the charity were £349,146 (2023 - £257,739)



# Pioneering Care Partnership

## Notes to the financial statements (Continued) for the year ended 31 March 2024

### 15. Tangible fixed assets

	Equipment	Office Improvements	Hydropool	AUC	Total
	£	£	£	£	£
<b>Cost</b>					
At 01 April 2023	38,655	209,511	41,829	-	497,590
Additions	-	42,589	-	508,546	551,135
Disposals	( 1,312 )	-	( 41,829 )	-	( 69,840 )
<b>At 31 March 2024</b>	<b>37,343</b>	<b>252,100</b>	<b>-</b>	<b>508,546</b>	<b>978,886</b>
<b>Depreciation</b>					
At 01 April 2023	36,008	145,903	41,829	-	391,586
Charge	2,336	14,350	-	-	27,419
Disposals	( 1,312 )	-	( 41,829 )	-	( 69,840 )
<b>At 31 March 2024</b>	<b>37,032</b>	<b>160,253</b>	<b>-</b>	<b>-</b>	<b>349,165</b>
<b>Net Book Value</b>					
<b>At 31 March 2024</b>	<b>311</b>	<b>91,847</b>	<b>-</b>	<b>508,546</b>	<b>629,721</b>
<b>At 31 March 2023</b>	<b>42,396</b>	<b>63,608</b>	<b>-</b>	<b>-</b>	<b>106,004</b>

All fixed assets are for direct charitable use.

During the year ended 31 March 2011 an extension to the Pioneering Care Centre was completed.

The extension was developed by County Durham Council under a partnership agreement with PCP and was funded by the Community Assets Programme via The Big Lottery. As part of this partnership agreement, on completion of the building, Durham County Council adjusted the terms of the lease of the Pioneering Care Centre to PCP to a long-term leasehold of 125 years, starting in April 2010, at a peppercorn rent.

Leasehold property improvements capitalised after the extension of the lease will be appraised on an individual project basis and will be depreciated according to the charity's assessment of their useful economic life.

# **Pioneering Care Partnership**

## **Notes to the financial statements (Continued)** **for the year ended 31 March 2024**

### **16. Fixed asset investments**

	<b>Listed investments</b>	<b>Cash in portfolio</b>	<b>Total</b>
<b>Cost or valuation</b>			
At 1 April 2023	256,029	32,101	288,130
Additions	45,118	( 45,118 )	-
Disposals	( 38,352 )	38,352	-
Realised investment income	-	6,511	6,511
Investment Manager Fees		( 3,000 )	( 3,000 )
Valuation gains/losses	15,954	-	15,954
At 31 March 2024	<u>278,749</u>	<u>28,846</u>	<u>307,595</u>

Listed equity investments that are traded on a quoted market are held at fair value determined by reference to the quoted price for identical assets in an active market at the balance sheet date.

### **17. Debtors: Amounts falling due within one year**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Trade debtors	414,794	211,356
Prepayments and accrued income	105,771	105,115
Other Debtors	1,565	1,400
	<u>522,130</u>	<u>317,871</u>

### **18. Creditors: Amounts falling due within one year**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Trade creditors	83,636	79,100
Social security and other taxes	82,951	66,901
Other creditors	17,267	15,095
Accrued expenses	101,256	68,334
Deferred income	461	6,462
	<u>285,571</u>	<u>235,891</u>

# Pioneering Care Partnership

## Notes to the financial statements (Continued) for the year ended 31 March 2024

### 19. Statement of funds

*For the year ended 31 March 2024*

	Balance at 1 April 2023 £	Income £	Expenditure £	Investment gains/losses £	Transfers £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>						
General funds	2,010,174	4,342,316	( 2,716,089 )	15,964	( 1,645,390 )	2,006,975
<b>Designated funds</b>						
Hydrotherapy pool renewal	161,065	-	-	-	( 161,065 )	-
Centre renovation	438,222	-	-	-	174,363	612,585
Project fund	33,932	-	-	-	1,792,605	1,826,537
<b>Total Unrestricted funds</b>	<u>2,643,394</u>	<u>4,342,316</u>	<u>( 2,716,089 )</u>	<u>15,964</u>	<u>160,513</u>	<u>4,446,097</u>
<b>Restricted fund</b>						
Hydrotherapy pool	71,925	124,776	( 8,576 )	-	( 188,125 )	-
Growing Our Community	6,534	-	-	-	-	6,534
RCG Mapping Grant	134,612	-	( 41,956 )	-	-	92,656
Befriending	3,405	754	( 2,758 )	-	( 210 )	1,190
Safe Haven	97,204	449,019	( 451,200 )	-	-	95,023
Healthwatch CIC	10,175	-	-	-	-	10,175
Covid 19 Resilience Hub	271,307	630,111	( 688,557 )	-	-	212,863
Befriending Research Project	432,998	-	( 199,645 )	-	-	233,353
Young Adults Support Café	5,478	-	( 959 )	-	-	4,519
LD & Autism Research	169,585	-	( 91,023 )	-	-	78,562
Welfare Roadshow	5,000	-	( 6,026 )	-	1,026	-
Lottery development Alliance work	22,908	-	( 25,657 )	-	2,749	-
Stockton Resilience Project	10,000	-	( 8,182 )	-	( 1,818 )	-
Stockton Covid Champions	34,526	122,900	( 125,126 )	-	25,865	58,165
Options Social Club	2,994	5,922	( 5,570 )	-	-	3,346
GAMP Lunch Club Grant		7,575	( 1,515 )		-	6,060
<b>Total restricted funds</b>	<u>1,278,651</u>	<u>1,341,057</u>	<u>( 1,656,750 )</u>	<u>-</u>	<u>( 160,513 )</u>	<u>802,446</u>
	<u>3,922,045</u>	<u>5,683,373</u>	<u>( 4,372,839 )</u>	<u>15,964</u>	<u>-</u>	<u>5,248,543</u>
<b>Total Reserves</b>						

Pioneering Care Partnership

Notes to the financial statements (Continued)  
for the year ended 31 March 2024

19. Statement of funds (Continued)

For the year ended 31 March 2023

	Balance at 1 April 2022 £	Income £	Expenditure £	Investment gains/losses £	Transfers £	Balance at 31 March 2023 £
<b>Unrestricted funds</b>						
General funds	1,715,205	2,685,539	( 2,363,854 )	( 17,077 )	( 9,638 )	2,010,175
<b>Designated funds</b>						
Hydrotherapy pool renewal	161,065	-	-	-	-	161,065
Projects	36,352	-	( 2,420 )	-	-	33,932
Centre Renovation	438,222	-	-	-	-	438,222
<b>Total Unrestricted funds</b>	<u>2,350,844</u>	<u>2,685,539</u>	<u>( 2,366,274 )</u>	<u>-</u>	<u>( 9,638 )</u>	<u>2,643,394</u>
<b>Restricted fund</b>						
Hydrotherapy pool	80,643	300	( 9,018 )	-	-	71,925
Growing Our Community	6,533	100	( 604 )	-	505	6,534
RCG Mapping Grant	152,823	-	( 18,211 )	-	-	134,612
Befriending	5,888	274	( 2,966 )	-	209	3,405
Safe Haven	104,003	320,061	( 326,860 )	-	-	97,204
Healthwatch CIC	13,416	-	( 3,241 )	-	-	10,175
Healthwatch England	947	-	( 947 )	-	-	-
Covid 19 Resilience Hub	1,081,665	-	( 810,358 )	-	-	271,307
Befriending Research Project	322,950	215,191	( 105,143 )	-	-	432,998
Options Grant	9,005	-	( 9,005 )	-	-	-
Young Adults Support Café	9,096	1,965	( 5,583 )	-	-	5,478
This Girl Can	1,337	-	( 1,337 )	-	-	-
LD & Autism Research	222,642	-	( 53,057 )	-	-	169,585
Welfare Roadshow	5,000	5,000	( 13,026 )	-	8 026	5,000
Lottery development Alliance work	50,000	-	( 27,092 )	-	-	22,908
Stockton Resilience Project	16,693	10,300	( 17,641 )	-	648	10,000
Stockton Covid Champions	15,704	120,000	( 101,178 )	-	-	34,526
Options Social Club	-	7,933	( 5,189 )	-	250	2,994
<b>Total restricted funds</b>	<u>2,098,345</u>	<u>681,124</u>	<u>( 1,510,456 )</u>	<u>-</u>	<u>9,638</u>	<u>1,278,651</u>
<b>Total Reserves</b>	<u>4,449,189</u>	<u>3,366,662</u>	<u>( 3,876,730 )</u>	<u>( 17,077 )</u>	<u>-</u>	<u>3,922,045</u>

## Pioneering Care Partnership

### Notes to the financial statements (*Continued*) for the year ended 31 March 2024

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#### 19. Statement of funds (*Continued*)

Centre Renovation fund is the amount set aside for the planned replacement of the Hydrotherapy pool and to provide an extension for the Options Room at the Pioneering Care Centre.

Project fund is Trustees approved the 2024-25 budget which included utilisation of surplus across a number of project areas which provides agreed additional capacity and resources to support people in our community.

The Befriending project offers face to face and virtual support to local people aiming to tackle isolation and reduce feelings of isolation.

PCP secured funding for COVID 19 Resilience Team (Durham) to help provide access to timely and local support for COVID-19 specific mental health and emotional wellbeing needs within County Durham.

The Research Teams undertake specific community research to support a co-ordinated and evidenced based approach to service development. Topics include befriending and peer support, learning disability and autism, and the affect of COVID.

Young Adults Support Café provides an opportunity for young adults to socialise, develop resilience and work on coping strategies to aid positive mental health.

Lottery development Alliance work - PCP secured grant funding from the National Lottery to work with Public Health, Integrated Commissioning and the voluntary and community sector exploring the potential of a poverty & health alliance.

The Stockton Resilience Project offers support to help increase emotional and mental resilience in response to Long COVID and the impacts of isolation, shielding and government restrictions.

The Stockton COVID Community Champions programme supports public health messaging to dispel myths and help community understanding.

Options Social Club is a member led evening activity providing adults with learning and physical disabilities to socialise.

Welfare Roadshow is a grant to deliver 3 events across the GAMP area, these events supported local people affected by welfare reform and the associated issues such as employability, poverty and housing, along with other concerns.

GAMP lunch club is a grant to deliver a series of 4, 8-week courses, aimed at supporting residents within the GAMP area. The courses will be supporting those who have been impacted by both the cost-of-living increases and who are still feeling the impacts of the isolation caused by COVID.

Growing our community was formerly the Dementia Friendly Gardening grant which was received from Durham County Council to support the Dementia Friendly Café.

## Pioneering Care Partnership

### Notes to the financial statements (Continued) for the year ended 31 March 2024

RCG Mapping Grant - PCP secured resource to support the development of information platforms for Children and Young People and Adults to support the work of County Durham's Mental Health Partnership and the Resilient Communities Group. This grant was awarded to enable scoping, testing and development prior to launching a platform (website) for use by local people. This work was due to fully commence at the end of 2019-20 but was delayed due to COVID-19.

Safe Haven - as part of a national NHS Transformation pilot PCP has been commissioned to develop 'Safe Havens' across the communities of County Durham and Darlington. This work was due to commence at the end of 2019-20 but was delayed due to COVID-19.

Healthwatch CIC relates to funds transferred to PCP during 2016 following the closure of the organisation.

#### 20. Analysis of net assets

##### For the year ended 31 March 2024

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fixed assets	629,721	-	629,721
Investments	307,595	-	307,595
Net current assets/(liabilities)	3,508,782	802,445	4,311,227
	<u>4,446,098</u>	<u>802,445</u>	<u>5,248,543</u>

##### For the year ended 31 March 2023

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fixed assets	106,004	-	106,004
Investments	288,130	-	288,130
Net current assets/(liabilities)	2,249,260	1,278,651	3,527,911
	<u>2,643,394</u>	<u>1,278,651</u>	<u>3,922,045</u>

## Pioneering Care Partnership

### Notes to the financial statements (Continued) for the year ended 31 March 2023

#### 21. Pensions

The charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £78,614 (2023 - £72,635).

#### 22. Leasing agreements

	Land & buildings			Other
	2024	2023	2024	2023
	£	£	£	£
Expiring:				
Within one year	32,560	29,321	5,400	5,698
Between one and five years	31,380	7,854	7,833	9,034
In more than five years	106	107	-	-
	<u>64,046</u>	<u>37,282</u>	<u>13,233</u>	<u>14,732</u>

#### 23. Related party disclosures

There were no related party transactions for the year ended 31 March 2023 (2022 – none).

#### 24. Reconciliation of net income to net cash from operating activities

	2024	2023
	£	£
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	1,326,498	( 527,144 )
Adjustments for:		
Investment income	( 50,229 )	( 14,450 )
Interest payable	3,473	3,506
Depreciation charges	27,419	32,853
Unrealised (losses)/gains on investments	( 15,954 )	17,077
Decrease/(increase) in debtors	( 204,260 )	878,880
Increase/(decrease) in creditors	49,679	54,016
Movement in cash	( 3,510 )	( 2,303 )
Net cash provided by operating activities	<u>1,133,116</u>	<u>442,434</u>



